**December 2, 2022**

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**ATTN SMHRF Stakeholders: Quarterly Newsletter – Review Refresher Training Presentation | Verify Facility Information in AssessmentPro | Best Practice Tips | SMHRF Resources**

**NEW RESOURCE: SMHRF Refresher Training Presentation**

In early November 2022, the IL SMHRF support team provided several insightful **Refresher Training** sessions, which were open to all program stakeholders. If you were unable to attend or would like to walk through the helpful content covered during the training again, select the links below to explore a recording or download a copy of this informative presentation.

SMHRF Refresher Training | **Download Presentation**

SMHRF Refresher Training | **Listen to Recording – 38:10 mins**
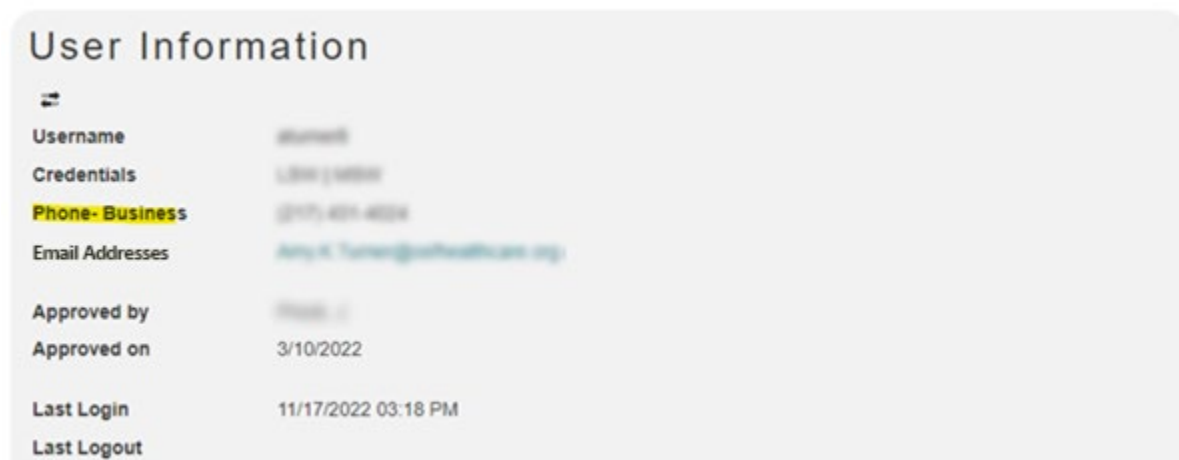
*Note: you must register when prompted to listen to the recording listed above*


**ACTION ITEM: Verify All Facility Information is Accurate**

It's critical that AssessmentPro users managing facility information in the system ensure that the details listed for their facilities are accurate and up to date. Follow the steps below to review and update those details:
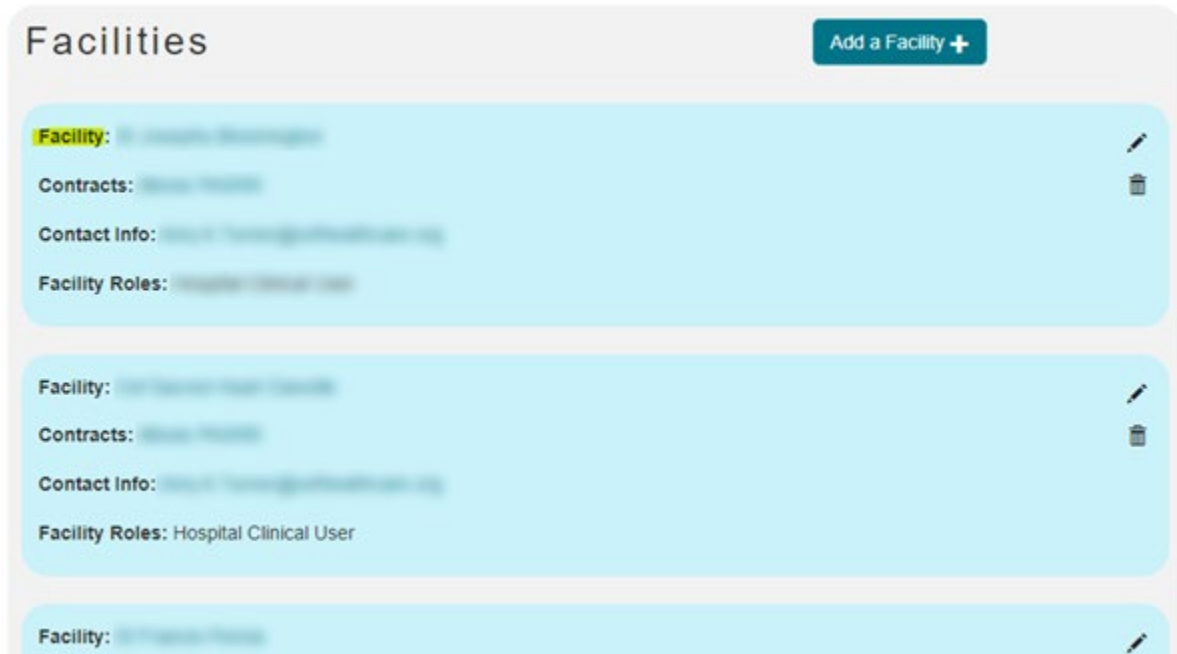
1.) Go into your profile under *User Information*. Review the details listed for all phone numbers for any necessary updates.

## User Information

| | |
|---|---|
| Username | |
| Credentials | |
| **Phone- Business** | |
| Email Addresses | |
| Approved by | |
| Approved on | 3/10/2022 |
| Last Login | 11/17/2022 03:18 PM |
| Last Logout | |

2.) Scroll through the *Facilities* list.



3.) Click on each Facility name. Once inside the individual Facility profiles, review the following:

**Email**
If the email address is something general such as "administrator.healthcare.org", be sure that the other information provided clearly indicates the name/identity of the individual owner of that email address. When a staff change occurs for someone using a general email address like this, it makes it more difficult for the AssessmentPro support team to know that updates are required for that email account's owner.

*Note: remember that no email accounts linked to a facility profile should be shared accounts accessible by more than one individual.*

**Business Phone**
The Business Phone field should be a phone number that directly reaches the facility office associated with the AssessmentPro account, not a general line across a network. The Illinois program support team will need this information when they must speak directly with a facility.

**AssessmentPro Administrators**
Review the list of AssessmentPro Administrators and all other contact information listed for each facility. **Email** or call the Help Desk at 833.727.7745 if any of the information needs to be updated.
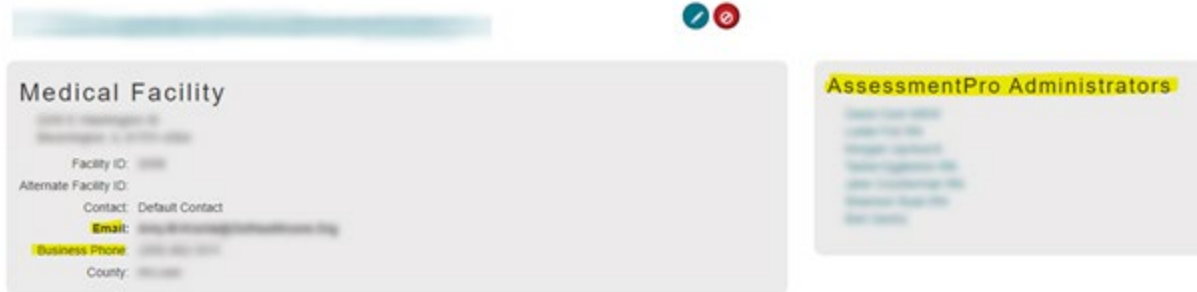
**BEST PRACTICE: SMHRF Process Tips**

The recent **SMHRF Refresher training** sessions included numerous process tips and reminders. Continue reading for a few of the most critical takeaways:

1. Provide an accurate facility address
2. Provide accurate contact information for the person and any legal representative
3. Wait to submit the referral until the individual is ready to participate in the assessment
4. Respond promptly to the Assessor to avoid delay
5. Keep Pathtracker information up to date
6. Wait to discharge until the determination has been received and if applicable, until after the FDDP consultation has taken place

**TOOLKIT: Helpful SMHRF Resources**

- SMHRF – Process Overview | **Download**

- SMHRF – Frequently Asked Questions (FAQs) | **Download**

- AssessmentPro - Frequently Asked Questions (FAQs) | **Download**

- AssessmentPro for SMHRF | **Listen to Recording – 69:08 mins**

*Note: you must register when prompted to view the recording*

**SUPPORT: Contact the Maximus - Illinois Help Desk**

Do you have other SMHRF or AssessmentPro system related questions? Contact the Maximus – Illinois Help Desk team from 8:00 a.m. to 8:00 p.m. CST, Sunday - Saturday to learn more:

- SMHRF related questions - mail: **ILSMHRF@maximus.com**
- Phone: 833 PASRR IL (**833.727.7745**)

**October 27, 2022**

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**ATTN PASRR Stakeholders: Quarterly Newsletter – Register for November PASRR Program Refresher Webinar | PASRR Process Tips | Helpful PASRR Resources**

**REGISTER: PASRR Program Refresher Training | Available Session Dates – November 7, 8, 9, 10**

Be sure to join one of the upcoming **Illinois PASRR Program Refresher** webinars planned for early November. As we mark six months since the implementation, these trainings will recap the extensive changes made to preadmission processes and requirements. Multiple dates and times are offered to accommodate busy schedules. These hour-long sessions will also include best practice reminders and Q&As with the project team. Registration details are listed below.

*Note: each webinar will feature identical content, so only one registration is necessary.*

**Who should attend?** Anyone who works with or in a Nursing Facility or refers individuals to them, including Hospitals, ISCs, and CCUs

**Select the webinar date and time below that works best with your schedule, then choose that same date/time from the dropdown found on the registration page.**

[PASRR Program Refresher | 2:00 p.m. CST Monday, November 7, 2022](#)

[PASRR Program Refresher | 1:00 p.m. CST Tuesday, November 8, 2022](#)

[PASRR Program Refresher | 10:00 a.m. CST Wednesday, November 9, 2022](#)

[PASRR Program Refresher | 10:00 a.m. CST Thursday, November 10, 2022](#)

*Note: except for Q&As, topics discussed will be identical for all sessions.*

**BEST PRACTICES: PASRR Process Tips**

**1. Completing a Referral**
When filling out the Level I PASRR Referral, ensure that you are correctly identifying *Reason for Screening, Current Location, and "Typical" Living Situation*. Populating these items incorrectly could result in:

- A DON Referral not routing to the CCU properly
- A provider being flagged for non-compliance
- An individual not qualifying for expedited, abbreviated, or delayed Level II assessment activities, which can help to hasten hospital discharges when a person is eligible

Fill out every section completely and correctly with information that aligns with documentation provided. Avoid writing, "See documentation."

Include the individual's contact information and any additional persons that the assessor can contact to assist with assessment completion. This will expedite the process, including completion of interviews with the individual and caregivers.

### 2. Time Limited Approvals

Occasionally, the Level I Outcome permits a 30-day Exempted Hospital Discharge (EHD) or 60-day Convalescence Categorical, but the individual needs a continued stay that exceeds the time-limited approval. When that occurs, the nursing facility must submit a new Level I PASRR Referral (indicating a Resident Review) 7-10 days prior to expiration.

A Level II Outcome may result in a time-limited approval. If the individual needs a continued stay that exceeds the time-limited approval, a new Referral must be submitted 7-10 days prior to expiration.

### 3. Avoiding a HIPAA Breach

Prior to attaching or faxing documentation, make sure to:

- Double check that the document is for the correct person.
- Look through every page of the documentation to be sure all contents belong to the same person.

**Do not** use one fax coversheet for multiple individuals at the same time.

- The fax coversheet printed when submitting a Level I PASRR Referral has a unique QR code associated with that Referral.
- When using the generic cover letter for faxing, fax only one person's information at a time.

**TOOLKIT: Helpful PASRR Resources**

**Process Overview** | [Download](#)

**Frequently Asked Questions (FAQs)** | [Download](#)

**PASRR Outcomes Guide** | [Download](#)

**Illinois PASRR Level I – Form Example** | [Download](#)

**Illinois PASRR Level II – Fax Coversheet and QR Code** | [Download](#)

**SUPPORT: Contact the Maximus - Illinois Help Desk**

Do you have other PASRR 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:

**maximus**

Email: **ILPASRR@maximus.com**
Phone: **833 PASRR IL (833.727.7745)**

**October 24, 2022**

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**ATTN CCUs: November 1 Discontinued Access Date for Cook County Queue for Certain CCUs | Process – Align and Complete the Determination of Need (DON) | Reminder – Reassignment of DON Referrals**

**UPDATE: Access to Cook County CCU Queue to be Discontinued for Certain CCUs on November 1, 202**2

As part of planned upgrades to IL PASRR processes in the AssessmentPro system, availability to the shared Cook County CCU queue will end for CCUs who don't require access to them, beginning on **Tuesday, November 1, 2022, due to the creation of agency specific queues.**

If you have questions about this transition, please contact the CCU Support at: **ILCCU@maximus.com**.

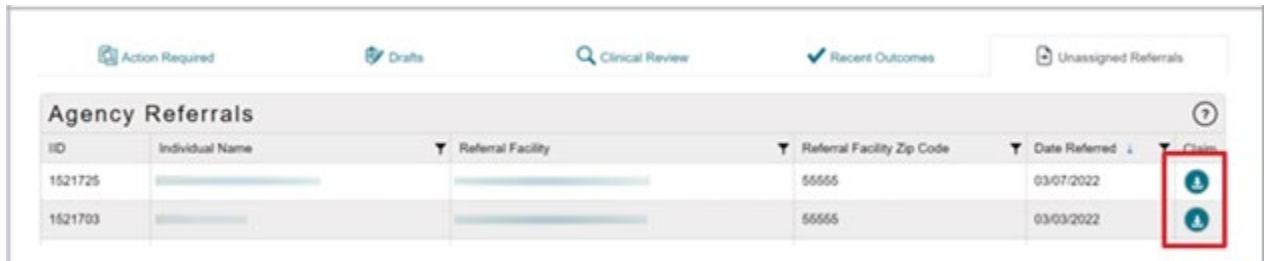**HOW TO: Assign and Complete the Determination of Need (DON)**

AssessmentPro system users should open the Unassigned Referrals queue to assign and complete the DON.

**Assigning a Determination (DON)/Choices from the AssessmentPro Home Page**

**STEP 1**: Click the *Unassigned Referrals* tab
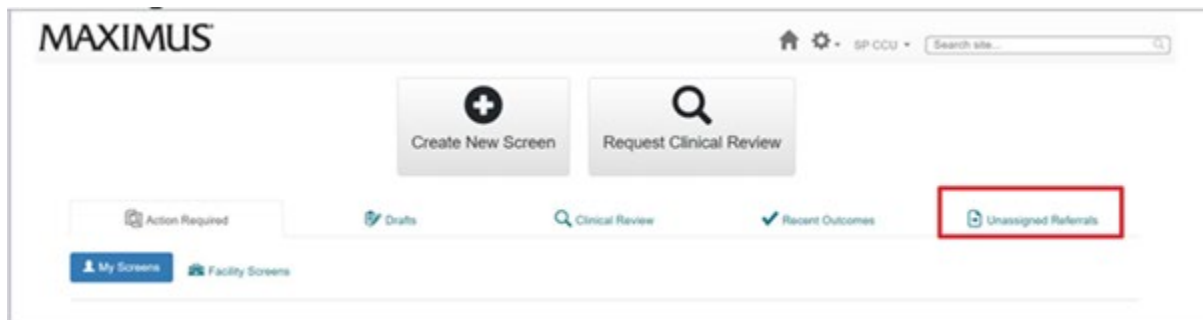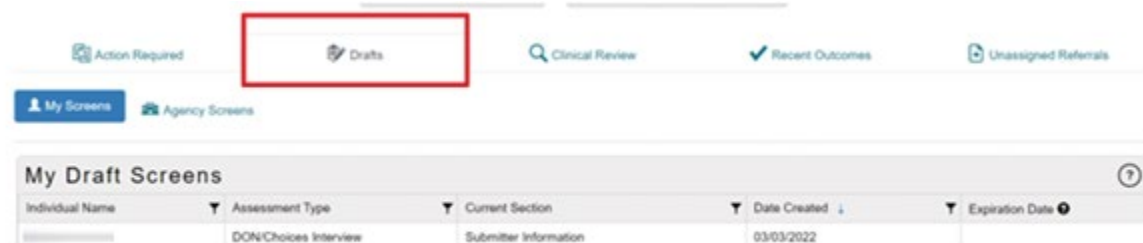


**STEP 2**: Click the Claim button of the referral to complete
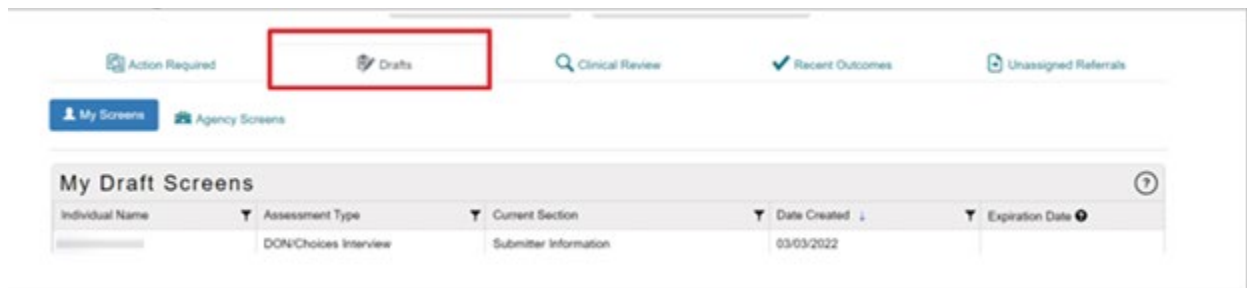
**STEP 3**: The referral will appear in the draft queue



**Completing a Determination of Need (DON)/Choices Referral from the AssessmentPro Homepage**

**STEP 1**: Click the *Drafts* tab.



**STEP 2**: Click the **person's name** to open the referral

**REMINDER: Reassignment of DON Referrals**

When a DON Referral needs to be reassigned to a different CCU, you must enter that information in the **Smartsheet located here**. Be sure to bookmark this location.

To fill out the Smartsheet above, you will need to know the Assessment ID (AID) for the DON Referral, the name of the CCU it where it is currently assigned, and the name of the CCU it should be assigned to. If you need assistance obtaining this information, please call the Help Desk at 1.833.727.7745.

Once you have completed the form and the referral has been re-assigned, you will receive an email from an AssessmentPro.com account notifying you know when the change is complete.

If you have additional questions on this process, contact CCU Support: **ILCCU@maximus.com**.

**SUPPORT: Contact the Maximus - Illinois Help Desk**

Do you have other program or AP system related 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:

- Care Coordination Unit (CCU) Support: **ILCCU@maximus.com**
- General PASRR Support: **ILPASRR@maximus.com**
- Phone: 833 PASRR IL (833.727.7745)

**October 20, 2022**

**ATTN PASRR and SMHRF Stakeholders: Register for Program Refresher Webinars Covering PASRR and SMHRF**

Be sure to join at least one of the **Illinois Program Refresher** training webinars planned for early November. As we mark six months since the implementation, these trainings will recap the extensive changes made to preadmission assessment processes and requirements. Webinars will be specific to each assessment (PASRR and SMHRF), and each will be offered multiple times to accommodate busy schedules. These hour-long sessions will also include best practice reminders and Q&As with the project

team.

Registration details and guidance on which webinars are right for you are listed below.

*Note: each webinar in a specific series will feature identical content, so only one registration per assessment type is necessary.*

**SMHRF | Program Refresher**

**Available Session Dates** – November 1 and 2, 2022

**Who should attend?** Anyone who refers individuals to SMHRFs, including Front Door Diversion Providers (FDDP), or who works in a SMHRF

**Select the webinar date and time below that works best with your schedule, then choose that same date/time from the dropdown found on the registration page.**

      **SMHRF | Program Refresher | 10:00 a.m. CST Tuesday, November 1, 2022**

      **SMHRF | Program Refresher | 2:00 p.m. CST Wednesday, November 2, 2022**

**PASRR | Program Refresher**

**Available Session Dates** – November 7, 8, 9 and 10, 2022

*Who should attend? Anyone who works with or in a Nursing Facility or refers individuals to them, including Hospitals, ISCs, and CCUs*

**Select the webinar date and time below that works best with your schedule:**

      **PASRR Program Refresher | 2:00 p.m. CST Monday, November 7, 2022**

      **PASRR Program Refresher | 1:00 p.m. CST Tuesday, November 8, 2022**

      **PASRR Program Refresher | 10:00 a.m. CST Wednesday, November 9, 2022**

      **PASRR Program Refresher | 10:00 a.m. CST Thursday, November 10, 2022**

**September 16, 2022**

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**ATTN CCUs and Providers: Recent AssessmentPro Update Provides Greater Detail into Determination of Need (DON) Outcomes**

New AssessmentPro (AP) updates were recently launched on September 6, 2022, to provide better insight into the outcome of the **Determination of Need (DON) assessment conducted by the CCU**. Previously, DON results were listed only as Completed when entered by the CCU on the individual's episodes grid.

