



maximus

# Illinois PASRR Redesign Transition Guide

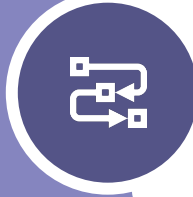
Prep Your Team for Process Updates and Launch of AssessmentPro,  
Web-Based Assessment Management System for Preadmission  
Screening and Resident Review (PASRR) Assessments

# Table of Contents



## Insights

Learn more about the March 14, 2022, launch of the new PASRR program and new assessment management system, including objectives and planned milestone dates



## Process

Understand how the transition will update existing processes and preview new workflows for PASRR Level I screens submission and review, PASRR Level II assessments for serious mental illness (SMI), and other related activities



## Training

Review the schedule of implementation webinars and available on-demand trainings, as well as a growing list of guides and frequently asked questions to help ensure you're ready for the transition



## AssessmentPro

Prep to start using new web-based management system, AssessmentPro, for PASRR assessments on day one with a breakdown of features, system requirements, and a checklist of helpful tips to be ready on day one



## Support

Bookmark the Illinois Tools and Resources web page and learn how to contact the Maximus – Illinois Support Help Desk team

# Insights: 2022 PASRR Program Redesign

The State of Illinois - Department of Healthcare and Family Services (HFS) has selected new partner, Maximus, for the fulfillment of the federally mandated Preadmission Screening and Resident Review (PASRR) process. This transition from the current PASRR processes to a new web-based management system, **AssessmentPro**, launches Monday, **March 14, 2022**, for admissions to Nursing Facilities. This change will impact all program submissions for **all individuals applying to, or residing in**, Medicaid-certified nursing facilities including:

- The way all PASRR Level I Screens will be submitted
- The review of all PASRR Level I Screens
- The completion of PASRR Level II Assessments for Serious Mental Illness (SMI)
- New service—Follow Up Visits

## SLP & SMHRF Settings

This transition includes new processes for screenings and assessments of individuals seeking placement in Specialized Mental Health Rehabilitation Facilities (SMHRF) and Supportive Living Programs (SLP) settings. It moves the SMHRF and SLP assessment processes to a new web-based management system, AssessmentPro on **April 18, 2022**.

# Insights: Historical Context Recognizing the Need for Change

*While the system worked for decades, as programs were added they got **entangled** and did not always serve individuals as intended.*

*The Williams Consent Decree requires Illinois to ensure individuals with mental illness are **not inappropriately institutionalized** if a community setting is more appropriate.*

*This requires an **untangling** of the PASRR, SLP, and SMHRF programs.*



## GOALS of REDESIGN

**Appropriately** identify placement and service options for individuals with IDD or SMI in a federally compliant, person-centered manner.

**Increase diversion and transition** opportunities for persons with SMI and assure that individuals with DD or MI diagnoses are only placed in nursing facilities as an appropriate response for the need for skilled care.

**Modernize** and streamline the assessment process.

# Insights: The Right and Logical Approach

## The *Logical* Decision

- Federal compliance
- NFs protected from inappropriate admissions
- Detangles PASRR, SLP, SMHRF admissions, as individuals appropriate for 1 setting and are not appropriate for other settings



## The *Right* Decision

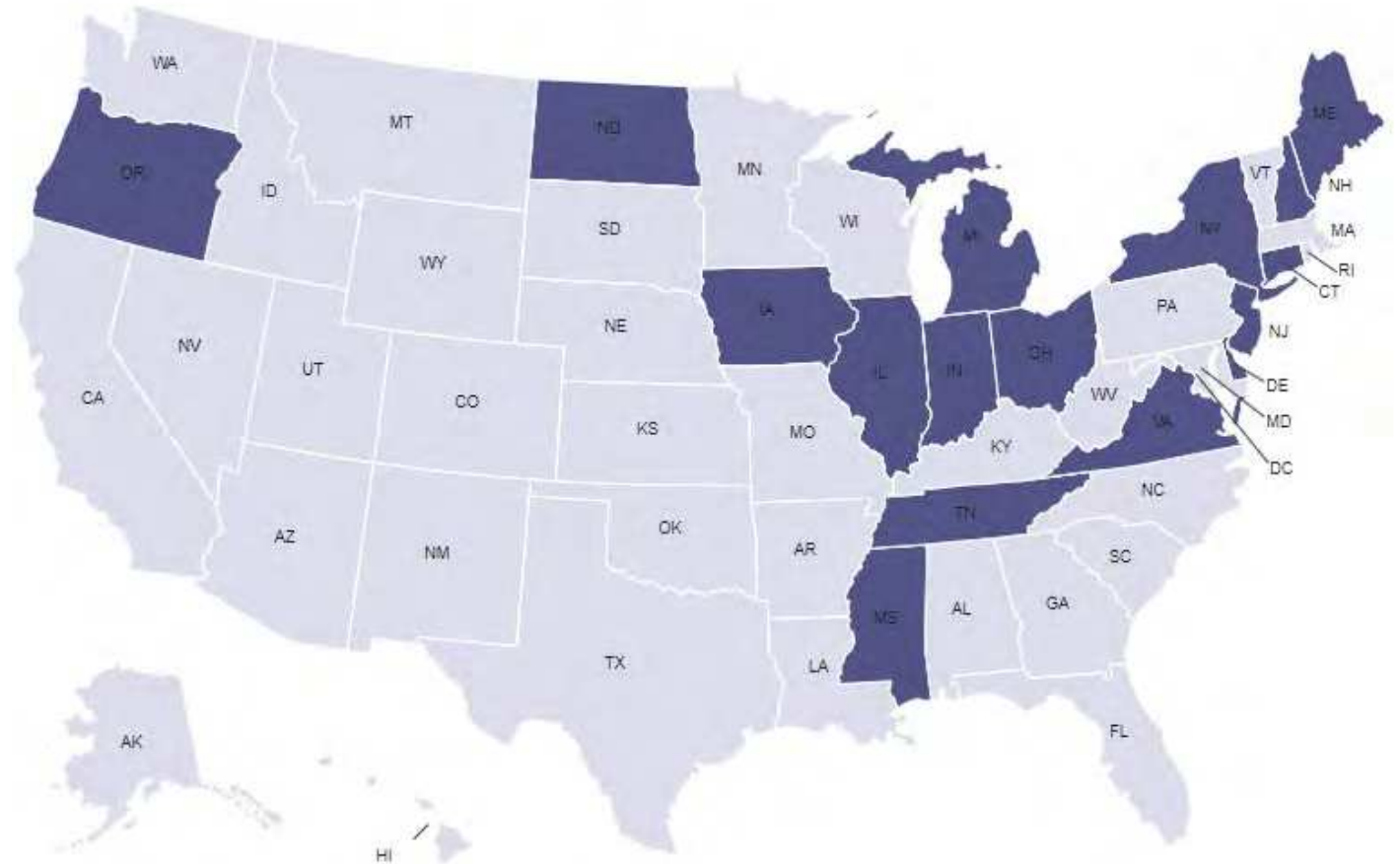
- Individuals better served through more appropriate determinations, more appropriate placement settings
- Reduces delays for individuals
- Person-centered, conflict-free assessments
- More comprehensive assessment tools to identify people who may benefit from the Level II process

