

Illinois SMHRF

Quarterly Stakeholder Newsletter: Register for Upcoming Q&A Call | Important Process Reminders, Best Practices and Program Resources



EVENT ANNOUNCEMENT: Register for Upcoming IL SMHRF Office Hours Call | 1 p.m. CT on Thursday, September 10

We hope you'll join the Maximus SMHRF team at 1 p.m. CT on Thursday, September 10 for an informal, one-hour Q&A session. In this new quarterly series, Maximus will be available for providers to join and get their questions answered about all things SMHRF. Come prepared with your questions! Click the link below to register in advance for this informative session:

- [IL SMHRF Q&A Call | 1 p.m. CT on Thursday, September 10](#)

PROGRAM SPOTLIGHT: SMHRF



Specialized Mental Health Rehabilitation Facility (SMHRF) Assessments:

- **Know the goal of SMHRF Assessments:** A SMHRF Assessment is conducted by a Qualified Professional to determine the appropriate level for service delivery in the least restrictive setting.
- **Understand the Process:** A Specialized Mental Health Rehabilitation Facility (SMHRF) submission in AssessmentPro is required prior to admission for any individual entering a SMHRF. If a resident's SMHRF Assessment expires while in the facility, a new assessment must be completed.

Continued Stay Reviews (CSRs):

- **Know the Goal of Continued Stay Reviews (CSRs):** Ensures SMHRF residents are connected to community resources, identifies barriers to service provision, and supports tracking of discharge planning, quality, and compliance.
- **Understand the Process:** A Continued Stay Review (CSR) will appear in the facility's queue 90 days after admission and then every six months until the person is discharged. The CSR supports Illinois' compliance with the Williams Consent Decree.
- **Take prompt action when a Continued Stay Review (CSR) is queued to you:**
 - Respond to brief questions about the individual, including the nature of services provided and the status of discharge planning.
 - Upload documentation to support the review.
 - Complete all required questions within 10 days of the CSR being queued. If not completed within 10 days, the SMHRF will be at risk of noncompliance.

Front Door Diversion Program (FDDP)

- **Referral Requirement:** All individuals who are appropriate for SMHRF placement and consent to Front Door Diversion Program (FDDP) will be referred to the program.
- **Timely Response:** If referred to FDDP, a representative will meet with the individual within 24 hours.
- **Eligibility Limitation:** Individuals already admitted to SMHRF are not eligible for FDDP.
- **Purpose of FDDP:** Meet with the individual to ensure that everyone eligible for SMHRF admission has the opportunity for their needs to be met in the community, if appropriate and desired.

BEST PRACTICES: Assessment Tips & Reminders

- 1 **Multiple Referrals Reminder:** When submitting referrals, an organization can only submit one referral at a time. It is prohibited by the state for an organization to submit multiple referrals (i.e. a PASRR and a SMHRF) at the same time.
- 2 **Know your organization's AssessmentPro Administrator(s):** These individuals manage access and can assist with troubleshooting or permissions.
- 3 **Ensure access for Social Workers (SWs) and supporting staff:** Anyone providing support for SMHRF Assessments or CSRs should have access to [AssessmentPro](#).
- 4 **Assign or request the Continued Stay Respondent role:** Each SW or staff member assisting with CSRs should have this role. The CSR role enables access to the SM tab in AssessmentPro.

SUPPORT: Contact the Maximus - Illinois Help Desk

Do you have system or process questions? Please contact the Maximus – Illinois Help Desk team from 8:00 a.m. to 8:00 p.m. CST, Sunday - Saturday to learn more.



- Email - General Support: ILHelpDesk@maximus.com
- Email - SMHRF Assistance: ILSMHRF@maximus.com
- Phone: **833.727.7745**
- Web: [IL SMHRF Tools and Resources Site](#)



HFS

Illinois Department of
Healthcare and Family Services