**What's changing?** Now, in addition to showing a Completed status, AP users can see the individual's DON score range, without having to click into the form, improving efficiency. This enhancement gives users the ability to see "at a glance" whether the individual meets institutional/nursing facility level of care criteria. Access to open the DON form still exists where additional details can be found including the exact DON score.

Reminder: NF admission requires a minimum DON score of 29 or more in addition to a completed **PASRR**.

When a DON score is entered by a CCU, the status will now indicate one of the following:

- DON Completed - Score 29 or above
- DON Completed - Score of 28 or below
- DON Completed - Score not provided

Below is a screenshot displaying an example of a new DON status which is based on the input of the DON score by the CCU.



**SUPPORT: Contact the Maximus - Illinois Help Desk**
*Do you have other program or AssessmentPro system related 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:*

- Care Coordination Unit (CCU) Support: **ILCCU@maximus.com**
- General PASRR Support: **ILPASRR@maximus.com**
- Phone: **833 PASRR IL (833.727.7745)**

**September 16, 2022**

**ATTN Cook County CCUs: AssessmentPro Update to Streamline Agency Queues for Cook County | Review Instructions to Filter Agencies**

An update to AssessmentPro (AP) affecting Cook County Care Coordination Unit (CCU) users will go into effect during the week of October 3, 2022.

- Currently, AP only automates CCU referrals for completion of the Determination of Need (DON) and Choices for Care Consultations based on a submitter's County. This has presented some challenges for Cook County which is served by multiple CCUs.

- During the week of October 3, new system programming will route DON/Choices referrals to the CCU based on zip code boundaries rather than by county. This time-saving change means that Cook County CCUs will no longer need to filter through all Cook County referrals and instead, Cook County CCUs will have specific zip code-based referral queues.

**Will this update affect my login?**
No. These changes will not disrupt current system login processes for any CCU in any county.

**Will this change affect my current processes?**
*If you are not affiliated with a Cook County CCU*, you will not experience any change.

*If you are associated with a Cook County CCU*, you will find referrals are grouped by zip code rather than county, improving the speed with which you can find and claim referrals for your specific agency.

**What if I am affiliated with more than one Cook County CCU?**
Users who represent or oversee more than one CCU in Cook County will need to take note of the facility indicated at the top of the screen after logging in to AP.

*Applicable users will need to toggle between agencies in order to see agency specific referrals*. See the guide below for more details.

**RESOURCE: Review Instructions to Change User Agency**

If you're associated with more than one entity, select the link below to download and review instructions to switch to a different agency in AP.

**System Guide – Change User Facility/Agency**

**SUPPORT: Contact the Maximus - Illinois Help Desk**
Do you have other program or AP system related 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:

- Care Coordination Unit (CCU) Support: **ILCCU@maximus.com**
- General PASRR Support: **ILPASRR@maximus.com**

Phone: **833 PASRR IL (833.727.7745)**

**September 16, 2022**

### ATTN ISCs: Illinois PASRR and SLP Programs – Review On-Demand Training Ahead of Upcoming AssessmentPro Update

Important changes are coming to AssessmentPro (AP) giving ISCs greater access and control within the system. **These changes impact both Level II DD PASRR assessments and SLP Comprehensive DD Assessments**.

Beginning **September 26, 2022**, ISCs will:

- Retrieve all PASRR and SLP assessment referrals within AssessmentPro (AP) via the Assessment Review Queue
- Update the status of assessment referrals directly in AP once complete

These AP enhancements will **replace the current use of email** for the ISC's receipt of assessment referrals and will eliminate the need to email Maximus the status of completed assessment. Instead, ISCs will now have direct access to agency specific referral queues and the ability to input PASRR and SLP referral updates once completed.

ISCs will also have the ability to:

- Submit Level I PASRR screens and SLP Initial Screens where needed

**However, several important next steps are needed**.

1. **REVIEW: On-Demand Training – Process for Receiving a PASRR Level II Referral and Entering a Level II Outcome in AssessmentPro**
   Ahead of the upcoming system change, it's important that you review the short training video linked below to familiarize yourself with the new process for receiving assessment referrals and entering the status of the assessment referral, in AssessmentPro, once complete.

   **On-Demand Training – AssessmentPro Updates for ISCs | 3:42 mins**

   *The above video addresses PASRR DD referrals and assessments but the same process applies to SLP Comprehensive DD referrals and assessments.*

2. **PREPARE: Activate New Account and Create New Password**
   These AP enhancements require Maximus to create new system accounts for all ISC contacts. **Maximus will deactivate any current accounts and simultaneously send each ISC a link to activate the new account**. You will receive an AP account email between the dates of September 24 and 25, 2022. Once received, simply click on the link found in the email message and create a new password.

   *The link to activate your new account will be valid for 72 clock hours; it will be important for each ISC to locate the email referenced and create a new password for the new account promptly.*

3. **ACCESS: Available Information Submitting PASRR and SLP Assessment Referrals**

   **PASRR Process Overview**

**PASRR Level I Form Example**

**PASRR Level I & Level II AssessmentPro Review**

*Info specific to submitting a PASRR Level I Screen begins at the 17-minute mark at ends at approximately the 55-minute mark.

**SLP Process Overview**

**SLP Initial Screen Form Example**

**SLP AssessmentPro Training**

*Info specific to submitting a SLP Initial Screen begins at the 25-minute and 30 second mark and ends at approximately the 42-minute mark.

**BEST PRACTICE: Daily Login to Check for New Referrals**

Once the system change is complete, it's critical that you log into the system each business day to review your queue. This best practice will help to ensure that no new referrals are missed and will allow for better tracking of turnaround times and compliance with regulations and policy.

**NEXT STEPS: More Details Coming Soon**

Stay tuned for more communication and training materials in the weeks ahead, to help ensure you have the tools and information you need to be prepared for this important system upgrade.

**SUPPORT: Contact the Maximus - Illinois Help Desk**

*Do you have other PASRR, SLP or AP system related 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:*

- PASRR Support – Email: **ILPASRR@maximus.com**
- SLP Support – Email: **ILSLP@maximus.com**
- Phone: **833 PASRR IL (833.727.7745)**

**September 16, 2022**

### ATTN SMHRFs: New Process Update - Submit a New SMHRF Referral Before Any Current Time Limited Stay Runs Out

It is important to have a valid SMHRF assessment on file for everyone at the facility. If a current SMHRF resident was assessed as needing a time limited stay, *but the expiration of that time limited stay is*

*approaching* and they require a continued stay, a new SMHRF Referral must be submitted. This should be done **5 to 10 calendar days** before the existing time limited stay runs out.

Always be sure to closely track the end dates of existing assessments to ensure that every individual has a SMHRF assessment on file.

A note of appreciation to those facilities who have already incorporated this additional step into their process and have submitted a new SMHRF Referral for individuals requiring a continued stay. **Thank you!**

**SUPPORT: Contact the Maximus - Illinois Help Desk**

Do you have other SMHRF or AssessmentPro system related questions? Contact the Maximus – Illinois Help Desk team from 8:00 a.m. to 8:00 p.m. CST, Sunday - Saturday to learn more:

Email: **ILSMHRF@maximus.com**

Phone: 833 PASRR IL (833.727.7745)

*Interested in SMHRF updates? Contact **ILSMHRF@maximus.com** with the subject line "Please add me to the Illinois SMHRF contact list." Please include full name, title, facility/organization name and email address in the body of the message. All team members requiring access to the contact list can be included in one email request.*

## September 13, 2022

### ATTN Nursing Facilities: PASRR Follow Up Visits - Best Practice Tips | FAQs | Available Resources

**REMINDERS: Best Practice Tips for AssessmentPro (AP) Administrators**

- Remember to always **keep the PathTracker Census up to date with both admissions and discharges.**

- **Every NF should have someone identified in AP for the role of *ServiceMatters Respondent*.** This role is best assigned to a Social Worker, Discharge Planner or whomever can assist in facilitation of the Follow Up Visit.

- NF ServiceMatters Respondent **facilitation activities include**:
  Completion of the NF portion of the ServiceMatters Plus form prior to the Follow Up Visit in AP
  Uploading of the Plan of Care in AP
  Clarifying information as needed during the visit
  *\*Performing these steps quickly will help to avoid potential delays in the process.*

- Those with a ServiceMatters Respondent Role will **receive an alert when an individual is due for a Follow Up Visit**. The respondent will have five days to complete the NF portion of the ServiceMatters Plus form in AP before the FUV is referred to be assigned to a Regional Case

Manager. Please make every attempt to complete your portion within those five days. You will not be able to go into the form to complete or edit your portion once the five days is up.

**FAQs: Follow Up Visits – What to Expect?**

**Q: What can the individual expect during a follow up visit?**

Our Regional Case Manager (RCM) will visit with the individual, provide any accommodations needed (ex. interpreter for translation) and spend approximately 30 minutes asking the person about:

- Their preferred care setting(s)
- The primary needs driving their care
- Community services needed and previously received
- Need for/interest in information regarding community resources and options
- Status of PASRR identified services

**Q: As a provider, what can I expect before, during, and after a PASRR Follow Up Visit?**

Maximus will perform Follow Up Visits between the 30th and 60th day of a person's NF stay. As the due date for the Follow Up Visit nears the 30-day mark, NFs can expect to receive a notice of visits due and a request to provide information related to the status of the person's discharge planning and PASRR identified services. Supporting documentation, including but not limited to, sections of the person's MDS and Plan of Care will be requested.

Visit notices will be issued on day 25 on the person's admission via AssessmentPro and repeat as needed on day 27 and 29 via email, if no action is taken. Follow Up Visits typically occur onsite and will be scheduled by a Maximus Regional Case Manager.

During the Follow Up Visit, a Regional Case Manager will talk with the individual, complete a short form verifying the visit took place and then determine the status of any PASRR identified services and discharge planning and any other needed PASRR activities. If needed, additional information or assistance may also be requested of the social worker/discharge planner.

After the Follow Up Visit, documentation of the PASRR specific findings is available in a report within AssessmentPro to the NF as well as the State.

**TOOLKIT: Available AssessmentPro and Follow Up Visits Resources**

**AssessmentPro Training Checklist – General Support | Download**
**AssessmentPro – Frequently Asked Questions (FAQs) | Download**
**Follow Up Visits – Frequently Asked Questions | Download**
**Follow Up Visits – Process Overview | Download**
**Follow Up Visits – Presentation | Listen to Recording – 8:40 mins**
**Follow Up Visits  – Presentation |  Slides – Download**

**SUPPORT: Contact the Maximus - Illinois Help Desk**

Do you have specific Follow Up Visit process questions? Make sure to review the video training and pdf guides linked above. If you still have 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: **ILFollowUpVisits@maximus.com**

      Phone: **833 PASRR IL (833.727.7745)**

### September 7, 2022

**ATTN SMHRFs: Best Practice – Add Entire Facility Census to PathTracker | Process Reminders – SMHRF Outcomes**

**BEST PRACTICE: Adding Entire Facility Census to PathTracker**

**SMHRFs must add their entire facility census into PathTracker**. This is a critical step to ensure minimal disruptions to the SMHRF admissions process. This process is required both for any new admissions as well as all other current residents, including those that admitted prior to the Maximus SMHRF redesign. SMHRFs should plan to have this important information entered into the system on or before the end of September.

Follow the steps illustrated below to enter your facility census into PathTracker:

**STEP 1**:
Click the *PathTracker* tab, Admittance Queue.
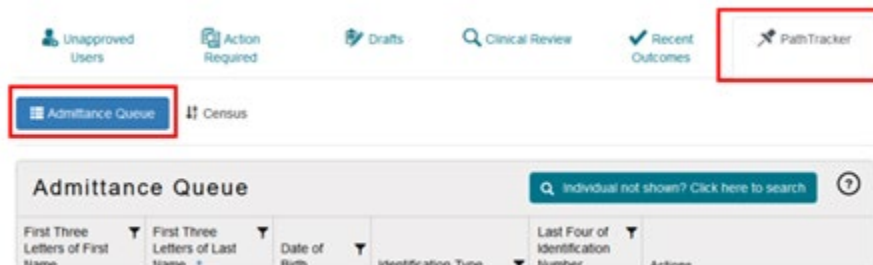


**STEP 2**:
Select ***Individual not shown? Click here to search***.

**STEP 3**:
Select your **search criteria** from the dropdown.
Enter the **search information**.
Click the **magnifying glass** to begin the search.



**STEP 4**:

No results should appear.
Select *Click here to create a new individual*.



**STEP 5**:
Complete the demographics information.
Click *Save* to add the new record.



**STEP 6**:
Click *Admit without SMHRF Assessment* if you have a valid SMHRF determination already on record for the person.

Click Create *New Assessment* if you do NOT have a valid SMHRF determination on the person.

Completed by: Amy NFadmin    Phone: (555) 555-5555 Ext. _____    Date: 8/10/2022

Cancel    Submit

**STEP 7**:
Enter the *Admission Date* and *Expected Length of Stay*.



**STEP 8**:
Indicate if the person is being admitted from a known facility or other location.

*Select the facility or location from the fields*.



**STEP 9**:
If you have a valid SMHRF determination and date of determination from prior to the Maximus SMHRF redesign:

- Select **Assessment not listed**

- Enter the **Date of determination**

If you have a valid SMHRF determination but NO determination date:

- Select **Date of assessment not known**

If you do not have a valid SMHRF determination:

- Select **No assessment was submitted for this admission**

If you have a valid SMHRF determination from after the Maximus SMHRF redesign, choose Select the assessment for this admission and choose the SMHRF determination listed in the grid.

○ Select the assessment for this admission:

| AID | Type | Outcome | LOS | Determinati... ↑ | End Date | Submitting Facility |
|-----|------|---------|-----|-----------------|----------|---------------------|
| 1725083 | SMHRF Referral | Refer for Onsite Assessment | | 04/06/2022 | | Abbott House |
| 1725168 | SMHRF Determination | SMHRF Eligible | | 04/12/2022 | | Abbott House |

○ Assessment not listed
○ Date of assessment not known     Date of determination: [            ]
○ No assessment was submitted for this admission

Click **Submit** to complete the tracking notice.

The person's information appears in the Census queue.

*Reminder*: If a valid SMHRF determination is already on record in for the person, SMHRFs do not need to request a new SMHRF assessment during this process.

**PROCESS REMINDERS: SMHRF Evaluation Outcomes**

- **Completed SMHRF Evaluation Outcomes are available for immediate printing so submitters can share them with the individual and any legal guardian/authorized persons**. Outcomes should be printed by submitter and handed directly to the person and or legal guardian. This allows for SMHRF Evaluation outcomes to be known and acted upon in a timely fashion, whether that involves the person admitting to a SMHRF, engaging with the Front Door Diversion Program, making a decision about placement options, or perhaps requesting a reconsideration or appeal of the decision. Help us, help you by printing and providing the SMHRF Evaluation Outcome directly to the individual and/or guardian at the first available opportunity.

- **Maximus standard process is to mail completed SMHRF Evaluation Outcomes** to the individual, any identified legal guardian, the submitter of the SMHRF Referral, and any known/admitting facility, if they were included on the SMHRF Referral at the time of submission.

- **SMHRF Evaluation Outcomes can also be downloaded** in PDF format which can be shared electronically if sent securely

**SUPPORT: Contact the Maximus - Illinois Help Desk**

Do you have other SMHRF or AssessmentPro system related questions? Contact the Maximus – Illinois Help Desk team from 8:00 a.m. to 8:00 p.m. CST, Sunday - Saturday to learn more:

Email: **ILSMHRF@maximus.com**

Phone: 833 PASRR IL (833.727.7745)

Web: **Illinois Tools & Resources Page**

*Interested in SMHRF updates? Contact **ILSMHRF@maximus.com** with the subject line "Please add me to the Illinois SMHRF contact list." Please include full name, title, facility/organization name and email address in the body of the message. All team members requiring access to the contact list can be included in one email request.*

## September 2, 2022

### ATTN NFs and CCUs: Illinois PASRR: System Update – New AssessmentPro Enhancements | Process Best Practices | Reminder – Sharing Outcomes

**SYSTEM UPDATE: Enhancements Made to AssessmentPro (APro)**

APro now generates an automatic referral to the local Care Coordination Unit (CCU) for completion of the Determination of Need (DON) and Choices for Care Consultation in situations where the submitter selects the reason for PASRR screening as a: Nursing facility resident who is not currently in an inpatient psychiatric hospital/unit at this time, who has never had a PASRR Level I screen.

**Who does this change impact?**
This system improvement impacts Nursing Facilities (NFs) and CCUs.

**What will this update mean for existing processes?**
Previously, CCU referrals for initial DON completion and Choices for Care Consultations were only automated when the reason for screening on the Level I PASRR was listed as NF applicant.

Now, this adjustment means NF and CCU coordination is more streamlined, saving time for both entities.

**BEST PRACTICES: PASRR Process Tips**

1. State and Federal regulations require PASRR Level I Screens and, as applicable, Level II assessments to be completed before a person is admitted and regardless of payer source, if entering a Medicaid certified NF. Therefore, the selection of the option, NF resident who has never had a PASRR, should be rare and chosen to help conform with applicable laws.
2. NF admission requires a DON score of 29 or more. Wherever possible, the initial DON completion (which determines NF eligibility) and Choices for Care consultations should also occur before a person is admitted, to prevent inappropriate admissions and later care disruptions and/or involuntary discharges.
3. As always, in response to receiving the automated DON referral, the CCU should establish whether or not an initial DON for eligibility and the Choices Consultation needs to be conducted or just verified, if the Division of Rehabilitation Services (DRS) should be involved, and the turnaround time required for completion.

**SUBMITTER REMINDER: Share Outcomes with Key Stakeholders**

**Completed PASRR Outcomes are available for immediate printing so submitters can share them with the individual and any legal guardian/authorized persons.**

Outcomes should be printed by submitter and handed directly to the person and or legal guardian as part of safe and orderly discharge practices. This allows for PASRR outcomes to be known and acted upon in a timely fashion, whether that involves the person admitting to a NF, making a decision about other placement options, or perhaps requesting a reconsideration or appeal of the decision. Help us, help you by printing and providing the PASRR outcome directly to the individual and/or guardian at the first available opportunity.

**When and how are outcomes typically shared?**

- Maximus regularly mails completed PASRR outcomes to the individual, any identified legal guardian, the submitter of the screen, and any known/admitting facility if they were included on the Level I at the time of submission.

- PASRR outcomes are available to any staff member associated with the submitter's facility/agency who has been approved to use APro, for ease of access.

- PASRR outcomes can also be downloaded in PDF format which can be shared electronically if sent securely.

**SUPPORT: Contact the Maximus - Illinois Help Desk**

Do you have PASRR process or APro system related 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:

**General Questions**: Do you have other AssessmentPro related or PASRR process questions? Make sure to review the video vignettes and pdf guides on the Training Checklists linked above. If you still have 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: **ILPASRR@maximus.com**
- Phone: 833 PASRR IL (833.727.7745)
- Care Coordination Unit (CCU) Support: **ILCCU@maximus**

## August 18, 2022

**ATTN SLP STAKEHOLDERS: Outcome Reminders | FAQ – Setting Eligibility Reminder | Best Practices | Download New Process Chart | Explore Additional Program Resources**

**PROCESS REMINDERS: SLP Outcomes**

**Completed SLP Outcomes are available for immediate printing so submitters can share them with the individual and any legal guardian/authorized persons.**

Outcomes should be printed by submitter and handed directly to the person and or legal guardian. This allows for SLP outcomes to be known and acted upon in a timely fashion, whether that involves the person admitting to a SLP, making a decision about placement options, or perhaps requesting a reconsideration or appeal of the decision. Help us, help you by printing and providing the SLP Outcome directly to the individual and/or guardian at the first available opportunity.

- **Maximus standard process is to mail completed SLP outcomes** to the individual, any identified legal guardian, the submitter of the Screen, and any known/admitting facility, if they were included on the SLP Initial Screen at the time of submission.

- **SLP outcomes can also be downloaded** in PDF format which can be shared electronically if sent securely

**FAQ: Determining SLP Setting Eligibility**

**Q: Can an individual with a known or suspected mental illness participate in a SLP setting?**

**A**: No person shall be improperly excluded from or denied participation in the SLP based solely on the diagnosis of mental illness if the State's designated screeners find the individual otherwise eligible and appropriate for services within the Program.

SLP Providers remain subject to all applicable State and Federal law, including the Americans with Disabilities Act and the Fair Housing Act. No individual participating in the Supportive Living Program (SLP) shall be discriminated against because of race, color, religious belief, political affiliation, sex, national origin, or disability.