# Insights: Maximus Partners with Programs Across the Country

## 20 Active Programs in 15 States

Maximus assists state partners across the country in the management of complex programs to help ensure that individuals with intellectual, behavioral health and developmental disabilities and complex medical conditions receive the appropriate care and supports they need.

The Company has provided PASRR assessment services for over 20 years and has national experience providing federally compliant PASRR programs in 15 states.

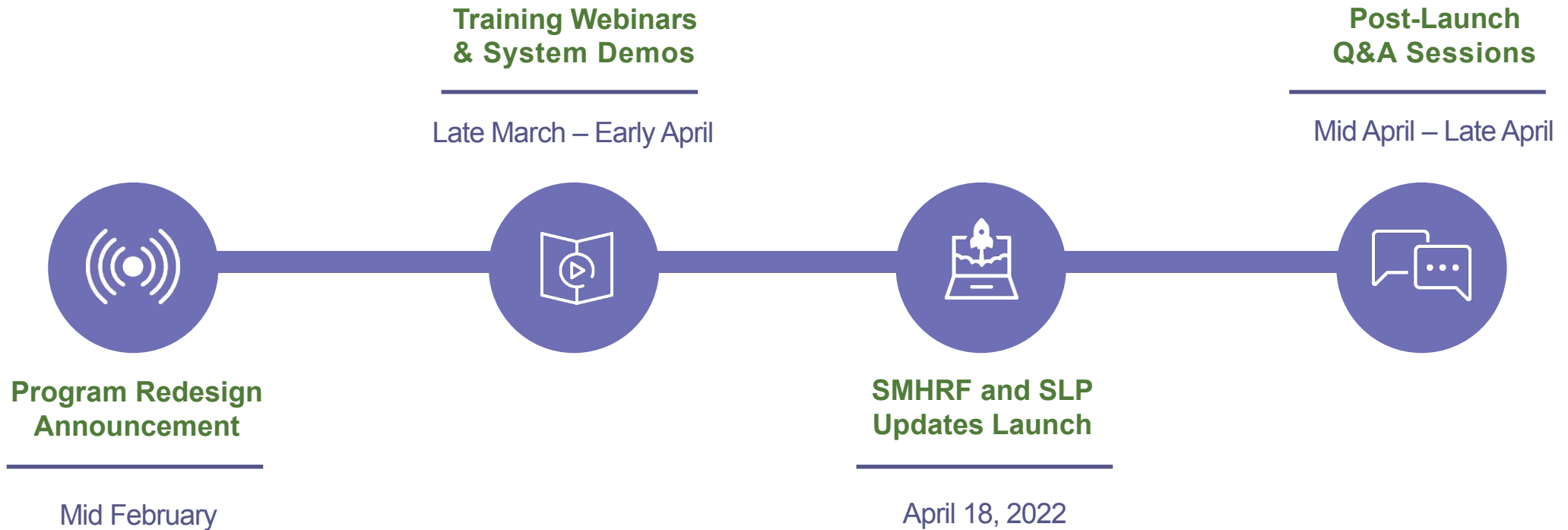


# Insights: PASRR Redesign Timeline





# Insights: SMHRF and SLP Process Updates Timeline





# AssessmentPro: System Benefits

AssessmentPro is already making a positive impact in other PASRR programs across the country. It is the **first CMS-certified** PASRR application.

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- ✓ Secure, user-friendly, cloud-based, **available 24/7/365**
- ✓ **Instant approvals** for Level I screens that don't require clinical review or Level II assessment (65-75% of screens), allowing submitters to print outcome letters and completed screens for discharge to admitting facilities
- ✓ **Paperless, instant workflow** with queues managing work order and workflow, and **streamlined electronic records**
- ✓ Individuals in **emergency departments are prioritized**
- ✓ **No more phone tag**—Streamlines work with **automatic queuing** and **record availability**—no calling for an assessment or waiting or lost paperwork; Communicate with Clinical Reviewer via the Message Center.
- ✓ Level I tool supports submission by layperson, sensitive to disability indicators, and takes **7—10 minutes** to complete
- ✓ **Secure queues** for submitters that organize pending and completed screens and enable staff to enter, save, place “on hold,” and check the status of screens.
- ✓ **CCU queue** to retrieve referrals, enter DON score for PASRR and SLP, and verify Choices for Care consultation completed
- ✓ **DDD/ISC queue** for referrals and outcomes of PASRR Level II ID/DD assessments and SLP ID/DD assessments
- ✓ **Nursing Facility & SMHRF** census tracking and for Nursing Facility PASRR follow up visits.

# Process: Who Should Receive a PASRR Level I Screen?

**All individuals** referred for NF stay, **regardless of disability status**, will receive a preadmission screen in AssessmentPro if they are admitting to a Medicaid-certified NF.



**All individuals** referred for SLP setting, regardless of disability status, will receive a preadmission screen in AssessmentPro.

**All individuals** seeking SMHRF setting will receive a preadmission screen in AssessmentPro.

# Process: How Will PASRR Change with the Redesign?

- ✓ PASRR Level I submitters will use **AssessmentPro**. **No longer using OBRA-I form *for PASRR*.**
- ✓ **Level I submitters** include: **Hospitals (new)**, NFs, SLP, SMHRFs; Community-based: ISCs, CCUs, DRS
- ✓ Negative Level I outcome notifications ***immediately*** generated for submitter to print
- ✓ Maximus will conduct the face-to-face Level II MI evaluations **within 48 hrs. of Level I determination.**
- ✓ ISCs will continue to conduct Level II DD evaluations.
  - CMHCs will no longer perform Level II evaluations
- ✓ Maximus will conduct **follow up visits** 30-60 days after NF admission for individuals w/ SMI to assure discharge planning, connect to community resources, confirm they are getting services and any barriers to accessing community resources
- ✓ Decreasing the Convalescence Care categorical from 120 days to 60 days.