**TOP TIPS: SLP Best Practices**

1. Current SLP residents seeking a transfer to a Nursing Facility (NF) don't need a new SLP Screen but do need a new Determination of Need (DON) and PASRR Level I Screen to be submitted by the current SLP Provider. In these cases, referral to the CCU for a new DON will be made automatically by Maximus to the CCU when the Level I Screen is submitted.

2. Maximus will make an automatic referral to the CCU/DRS to conduct a DON for all SLP Initial Screens submitted. However, **communication of DON completion and the DON outcome is to be handled directly between the SLP Screen Submitter and CCU/DRS**. Screen Submitters will have access to the DON score in AssessmentPro as well as any CCU/DRS update within AssessmentPro, when provided. See the newly developed resource regarding the SLP and DON overlap chart below for more information about when a DON is needed and when completion is expected.

3. Conversions for individuals currently in a SLP (converting to Medicaid from another payor source) no longer need to be submitted through AssessmentPro and you may notice that referral reason has now been removed. A DON is needed for conversions to Medicaid and should be handled directly between the current SLP and the CCU/DRS.

**NEW RESOURCE: SLP Processes + DON Overlap Chart**

Due to the numerous questions surrounding when SLP Initial Screens should be submitted and by whom,

as well as the timing surrounding SLP Comprehensive Assessments and DON completion, a helpful chart has been created for reference. Click below to review.

**SLP Processes + DON Overlap Chart |** [Download](Download)

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### Initial SLP Screening Reasons

| Screening Reason | Typical Submitter | Is DON Required? | Is DON referral made? If so, when is it conducted? | Is Initial SLP Screen Required? | When is Initial SLP Screen Required? | Comprehensive Assessment Required? | When is Comprehensive Assessment Required? |
|---|---|---|---|---|---|---|---|
| SLP Applicant (Routine)  *New admission from <u>within</u> state | CCU DRS Hospital NF  *SLP may not submit | Yes | Yes-CCU referral made by Maximus  Conducted Preadmission | Yes | Preadmission | Yes, if triggered | Preadmission |
| Out of State Admission  *Technically a new admission | SLP  *Allowable per HOPE | Yes | Yes-CCU referral made by Maximus  Post Admission | Yes | Preadmission | Yes, if triggered | Post admission: Upon receipt of triggered screen (applicant will be in SLP) |
| Hospital emergency or outpatient admission  *Technically a new admission | SLP  *Allowable per HOPE | Yes | Yes-CCU referral made by Maximus  Post Admission | Yes | Preadmission | Yes, if triggered | Post admission- Upon receipt of triggered screen (applicant will be in SLP) |
| Caregiver no longer available  *Technically a new admission | SLP  *Allowable per HOPE | Yes | Yes-CCU referral made by Maximus  Post Admission | Yes | Preadmission | Yes, if triggered | Upon receipt of triggered screen (applicant will be in SLP) |

### Transfers and Expirations

| Screening Reason | Typical Submitter | Is DON Required? | Is DON referral made? If so, when is it conducted? | Is Initial SLP Screen Required? | When is Initial SLP Screen Required? | Comprehensive Assessment Required? | When is Comprehensive Assessment Required? |
|---|---|---|---|---|---|---|---|
| Transfer NF to SLP | NF | No  *Previously completed | No CCU referral made by Maximus  *DON previously completed/Not needed | Yes | Pre-transfer | Yes, if triggered | Pre-transfer Upon receipt of triggered screen  *Applicant will be in NF |
| Transfer SLP to SLP | Current SLP | No | No CCU referral made by Maximus  *DON previously completed/Not needed | Yes | Pre-transfer | Yes, if triggered | Pre-transfer Upon receipt of triggered screen  *Applicant will be in original SLP |
| Expiration of Screen or Assessment  *applicant did not admit while valid | Current provider  (Typically based on current location) | *Potentially* (CCU/DRS will verify) | Yes-CCU referral made by Maximus  DON validity needs verification or DON conducted by CCU/DRS preadmission | Yes | Preadmission | Yes, if triggered | Preadmission |

### Miscellaneous Situations

| Screening Reason | Typical Submitter | Is DON Required? | Is DON referral made? If so, when is it conducted? | Is Initial SLP Screen Required? | When is Initial SLP Screen Required? | Comprehensive Assessment Required? | When is Comprehensive Assessment Required? |
|---|---|---|---|---|---|---|---|
| New Info | N/A | | Yes-CCU referral made by Maximus | | | | |

**TOOLKIT: Available AssessmentPro and SLP Resources**

AssessmentPro for SLP | <u>Listen to Recording</u> – 48:36 mins

AssessmentPro Training Checklist – General Support | <u>Download</u>

AssessmentPro – Frequently Asked Questions (FAQs) | <u>Download</u>

SLP – Process Overview | <u>Download</u>

SLP – Frequently Asked Questions (FAQs) | <u>Download</u>

**SUPPORT: Contact the Maximus - Illinois Help Desk**

Do you have other AssessmentPro or SLP-related questions? Contact the Maximus – Illinois Help Desk team from 8:00 a.m. to 8:00 p.m. CST, Sunday - Saturday to learn more:

SLP-related questions – email: **ILSLP@maximus.com**

Phone: **833 PASRR IL (833.727.7745)**

*Interested in SLP updates?* Contact the Illinois Help Desk at: *ILSLP@maximus.com with the subject line "Please add me to the Illinois SLP contact list." Include full name, title, facility/organization name and email address in the body of the message. All team members requiring access to the contact list can be included in one email request.*

## July 28, 2022

**SMHRF Stakeholders: Quarterly Newsletter - Hospital Discharge Best Practice Reminder | Review On-Demand FDDP Training, FAQs, and Program Resources**

**BEST PRACTICE: Never Discharge Prior to Completion of FDDP Assessment**
One critical step of the Front Door Diversion Program (FDDP) that Hospitals should always keep in mind, is to never discharge prior to completion of an FDDP Assessment. This important step helps support the goals of the FDDP, a DHS-funded program developed to support the goals of the Williams Consent Decree, which mandates that no individual with a serious mental illness (SMI) who is determined to be able to live in a community-based setting shall be admitted into a SMHRF before first being offered community-based services.

**Have additional questions about FDDP processes?**

Click the link to review an informative **On-Demand Training: FDDP 101 Webinar for Hospitals**. This session covers several topics, including:

- SMHRF assessment and FDDP referral processes
- What to expect if a Front Door Diversion recommendation is made
- More info about the Williams Consent Decree and the importance of individuals being offered community-based services

**FAQs: Mental Health Diagnoses and SMHRF Admission**

**Q: Does an individual have to have a Serious Mental Illness to enter a SMHRF?**

A: Yes, SMHRFs are facilities that help individuals with serious mental health conditions. Some mental health conditions that may qualify are:

- Bipolar or Related Disorder
- Psychotic Disorder
- Depressive Disorder
- Post-Traumatic Stress Disorder
- Borderline Personality Disorder
- Obsessive Compulsive Disorder

If the referring individual has never been formally diagnosed with a serious mental health condition but you believe the person has a Serious Mental Illness, complete the SMHRF referral and Maximus will further investigate this during the assessment.

**Q: Does simply having a Serious Mental Illness automatically qualify an individual for admission to a SMHRF?**

A: While having a confirmed or suspected severe mental illness is part of SMHRF criteria, Maximus will also look at how this diagnosis has impacted the individual throughout their life span. Areas Maximus will review during the SMHRF assessment process include:

- Social history and demographic background information
- Psychiatric history and history of psychiatric hospitalizations
- Substance abuse history, including a substance abuse assessment
- Cognitive impairment screen
- Co-morbid medical conditions, treatment, and management
- Medications – history and compliance
- Strengths and preferences
- Risk indicators or potential
- Criminal history
- ADL and IADL self-management skills
- Medical conditions, including any medical condition that may have an impact on the person's appropriateness for placement in a community-based setting
- History of physical abuse or trauma
- Goals and objectives that the individual will need to achieve to be discharged to community living

**TOOLKIT: AssessmentPro and SMHRF Resources**

**maximus**

AssessmentPro for SMHRF | **Listen to Recording** – 69:08 mins

AssessmentPro - Frequently Asked Questions (FAQs) | **Download**

SMHRF – Process Overview | **Download**

SMHRF – Frequently Asked Questions (FAQs) | **Download**

**SUPPORT: Contact the Maximus - Illinois Help Desk**
Do you have other SMHRF or AssessmentPro system related questions? Contact the Maximus – Illinois Help Desk team from 8:00 a.m. to 8:00 p.m. CST, Sunday - Saturday to learn more:
Email: **ILSMHRF@maximus.com**
Phone: 833 PASRR IL (833.727.7745)

Web: **Illinois Tools & Resources Page**

*Interested in SMHRF updates? Contact ILSMHRF@maximus.com with the subject line "Please add me to the Illinois SMHRF contact list." Please include full name, title, facility/organization name and email address in the body of the message. All team members requiring access to the contact list can be included in one email request.*

**June 13, 2022**

**ATTN Hospitals: Best Practice Reminder on PASRR Level I Submissions**

In the weeks following the March 14 launch of the redesigned PASRR program, Maximus continues to conduct routine analysis for all types of Level I submissions, as a part of an ongoing commitment to quality. As you prepare every Level I submission, remember to take this important best practice step:

- Always ensure the accuracy of the information you input for each new Level I submission. This critical information should include all diagnoses and any confirmed or suspected mental health diagnoses, as well as all psychotropic medications currently prescribed.

- Remember this screening influences the care setting and services for the Individual in your care, completing the screening accurately is imperative, and this information should be collected through available medical records and a conversation with the Individual.

Thanks again for your valued partnership throughout the recent transition and the standardization of new processes for this impactful program.

**SUPPORT: Contact the Maximus - Illinois Help Desk**

Do you have other PASRR 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: **ILPASRR@maximus.com**
Phone: **833 PASRR IL (833.727.7745)**

## June 09, 2022

**Important Process Update: SMHRF and PASRR Programs Adopting Hybrid Assessment Model**

Per guidance developed with the **Illinois Department of Healthcare and Family Services (HFS)**, the performance of PASRR and SMHRF assessments transitions this month from the current model of virtual (HIPAA-compliant Zoom), to a **new hybrid assessment model**, primarily focused on in-person assessments.

SMHRF assessments began using this new model on Wednesday, **June 1, 2022**. PASRR assessments will transition to the hybrid model on Wednesday, **June 15, 2022**. Moving forward from these dates, please be aware that Assessors will attempt to contact facilities to schedule face-to-face interviews. If Assessors are unable to complete the assessment face to face, then the assessment will be conducted using the virtual model.

## June 09, 2022

**System Update: IP Address for AssessmentPro to be Updated on Wednesday, June 15, 2022**

On the evening of **Wednesday, June 15**, the Maximus IT team will **update the IP address** for **AssessmentPro.com**. This change is not expected to affect any existing bookmark or site access for the majority of all system users.

In the unlikely event this change does affect your ability to access the site after the transition date, please contact your organization's IT support team. Notify them that you require updated access to the AssessmentPro site and forward the detail below so that they can add the information to their list of approved IP addresses.

Web Domain: **www.AssessmentPro.com**
New IP Address: 40.86.113.36

## June 06, 2022

**ATTN Nursing Facilities: PASRR Follow Up Visits - Review Support Resources and On-Demand Training | AssessmentPro Access Reminder**

**What is a Follow Up Visit?** A Follow Up Visit is an in-person visit scheduled between the 30th and 60th day of a person's Nursing Facility (NF) stay. Follow Up Visits are performed by Maximus Regional Case Managers for all individuals who had an PASRR Level II Mental Health Assessment and are still residing at the facility. The purpose of the visit is to meet with the Discharge Planner and individual to verify the status of the individual's discharge planning, connection to community resources, and receipt of PASRR identified services.

**How do I prepare for a Follow Up Visit?** NF staff have seven days to enter newly admitted individuals into their PathTracker census in AssessmentPro. On day 25 of the person's stay, AssessmentPro will automatically alert the NF Administrator to complete a short questionnaire and upload the Plan of Care. If this step is not completed, the NF Administrator will receive another alert at day 27 and 29. On day 30, the individual will be assigned to a Regional Case Manager to complete the Follow Up Visit and the submission window closes. The NF staff will no longer be able to complete or edit the questionnaire, nor electronically upload documents into AssessmentPro. This information will need to be gathered via onsite interview. However, NF staff can still use the Maximus fax cover sheet to submit the Plan of Care. If faxing the form, please put the AID# on the cover sheet. *Responding to alerts before the 30th day will help expedite the process.*

**What support resources are available?** Everyone on your team involved in the PASRR process, including Discharge Planners and Social Workers, should review the training materials, reminders, and additional resources below to be fully prepared when contacted by a Maximus Regional Case Manager for the scheduling of Follow Up Visits for individuals currently residing in your facility.

**TRAINING: Review Follow Up Visit Training Recording + Presentation Slides**
If you have yet to do so or would like a refresher on **Follow Up Visits processes**, review the training recording and accompanying presentation PDF linked below. These cover many key questions your facility team may have regarding Follow Up Visits, including:
- Defining the Follow Up Visit
- Process for completion
- Using the AssessmentPro system to complete the Follow Up Visit process

**Follow Up Visits Presentation | Listen to Recording** – 8:40 mins  (contact Help Desk for password)
**Follow Up Visits Presentation | Slides – Download**

**REMINDER: Facility Administrators Should Provide AssessmentPro Access**
If you are the AssessmentPro Administrator for your facility, be sure to **grant AssessmentPro access** to any Social Workers, Discharge Planners or others assisting in facilitation of a Follow Up Visit, and those who you would like to complete the NF staff portion of the ServiceMatters Plus form (for the Follow Up Visit) and upload the Plan of Care. Performing this step quickly will help to avoid potential delays in the process.

**TOOLKIT: Additional Resources**
**Frequently Asked Questions: Follow Up Visits |** [**Download**](#)
This document covers some of the most common questions you might have about Follow Up Visit processes.
**Process Overview: Follow Up Visits |** [**Download**](#)
This one-page PDF provides a general overview of Follow Up Visit process basics.

**SUPPORT: Contact the Maximus - Illinois Help Desk**
Do you have specific Follow Up Visit process questions? Make sure to review the resources linked above. If you still have 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**: [**ILFollowUpVisits@maximus.com**](mailto:ILFollowUpVisits@maximus.com)
**Phone**: 833 PASRR IL (833.727.7745)

## June 03, 2022

**SMHRF & SLP Stakeholders: FDDP Geared On-Demand SMHRF Training + SLP Best Practice Reminders + Password Protected Content Access Change Planned for June 15**

**Attention Hospitals Partnered with Front Door Diversion Providers (FDDP): Now available SMHRF On-Demand Training**

An informational webinar was held in mid-April covering several key topics geared toward the Front Door Diversion process, including:

- Background on the Williams Consent Decree and its impact on the Specialized Mental Health Rehabilitation Facility (SMHRF) admission process.

- 'What to expect' at each step of the SMHRF process workflow, including the FDDP consultation.

- Information about Front Door Diversion – who they are, what they do, and what services they offer.

If you work at a hospital that is partnered with an FDDP and were unable to attend the webinar, or would like a refresher on the information covered, click the link below for a walkthrough of this insightful training:

**FDDP Focus: SMHRF Processes** | [**Listen to Recording**](#) – 54:36 mins

*Note: you will be prompted to register with your name and email address to listen to the recording.*

**REVIEW: Supportive Living Program (SLP) Process Best Practice Reminders**

1. **Nursing Facilities (NFs) should submit a SLP initial screen in AssessmentPro prior to an individual's transfer to a Supportive Living Program (SLP)**. Submission of the initial screen may result in a referral for a preadmission SLP Comprehensive Assessment for Serious Mental Illness and/or a Developmental Disability.

   Prospective SLPs should obtain both the initial screen and/or comprehensive assessment outcome prior to the individual's admission interview and potential program participation. When someone is transferring from a NF to SLP, there is no need for a new DON.

2. **The submitter of the SLP Initial Screen should always include the individual's phone number on the screen**. The individual must be involved in any triggered SLP Comprehensive Assessment, which requires Maximus to contact them accordingly. Screen submitters who provide the person's number and alert the individual to expect contact from Maximus, can expect to see quicker turnaround times for the completion of SLP processes.

3. **The admitting SLP and discharging Hospital (or other setting) should work together to ensure that SLP Screen/Assessment processes, as well as DON processes are completed** *prior to a person's interview for potential admission*. The DON, conducted by a Care Coordination Unit (CCU) or Department of Human Services – Division of Rehabilitation Services (DRS), verifies that someone meets Nursing Facility (NF) level of care. The SLP Screen and Assessment, if triggered, verifies the person's appropriateness for a SLP setting based on an evaluation of any persistent needs or risks related to a known or suspected serious mental illness or developmental disability.

4. **Completion of the SLP Initial Screen requires the inclusion of healthcare information (MH and DD related information)**. In most cases, the HOPE settlement prohibits the SLP from having access to an individual's healthcare information before receiving the results of an SLP Screen and Assessment (if triggered) and the DON. This may inherently limit SLP initial screen submitters to entities other than the prospective SLP.

5. **SLPs seeking a participant's transfer to a Nursing Facility should initiate a PASRR Level I Screen in AssessmentPro**.

**PROCESS CHANGE: Steps to Access Password Protected Website Resources**

On **Wednesday, June 15**, the process to access protected content on the Illinois Tools and Resources website will become more user friendly. Currently, protected items such as AssessmentPro system training materials are available only by requesting access from the Help Desk. Beginning June 15, a "lock" icon will appear next to any existing pw-protected content available on the site. You will have two easy options for unlocking file access:

**Option 1 – If you're on the IL Tools and Resources page**:

1. Click on any resource link with a "lock" icon
2. You will be routed to the AssessmentPro site > log in using your existing system credentials
3. All password protected items on the website will be unlocked and available for the duration of your website session

**Option 2: – If you're already logged into AssessmentPro**:

1. Select the Resources option in your account dropdown at top-right of the system screen (shown below)

2. This will take you to the My Contracts page > select your program link
3. You will be taken to the IL Tools and Resources page, where all previously pw-protected items will now remain unlocked for the remainder of your AssessmentPro session

**TOOLKIT: Available AssessmentPro + SMHRF + SLP Resources**

**AssessmentPro for SMHRF | Listen to Recording** – 69:08 mins

**AssessmentPro for SLP | Listen to Recording** – 48:36 mins

**AssessmentPro Training Checklist – General Support | Download** – contact the Help Desk for access

**AssessmentPro – Frequently Asked Questions (FAQs) | Download**

**SMHRF – Process Overview | Download**

**SMHRF – Frequently Asked Questions (FAQs) | Download**

**SLP – Process Overview | Download**

**SLP – Frequently Asked Questions (FAQs) | Download**

**UPDATE: New Maximus Branding**

You may notice a few small changes to this communication, as well as some revisions coming soon to the IL Tools and Resources web page. This includes updates to the company logo, headers, and other graphic elements. This evolution of the global Maximus brand is intended to visually emphasize the active partnership we have with program stakeholders like you to positively impact the lives of those we serve together.

**SUPPORT: Contact the Maximus - Illinois Support Help Desk**

Do you have other AssessmentPro, SMHRF or SLP related questions? Contact the Maximus – Illinois Help Desk team from **8:00 a.m. to 8:00 p.m. CST, Sunday - Saturday** to learn more:

> SMHRF-related questions – email: **ILSMHRF@maximus.com**
> SLP-related questions – email: **ILSLP@maximus.com**
> Phone: 833 PASRR IL (833.727.7745)

*Sign up for the Communication Mailing List: If you or others on your team are involved in these processes and would like to be kept up to date with future program news and training opportunities, you can contact the Illinois Help Desk at Maximus. Please follow the instructions below and include full name, title, facility/organization name and email address in the body of the message.  All team members requiring access to the contact list can be included in one email request.*

*Interested in SMHRF updates? Contact **ILSMHRF@maximus.com** with the subject line "Please add me to the Illinois SMHRF contact list."*

*Interested in SLP updates? Contact **ILSLP@maximus.com** with the subject line "Please add me to the Illinois SLP contact list."*

## May 31, 2022

**PASRR Stakeholders: Quarterly Newsletter - Reminder on PASRR and DON Process Completion + 2536 Submission Guidance for CCUs + Password Protected Content Access Change Planned for June 15**

**REMINDER: Ensure Completion of PASRR and DON Processes Before Admission**
For compliance with Medicaid rules as well as State and Federal law, the admitting Nursing Facility (NF) and discharging Hospital (or other setting) must ensure that both PASRR processes and DON processes are completed, prior to the person's admission into a NF.
The DON, conducted by a Care Coordination Unit (CCU) or Department of Human Services – Division of Rehabilitation Services (DRS), verifies that someone meets NF Level of Care.
PASRR verifies if the person has a known or suspected Serious Mental Illness (SMI) or Developmental Disability (DD) and if that is the case, determine if the NF setting is appropriate for their needs and if they require specific services during their stay.