PASRR can create meaningful change for individuals and state programs

# Process: Updated Illinois PASRR Level I Workflow

## Level I Submitters



Hospitals & Psychiatric Hospitals



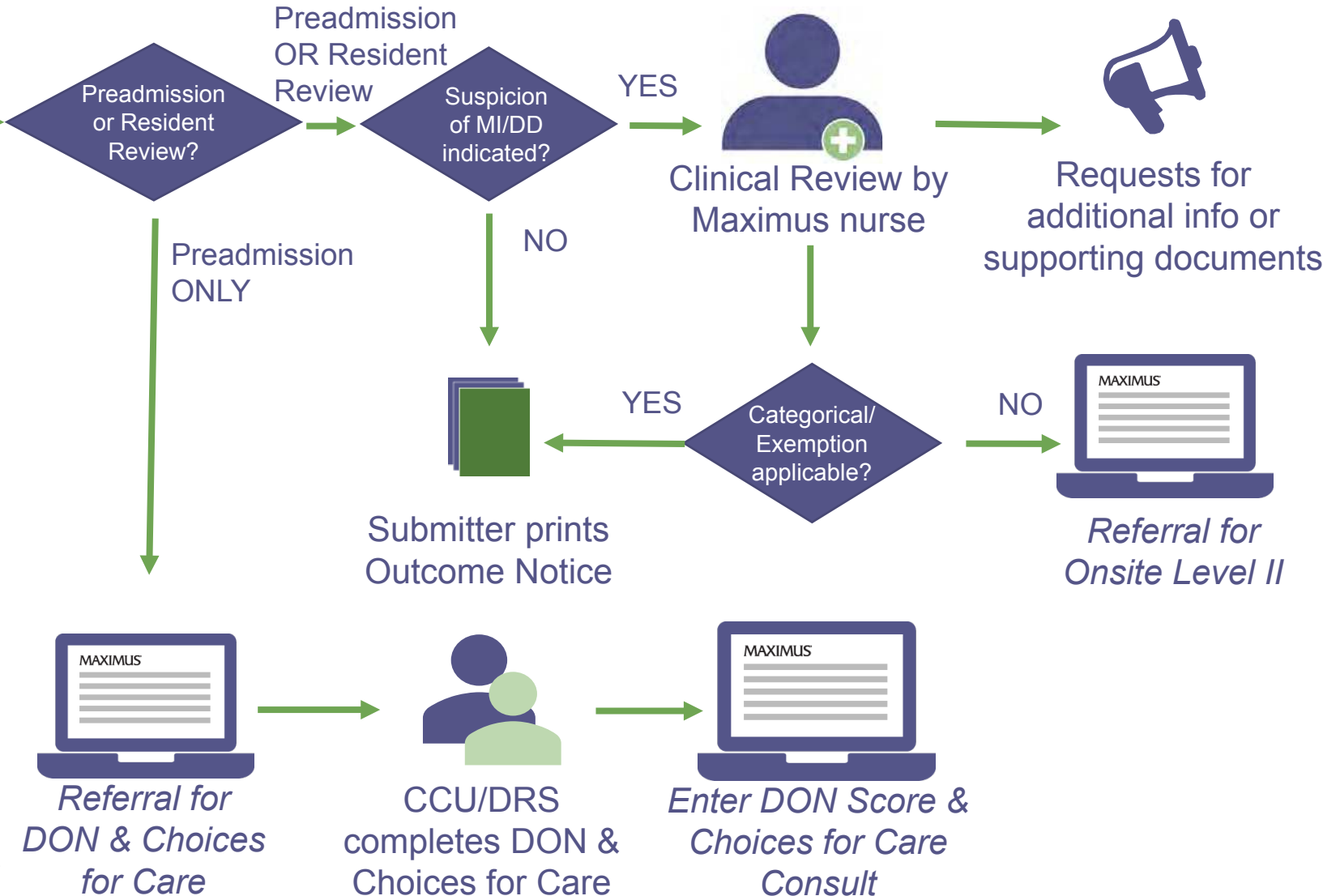
Nursing Facilities



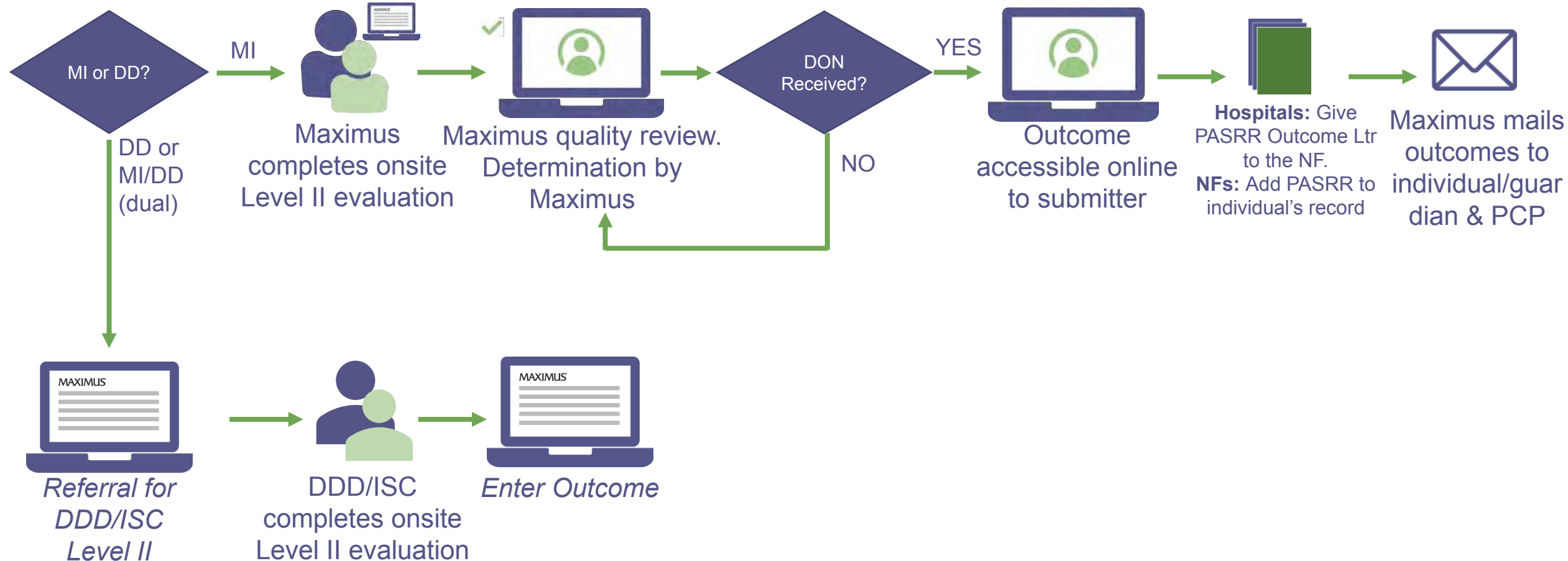
Community-based identification: CCUs, DRS, DDD/ISC, SLPs, CMHCs