**ATTN CCUs: Upload the 2536 When Entering DON Score into AssessmentPro**
CCUs can ensure admitting NFs have the 2536 by uploading it to AssessmentPro at the time the DON score is entered. HFS now allows for the 2536 to be uploaded to AssessmentPro prior to the admitting NF and the anticipated admission date being included when it is not yet known. Maximus will no longer accept a faxed or emailed 2536 for upload to AssessmentPro.

**PROCESS CHANGE: Steps to Access Password Protected Website Resources**

On **Wednesday, June 15**, the process to access protected content on the Illinois Tools and Resources website will become more user friendly. Currently, protected items such as AssessmentPro system training materials are available only by requesting access from the Help Desk. Beginning June 15, a "lock" icon will appear next to any existing password protected content available on the site. You will have two easy options for unlocking file access:

**Option 1 – If you're on the [IL Tools and Resources](#) page**:

1. Click on any resource link with a "lock" icon
2. You will be routed to the AssessmentPro site > log in using your existing system credentials
3. All password protected items on the website will be unlocked and available for the duration of your website session

**Option 2: – If you're already logged into AssessmentPro**:

- Select the Resources option in your account dropdown at top-right of the system screen (shown below)
- This will take you to the *My Contracts* page > select your program link
- You will be taken to the [IL Tools and Resource](#)s page, where all previously pw-protected items will now remain unlocked for the remainder of your AssessmentPro session
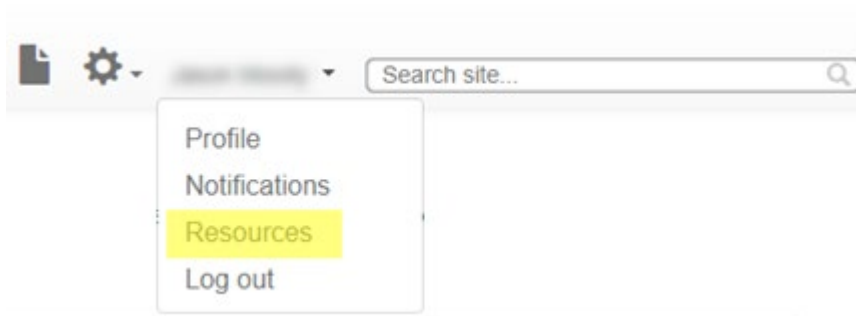


**TOOLKIT: Available PASRR + AssessmentPro Resources**

**AssessmentPro Training Checklist – General Support** | [Download](#) – **Contact Help Desk for Password**

**AssessmentPro Training Checklist – CCU & DRS Users Only** | [Download](#) – **Contact Help Desk for Password**

**AssessmentPro – Frequently Asked Questions (FAQs)** | [Download](#)
**PASRR – Frequently Asked Questions (FAQs)** | [Download](#)

**PASRR Outcomes Guide** | [Download](#) – **Contact Help Desk for Password**
**PASRR Redesign: Role Changes** | [Download](#)

**PASRR Transition Guide** | [Download](#)

**UPDATE: New Maximus Branding**
You may notice a few small changes to this communication, as well as some revisions coming soon to the [IL Tools and Resources](#) web page. This includes updates to the company logo, headers, and other graphic elements. This evolution of the global Maximus brand is intended to visually emphasize the active partnership we have with program stakeholders like you to positively impact the lives of those we serve together.

**SUPPORT: Contact the Maximus - Illinois Help Desk**
AssessmentPro System Questions: As a time-saver, the Help Desk has developed several pre-populated email templates for your most common AssessmentPro requests. Simply click one of the links below, enter the appropriate details into the body of the message and hit send.

- **AssessmentPro – Access Coordinator (Admin Role) Approval Needed**

- **AssessmentPro User Registration Assistance Needed**

- **My Facility is Not Found in the AssessmentPro Facility List** | Include the following information in the body of the message:
  - Name of the Facility
  - Facility NPI or TIN
  - Facility Type – Hospital, Nursing Facility, SLP, SMHRF, State Agency, etc.
  - Address – Street, City, State, Zip, County
  - Point of Contact – Full Name + Email + Phone

- If you or any member of your PASRR team has not yet set up an AssessmentPro account, **click here for step-by-step instructions** to select your user role and create an account.

- **Please Add to the PASRR Contact List** | Click the link and include the following information for all members of your PASRR team who need to be added:
  - Full Name
  - Title
  - Facility/Organization
  - Email Address

**General Questions**: Do you have other AssessmentPro related or PASRR process questions? Make sure to review the video vignettes and pdf guides on the Training Checklists linked above. If you still have 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: **ILPASRR@maximus.com**
- Phone: 833 PASRR IL (833.727.7745)
- Care Coordination Unit (CCU) Support: **ILCCU@maximus.com**

## May 04, 2022

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**ATTN SMHRF Facilities – Review SMHRF Admission Best Practice Reminders**

**Required Steps Ahead of SMHRF Admission**

Admission to a Specialized Mental Health Rehabilitation Facilities (SMHRF) requires an assessment prior to admission that determines the appropriate level of service. This assessment is required for authorization of services.

Similarly, the person cannot admit to a SMHRF until the entire SMHRF Assessment process has been completed. Until there is a SMHRF Determination outcome which indicates the person is *SMHRF Eligible*, authorization for services cannot occur. The person cannot admit to a SMHRF until the entire SMHRF Assessment process has been completed. This also includes the assessment and determination for those identified as eligible for Front Door Diversion Services.

**SMHRF Admission and PASRR Level II Assessment**

A PASRR Level II Assessment is no longer considered acceptable for SMHRF admission as of **April 18, 2022**. Any admissions that have taken place since that date must have a SMHRF Assessment with an outcome indicating that the person is *SMHRF Eligible*. If the person has an outcome of *SMHRF Eligible-*

*Recommended for Front Door Diversion* and they are admitting to a SMHRF facility from a hospital that is affiliated with a Front Door Diversion Provider, the admitting SMHRF should verify that person's FDDP consultation has been completed before proceeding with admission.

**Timeline for PathTracker Submission**

All SMHRF admissions must be entered in PathTracker within 7 days of admission. SMHRF admissions are being monitored to ensure that the person is not admitted prior to completion of the entire SMHRF assessment process. Admissions that occur prior to completion of the entire SMHRF assessment process are at risk of not being authorized.

**SUPPORT: Contact the Maximus - Illinois Support Help Desk**

Do you have other SMHRF process or AssessmentPro related questions? Contact the Maximus – Illinois Help Desk team from 8:00 a.m. to 8:00 p.m. CST, Sunday - Saturday to learn more:

SMHRF-related questions – email: **ILSMHRF@maximus.com**

Phone: **833 PASRR IL (833.727.7745)**

*Interested in SMHRF updates? Contact **ILSMHRF@maximus.com** with the subject line "Please add me to the Illinois SMHRF contact list" and include the following information for all members of your team who need to be added to the mailing list: full name, title, facility/organization, email address.*

## May 04, 2022

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**ATTN HOSPITALS: Attend FDDP 101 Webinar for Hospitals | Options: Tuesday, May 10 – Friday, May 13, 2022**

The **Front Door Diversion Program** (**FDDP**) is a DHS grant-funded program that was developed to support the goals of the Williams Consent Decree, which mandates that no individual with a serious mental illness (SMI) who is determined to be able to live in a community-based setting shall be admitted into a SMHRF before first being offered community-based services.

FDDP provides community-based services and support to individuals with SMI that includes:
- Housing options
- Community outreach and engagement
- Linkage to community treatment
- Other supports such as emergency medications, food, clothing, and transportation

**REGISTER: FDDP 101 Webinar for Hospitals**
The FDDP program was piloted in 2017 and has since expanded to partner with 46 hospitals. As you are identified as being registered with AssessmentPro to submit SMHRF Referrals on behalf of one of those hospitals, it is important that you have a clear understanding of how the SMHRF assessment

process with Maximus and the Front Door Diversion process interact. Register below for an important training webinar covering the FDDP basics and SMHRF Referral submission.
**When**:
**Option A: 2:00 p.m. – 3:00 p.m. CST Tuesday, May 10, 2022**
**Option B: 9:00 a.m. – 10:00 a.m. CST Friday, May 13, 2022**

**Topics**:
This training will cover several important subjects, including:

- An in-depth workflow of the SMHRF assessment process and Front Door Diversion referral process
- What to expect if a recommendation for Front Door Diversion is made
- More info about the Williams Consent Decree and the importance of individuals being offered community-based services

**Click the link below to register for one of the training dates listed below that works best for you**.
After registering, you will receive a confirmation email containing information about joining the webinar.
**Register – FDDP 101 Webinar for Hospitals | 2:00 p.m. – 3:00 p.m. CST Tuesday, May 10, 2022**
**Register – FDDP 101 Webinar for Hospitals | 9:00 a.m. – 10:00 a.m. CST Tuesday, May 13, 2022**

**SUPPORT: Contact the Maximus - Illinois Support Help Desk**
Do you have any other SMRHF process or AssessmentPro-related questions? Contact the Maximus – Illinois Help Desk team from 8:00 a.m. to 8:00 p.m. CST, Sunday - Saturday to learn more:
SMHRF-related questions – email: **ILSMHRF@maximus.com**
Phone: **833 PASRR IL (833.727.7745)**
*Interested in SMHRF updates? Contact ILSMHRF@maximus.com with the subject line "Please add me to the Illinois SMHRF contact list" and include the following information for all members of your team who need to be added to the mailing list: full name, title, facility/organization, email address.*

## May 03, 2022

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**SMHRF & SLP Stakeholders: Review Important Updates Including SMHRF Outcomes, AssessmentPro Insights + SLP Initial Screen Reminders + Program Resources to Explore**

As we continue moving forward from the recent redesign of Supportive Living Program (SLP) and Specialized Mental Health Rehabilitation Facility (SMHRF) processes, please review some important updates below, including an AssessmentPro system tip, screen submission reminders, and helpful resources to support your team's work with these impactful programs.

**ATTN SMHRF REFERRAL SUBMITTERS: AssessmentPro – SMHRF Status Indicator**

The SMHRF Assessment process is not considered complete until the **SMHRF Determination** has been completed. Although it may be confusing to see 'SMHRF Referral' listed as Complete in AssessmentPro (shown below), this simply means that the referral has been received by Maximus. Once a referral is received by Maximus, the assessment and determination must still be completed. Until you see a SMHRF Determination for the person in your My Recent Outcomes queue with an Outcome listed, the SMHRF Assessment process has not been completed.

When a SMHRF Referral moves to Completed status in AssessmentPro it is then queued for a SMHRF Onsite assessment. These will be visible in your gray navigation bar. If you click on the Individual ID and navigate to the individual's Episodes (shown below), you can see the status of the SMHRF Onsite assessment.



Once the SMHRF Onsite assessment moves to Completed status in AssessmentPro, it is then queued for a SMHRF Determination. Once the SMHRF Determination is complete, you will see an Outcome. This will show up in both the individual's Episodes AND in your Recent Outcomes (shown below). Until there is an Outcome for the SMHRF Determination, the SMHRF process is not complete.



To admit to a SMHRF, there **MUST be an outcome that says** *SMHRF Eligible*.

- If the outcome is SMHRF Eligible only, with no recommendation for *Front Door Diversion Referral*, the person may admit to a SMHRF with no further action needed.

- If the outcome is SMHRF Eligible-Recommended for Front Door Diversion Referral and the person is currently admitted to a hospital that is connected to a Front Door Diversion Provider (FDDP), the person CANNOT admit to a SMHRF until the FDDP has completed their consultation with the person.

- If you are not sure if your hospital is affiliated with an FDDP, **click here**. Front Door Diversion is an essential part of the Williams Consent Decree and a vital step toward ensuring that people are offered choices to have their needs met in the community prior to SMHRF admission.

**PROCESS: SLP Initial Screen Submission**

As a result of the HOPE settlement, SLP provider staff may not request any health-related information, including diagnoses and medications, from a potential resident until after results of the Determination of Need (DON) assessment, SLP Initial Screen and, if required, completion of the comprehensive assessment.

- **This means that a SLP provider's ability to submit SLP Initial Screens is limited** because completion of the screening fields requires knowledge of disability related health information that a SLP provider would not yet be able to access.

- SLP providers can and should complete SLP Screens for those who are:

  - Transferring from SLP to SLP

    *Note: The discharging SLP completes the SLP Initial Screen*

  - Converting to Medicaid

In very specific cases, Illinois and the HOPE settlement do allow for post-admission SLP processes which may, but not always, necessitate completion of the SLP initial screen by the SLP provider. These limited situations may include:

- Discovery of new information during the SLP admission interview
- Admissions from out of state
- Admissions from a hospital on an emergency or outpatient basis
- Admissions resulting from an (unplanned) lack of caregiver availability

This means that **the most common submitters of SLP Initial Screens will be**:

- Care Coordination Units (CCU)
- Division of Rehabilitation Services (DRS)
- Hospitals (medical, psychiatric, or critical access)
- Nursing Facilities
- Division of Developmental Disabilities (DDD)/Independent Service Coordination (ISC) Agencies
- Community Mental Health Centers (CMHC)

**More Frequently Asked Questions (FAQs)** about the SLP process are available for review **here**.

*Note*: *Maximus will make an automatic referral to the CCU/DRS to conduct a DON, based on the SLP referral reason indicated by the submitter. However, communication of its completion is to be handled between the SLP Initial Screen submitter and CCU/DRS. Screen submitters will have access to the DON score in AssessmentPro, if, and when the CCU/DRS provides an update within the system.*

**TOOLKIT: SMHRF + SLP Training and Support Guides**

Are there any steps in the SMHRF or SLP process where you need additional help? The complete training series is now available on-demand, as well as links to several useful reference guides. Click below to review. Note: enter your name and email to view training modules.

Training Module 1: **Intro to SMHRF and SLP Transition Overview | Recording** – 42:05 mins
Training Module 2: **SLP Processes and Intent | Recording** – 26:55 mins
Training Module 3: **SMHRF Processes and Intent | Recording** – 76:36 mins
Training Module 4A: **AssessmentPro for SLP | Recording** – 48:36 mins
Training Module 4B: **AssessmentPro for SMHRF | Recording** – 69:08 mins

SMHRF – Process Overview | **Download**
SMHRF – Frequently Asked Questions (FAQs) | **Download**

SLP – Process Overview | **Download**
SLP – Frequently Asked Questions (FAQs) | **Download**

**SUPPORT: Contact the Maximus - Illinois Support Help Desk**

Do you have any additional questions about new SMRHF or SLP processes? Contact the Maximus – Illinois Help Desk team from 8:00 a.m. to 8:00 p.m. CST, Sunday - Saturday to learn more:

SMHRF-related questions – email: **ILSMHRF@maximus.com**
SLP-related questions – email: **ILSLP@maximus.com**
Phone: **833 PASRR IL (833.727.7745)**

*Sign up for the Communication Mailing List*: *Click one of the links below and include the following information for all members of your SMHRF or SLP team who need to be added to the mailing list: full name, title, facility/organization, email address.*

- *Interested in SMHRF updates? Contact ILSMHRF@maximus.com with the subject line "Please add me to the Illinois SMHRF contact list."*

- *Interested in SLP updates? Contact ILSLP@maximus.com with the subject line "Please add me to the Illinois SLP contact list."*

**April 29, 2022**

**ATTN Nursing Facilities - Prepare for New Service, Follow Up Visits – Take On-Demand Training Course + Review Additional Resources**

As shared in a recent communication to all PASRR program stakeholders, implementation steps continue for a new service, **Follow Up Visits**. A Follow Up Visit is an in-person assessment scheduled between 30 and 60 days after an individual has been admitted into a Nursing Facility (NF). Each Follow Up Visit will be performed by a Maximus Regional Case Manager for all individuals who had an eligible PASRR Level II Assessment.

NFs have seven days to enter an admitted individual to PathTracker in AssessmentPro. This only applies to individuals admitting after March 14, 2022.

**Preparing for next steps**: Everyone on your team involved in the PASRR process, including Discharge Planners and Social Workers, should review the training materials and additional resources below to be fully prepared when contacted by Maximus for the scheduling of Follow Up Visits for individuals currently residing in your facility.

**TRAINING: Review Follow Up Visits Training Recording + Presentation Slides**

The Follow Up Visits training recording and accompanying presentation PDF linked below cover the key aspects of this new service. Topics include:

- Defining the Follow Up Visit
- Process for completion
- Using the AssessmentPro system to complete the Follow Up Visit process

Click the links below to review the training materials to answer many of the questions you will likely have regarding Follow Up Visits at your facility.

**Follow Up Visits Presentation** | **Recording (contact the Help Desk for password access) – 8:40 mins**

**Follow Up Visits Presentation** | **Slides – Download**

**TOOLKIT: Additional Resources**

**Frequently Asked Questions: Follow Up Visits** | **Download**
This document covers some of the most common questions you might have about Follow Up Visit processes.

**Process Overview: Follow Up Visits** | **Download**
This one-page PDF provides a general overview of Follow Up Visit process basics.

**SUPPORT: Contact the Maximus - Illinois Help Desk**

Do you have specific Follow Up Visit process questions? Make sure to review the video training and pdf guides linked above. If you still have 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: **ILFollowUpVisits@maximus.com**

    Phone: **833 PASRR IL (833.727.7745)**

## April 21, 2022

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**SMHRF & SLP STAKEHOLDERS: Ensure Your Team has the Necessary Training for Recently Launched SMRF and SLP Processes – Register for Q&A Forums + Review Program Resources**

On Monday, **April 18, 2022**, significant updates were implemented for the Supportive Living Programs (SLP) and Specialized Mental Health Rehabilitation Facilities (SMHRF). Thank you for playing a critical role in the redesign process as we've prepared for these important changes, which include:

- **New processes for screenings and assessments for ALL** individuals indicating preference for placement in SMHRF and SLP settings. This supports the different placement criteria for each setting and establishes a true picture of a person who can be admitted to a SMHRF or a SLP.

- **Centralizing SMHRF and SLP processes using the AssessmentPro web-based management system**. This includes electronic submission of SLP Initial Screens in AssessmentPro for all potential SLP participants and a newly developed SMHRF Referral Form for those referred for SMHRF admission.

- **Responsibilities for screening and assessment processes will shift to Maximus**. For those involved in submitting SLP initial screens and SMHRF referrals, the AssessmentPro system will be the one entry point for all potential admissions and the SLP initial screens and SMHRF referrals will now be required for all potential admissions.

  Following submission of the **SLP Initial Screen**, Maximus will decide if there is a reasonable basis to refer a person for a SLP Comprehensive Assessment (DD or SMI). Screens which indicate a reasonable basis to believe a SMI will be referred for a SLP (SMI) Comprehensive Assessment, while those for persons with known or suspected DD/ID conditions will be referred to the Division of Developmental Disabilities (DDD)/Independent Support Coordination (ISC) agency for a Comprehensive Assessment. Care Coordination Units (CCU)/Division of Rehabilitation Services (DRS) will be responsible for conducting any needed Determination of Need (DON) assessments and Choices for Care Consultations.

  Following **submission of a completed SMHRF Referral**, Maximus will engage an assessor to perform a SMHRF Assessment, which will result in a determination of the person's eligibility for SMHRF admission; and if eligible, if the person could benefit from a Front Door Diversion Program referral. SMHRF admission cannot occur until the Front Door Diversion Program Provider conducts their evaluation for diversion services.

- **Referrals for the Front Door Diversion Program** will happen electronically through AssessmentPro for individuals determined to be eligible for SMHRF admission, but who may be able to have their needs met in the community with the appropriate supports or who want more information about living in the community instead of going to a SMHRF.

Continue reading below to register for additional learning opportunities and review helpful tips and on-demand resources to ensure that all members of your team with SMHRF or SLP responsibilities have the necessary skills and supports for success in using AssessmentPro and completing new processes.



ILLINOIS PASRR - SLP & SMHRF PROCESS UPDATES ▶▶▶ PROGRESS TRACKER

| February 2022 | Late March - Early April | April 18 | Mid April - Late April |
|---|---|---|---|
| Program Redesign Announcement | Training Webinars & System Demos | **SLP & SMHRF Updates Launch** | Post-Launch Q&A Sessions |

**CHECKLIST: 7 Steps to Ensure a Smooth Transition**

1. Always use the correct browser for AssessmentPro: two most recent versions of Google Chrome or Microsoft Edge.

2. Register your SMHRF or SLP team's Administrator and backup Administrator to AssessmentPro. The Administrator approves new users, updates user roles, and terminates users for your team.