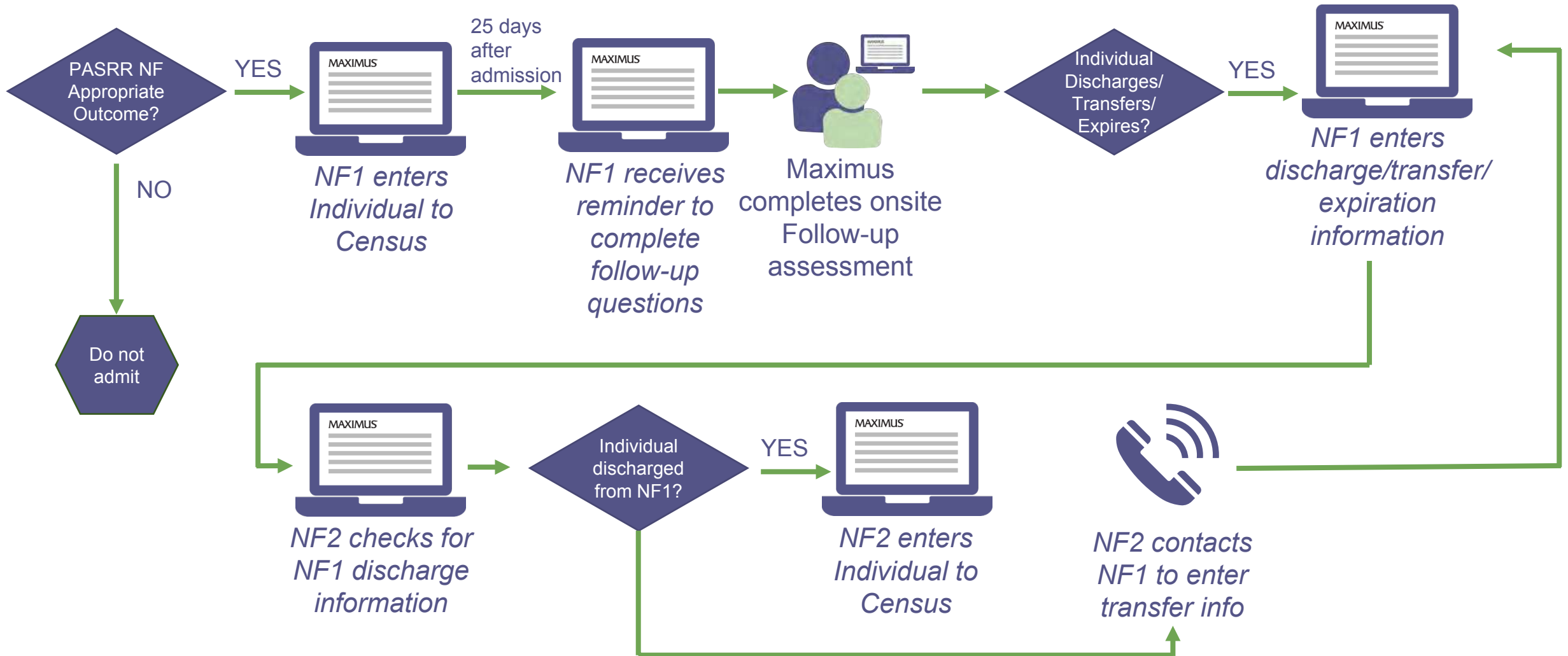
*Enter Level I online*



# Process: Updated Illinois PASRR Level II Workflow



# Process: NF Admission & 30- 60 day Follow up



# Process: How Do PASRR Roles Change?

CURRENT ROLE

## Level I Screen Submitters

### Institutional Settings:

- Acute Hospitals: CCUs
- Psychiatric Hospitals: MH PAS Agent (CMHCs)

### Community Settings

- CMHCs
- If not referred by CMHC, & 60+: CCU
- If not referred by CMHC, & <60: DRS, unless DRS is contracted with a CCU in that area, then CCU completes.

### Involved with ISC/DDD

- ISC/DDD completes



FUTURE ROLE

### Institutional Settings:

- Nursing Facilities, SLPs, SMHRFs

### Acute & Psychiatric Hospitals:

- Hospitals

### Community Settings

- CCUs, ISCs, CMHCs. DRS

## Completers of Level II Assessments

### Serious Mental Illness

- CMHCs

### DD or Dual MI and DD

- ISCs



### Serious Mental Illness:

- Maximus

### DD or Dual MI and DD

- ISCs

## Completers of Follow Up Visits

- New process
- Not performed currently



- Maximus



# Process: How Will Existing SMHRF Workflows Change?

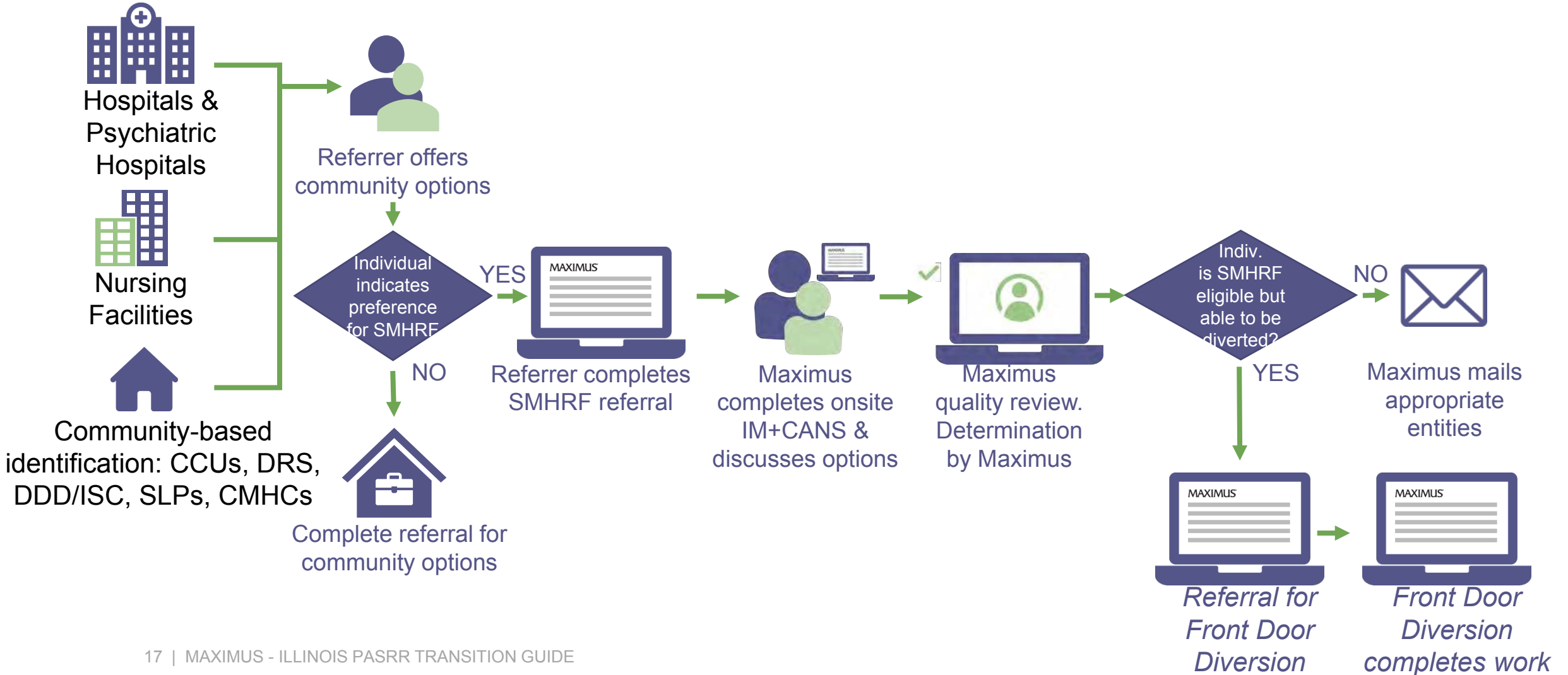
- **New Submitters:** Psychiatric and acute hospitals; Hospitals should NOT reach out to CHMCs for individuals in the hospitals
- CMHCs can continue to submit if the individual is in the community.
- Disentangled from PASRR pre-admission. **Electronic submission** of specific SMHRF pre-admission screen in **AssessmentPro**. Clinical alerts built into new referral. Must be referred **specifically** for SMHRF placement
- **OBRA-1 retired as SMHRF Referral.**
- FDDP (front door diversion provider) referral queue. (For SMHRF eligible and the individual wants community or potential for needs to be met in the community)
- Maximus will use IM+CANS for assessment for SMHRF-specific decisions
- **Long term care approvals do not cover all institutional settings:** Everyone seeking SMHRF setting will receive a SMHRF-specific assessment (versus general Long term care approvals)



Separating SMHRF from PASRR supports the different placement criteria & establishes a true picture of person appropriate for SMHRF

# Process: Updated Illinois SMHRF Workflow

## Location-based SMHRF Screen



# Process: How Do SMHRF Roles Change?

## SMHRF Referrers

CURRENT ROLE

- CMHCs (serving as the PAS agent)



FUTURE ROLE

- Psychiatric Hospitals
- Acute Hospitals
- CMHCs (if serving someone in the community being referred for SMHRF admission)
- Any agency/location referring someone for SMHRF admission (e.g. shelter)

## SMHRF Referral Criteria

### SMHRF REFERRAL CRITERIA

- Individual **MUST** have SMI
- Individual **DOES NOT** have moderate, severe, or profound DD
- Referral Source **MUST** have discussed community options **FIRST**
- Individual **MUST** indicate preference for SMHRF admission
- **CANNOT** have primary Dementia
- **LOW** medical needs
- **MUST** be able to walk on own

# Process: How Will Existing SLP Workflows Change?

These changes specifically relate to the Mental Health/Serious Mental Illness (SMI) screening and **not** the Determination of Need (DON) assessment.

- Electronic submission and tracking of enhanced OBRA-I in AssessmentPro
- Referrals will now be submitted for everyone seeking admission to a SLP setting (versus just those with SMI/ID/DD indicators as decided by the submitter); Immediate outcome available for those with no disability indicators
- AssessmentPro Queues: CCU queue listing referrals for those needing a DON conducted + Choices consultation and DDD queue of referrals for those needing an ID/DD evaluation of SLP setting appropriateness
- Access to completed SLP Specialized MH Assessment outcomes and DON score
- Conversion screens/DONs will now be done by CCU/DRS



Separating SLP from PASRR supports the different placement criteria & establishes a true picture of person appropriate for SLP