3. Ensure all your AssessmentPro user accounts have been added created.

4. Submit a screen via AssessmentPro for the intended program, SMHRF Referral or SLP Initial Screen as soon as the need is identified. Only one program should be selected, based on your treatment team's recommendation of the most appropriate setting for the individual or the individual's preference for placement. Remember:  PASRR Level I = Nursing Facility (NF) | Initial Screen = SLP | Referral = SMHRF

5. Submit all supporting documentation in a timely manner to avoid potential delays in receiving a determination.

6. Check the AssessmentPro Recent Outcomes queue for outcomes of completed SLP Initial Screens or SMHRF Referrals.

7. Use **Illinois Tools and Resources** for training videos and support guides for all programs

**TRAINING: Daily Q&A Forums | April 21 - 22, 2022 + April 25 - 29, 2022**

Over the past month, the comprehensive webinar series has covered all the training basics you and your team need to know about new SMRHF and SLP processes and using AssessmentPro. As you begin using the new system this week, you may have additional questions. Q&A Forums are hosted each business day at 8:30 a.m. CST (SLP information) and 10:00 a.m. (SMHRF information) from today, **Thursday, April 21 through next Friday, April 29**, covering any system or process related topics that stakeholders would like to discuss.

Use the links below to join as many of these upcoming support sessions as you'd like.

***Who should attend?*** *Individuals at any comfort level with new SMHRF or SLP processes and use of the AssessmentPro system are welcome.*

**Daily Q&A Forums – SLP**

[Register | 8:30 a.m. – 9:30 a.m. CST Thursday, April 21, 2022](#)
[Register | 8:30 a.m. – 9:30 a.m. CST Friday, April 22, 2022](#)
[Register | 8:30 a.m. – 9:30 a.m. CST Monday, April 25, 2022](#)
[Register | 8:30 a.m. – 9:30 a.m. CST Tuesday, April 26, 2022](#)
[Register | 8:30 a.m. – 9:30 a.m. CST Wednesday, April 27, 2022](#)
[Register | 8:30 a.m. – 9:30 a.m. CST Thursday, April 28, 2022](#)
[Register | 8:30 a.m. – 9:30 a.m. CST Friday, April 29, 2022](#)

**Daily Q&A Forums – SMHRF**

[Register | 10:00 a.m. – 11:00 a.m. CST Thursday, April 21, 2022](#)
[Register | 10:00 a.m. – 11:00 a.m. CST Friday, April 22, 2022](#)
[Register | 10:00 a.m. – 11:00 a.m. CST Monday, April 25, 2022](#)
[Register | 10:00 a.m. – 11:00 a.m. CST Tuesday, April 26, 2022](#)
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[Register | 10:00 a.m. – 11:00 a.m. CST Thursday, April 28, 2022](#)
[Register | 10:00 a.m. – 11:00 a.m. CST Friday, April 29, 2022](#)

***GoToWebinar browser requirements***: *To access GoToWebinar, the web application used for PASRR training, use one of the following internet browsers: Firefox, Edge, Chrome, and Apple Safari. If you do not have access to one of these browsers, contact your IT Department for assistance.*

**TOOLKIT: On-Demand Training + Support Guides**

Did you miss one of the pre-launch webinars? The complete SMHRF and SLP training series is now available on demand. Click below and enter your name/email to view:

Training Module 1: [**SMHRF & SLP - Transition Overview | 42:05 mins**](#)
Training Module 2: [**SLP Processes & Intent | 26:55 mins**](#)
Training Module 3: [**SMHRF Processes & Intent | 76:36 mins**](#)
Training Module 4A: [**AssessmentPro for SLP | 48:36 mins**](#)
Training Module 4B: [**AssessmentPro for SMHRF | 69:08 mins**](#)

**Additional Resources**
Click the links below to review a helpful collection of support guides covering SMRHF and SLP basics and frequently asked questions.

**SMHRF – Process Overview** | [**Download**](#)
A one-page PDF covering a general overview of SMHRF process basics.

**SMHRF – Frequently Asked Questions (FAQs)** | [**Download**](#)
This document covers some of the most common questions you might have about new SMHRF

processes and the AssessmentPro system.

**SLP – Process Overview** | **Download**
A one-page PDF covering a general overview of SLP process basics.

**SLP – Frequently Asked Questions (FAQs)** | **Download**
Review some commonly asked questions about new SLP processes and the AssessmentPro system.

**REMINDER: Set Up Your AssessmentPro Account**

If you or any member of your SMRHF or SLP team requires AssessmentPro access and has not set up a system account, follow the steps listed by audience below and register as soon as possible.

- **Click here for step-by-step instructions** to select your AssessmentPro role and create your system account.

*Browser requirements: To ensure optimum system performance, usage and maintain HIPAA-compliant data security standards, AssessmentPro supports the two most recent versions of Microsoft Edge and Google Chrome. If you don't have the right browser, contact your IT Department for assistance. If you use a browser other than Microsoft Edge or Google Chrome, you will experience errors or missing data and increase the security risk for inadvertent disclosure of the protected health information (PHI) for the persons we serve.*

**SUPPORT: Contact the Maximus - Illinois Support Help Desk**

Do you have any additional questions about new SMRHF or SLP processes? Contact the Maximus – Illinois Help Desk team from 8:00 a.m. to 8:00 p.m. CST, Sunday - Saturday to learn more:

SMHRF-related questions – email: **ILSMHRF@maximus.com**
SLP-related questions – email: **ILSLP@maximus.com**
Phone: **833 PASRR IL (833.727.7745)**

*Sign up for the Communication Mailing List: If you or others on your team are involved in these processes and would like to be kept up to date with the upcoming transition information and training opportunities, you can contact the Illinois Help Desk at Maximus. Please follow the instructions below and include full name, title, facility/organization name and email address in the body of the message. All team members requiring access to the contact list can be included in one email request.*

- *Interested in SMHRF updates? Contact **ILSMHRF@maximus.com** with the subject line "Please add me to the Illinois SMHRF contact list."*

- *Interested in SLP updates? Contact **ILSLP@maximus.com** with the subject line "Please add me to the Illinois SLP contact list."*

**April 14, 2022**

**PASRR STAKEHOLDERS: Illinois PASRR Program – Strengthen Your AssessmentPro Skills – Update for Level I Submitters + Review FAQs + Explore Training Resources**

Now that **comprehensive PASRR process changes** have been in place for the past month and your team has likely begun working in the AssessmentPro web-based management system, we want to ensure you and your team have the necessary information and supports to maximize your use of this helpful tool. Read below for an important system update for Level I Submitters, frequently asked questions, Notifications feature details, and a helpful list of AssessmentPro-related resources.

In addition to the AssessmentPro implementation and PASRR process changes, steps continue moving forward on **phase two of the redesign initiative**:

- On **April 18, 2022**, the Supportive Living Program (SLP) and Specialized Mental Health Rehabilitation Facilities (SMHRF) will implement new processes for screenings and assessments for ALL individuals indicating preference for placement in SMHRF and SLP settings. SMHRF and SLP processes will also be centralized through the AssessmentPro system. These stakeholders are attending final training webinars and reviewing support resources ahead of the planned launch.

- Implementation planning is also in progress for a new service, **Follow Up Visits**. Appropriate PASRR stakeholders will be contacted soon regarding the launch date, goals of this service, process specifics, available training resources and other relevant details. A Follow Up Visit will be performed by a Maximus Regional Case Manager for all individuals who received a PASRR Level II assessment. The Follow Up Visit will be an in-person assessment scheduled between 30 and 60 days after admission into a Nursing Facility.

**ATTN PASRR LEVEL I SUBMITTERS: Determination of Need (DON) Scores Now Available in AssessmentPro**

A new information field has been added to your system view. Hospital users in AssessmentPro can now view a person's Determination of Need (DON) score once it has been entered by the CCU. This will apply to any DON completed after **April 5, 2022**. To review:

1. Search for a person's record by entering the full name into the search box. Once it appears in the search results, click on the name to bring up their information.
2. Click on *Episodes* to see if a DON has been completed.
3. Click on the *AssessmentPro ID (AID)* to view the details for the individual's DON.

The CCU has 24 hours to complete the DON after the Level I PASRR Screen has been submitted, but the uploading of the supporting documentation may take longer, particularly if the facility name and admission date are unknown at the time the DON was completed. If the DON/Form 2536 is not in AssessmentPro, Maximus will be unable to provide it as we also only have access once it is in AssessmentPro.

**ASSESSMENTPRO TIP: Using the Notifications Support Feature**

As many AssessmentPro users may already be aware, the Notifications feature is used to provide you with system reminders, program updates and other targeted information helpful to your PASRR role. To view any announcements in your Notifications inbox:

1. Select your username dropdown at top-right, next to the search field (see example)
2. Scroll through the dropdown options to *Notifications* and select
3. Any announcements that have been added for you will appear for your review

***Recommendation***: *Get in the habit of checking Notifications whenever you log into the system, to ensure you don't potentially miss any important updates.*
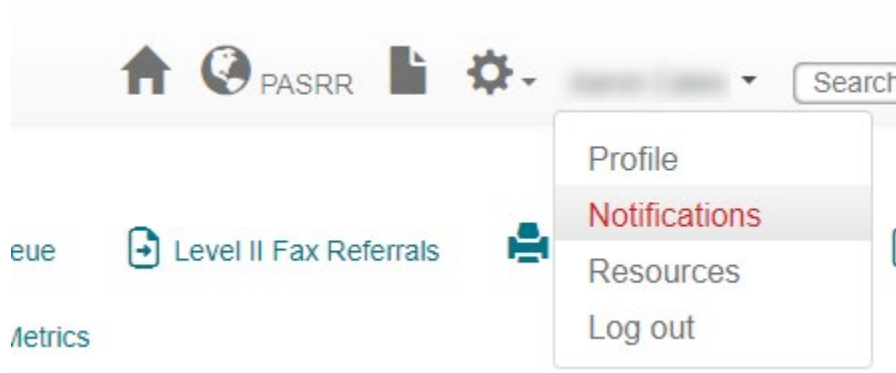


**FREQUENTLY ASKED QUESTIONS (FAQs): Facility Details in AssessmentPro**

**Q: Can multiple staff work on the submission?**

A: Yes, multiple people can work on a PASRR Level I Screen draft to prepare it for submission. On the AssessmentPro landing page, there is a tab for *Draft* screens. Within that tab, there will be two sub-tabs: *My Screens* and *Facility Screens*. If the provider opens the *Facility Screens* sub tab, they will be able to access the draft screens within their facility. Once they open a draft screen, they can complete and submit it to Maximus. Both a clinical and non-clinical user can initiate a PASRR Level I Screen in the AssessmentPro system, but only someone designated as a clinical user can submit a Level I Screen.

**Q: For each new PASRR submitted, will the system default to the current facility so that we do not have to update it each time?**

A: Yes, AssessmentPro will default to your facility. However, if you represent multiple facilities, you should always check that the correct facility is selected. At the top of your home screen is a building icon. Tap on the building icon and a descriptive list will appear listing all of the facilities for which you have access. Select the appropriate facility to submit a PASRR Level I Screen or review the outcomes.

**Q: My facility is not located in Illinois. Should I indicate my facility's own state in the State dropdown in setting up my user account or should I select Illinois instead?**

A: Even if your facility is another state, you will still need to select Illinois from the State dropdown when setting up your AssessmentPro user account.

*Note: If you or any member of your PASRR team has yet to set up an AssessmentPro account, click here for step-by-step instructions to select your user role and create your system account.*

**REMINDER: Document Upload Best Practices**

When attempting to submit a document to AssessmentPro related to a specific referral, be sure to adhere to the following guidance:

- **File size**: All document submissions must be 15 MB or less.

- **File type**: AssessmentPro allows the upload of PDF documents only. The system will not accept a Word document, Excel, RTF, or any other file type. Please convert to PDF before uploading.

- **Document naming**: AssessmentPro does not allow uploads of documents that include punctuation/symbols in the document name. When naming a document to be uploaded to AssessmentPro, please avoid using any punctuation marks – commas, apostrophes, dashes, underscores, ampersands, asterisks, exclamation points, question marks, etc.

**TOOLKIT: New PASRR Outcomes Guide + Additional Resources**

**PASRR Outcomes Guide | Download**
This guide will provide insights into the various outcomes you can expect for PASRR Level I Screen and Level II Assessment determinations, as well as Categoricals and Exemption.

**AssessmentPro Training Checklist | Download** – contact Help Desk for password access

**AssessmentPro Training Checklist – CCU & DRS Users Only | Download** – contact Help Desk for password access

**AssessmentPro FAQs | Download**

**PASRR FAQs | Download**

**PASRR Redesign: Role Changes | Download**

**PASRR Transition Guide | Download**

**SUPPORT: Contact the Maximus - Illinois Help Desk**

**AssessmentPro System Questions**: As a time-saver, the Help Desk has developed several pre-populated email templates for your most common AP requests. Simply click one of the links below, enter the appropriate details into the body of the message and hit send.

- **AssessmentPro – Access Coordinator (Admin Role) Approval Needed**

- **AssessmentPro User Registration Assistance Needed**

- **My Facility is Not Found in the AssessmentPro Facility List** | Include the following information in the body of the message:
  - Name of the Facility
  - Facility NPI or TIN
  - Facility Type – Hospital, Nursing Facility, SLP, SMHRF, State Agency, etc.
  - Address – Street, City, State, Zip, County
  - Point of Contact – Full Name + Email + Phone

**General Questions**: Do you have other AssessmentPro-related or PASRR process questions? Make sure to review the video vignettes and pdf guides on the Training Checklists linked above. If you still have 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: **ILPASRR@maximus.com**
- Phone: 833 PASRR IL (833.727.7745)

- **Please Add to the PASRR Contact List** | Click the link and include the following information for all members of your PASRR team who need to be added:
  - Full Name
  - Title
  - Facility/Organization
  - Email Address

- Care Coordination Unit (CCU) Support: **ILCCU@maximus.com**

## April 11, 2022

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**SMHRF & SLP STAKEHOLDERS: Take Final Steps to Ensure Your Team is Ready for the Implementation of New SMHRF and SLP Processes Through AssessmentPro on April 18, 2022 – Register for Webinars + Listen to On-Demand Training + Review Program Resources**

We are just one week away from the **April 18, 2022**, launch of new processes for the Supportive Living Programs (SLP) and Specialized Mental Health Rehabilitation Facilities (SMHRF). All members of your team with SMHRF or SLP responsibilities should attend this week's AssessmentPro Basics webinar, as well as review the on-demand training and support guides and preview AssessmentPro account setup details. These steps are critical to prepare you for the comprehensive changes, which include:

- **New processes for screenings and assessments for ALL** individuals indicating preference for placement in SMHRF and SLP settings. This supports the different placement criteria for each setting and establishes a true picture of a person who can beadmitted to a SMHRF or a SLP.

- **Centralizing SMHRF and SLP processes using the AssessmentPro web-based management system**. This includes electronic submission of SLP Initial Screens in AssessmentPro for all potential SLP participants and a newly developed SMHRF Referral Form for those referred for SMHRF admission.

- **Responsibilities for screening and assessment processes will shift to Maximus**. For those involved in submitting **SLP initial screens and SMHRF referrals**, the AssessmentPro system will be the one entry point for all potential admissions and the SLP initial screens and SMHRF referrals will now be required for all potential admissions.

  Following submission of the SLP Initial Screen, Maximus will decide if there is a reasonable basis to refer a person for a SLP Comprehensive Assessment (DD or SMI). Screens which indicate a reasonable basis to believe a SMI will be referred for a SLP (SMI) Comprehensive Assessment, while those for persons with known or suspected DD/ID conditions will be referred to the Division of Developmental Disabilities (DDD)/Independent Support Coordination (ISC) agency for a Comprehensive Assessment. Care Coordination Units (CCU)/Division of Rehabilitation Services (DRS) will be responsible for conducting any needed Determination of Need (DON) assessments and Choices for Care Consultations.

  Following submission of a completed SMHRF Referral, Maximus will engage an assessor to perform a SMHRF Assessment, which will result in a determination of the person's eligibility for SMHRF admission; and if eligible, if the person could benefit from a Front Door Diversion Program referral.

- Referrals for the Front Door Diversion Program will happen electronically through AssessmentPro for individuals determined to be eligible for SMHRF admission, but who may be able to have their needs met in the community with the appropriate supports or who want more information about living in the community instead of going to a SMHRF.



**ILLINOIS PASRR - SLP & SMHRF PROCESS UPDATES ▶▶▶ PROGRESS TRACKER**

| February 2022 | Late March - Early April | April 18 | Mid April - Late April |
|---|---|---|---|
| Program Redesign Announcement | Training Webinars & System Demos | SLP & SMHRF Updates Launch | Post-Launch Q&A Sessions |

**REGISTER: Attend AssessmentPro Basics Webinars + Q&A Forums**

**Every member of your SMHRF or SLP team should register for one of the final training series, AssessmentPro Basics**. These sessions will offer an overview of AssessmentPro processes, as well as deep dive into system registration, navigation, user roles and resources to help you complete your various tasks.

Content shared during individual sessions will be identical, so attendance is only required for one session. A recording will be available to all registered attendees.

**maximus**

*GoToWebinar browser requirements*: To access GoToWebinar, the web application used for training, use one of the following internet browsers: Firefox, Edge, Chrome, and Apple Safari. If you do not have access to one of these browsers, contact your IT Department for assistance.

**Training Module 4A: AssessmentPro Basics for SLP**
Learn about AssessmentPro, the system you and your team will use for submitting SLP Initial Screens and related activities. We will focus on the nuances for SLPs, so PASRR system users can also benefit if working with SLP.

[Register | 1 p.m. – 2 p.m. CST Tuesday, April 12, 2022](#)
[Register | 11 a.m. – 12 p.m. CST Wednesday, April 13, 2022](#)
[Register | 1 p.m. – 2 p.m. CST Thursday, April 14, 2022](#)

*Note: As announced in recent communications, if you are **SMHRF focused** and previously registered for the joint SMHRF and SLP sessions, please follow the instructions in your confirmation email from GoToWebinar to cancel that registration and then re-register using the new SMHRF training links below.*

**Training Module 4B: AssessmentPro Basics for SMRHF**
Learn about AssessmentPro, the system you and your team will use for SMHRF related activities. We will focus on the nuances for SMHRFs, so PASRR system users can also benefit if working with SMHRF.

[Register | 9 a.m. – 10 a.m. CST Tuesday, April 12, 2022](#)
[Register | 2 p.m. – 3 p.m. CST Wednesday, April 13, 2022](#)
[Register | 9 a.m. – 10 a.m. CST Thursday, April 14, 2022](#)

**Daily Q&A Forums | April 18 – 22, 2022 + April 25 – 29, 2022**
The comprehensive webinar series continues to cover all the training basics you and your SMHRF or SLP team need to know about AssessmentPro and upcoming new processes. Once you begin using the new system, you may have additional questions. Beginning next **Monday, April 18, 2022 through Friday, April 29, 2022**, Q&A Forums will be hosted each business day at 8:30 a.m. CST for SLP stakeholders and 10:00 a.m. for SMHRF stakeholders. These sessions will cover any AssessmentPro system or process related topics that you would like to discuss.

Use the links below to join as many of these upcoming support sessions as you'd like.

*Who should attend? Individuals at any comfort level with new SMHRF or SLP processes and use of the AssessmentPro system are welcome.*

**Daily Q&A Forums – SLP**
[Register | 8:30 a.m. – 9:30 a.m. CST Monday, April 18, 2022](#)
[Register | 8:30 a.m. – 9:30 a.m. CST Tuesday, April 19, 2022](#)
[Register | 8:30 a.m. – 9:30 a.m. CST Wednesday, April 20, 2022](#)
[Register | 8:30 a.m. – 9:30 a.m. CST Thursday, April 21, 2022](#)
[Register | 8:30 a.m. – 9:30 a.m. CST Friday, April 22, 2022](#)
[Register | 8:30 a.m. – 9:30 a.m. CST Monday, April 25, 2022](#)
[Register | 8:30 a.m. – 9:30 a.m. CST Tuesday, April 26, 2022](#)
[Register | 8:30 a.m. – 9:30 a.m. CST Wednesday, April 27, 2022](#)
[Register | 8:30 a.m. – 9:30 a.m. CST Thursday, April 28, 2022](#)
[Register | 8:30 a.m. – 9:30 a.m. CST Friday, April 29, 2022](#)

**Daily Q&A Forums – SMHRF**
**Register | 10:00 a.m. – 11:00 a.m. CST Monday, April 18, 2022**
**Register | 10:00 a.m. – 11:00 a.m. CST Tuesday, April 19, 2022**
**Register | 10:00 a.m. – 11:00 a.m. CST Wednesday, April 20, 2022**
**Register | 10:00 a.m. – 11:00 a.m. CST Thursday, April 21, 2022**
**Register | 10:00 a.m. – 11:00 a.m. CST Friday, April 22, 2022**
**Register | 10:00 a.m. – 11:00 a.m. CST Monday, April 25, 2022**
**Register | 10:00 a.m. – 11:00 a.m. CST Tuesday, April 26, 2022**
**Register | 10:00 a.m. – 11:00 a.m. CST Wednesday, April 27, 2022**
**Register | 10:00 a.m. – 11:00 a.m. CST Thursday, April 28, 2022**
**Register | 10:00 a.m. – 11:00 a.m. CST Friday, April 29, 2022**

**RESOURCES: On-Demand Training + Support Guides**

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

**Training Module 1**: **Introduction to SMHRF and SLP Transition Overview | Recording** – 42:05 mins
**Training Module 2**: **SLP Processes and Intent | Recording** – 26:55 mins
**Training Module 3**: **SMHRF Processes and Intent | Recording** – 76:36 mins

**SMHRF – Process Overview** | **Download**
A one-page PDF covering a general overview of SMHRF process basics.

**SMHRF – Frequently Asked Questions (FAQs)** | **Download**
This document covers some of the most common questions you might have about new SMHRF processes and the AssessmentPro system.

**SLP – Process Overview** | **Download**
A one-page PDF covering a general overview of SLP process basics.

**SLP – Frequently Asked Questions (FAQs)** | **Download**
Review some commonly asked questions about new SLP processes and the AssessmentPro system.

**Redesign Transition Guide** | **Download**
This resource provides key implementation details on the redesign, including AssessmentPro system tools and requirements, training resources, and how new processes may change current roles and responsibilities in your team.

**PREVIEW: How to Choose User Roles + Register in AssessmentPro**
This week's AssessmentPro Basics webinar series will cover how to **choose the right user role** and **register each member of your SMHRF** or **SLP** team in the system. The information below will help familiarize you with the role types, responsibilities, and system registration. Anyone who needs to set up a system account should attend one of the webinars before following the steps below to register for AssessmentPro.

**AssessmentPro User Roles**

- **Administrator** –This user is responsible for the review and approval of your facility's other users. This role must be set up first.
- **Clinical User** – This role applies to individuals who can begin and submit a SMHRF referral or SLP initial screen.
- **Non-Clinical User** – Applies to individuals who can begin but cannot submit a SMHRF referral or SLP initial screen.

*You can sign up for multiple roles. For example, an Administrator can also be a Clinical User.*

**AssessmentPro Account Sign-Up**

1. Visit **AssessmentPro.com** > Click *New User*?

2. Complete Registration Form > Hover over circled i for more info > Click *Save* to proceed

   Enter data into the fields depicted at right and select Illinois from the *State* dropdown (even if your facility is in a nearby state), then an additional field will appear for Facility. If you plan to choose the AssessmentPro Administrator role, be sure to select the checkbox under *Facility*, which says "Request AssessmentPro Administrator Access." You will receive an email to activate your account. The link will be valid for 72 hours. Follow the instructions in your email.

3. Return to AssessmentPro.com > Enter your Login info: **Email and Password**

4. Review User Agreement before first login > Click *Log in*

   *\*Reminder: Your UserName will always be your email address*

*Browser requirements: To ensure optimum system performance, usage and maintain HIPAA-compliant data security standards, AssessmentPro supports the two most recent versions of Microsoft Edge and Google Chrome. If you don't have the right browser, contact your IT Department for assistance. If you use a browser other than Microsoft Edge or Google Chrome, you will experience errors or missing data and increase the security risk for inadvertent disclosure of the protected health information (PHI) for the persons we serve.*

**SUPPORT: Contact the Maximus - Illinois Support Help Desk**

Do you have any additional questions about the upcoming program implementation? Contact the Maximus – Illinois Help Desk team from **8:00 a.m. to 8:00 p.m. CST, Sunday - Saturday** to learn more:

   SMHRF-related questions – email: **ILSMHRF@maximus.com**

   SLP-related questions – email: **ILSLP@maximus.com**

   Phone: **833 PASRR IL (833.727.7745)**

*Sign up for the Communication Mailing List: If you or others on your team are involved in these processes and would like to be kept up to date with the upcoming transition information and training opportunities, you can contact the Illinois Help Desk at Maximus. Please follow the instructions below and*

*include full name, title, facility/organization name and email address in the body of the message. All team members requiring access to the contact list can be included in one email request.*

> ***Interested in SMHRF updates?*** *Contact* **ILSMHRF@maximus.com** *with the subject line "Please add me to the Illinois SMHRF contact list."*

> ***Interested in SLP updates?*** *Contact* **ILSLP@maximus.com** *with the subject line "Please add me to the Illinois SLP contact list."*

## April 11, 2022

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**ATTN Front Door Diversion Providers (FDDP) – Attend AssessmentPro and SMHRF Webinar for FDDP | Options: April 14, 2022 or April 15, 2022**

All AssessmentPro system users from Front Door Diversion (FDDP) agencies should plan to attend an important webinar covering program process and AssessmentPro use.

**When**: 3:00 p.m. CST Thursday, April 14, 2022 or 1:00 p.m. CST Friday, April 15, 2022

Topics:

- Process workflow for Specialized Mental Health Rehabilitation Facilities (SMHRF) Referrals

- Using AssessmentPro to access Front Door Diversion referrals

- System access and documenting findings

**Click the link below to register** for the webinar date/time that works best with your schedule. After registering, you will receive a confirmation email containing information about joining the webinar.

> **AssessmentPro and SMHRF Webinar for FDDP | 3:00 p.m. - 4:00 p.m. CT Thursday, April 14, 2022**

> **AssessmentPro and SMHRF Webinar for FDDP | 1:00 p.m. - 2:00 p.m. CT Friday, April 15, 2022**

**SUPPORT: Contact the Maximus - Illinois Help Desk**

Are you having trouble with your AssessmentPro account setup or have SMHRF process questions? Contact the Maximus – Illinois Help Desk team from **8:00 a.m. to 8:00 p.m. CST, Sunday - Saturday** to learn more:

**maximus**

Email: **ILSMHRF@maximus.com**
Phone: 833 PASRR IL (833.727.7745)

*Sign up for the Communication Mailing List*: *If you or others on your team involved in the SMHRF process would like to be kept up to date with future program updates, contact the Illinois Help Desk at Maximus:* **ILSMHRF@maximus.com** *with the subject line "Add me to the Illinois SMHRF contact list." Please include full name, title, facility/organization name and email address in the body of the message. All team members requiring access to the contact list can be included in one email request.*

## April 07, 2022

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**ATTN ISCs: Illinois PASRR Program – Attend PASRR 101 Webinar for DDD/ISC Agencies | 2:30 p.m. April 19, 2022**

All AssessmentPro system users from Division of Developmental Disabilities (DDD)/Independent Service Coordination (ISC) agencies should plan to attend an important webinar covering PASRR foundations and program requirements.

**When: 2:30 p.m. CST, Tuesday, April 19, 2022**

**Topics**:

- Changes made to previous Illinois PASRR processes to meet federal requirements

- Understanding the differences between a PASRR Level I Screen and a PASRR Level II Assessment

- How Nursing Facilities will use PASRR outcomes and findings to identify needed services and supports for persons with Developmental Disabilities (DD)

**Click the link below** to register for the webinar. After registering, you will receive a confirmation email containing information about joining the webinar.

- **Register – PASRR 101 for Illinois DDD/ISC Agencies | 2:30 p.m. CST Tuesday, April 19, 2022**

**SUPPORT: Contact the Maximus - Illinois Help Desk**

Are you having trouble with your AssessmentPro account setup or have PASRR process questions? Contact the Maximus – Illinois Help Desk team from 8:00 a.m. to 8:00 p.m. CST, Sunday - Saturday to learn more:

Email: **ILPASRR@maximus.com**
Phone: **833 PASRR IL (833.727.7745)**

**Sign up for the Communication Mailing List**: If you or others on your team involved in the PASRR process would like to be kept up to date with future program updates, contact the Illinois Help Desk at Maximus: **ILPASRR@maximus.com** with the subject line *"Add me to the Illinois PASRR contact list."* Please include full name, title, facility/organization name and email address in the body of the message. All team members requiring access to the contact list can be included in one email request.

## April 01, 2022

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**SMHRF & SLP STAKEHOLDERS: Prepare for the April 18, 2022, SMHRF and SLP Screening and Assessment Redesign – Attend Webinar Series + Listen to On-Demand Training + Preview AssessmentPro Registration**

We're just a few weeks away from the **April 18, 2022**, implementation of new processes for the Supportive Living Program (SLP) and Specialized Mental Health Rehabilitation Facilities (SMHRF). This includes several key updates:

- **New processes for screenings and assessments** for **ALL** individuals indicating preference for placement in SMHRF and SLP settings. This supports the different placement criteria for each setting and establishes a true picture of a person who can be admitted to a SMHRF or a SLP.

- **Centralizing SMHRF and SLP processes using the AssessmentPro web-based management system**. This includes electronic submission of SLP Initial Screens in AssessmentPro for all potential SLP participants and a newly developed SMHRF Referral Form for those referred for SMHRF admission.

- **Responsibilities for screening and assessment processes will shift to Maximus**.
  For those involved in submitting **SLP Initial Screens and SMHRF Referrals**, the AssessmentPro system will be the one entry point for all potential admissions and the SLP Initial Screens and SMHRF Referrals will now be required for all potential admissions.

  Following **submission of the SLP Initial Screen**, Maximus will decide if there is a reasonable basis to refer a person for a SLP Comprehensive Assessment (DD or SMI). Screens which indicate a reasonable basis to believe a SMI will be referred for a SLP (SMI) Comprehensive Assessment, while those for persons with known or suspected DD/ID conditions will be referred to the Division of Developmental Disabilities (DDD)/Independent Support Coordination (ISC) agency for a Comprehensive Assessment. Care Coordination Units (CCU)/Division of Rehabilitation Services (DRS) will be responsible for conducting any needed Determination of Need (DON) assessments and Choices for Care Consultations.

  Following **submission of a completed SMHRF Referral**, Maximus will engage an assessor to perform a SMHRF Assessment, which will result in a determination of the person's eligibility for SMHRF admission; and if eligible, whether the person could benefit from a Front Door Diversion Program referral.

- **Referrals for the Front Door Diversion Program** will happen electronically through AssessmentPro for individuals determined to be eligible for SMHRF admission, but who may be able to have their needs met in the community with the appropriate supports or who want more information about living in the community instead of going to a SMHRF.

To ensure your team is ready to start using new SMHRF and/or SLP processes on day one, continue reading for instructions on how to register for targeted training webinars and review all available program resources and updates.
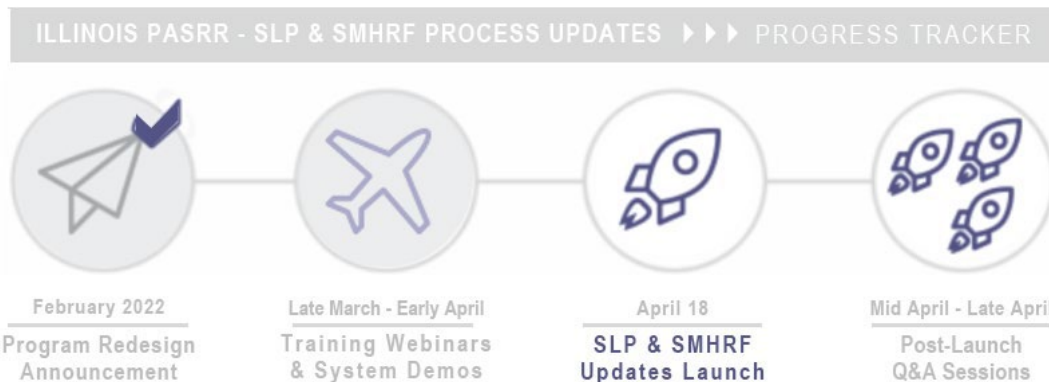


**TRAINING: Register for Webinar Series**

The webinar series continues with trainings to prepare you and your team for the **April 18, 2022 launch date** of SMHRF and SLP process changes. Click the links below to **register for one session from each series**. All team members with SMHRF or SLP related responsibilities should attend.

Note: Content shared during individual sessions of each training module listed below will be identical, so attendance is only required for one session per series. Recordings of each module will be available to all registered attendees after its completed and will be posted to the website at the conclusion of each training week.

*GoToWebinar browser requirements*: To access GoToWebinar, the web application used for PASRR training, use one of the following internet browsers: Firefox, Edge, Chrome, and Apple Safari. If you do not have access to one of these browsers, contact your IT Department for assistance.

**Training Module 3: Specialized Mental Health Rehabilitation Facilities (SMHRF) – Processes and Intent**
Understanding the SMHRF – who may be referred, admission timeframes, and how the screening redesign will affect existing processes.
**Register | 1 p.m. – 2 p.m. CST Tuesday, April 5, 2022**
**Register | 11 a.m. – 12 p.m. CST Wednesday, April 6, 2022**
**Register | 1 p.m. – 2 p.m. CST Thursday, April 7, 2022**

**Training Module 4A: AssessmentPro Basics for SLP**
Learn about AssessmentPro, the system you and your team will use for submitting SLP Initial Screens and related activities. Discussion topics include system registration, navigation, user roles and resources to help you complete your various tasks. We will focus on the nuances for SLPs, so PASRR system users can also benefit if working with SLP.

Register | 1 p.m. – 2 p.m. CST Tuesday, April 12, 2022
Register | 11 a.m. – 12 p.m. CST Wednesday, April 13, 2022
Register | 1 p.m. – 2 p.m. CST Thursday, April 14, 2022

*Reminder: As announced in a recent communication, if you are **SMHRF focused** and previously registered for the joint SMHRF and SLP sessions, please follow the instructions in your confirmation email from GoToWebinar to cancel that registration and then re-register using the new SMHRF training links below.*

**Training Module 4B: AssessmentPro Basics for SMRHF**
Learn about AssessmentPro, the system you and your team will use for SMHRF related activities. Discussion topics include system registration, navigation, user roles and resources to help you complete your various tasks. We will focus on the nuances for SMHRFs, so PASRR system users can also benefit if working with SMHRF.

Register | 9 a.m. – 10 a.m. CST Tuesday, April 12, 2022
Register | 2 p.m. – 3 p.m. CST Wednesday, April 13, 2022
Register | 9 a.m. – 10 a.m. CST Thursday, April 14, 2022

**PROCESS: Understanding SMHRF and SLP Changes**

As your team prepares for the upcoming transition, review some important updates you can expect when SMHRF and SLP changes go into effect on April 18, 2022, such as referral criteria, tools, and submission methods

## Specialized Mental Health Rehabilitation Facilities (SMHRF)

| Existing Process | New Process |
|---|---|
| **Toolkit:** The OBRA-I was previously used for referral to a SMHRF setting and Level II PASRR evaluation was completed if applicable | **Toolkit:** Submitters must submit a referral using the new SMHRF referral and the IM+CANS will be used to complete the SMHRF Assessment |
| **Determining referral need:** Assessment only completed if the OBRA-I had SMI indicators | **Determining referral need:** Everyone referred for a SMHRF setting will receive an assessment; Clinical alerts built into the SMHRF referral will notify the submitter of clear indicators the person may not be appropriate for SMHRF admission |
| **Referral submitters:** Division of Mental Health (DMH) Providers serving as PAS Agents typically submitted SMHRF referral | **Referral submitters:** SMHRF Referrals will be the responsibility of the person's location, including Psychiatric and Acute Care Hospitals; Community referrals can continue to be submitted by DMH providers |
| **Admission criteria:** One process determined all long-term care outcomes | **Admission criteria:** Criteria specific for SMHRF eligibility (and exclusionary criteria) applied to SMHRF eligibility decisions |

## Supportive Living Program (SLP)

| Existing Process | New Process |
|---|---|
| **Toolkit:** The SLP screening document was referred to as the OBRA-I | **Toolkit:** The screening document will be referred to as the SLP Initial Screen |
| **Determining referral need:** Submission of an OBRA-I screen occurred when the submitter identified someone as having a known or suspected serious mental illness (SMI) or intellectual and/or developmental disabilities (ID/DD) | **Determining referral need:** A SLP Initial Screen submission through AssessmentPro is needed for every person seeking potential SLP admission regardless of known or suspected SMI or ID/DD |
| **Submission method:** The OBRA-I was completed by hand | **Submission method:** Submitters will submit the SLP Initial Screen electronically though the AssessmentPro system |
| **Assessment completion:** The Division of Mental Health (DMH) and their PAS assessors conducted SLP Comprehensive Mental Health (MH) Assessments | **Assessment completion:** Maximus Quality Clinicians (QC) will conduct SLP Comprehensive (MH) Assessments |

**ON-DEMAND TRAINING: Introduction to SMHRF and SLP Transition Overview**

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

- Training Module 1: **Introduction to SMHRF and SLP Transition Overview | Recording – 42:05 mins**
- Training Module 2: **SLP Processes and Intent | Recording – 26:55 mins**

**Additional Resource: Redesign Transition Guide | Download**

This resource provides key implementation details on the redesign, including AssessmentPro system tools and requirements, training resources, and how new processes may change current roles and responsibilities in your team.

**PREVIEW: How to Choose User Roles + Register in AssessmentPro**

The AssessmentPro Basics training sessions, April 12 - 14, 2022, will cover how to choose the right user role and register each member of your SMHRF or SLP team in the system. This will help familiarize you with the role types, responsibilities, and system registration. Anyone who needs to set up a system account should attend one of these sessions before following the steps below to register for AssessmentPro.

AssessmentPro User Roles

- Administrator –This user is responsible for the review and approval of your facility's other users. This role must be set up first.
- Clinical User – This role applies to individuals who can begin and submit a SMHRF referral or SLP initial screen.
- Non-Clinical User – Applies to individuals who can begin but cannot submit a SMHRF referral or SLP initial screen.

*You can sign up for multiple roles. For example, an Administrator can also be a Clinical User.*

**AssessmentPro Account Sign-Up**

1. Visit **AssessmentPro.com** > Click *New User*?
2. Complete Registration Form > Hover over circled i for more info > Click *Save* to proceed

   Enter data into the fields depicted at right and select Illinois from the *State* dropdown (even if your facility is in a nearby state), then an additional field will appear for *Facility*. If you plan to choose the AssessmentPro Administrator role, be sure to select the checkbox under *Facility*, which says "Request AssessmentPro Administrator Access"

   You will receive an email to activate your account. The link will be valid for 72 hours. Follow the instructions in your email.

3. Return to **AssessmentPro.com** > Enter your Login info: Email and Password

4.  Review *User Agreement* before first login > Click Log in

    *\*Reminder: Your UserName will always be your email address*

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

**SUPPORT: Contact the Maximus - Illinois Support Help Desk**

Do you have any additional questions about the upcoming program implementation? Contact the Maximus – Illinois Help Desk team from 8:00 a.m. to 8:00 p.m. CST, Sunday - Saturday to learn more:

-   SMHRF-related questions – email: **ILSMHRF@maximus.com**
-   SLP-related questions – email: **ILSLP@maximus.com**
-   Phone: **833 PASRR IL (833.727.7745)**

**Sign up for the Communication Mailing List**: If you or others on your team are involved in these processes and would like to be kept up to date with the upcoming transition information and training opportunities, you can contact the Illinois Help Desk at Maximus. Please follow the instructions below and include full name, title, facility/organization name and email address in the body of the message. All team members requiring access to the contact list can be included in one email request.

-   Interested in SMHRF updates? Contact **ILSMHRF@maximus.com** with the subject line *"Please add me to the Illinois SMHRF contact list."*
-   Interested in SLP updates? Contact **ILSLP@maximus.com** with the subject line *"Please add me to the Illinois SLP contact list."*

## March 23, 2022

**ATTN LEVEL I SUBMITTERS: Illinois PASRR Program – Review Process Best Practices and Register for Additional PASRR Training**

**BEST PRACTICE: Determining Need for a PASRR Level II Assessment**

Remember, **anyone** seeking admission to a Medicaid-certified Nursing Facility (NF) **MUST** have a PASRR Level I Screen. Maximus, as the **independent third party**, will determine whether the individual requires a PASRR Level II Assessment. A Level II Assessment may be needed to determine if the person has a PASRR condition. **Submitters do not determine if a Level I Screen is needed, whether an individual requires a Level II Assessment, or has a PASRR condition**. Also, remember a determination of eligibility (known as the Determination of Need/DON) for NF care must be completed by a CCU or DHS staff prior to entry into a NF.

Note also: If an individual is planning to go to a NF, **do not** cancel the Level I Screen you already submitted for that individual, or you will have to redo it.

**PASRR LEVEL I SCREEN: Current History and Physical (H&P) Now a Required Attachment**

To support the clinical information provided in the PASRR Level I Screen, as well as the necessary requirement for completion of the DON, **a current history and physical (H&P)** will now be a required attachment in AssessmentPro to submit the Level I. If an H&P is not available, indicate this in the Document Upload section of the Level I.

Learn more: **Download the Documents Submission Guide**

**DOWNLOAD: Illinois PASRR Fax Cover Sheet**

The PASRR Level II Referral Fax Cover Sheet has been revised. If you have previously downloaded the cover sheet from the website, be sure to retrieve the updated file. A copy can be **downloaded here** or linked under Provider Tools on the **Illinois PASRR Tools and Resources site**.

**TOOLKIT: Program Resources**

Now that you are using the AssessmentPro system, be sure to walk through the short videos and PDF guides linked through the AssessmentPro Training Checklist listed below and have it handy as new questions arise. Other helpful resources are also shown below.