# Process: Updated Illinois SLP Workflow

## Location-based SLP Screen



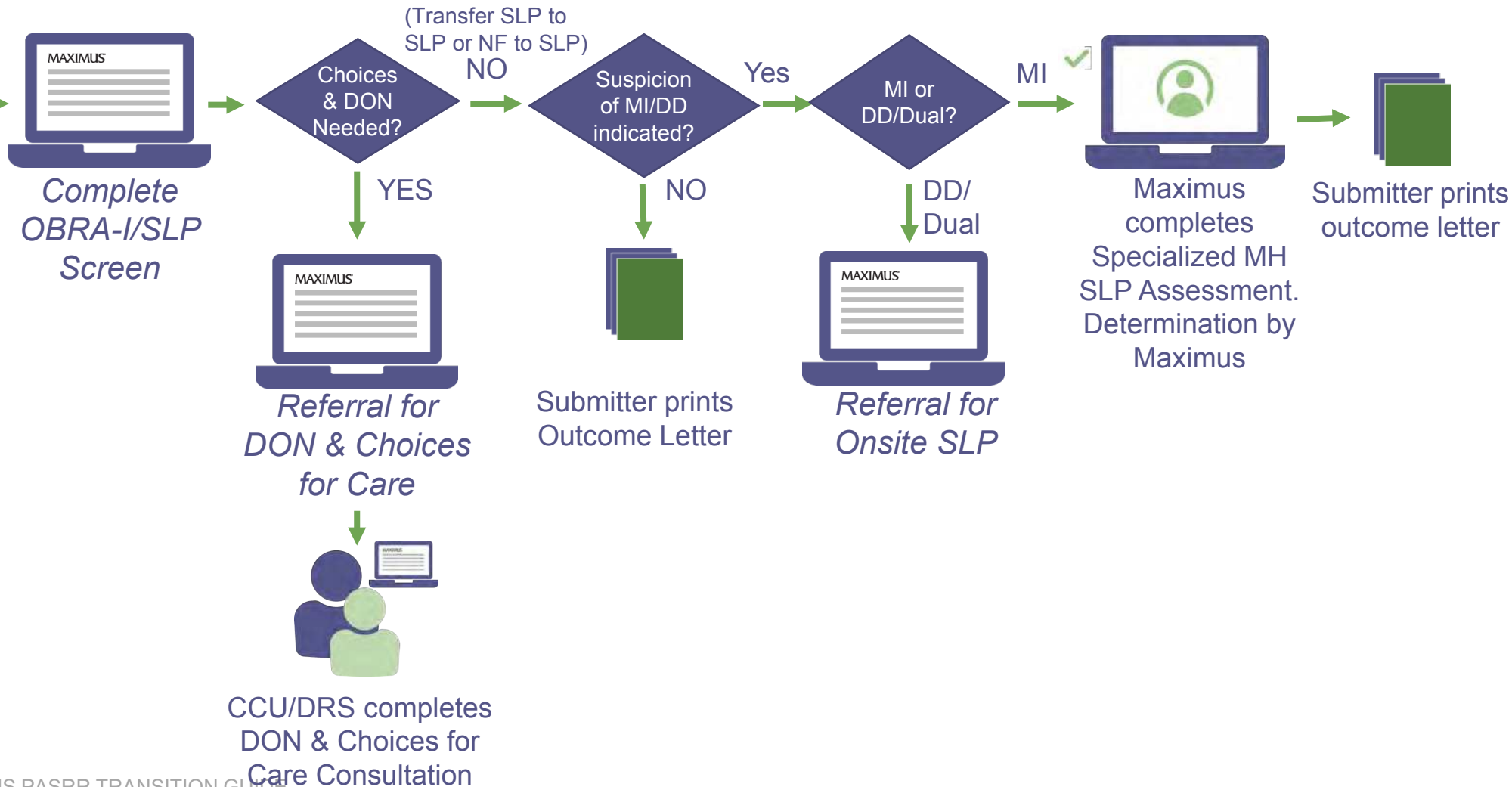
Hospitals &  
Psychiatric  
Hospitals



Nursing  
Facilities



Community-based  
identification: CCUs, DRS,  
DDD/ISC, SLPs, CMHCs



# Process: How Do SLP Roles Change?

## SLP Referrers

## Conversion Screens/DONs

CURRENT ROLE

- CMHCs

- HFS



FUTURE ROLE

- Psych Hospitals
- Acute Hospitals
- CMHCs

- CCU
- DRS

# Training: Frequently Asked Questions (FAQs)

## Where will the DON score come from now since the OBRA-I is not happening?

- DON score will still be conducted by Community Care Program Care Coordination Units (CCUs) and the Department of Human Services - Division of Rehabilitation Services (DRS) for NF admission (PASRR) and SLP admission.
- The DON score will be provided in AssessmentPro for PASRR and print on outcomes/notices. The 2536 can also be uploaded into AssessmentPro for access by those with appropriate permissions/access.
- **DON, 2536, and Choices for Care are still required for Preadmission.**

## Who performs the PASRR Level II assessment for someone with both serious mental illness (SMI) and developmental disability (DD)?

- The Department of Human Services - Division of Developmental Disabilities (DDD)/ Independent Service Coordination (ISC) Agencies will conduct Level II assessments for persons with known or suspected DD or dual conditions (SMI +DD). Maximus will alert the ISCs when a Level II assessment is needed. Maximus will conduct Level II PASRR SMI evaluations only.

## Who is going to be the PAS agent?

- Hospital staff will submit PASRR Level I Screens for those in hospital settings.
- NF staff will submit PASRR Level I Screens for those in NF settings needing a change in status
- CCU/DRS and ISCs will submit PASRR Level I screens if coming from the community.
- CCUs will conduct DON/Choices interviews as part of the preadmission PASRR for Psychiatric Hospital discharges
- SLP and SMHRFs will submit PASRR Level I screens for those in SLP/SMHRF settings who need to be admitted to an NF.



# Training: PASRR Focused Learning Sessions

Title	Date	Time	Subjects
PASRR 101	15-Feb	1:00pm	PASRR foundation and process changes
	16-Feb	10:00am	Changing to a Federally -compliant PASRR process
	17-Feb	1:00pm	
AssessmentPro	22-Feb	1:00pm	Registration, roles, tour
	23-Feb	10:00am	Learning how to sign up and use AssessmentPro
	24-Feb	1:00pm	
All about Level 1 & 2	22-Feb	1:00pm	Level I questions, outcomes, and timing; Level II process, summary report review, and outcomes
	23-Feb	10:00am	
	24-Feb	1:00pm	Reviewing the new screen and the determination report
Process and AssessmentPro	8-Mar	1:00pm	Review: PASRR overview, process, APro
	9-Mar	10:00am	Quick review of AssessmentPro and the new process before go -
	10-Mar	1:00pm	live
Q&A	14-Mar	10:00am	Q&A
	15-Mar	10:00am	A chance for you to pop in and ask your questions. No material will be presented.
	16-Mar	10:00am	
	17-Mar	10:00am	
	18-Mar	10:00am	
Q&A	21-Mar	10:00am	Q&A
	22-Mar	10:00am	A chance for you to pop in and ask your questions. No material will be presented.
	23-Mar	10:00am	
	24-Mar	10:00am	
	25-Mar	10:00am	