**AssessmentPro Training Checklist | Download** (contact Help Desk for password)

**AssessmentPro Frequently Asked Questions (FAQs) | Download**

**PASRR Frequently Asked Questions (FAQs) | Download**

**PASRR Redesign: Role Changes | Download**

**PASRR Transition Guide | Download**

**ACTION NEEDED: Set Up Your AssessmentPro Account**

If you or any member of your PASRR team has yet to set up an AssessmentPro account, **click here for step-by-step instructions** to select your AssessmentPro role and create your system account.

Once you set up your AssessmentPro account, here are a few helpful guides to common account tasks:

- Accessing Your AssessmentPro Account |**Review**
- Changing or Adding System User Roles | **Review**
- Approving Access as an AP Admin for System Users |**Review**

**TRAINING: Register for Q&A Forums**

Q&A Forums continue to be hosted at 10 a.m. CST tomorrow, Thursday, March 24 and Friday, March 25, covering any PASRR system or process related topics that stakeholders would like to discuss.

Who should attend? Individuals at any comfort level with the new PASRR processes and use of the AssessmentPro system are welcome.

**Register | 10 a.m. – 11 a.m. CST Thursday, March 24, 2022**

**Register | 10 a.m. – 11 a.m. CST Friday, March 25, 2022**

**SUPPORT: Contact the Maximus - Illinois Help Desk**

Are you having trouble with your AssessmentPro account setup or the submission of a new Level I Screen? **Contact the Maximus – Illinois Help Desk team from 8:00 a.m. to 8:00 p.m. CST, Sunday - Saturda**y to learn more:

Email: **ILPASRR@maximus.com**
Phone: 833 PASRR IL (833.727.7745)

*Sign up for the Communication Mailing List: If you or others on your team involved in the PASRR process would like to be kept up to date with future program updates, contact the Illinois Help Desk at Maximus: ILPASRR@maximus.com with the subject line "Add me to the Illinois PASRR contact list." Please include full name, title, facility/organization name and email address in the body of the message. All team members requiring access to the contact list can be included in one email request.*

## March 23, 2022

**ATTN CCUs: Illinois PASRR Program – Review Process Best Practices and Register for Additional PASRR Training**

**BEST PRACTICE: CCU Process Update + Q&As + AssessmentPro Tips**

**Process Updates**
Care Coordination Units (CCU) - **AssessmentPro Reviewers** will no longer receive emails notifying them of referrals for individuals in AssessmentPro. Please begin checking your AssessmentPro queues for new referrals.

If you are the CCU – **Agency AssessmentPro Administrator** for your team and do not wish to receive alerts, then please review this **Email Guide** for instructions to set up a different email folder to reroute the alert messages.

**Question**

What if an incorrect CCU has been assigned?

If a referral incorrectly went to a CCU, please alert the Maximus - Illinois Help Desk using the special CCU email at: **ILCCU@maximus.com** and include the **Individual ID (IID)**. To find the **IID**, go to the **Unassigned Referrals Tab**. The IID is the first column – see example.



**System Tip – Agency Information**

All CCU – AssessmentPro Users: Be sure to review your Agency Profile in the system. If you see any errors, do NOT edit your Agency's profile information. Contact the Help Desk at: **ILCCU@maximus.com** with subject line: *"CCU – Agency Profile Edits Needed."*

1) Click Profile dropdown
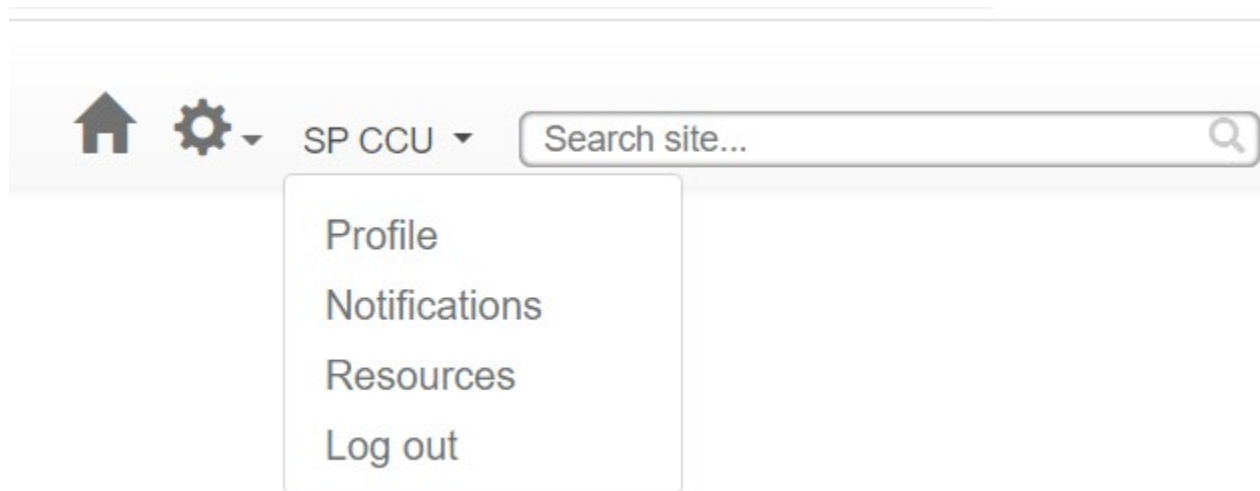


2) Click Agency name

## Agency Roles

**Agency:** IL CCU Agency Test

**Agency Type:** AAA

**Agency Roles:** AAA Reviewer
AAA Administrator

**Documentation:** AssessmentPro Facility Administrator Agreement

3) Review information but <u>do not</u> change

## IL CCU Agency Test

123 Test
Test, IL 60615

Contact: Test Test
Email: test@test.com
Business Phone: (136) 486-3873 Ext. 66565

4) Email the required corrections to the Maximus - Illinois Help
Desk: **ILCCU@maximus.com** with the subject line, "CCU - Agency Profile Edits Needed"

**System Tip – Agency User List**

CCU – Agency **AssessmentPro Administrators**: Review your **User List** in the system to ensure it is accurate.

1) Click *Manage Users* under the cog wheel icon
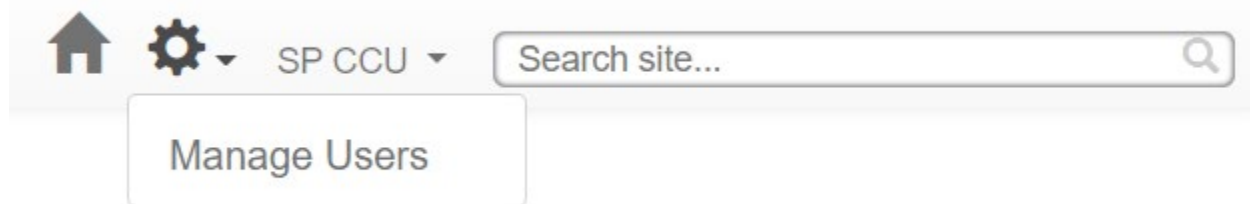


2) Click the column header to sort or click the 3 dots in the *Facility/Agency* column to filter by agency name



Review the list to ensure it is accurate....

3) Carefully review the list for accuracy

4) If you find errors, contact the Help Desk at: ILCCU@maximus.com with the subject line: "CCU – Updates to Agency User List Needed"

**TOOLKIT: Program Resources**

Now that you are using the AssessmentPro system, be sure to walk through the short videos and PDF guides linked through the AssessmentPro Training Checklist specifically designed for CCU & DRS users listed below and have it handy as new questions arise. Other helpful resources are also shown below.

AssessmentPro Training Checklist – CCU & DRS Users | **Download** (contact Help Desk for password)

AssessmentPro Frequently Asked Questions (FAQs) | **Download**

PASRR Frequently Asked Questions (FAQs) | **Download**

PASRR Redesign: Role Changes | **Download**

PASRR Transition Guide | **Download**

**ACTION NEEDED: Set Up Your AssessmentPro Account**

If you or any member of your PASRR team has yet to set up an AssessmentPro account, **click here for step-by-step instructions** to select your AssessmentPro role and create your system account.

Once you set up your AssessmentPro account, here are a few helpful guides to common account tasks:

- o  Accessing Your AssessmentPro Account | **Review**
- o  Changing or Adding System User Roles | **Review**
- o  Approving Access as an AP Admin for System Users | **Review**

**TRAINING: Register for Q&A Forums**

Q&A Forums continue to be hosted at 10 a.m. CST tomorrow, **Thursday, March 24 and Friday, March 25**, covering any PASRR system or process related topics that stakeholders would like to discuss.

*Who should attend? Individuals at any comfort level with the new PASRR processes and use of the AssessmentPro system are welcome.*

**Register | 10 a.m. – 11 a.m. CST Thursday, March 24, 2022**

**Register | 10 a.m. – 11 a.m. CST Friday, March 25, 2022**

**SUPPORT: Contact the Maximus - Illinois Help Desk**

Are you having trouble with your AssessmentPro account setup or the submission of a new Level I Screen? **Contact the Maximus – Illinois Help Desk team from 8:00 a.m. to 8:00 p.m. CST, Sunday - Saturday** to learn more:

Email: **ILPASRR@maximus.com**
Phone: 833 PASRR IL (**833.727.7745**)

*Sign up for the Communication Mailing List: If you or others on your team involved in the PASRR process would like to be kept up to date with future program updates, contact the Illinois Help Desk at Maximus: ILPASRR@maximus.com with the subject line "Add me to the Illinois PASRR contact list." Please include full name, title, facility/organization name and email address in the body of the message. All team members requiring access to the contact list can be included in one email request.*

**March 22, 2022**

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**ATTN NURSING FACILITIES: Illinois PASRR Program - Review Process Best Practices and Register for Additional PASRR Training**

Nursing Facilities (NF) should begin entering their census information into PathTracker. When adding the NF census for **current residents**, you have 4 options:

1. Select the PASRR completed through AssessmentPro.
2. Select the 2nd radio button to indicate you have an existing PASRR on record and provide the determination date.
3. If you have a valid PASRR but do not have the determination date, select the 3rd button.
4. If you do not have a record of a valid PASRR for the individual, select the 4th option. This option means that you should submit a new Level I Screen on the person to ensure your facility remains in compliance.

**Have additional AssessmentPro – PathTracker census "how to" questions?**

AssessmentPro Training - Using PathTracker | **Download** (contact the IL PASRR Help Desk for password access)

**Click here** to access the video for entering your census.

**Click here** to access the user guide for entering your census.

**TOOLKIT: Program Resources**

Now that you are using the AssessmentPro system, be sure to walk through the short videos and PDF guides linked through the AssessmentPro Training Checklist listed below and have it handy as new questions arise. Other helpful resources are also shown below.

**AssessmentPro Training Checklist – All Other Users** | **Download** (contact the IL PASRR Help Desk for password access)

**AssessmentPro Frequently Asked Questions (FAQs)** | **Download**

**PASRR Frequently Asked Questions (FAQs)** | **Download**

**PASRR Redesign: Role Changes** | **Download**

**PASRR Transition Guide** | **Download**


**ACTION NEEDED: Set Up Your AssessmentPro Account**

If you or any member of your PASRR team has yet to set up an AssessmentPro account, click here for **step-by-step instructions** to select your AssessmentPro role and create your system account.

Once you set up your AssessmentPro account, here are a few helpful guides to common account tasks:

**Accessing Your AssessmentPro Account** | **Review**
**Changing or Adding System User Roles** | **Review**
**Approving Access as an AP Admin for System Users** | **Review**


**TRAINING: Register for Q&A Forums**

Q&A Forums continue to be hosted at **10 a.m. CST tomorrow, Wednesday, March 23 through Friday, March 25**, covering any PASRR system or process related topics that stakeholders would like to discuss. Use the links below to join as many of these upcoming support sessions as you'd like.

*Who should attend?* *Individuals at any comfort level with new PASRR processes and use of the AssessmentPro system are welcome.*

**Register | 10 a.m. – 11 a.m. CST Wednesday, March 23, 2022**
**Register | 10 a.m. – 11 a.m. CST Thursday, March 24, 2022**
**Register | 10 a.m. – 11 a.m. CST Friday, March 25, 2022**


*GoToWebinar browser requirements*: *To access GoToWebinar, the web application used for PASRR training, use one of the following internet browsers: Firefox, Edge, Chrome, and Apple Safari. If you do not have access to one of these browsers, contact your IT Department for assistance.*

**SUPPORT: Contact the Maximus - Illinois Help Desk**

Are you having trouble with your AssessmentPro account setup or the submission of a new Level I Screen? Contact the Maximus – Illinois Help Desk team from 8:00 a.m. to 8:00 p.m. CST, Sunday - Saturday to learn more:

Email: **ILPASRR@maximus.com**
Phone: 833 PASRR IL (**833.727.7745**)

# maximus

*Sign up for the Communication Mailing List: If you or others on your team involved in the PASRR process would like to be kept up to date with future program updates, contact the Illinois Help Desk at Maximus: ILPASRR@maximus.com with the subject line "Add me to the Illinois PASRR contact list."*

*Please include full name, title, facility/organization name and email address in the body of the message. All team members requiring access to the contact list can be included in one email request.*

## March 18, 2022

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**SMHRF & SLP STAKEHOLDERS: Illinois SMRHF and SLP Screening and Assessments – Register for Training Webinar Series and Review AssessmentPro User Roles Ahead of the April 18, 2022, SMHRF/SLP Screening Redesign**

The Illinois Department of Healthcare and Family Services (HFS) and new partner, Maximus, successfully launched the first phase of a comprehensive redesign of the Preadmission Screening and Resident Review (PASRR) Program on March 14, 2022.  Improvements included a transition to the AssessmentPro web-based management system and streamlined process changes improving how all PASRR Level I Screens are submitted for people seeking Nursing Facility (NF) admission, the review of all PASRR Level I Screens, and the completion of PASRR Level II Assessments for Serious Mental Illness (SMI). These changes enable HFS to appropriately identify placement and service options for individuals with Developmental Disabilities (DD) or SMI in a federally compliant, person-centered manner, increasing diversion and transition opportunities for persons with SMI, and ensuring that individuals with DD or SMI diagnoses are placed in NFs only as an appropriate response to the need for skilled care.

Phase Two of this redesign includes changes for the Supportive Living Program (SLP) and Specialized Mental Health Rehabilitation Facilities (SMHRF) Program. This involves:

- New processes for screenings and assessments for ALL individuals indicating preference for placement in SMHRF and SLP settings. This supports the different placement criteria for each setting and establishes a true picture of a person who can be admitted to a SMHRF or a SLP.

- Centralizing SMHRF and SLP assessments to AssessmentPro beginning April 18, 2022. This includes electronic submission of enhanced OBRA-I in AssessmentPro for SLPs and a newly developed SMHRF Referral Form for SMHRFs.

- Responsibilities for screening and assessment processes will shift to Maximus.

For those involved in SLP submissions, the AssessmentPro system will be the one entry point for all potential admissions and OBRA-I completion will now be required for all potential admissions. If there is a reasonable basis to refer a person for a DD or SMI assessment, Maximus will render the decision. DON processes will remain unchanged.

SMHRF submissions: Maximus will use the IM+CANS to complete assessments for ALL individuals referred for SMHRF admission via AssessmentPro.

- For those involved in SLP submissions, these changes specifically relate to SMI Screens and not the Determination of Need (DON) assessment.

- Choices for Care consultations and DON Processes, as applicable, will still be completed as a state requirement for SLP admission, but the workflow will align with the redesigned SLP screening processes.

- Referrals for Front Door Diversion will happen electronically through AssessmentPro for individuals determined to be eligible for SMHRF admission, but who may be able to have their needs met in the community with the appropriate supports or who want more information about living in the community instead of going to a SMHRF.



TRAINING: Register for Webinar Series

Ensure you are fully prepared for the upcoming transition by having all members of your team who have SMHRF and/or SLP-related responsibilities attend the comprehensive webinar series kicking off next week. Click the links below to register for one session from each series of webinars.

Note: Content shared during individual sessions of each training module listed below will be identical, so attendance is only required for one session per series. Recordings of each module will be available to all registered attendees after its completed and will be posted to the website at the conclusion of each training week.

*GoToWebinar browser requirements: To access GoToWebinar, the web application used for PASRR training, use one of the following internet browsers: Firefox, Edge, Chrome, and Apple Safari. If you do not have access to one of these browsers, contact your IT Department for assistance.*
Training Module 1: Intro to Maximus / SMHRF and SLP Transition Overview

Meet the Maximus Illinois Project team. The discussion will also include an overview of planned SMHRF and SLP changes, preview of future training opportunities, and new resources.

*Note: This is a repeat of the Intro to Maximus webinars held in February. If you previously attended, you don't need to sign up for this session.*
- Register | 1 p.m. – 2 p.m. CST Tuesday, March 22, 2022
- Register | 11 a.m. – 12 p.m. CST Wednesday, March 23, 2022
- Register | 1 p.m. – 2 p.m. CST Thursday, March 24, 2022
Training Module 2: Supportive Living Programs (SLP) – Processes and Intent

Understanding the SLP – who may be referred, admission timeframes, and how the screening redesign will affect existing processes.
- Register | 1 p.m. – 2 p.m. CST Tuesday, March 29, 2022
- Register | 11 a.m. – 12 p.m. CST Wednesday, March 30, 2022
- Register | 1 p.m. – 2 p.m. CST Thursday, March 31, 2022
Training Module 3: Specialized Mental Health Rehabilitation Facilities (SMHRF) – Processes and Intent

Understanding the SMHRF – who may be referred, admission timeframes, and how the screening redesign will affect existing processes.
- Register | 1 p.m. – 2 p.m. CST Tuesday, April 5, 2022
- Register | 11 a.m. – 12 p.m. CST Wednesday, April 6, 2022
- Register | 1 p.m. – 2 p.m. CST Thursday, April 7, 2022

Training Module 4: AssessmentPro Basics

Update: Module 4 has been divided into separate learning tracks to offer more focused training – Module 4A for SLP focused users and Module 4B for SMHRF focused users.
- If you are SLP focused and previously registered for the joint SMHRF and SLP sessions, then you don't need to re-register or take any other actions.

- If you are SMHRF focused and have already registered for the joint SMHRF and SLP session, please follow the instructions in your confirmation email from GoToWebinar to cancel that registration and then re-register using the new links below.

- If you have not registered for any Module 4 sessions yet, choose the appropriate learning track, select the date/time below that works best with your schedule, and register at the link provided.

4A: AssessmentPro Basics for SLP

Learn about AssessmentPro, the system you and your team will use for SLP related activities. Discussion topics include system registration, navigation, user roles and resources to help you complete your various tasks. We will focus on the nuances for SLPs, so PASRR system users can also benefit if working with SLP.
- Register | 1 p.m. – 2 p.m. CST Tuesday, April 12, 2022
- Register | 11 a.m. – 12 p.m. CST Wednesday, April 13, 2022
- Register | 1 p.m. – 2 p.m. CST Thursday, April 14, 2022

4B: AssessmentPro Basics for SMRHF

Learn about AssessmentPro, the system you and your team will use for SMHRF related activities. Discussion topics include system registration, navigation, user roles and resources to help you complete your various tasks. We will focus on the nuances for SMHRFs, so PASRR system users can also benefit if working with SMHRF.
- Register | 9 a.m. – 10 a.m. CST Tuesday, April 12, 2022
- Register | 2 p.m. – 3 p.m. CST Wednesday, April 13, 2022
- Register | 9 a.m. – 10 a.m. CST Thursday, April 14, 2022

SYSTEM PREVIEW: Choosing Your AssessmentPro User Role
As you begin the AssessmentPro training process by participating in the webinars laid out above, key first steps include the setup of your facility account and selection of an appropriate system user role for each member of your SMHRF and/or SLP team. Review the three types of accounts available below and the responsibilities for each. The webinars will cover how to set up your accounts.

AssessmentPro User Roles
- Administrator – This role must be set up first. This user is responsible for the review and approval of your facility's other users.
- Clinical User – This role applies to individuals who can begin and submit a SLP and/or SMHRF referral.
- Non-Clinical User – Applies to individuals who can begin but cannot submit a SMHRF or SLP referral.

You can sign up for multiple roles. For example, an Administrator can also be a Clinical User. Additional details on AssessmentPro role selection will be shared during the upcoming training sessions. Be sure to register to learn more.