# Training: SMHRF + SLP Focused Learning Sessions

Title	Date	Time	Subjects
Intro to Maximus, Plan for SLP and SMHRF	22-Mar	1:00pm	Like today's session, focus on SLPs and SMHRFs
	23-MAR	11:00am	We will talk about coming changes and training related to SLP and SMHRF programs
	24-Mar	1:00pm	
SLP Process and intent	29-Mar	1:00pm	All about SLPs: who can go; process & timing
	30-Mar	11:00am	Understanding the intent of the SLP programs, who is eligible, and the process and timing for the referrals
	31-Mar	1:00pm	
SMHRF Process and intent	5-Apr	1:00pm	All about SMHRFs: who can go; process & timing
	6-Apr	11:00am	Understanding the intent of the SMHRF programs, who is eligible, and the process and timing for the referrals
	7-Apr	1:00pm	
Process and AssessmentPro	12-Apr	1:00pm	Review: PASRR overview, process, APro
	13-Apr	11:00am	Quick review of AssessmentPro and the new process before go - live
	14-Apr	1:00pm	
Q&A	18-Apr	10:00am	Q&A
	19-Apr	10:00am	A chance for you to pop in and ask your questions. No material will be presented.
	20-Apr	10:00am	
	21-Apr	10:00am	
	22-Apr	10:00am	
Q&A	25-Apr	10:00am	Q&A
	26-Apr	10:00am	A chance for you to pop in and ask your questions. No material will be presented.
	27-Apr	10:00am	
	28-Apr	10:00am	
	29-Apr	10:00am	

# Training: Additional Resources



## On-Demand Learning

Did you miss one of the recent training webinars? The completed sessions are now available on-demand. Click the links below and enter your name/email to view:

[Module 1: Introduction to Maximus | Recording – 50:17 mins](#)

[Module 2: PASRR Foundation | Recording – 65:30 mins](#)

[Module 3: AssessmentPro Basics | Recording – 77:19 mins](#)



## Glossary of Terms

Is there a term or acronym related to the Illinois PASRR program redesign that's unfamiliar to you? This guide covers common process terms and acronyms.

[Download | Glossary of Terms](#)



## Illinois Tools and Resources Website

Bookmark and check back frequently to the Maximus - Illinois Tools and Resources website for additional support materials and program updates.

[https://maximusclinicalservices.com/svcs/illinois\\_pasrr](https://maximusclinicalservices.com/svcs/illinois_pasrr)

# Training: Prepping for the Transition

Review Level I screen items to determine how your facility can best collect this information

*Maximus will share a copy of our Level I items.*

*The information needed is more extensive than the current OBRA-1*

**WHAT YOU CAN DO NOW TO  
PREPARE**



# WHAT YOU CAN DO LATER TO PREPARE

1. Your facility's staff logons will be managed by *AssessmentPro Administrators* (at least 2) at your facility
2. Your *AssessmentPro Administrators* will apply for access through AssessmentPro by downloading a form to complete and upload
3. *AssessmentPro Administrators* should be selected by facility management and be 1) tech savvy, 2) have ability to act as system resource for your facility, and 3) know the staff that should be authorized to use the system
4. Users will request access through AssessmentPro. *AssessmentPro Administrators* will grant access and assign each user's role

# System Requirements

*To ensure optimum system performance, usage and maintain HIPAA-compliant data security standards, AssessmentPro supports the two most recent versions of these two browsers. If you don't have the right browser, contact your IT Department for assistance.*

1

Google Chrome

2

Microsoft Edge

Your browser should be housed on a Microsoft-supported version of Microsoft Windows. Platforms using operating systems on Apple systems will not work.

# AssessmentPro: Your Readiness Checklist

- ✓ Perform system requirements check and confirm facility doesn't block assessmentpro.com
- ✓ Each facility should register at least two AssessmentPro Administrators
- ✓ AssessmentPro Administrators register other facility user accounts
- ✓ Review Maximus – Illinois Tools and Resources website often for new content, including FAQ updates, guides, etc.
- ✓ Add **<https://www.assessmentpro.com>** to your web browser shortcuts
- ✓ Check AssessmentPro queue daily for updates
- ✓ Workflow reviewed for collecting information upon admission
- ✓ Ensure the following match Medicaid to prevent payment delays: First name, Last name, SSN, DOB, Gender, Medicaid ID
- ✓ Respond to Maximus clinical requests in a timely manner to prevent delays





# Support: Find the Illinois Help Desk Resources You Need



General PASRR assistance

[ILPASRR@maximus.com](mailto:ILPASRR@maximus.com)

Specialized Mental Health Rehabilitation Facilities (SMHRF) assistance

[ILSMRHF@maximus.com](mailto:ILSMRHF@maximus.com)

Supportive Living Program (SLP) assistance

[ILSLP@maximus.com](mailto:ILSLP@maximus.com)

Follow Up Visits assistance

[ILFollowUpVisits@maximus.com](mailto:ILFollowUpVisits@maximus.com)

## Additional Ways to Reach the Help Desk and Stay Up to Date on Program Resources



833 PASRR IL (833.727.7745)



Explore the Maximus - Illinois Tools and Resources website for the latest program announcements, training materials, forms, HFS updates, and other support documents

[https://maximusclinicalservices.com/svcs/illinois\\_pasrr](https://maximusclinicalservices.com/svcs/illinois_pasrr)

# Ensuring that the right people in your organization receive system information & training is **CRITICAL**



Sign up for *Maximus updates*: [ILPASRR@maximus.com](mailto:ILPASRR@maximus.com)

*Subject line: Add me to the email list!*

*Include your name, position/title, and facility/agency with which you work.*

Webinar & training information and registration access

# A NEW BEGINNING

- March 14, 2022 begins **a new era** in Illinois for individuals with disabilities.
- Individuals will receive the services they need in a timely manner.
- They will have person-centered care that appropriately diverts from long-term institutionalization and provides appropriate specialized services to those who can benefit from long-term care.
- **Each of you plays a part**—from your participation in developing the new process to conducting accurate screenings to identify diversion candidates to providing long-term care and service delivery.