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

RESOURCE: Download the Redesign Transition Guide

This resource provides key implementation details on the redesign, including AssessmentPro system tools and requirements, training resources, and how new processes may change current roles and responsibilities in your team.
- Download | Redesign Transition Guide

SUPPORT: Contact the Maximus - Illinois Support Help Desk

Do you have any additional questions about the upcoming program implementation? Contact the Maximus – Illinois Help Desk team from 8:00 a.m. to 8:00 p.m. CST, Sunday - Saturday to learn more:

SMHRF-related questions – email: ILSMHRF@maximus.com
SLP-related questions – email: ILSLP@maximus.com
Phone: 833 PASRR IL (833.727.7745)
*Sign up for the Communication Mailing List: If you or others on your team are involved in these processes and would like to be kept up to date with the upcoming transition information and training opportunities, you can contact the Illinois Help Desk at Maximus. Please follow the instructions below and include full name, title, facility/organization name and email address in the body of the message. All team members requiring access to the contact list can be included in one email request.*
*Interested in SMHRF updates? Contact ILSMHRF@maximus.com with the subject line "Please add me to the Illinois SMHRF contact list."*

*Interested in SLP updates? Contact ILSLP@maximus.com with the subject line "Please add me to the Illinois SLP contact list."*

**March 14, 2022**

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**PASRR STAKEHOLDERS: Illinois PASRR Program – AssessmentPro System and New Processes Launch Today – Register for Additional Training and Review Support Resources to Avoid Any Level I Screen Submission Delays**

Today marks the official implementation of the PASRR Redesign, including the launch of the AssessmentPro web-based management system and new processes for:

- Submission of all PASRR Level I Screens
- Review of all PASRR Level I Screens
- Completion of PASRR Level II Assessments for Serious Mental Illness (SMI)

Moving forward, **all new Level I Screens should be submitted through AssessmentPro**. Continue reading below to register for additional learning opportunities, process reminders and downloadable resources to ensure your PASRR team has the necessary skills and supports as you begin using the system.

Thank you for playing an important role in making this program transition a reality. We look forward to partnering with you to help improve care in your community.

**TRAINING: Register for Additional Webinars + Q&A Forums**
**Bonus Training: PASRR Process + System Walkthrough**

Tomorrow, **Tuesday, March 15, 2022, through Friday, March 18, 2022**, comprehensive 90-minute sessions will provide an overview of PASRR changes and a walkthrough of the necessary steps in AssessmentPro to complete Level I Screens, submit tracking information, and access individual records.

*Who should attend*? *Recommended for individuals who have not previously attended training or would like another opportunity to learn more.*

- **Register | 12:30 p.m. – 2:00 p.m. CST Tuesday, March 15, 2022**
- **Register | 12:30 p.m. – 2:00 p.m. CST Wednesday, March 16, 2022**
- **Register | 12:30 p.m. – 2:00 p.m. CST Thursday, March 17, 2022**
- **Register | 12:30 p.m. – 2:00 p.m. CST Friday, March 18, 2022**

**Daily Q&A Forums | March 14 – 18, 2022 + March 21 – 25, 2022**
Over the past month, the comprehensive webinar series has covered all the training basics you and your PASRR team need to know about AssessmentPro and upcoming new processes. Once you begin using the new system, you may have additional questions. **Tomorrow, Tuesday, March 15 through Friday, March 25**, Q&A Forums will be hosted each business day at 10 a.m. CST to cover any PASRR system or process related topics that stakeholders would like to discuss.

Use the links below to join as many of these upcoming support sessions as you'd like. Who should attend? Individuals at any comfort level with new PASRR processes and use of the AssessmentPro system are welcome.

**March 15 – 18, 2022**

- **Register | 10 a.m. – 11 a.m. CST Tuesday, March 15, 2022**
- **Register | 10 a.m. – 11 a.m. CST Wednesday, March 16, 2022**
- **Register | 10 a.m. – 11 a.m. CST Thursday, March 17, 2022**
- **Register | 10 a.m. – 11 a.m. CST Friday, March 18, 2022**

**March 21 – 25, 2022**

- **Register | 10 a.m. – 11 a.m. CST Monday, March 21, 2022**
- **Register | 10 a.m. – 11 a.m. CST Tuesday, March 22, 2022**
- **Register | 10 a.m. – 11 a.m. CST Wednesday, March 23, 2022**
- **Register | 10 a.m. – 11 a.m. CST Thursday, March 24, 2022**
- **Register | 10 a.m. – 11 a.m. CST Friday, March 25, 2022**

*GoToWebinar browser requirements*: *To access GoToWebinar, the web application used for PASRR training, use one of the following internet browsers: Firefox, Edge, Chrome, and Apple Safari. If you do not have access to one of these browsers, contact your IT Department for assistance.*

**CHECKLIST: 7 Steps to Ensure a Smooth Transition**

1. Use the correct browser for AssessmentPro: two most recent versions of Chrome orEdge
2. Identify and submit your PASRR team's Administrator and backup Administrator to AssessmentPro

3. Ensure all your AssessmentPro user accounts have been added
4. Submit a Level I Screen AS SOON AS the need for Nursing Facility (NF) level of care is identified – Maximus will refer for DON, Choices of Care Consultation, 2536 based on the completion of the Level I Screen
5. Submit all supporting documentation to avoid the Level I Screen being placed on hold for more information
6. Check the AssessmentPro Communicator throughout the day to make sure no additional information was requested by Maximus
7. Use **Illinois PASRR Tools and Resources** for training videos and support guides

**ACTION NEEDED: Set Up Your AssessmentPro Account**

If you or any member of your PASRR team has yet to set up an AssessmentPro account, follow the steps listed by audience below and register as soon as possible.

- **Click here for step-by-step instructions** to select your AssessmentPro role and create your system account.

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

**REMINDERS: Helpful PASRR Process Tips**

**If you have someone planning to discharge end of week**:
Submit the Level I Screen now. Do not wait until the last day.

**If you haven't seen any movement on a Level I Screen you submitted**:
Check the AssessmentPro Message Communicator. You may have received requests for more information or supporting documentation that you must provide for the assessment to proceed.

**Level I Screen Timeframe**:
Level I submissions only take approximately **10 minutes** after you've completed the first 7-10 submissions. You get immediate notice of approval to go to NF, if there is no evidence of a PASRR disability.

**If there is suspicion of a PASRR disability**:
Maximus clinical reviewers will attempt to apply an abbreviated PASRR process such as a categorical or exemption, notifying you of the in AssessmentPro within **6 business hours** or less.

**If an individual is moving on to a comprehensive Level II assessment**:
Maximus will complete the PASRR Serious Mental Illness (SMI) assessment, providing a decision within **72 hours** or less. PASRR Level II for Intellectual or Developmental Disabilities will be sent by Maximus to the Division of Developmental Disabilities (DDD)/Independent Service Coordination (ISC) agencies for completion.

*All outcomes in each stage are available immediately in AssessmentPro.*

**TOOLKIT: Program Resources**

**AssessmentPro Training Checklist – CCU & DRS Users** | **Download** – contact Help Desk for

password access

**AssessmentPro Training Checklist – All Other Users** | [Download](Download) – contact Help Desk for password access

These helpful guides contain links to video tutorials and instructional PDFs on all the major features you'll need to know about AssessmentPro.

**PASRR Transition Guide** | [Download](Download)

This resource provides key implementation details on the PASRR redesign, including AssessmentPro system tools and requirements, training resources, and how new processes may change current roles and responsibilities in your PASRR team.

[PASRR - Frequently Asked Questions (FAQs)](link)
This document covers some of the most common questions you might have about new PASRR processes and the AssessmentPro system.

[AssessmentPro - Frequently Asked Questions (FAQs)](link)
This collection of frequently asked questions is focused on common topics pertaining to use of the AssessmentPro web-based management system.

**PASRR Redesign: Role Changes** | [Download](Download)
This detailed guide walks you through new processes and how they affect your team's PASRR responsibilities.

**On-Demand PASRR Training**
Did you miss one of the recent training webinars? Each session is now available on-demand. Click the links below and enter your name/email to view:

- Module 1: [**Introduction to Maximus | Recording – 50:17 mins**](link)
- Module 2: [**PASRR Foundation | Recording – 65:30 mins**](link)
- Module 3: [**AssessmentPro Basics | Recording – 77:19 mins**](link)
- Module 4: [**PASRR Level I and Level II – 86:16 mins**](link)

**CONTACT: Ask the Maximus - Illinois Help Desk**
Are you having trouble with your AssessmentPro account setup or the submission of a new Level I Screen? Contact the Maximus – Illinois Help Desk team from 8:00 a.m. to 8:00 p.m. CST, Sunday - Saturday to learn more:

- Email: [**ILPASRR@maximus.com**](mailto:ILPASRR@maximus.com)
- Phone: **833 PASRR IL (833.727.7745)**

*Sign up for the Communication Mailing List: If you or others on your team involved in the PASRR process would like to be kept up to date with future program updates, contact the Illinois Help Desk at Maximus: [ILPASRR@maximus.com](mailto:ILPASRR@maximus.com) with the subject line "Add me to the Illinois PASRR contact list." Please include full name, title, facility/organization name and email address in the body of the message. All team members requiring access to the contact list can be included in one email request.*

Maximus works with providers across the country to deliver federally compliant, person centered outcomes for the individuals we all serve. We are excited for Hospitals, Nursing Facilities, Community

Agencies, and Specialty Facilities/Programs across Illinois to join the same entities from other states in delivering better outcomes for individuals, ensuring appropriate placement and service options for individuals with DD or SMI in a federally compliant, person-centered manner.

## March 11, 2022

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**PASRR STAKEHOLDERS: Illinois PASRR Program – Take Final Steps and Review Program Resources to Ensure Your Team is Ready for the AssessmentPro Launch on Monday, March 14, 2022**

We're almost there. Next Monday, **March 14, 2022**, is the implementation date for the PASRR Program's AssessmentPro assessment management system and new processes affecting:
- Submission of all PASRR Level I Screens
- Review of all PASRR Level I Screens
- Completion of PASRR Level II Evaluations for Serious Mental Illness (SMI)

Make sure your PASRR team is ready for the launch of these significant changes. **Avoid any potential delays** in the submission of Level I Screens by reviewing important process reminders, as well as details on upcoming Q&A webinars and new support resources.

**REGISTER: Attend Training Webinars**

**Bonus Training: PASRR Process + System Walkthrough**
Every business day beginning later today, Friday, March 11, 2022, through next Friday, March 18, 2022, comprehensive 90-minute sessions will provide an overview of PASRR changes and a walkthrough of the necessary steps in AssessmentPro to complete Level I Screens, submit tracking information, and access individual records.

*Who should attend? Recommended for individuals who have not previously attended training or would like another opportunity to learn more.*
- **Register | 1:00 p.m. – 2:30 p.m. CST Friday, March 11, 2022**
- **Register | 12:30 p.m. – 2:00 p.m. CST Monday, March 14, 2022**
- **Register | 12:30 p.m. – 2:00 p.m. CST Tuesday, March 15, 2022**
- **Register | 12:30 p.m. – 2:00 p.m. CST Wednesday, March 16, 2022**
- **Register | 12:30 p.m. – 2:00 p.m. CST Thursday, March 17, 2022**
- **Register | 12:30 p.m. – 2:00 p.m. CST Friday, March 18, 2022**

**Daily Q&A Forums | March 14 – 18, 2022 + March 21 – 25, 2022**
Over the past month, the comprehensive webinar series has covered all the training basics you and your PASRR team need to know about AssessmentPro and upcoming new processes. Once you begin using the new system, you may have additional questions. Beginning next **Monday, March 14 through Friday, March 25**, Q&A Forums will be hosted each business day at 10 a.m. CST to cover any PASRR system or process related topics that stakeholders would like to discuss.

Use the links below to join as many of these upcoming support sessions as you'd like.
*Who should attend? Individuals at any comfort level with new PASRR processes and use of the AssessmentPro system are welcome.*

**Week of March 14 – 18, 2022**
- **Register | 10 a.m. – 11 a.m. CST Monday, March 14, 2022**

- **Register | 10 a.m. – 11 a.m. CST Tuesday, March 15, 2022**
- **Register | 10 a.m. – 11 a.m. CST Wednesday, March 16, 2022**
- **Register | 10 a.m. – 11 a.m. CST Thursday, March 17, 2022**
- **Register | 10 a.m. – 11 a.m. CST Friday, March 18, 2022**

**Week of March 21 – 25, 2022**
- **Register | 10 a.m. – 11 a.m. CST Monday, March 21, 2022**
- **Register | 10 a.m. – 11 a.m. CST Tuesday, March 22, 2022**
- **Register | 10 a.m. – 11 a.m. CST Wednesday, March 23, 2022**
- **Register | 10 a.m. – 11 a.m. CST Thursday, March 24, 2022**
- **Register | 10 a.m. – 11 a.m. CST Friday, March 25, 2022**

*Browser requirements: To access GoToWebinar, the web application used for PASRR training, use one of the following internet browsers: Firefox, Edge, Chrome, and Apple Safari. If you do not have access to one of these browsers, contact your IT Department for assistance.*

**REMINDER: Set Up Your AssessmentPro Account**

If you or any member of your PASRR team has yet to set up an AssessmentPro account, follow the steps listed by audience below and register as soon as possible.

1. Choose the right user role. Each person signing up for an AssessmentPro account must choose the appropriate system user role, depending on their specific PASRR duties. Familiarize yourself with the role types and responsibilities for each.

- **Administrator** –This user is responsible for the review and approval of your facility's other users. This role must be set up first.
- **Clinical User** – This role applies to individuals who can begin and submit a Level I screen, such as Hospitals and Nursing Facilities (NFs).
- **Non-Clinical User** – Applies to individuals who can begin but cannot submit a Level I screen.
*You can sign up for multiple roles. For example, an Administrator can also be a Clinical User.*

2. Set up your account. **Visit AssessmentPro.com** > *Click New User?*

3. Complete the Registration Form > Hover over circled i for more info > Click *Save* to proceed

- Enter data into the fields depicted at right and select Illinois from the *State* dropdown (even if your facility is in a nearby state), then an additional field will appear for *Facility*. If you plan to choose the AssessmentPro Administrator role, be sure to select the checkbox under *Facility*, which says "Request AssessmentPro Administrator Access"

  You will receive an email to activate your account. The link will only be valid for 72 hours. Follow the instructions in your email.

  4. Return to **AssessmentPro.com** > Enter your Login info: Email and Password
- Review User Agreement before first login > Click Log in

  *Reminder: Your UserName will always be your email address

*Browser requirements: To ensure optimum system performance, usage and maintain HIPAA-compliant data security standards, AssessmentPro supports the two most recent versions of Microsoft Edge and Google Chrome. If you don't have the right browser, contact your IT Department for assistance.*
**PASRR PROCESS: Understanding Your Changing Role**

PASRR Program stakeholders working in Hospitals, Nursing Facilities, Community Care Program Care

Coordination Units (CCU), Independent Service Coordination (ISC) Agencies, and many others play integral roles in the PASRR process. As we near next week's implementation, **click here to read through a detailed guide to PASRR Redesign: Role Changes**, covering new processes and how they will affect your team's PASRR responsibilities.

**TOOLKIT: Review New PASRR Resources**

**PASRR Transition Guide** | **Download**
This resource provides key implementation details on the PASRR redesign, including AssessmentPro system tools and requirements, training resources, and how new processes may change current roles and responsibilities in your PASRR team.

**AssessmentPro Training Checklist – CCU & DRS Users** | **Download** – *please contact the Help Desk to request password access – ILPASRR@maximus.com*

**AssessmentPro Training Checklist – All Other Users** | **Download** – *please contact the Help Desk to request password access – ILPASRR@maximus.com*
These helpful guides contain links to video tutorials and instructional PDFs on all the major features you'll need to know about AssessmentPro.

**PASRR Frequently Asked Questions (FAQs)** | **Download**
This document covers some of the most common questions you might have about the new PASRR processes launching on March 14, 2022.

**On-Demand PASRR Training**
Did you miss one of the recent training webinars? Each session is now available on-demand. Click the links below and enter your name/email to view:
- Training Module 1: **Introduction to Maximus | Recording – 50:17 mins**
- Training Module 2: PASRR Foundation | Recording – 65:30 mins
- Training Module 3: **AssessmentPro Basics | Recording – 77:19 mins**
- Training Module 4: **PASRR Level I and Level II – 86:16 mins** - *please contact the Help Desk to request password access - ILPASRR@maximus.com*

**CONTACT: Ask the Maximus - Illinois Help Desk**

Are you having trouble with your AssessmentPro account setup or have other questions related to the program implementation not covered in the resources above? Contact the Maximus – Illinois Help Desk team from 8:00 a.m. to 8:00 p.m. CST, Sunday - Saturday to learn more:
- Email: **ILPASRR@maximus.com**
- Phone: **833 PASRR IL (833.727.7745)**

*Sign up for the PASRR Redesign Communication Mailing List: If you or others on your team involved in the PASRR process would like to be kept up to date with the upcoming transition, contact the Illinois Help Desk at Maximus: ILPASRR@maximus.com with the subject line "Add me to the Illinois PASRR contact list." Please include full name, title, facility/organization name and email address in the body of the message. All team members requiring access to the contact list can be included in one email request.*

**March 11, 2022**

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**PASRR STAKEHOLDERS: Illinois PASRR Program – New Training Webinars Announced for March 11, 2022 – March 25, 2022**

**Bonus Training: PASRR Process + System Walkthrough**
Every business day beginning Friday, March 11, 2022, through next Friday, March 18, 2022, comprehensive 90-minute sessions will provide an overview of PASRR changes and the necessary steps to take in AssessmentPro to complete Level I Screens, submit tracking information, and access individual records.

*Who should attend? Recommended for individuals who have not previously attended training or would like another opportunity to learn more.*

- **Register | 1:00 p.m. – 2:30 p.m. CST Friday, March 11, 2022**
- **Register | 12:30 p.m. – 2:00 p.m. CST Monday, March 14, 2022**
- **Register | 12:30 p.m. – 2:00 p.m. CST Tuesday, March 15, 2022**
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- **Register | 12:30 p.m. – 2:00 p.m. CST Friday, March 18, 2022**

**Daily Q&A Forum | March 14 - 18 2022 + March 21 - 25 2022**
Over the past month, the comprehensive webinar series has covered all the training basics you and your PASRR team will need to know about AssessmentPro and new processes ahead of the implementation. Once you begin using the new system, you may have additional questions and we want to ensure you find the answers you'll need. Beginning **next Monday, March 14 through Friday, March 25**, Q&A Forums will be hosted each business day at 10 a.m. CST to cover any PASRR system or process related topics that stakeholders would like to discuss. Use the links below to join as many of these upcoming support sessions as you'd like.

*Who should attend? Individuals at any comfort level with new PASRR processes and use of the AssessmentPro system are welcome.*

**Week of March 14 – 18, 2022**
- **Register | 10 a.m. – 11 a.m. CST Monday, March 14, 2022**
- **Register | 10 a.m. – 11 a.m. CST Tuesday, March 15, 2022**
- **Register | 10 a.m. – 11 a.m. CST Wednesday, March 16, 2022**
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- **Register | 10 a.m. – 11 a.m. CST Thursday, March 24, 2022**
- **Register | 10 a.m. – 11 a.m. CST Friday, March 25, 2022**

*Browser requirements: To access GoToWebinar, the web application used for PASRR training, use one of the following internet browsers: Firefox, Edge, Chrome, and Apple Safari. If you do not have access to one of these browsers, contact your IT Department for assistance.*

**March 10, 2022**

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**PASRR STAKEHOLDERS: Illinois PASRR Program – Read New HFS Announcement on PASRR and HIPAA Compliance**

Prepare for AssessmentPro Launch – Read New HFS Announcement on PASRR and HIPAA Compliance

Many questions may arise as your team makes final preparations for the upcoming March 14, 2022, implementation of the AssessmentPro system and new PASRR processes, including:

- Submission of all PASRR Level I Screens
- Review of all PASRR Level I Screens
- Completion of PASRR Level II Evaluations for Serious Mental Illness (SMI).

The Department of Healthcare and Family Services (HFS) and Maximus have recently received inquiries from some providers about privacy and protected health information (PHI) during training and ongoing user support ahead of this important transition.

HFS has determined that HIPAA is not an obstacle to using AssessmentPro to submit PASRR-related materials. Maximus does not require a Business Associate Agreement (BAA) with Illinois providers. Providers' disclosure of PHI to Maximus (a HIPAA Business Associate to HFS) for the purposes of PASRR is a permitted disclosure under HIPAA.

Click below to read an important HFS announcement to learn more about this topic:

**HIPAA Implications of Illinois PASRR Program Redesign Implementation | March 9, 2022**

**WHAT'S NEXT? New Training Opportunities and Resources**

New resource guides and additional Training Webinars will be announced later this week. This information will include comprehensive sessions covering PASRR processes and AssessmentPro system walkthroughs. In addition, there will be a series of live Q&A Forums each business day from March 14 – 25, 2022, to address post-launch questions.

**CONTACT: Ask the Maximus – Illinois Help Desk**

Are you having trouble with your AssessmentPro account setup or have other questions related to the program implementation? Contact the Maximus – Illinois Help Desk team from 8:00 a.m. to 8:00 p.m. CST, Sunday - Saturday to learn more:

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- **Email: ILPASRR@maximus.com**
- **Phone: 833 PASRR IL (833.727.7745)**

*Sign up for the PASRR Redesign Communication Mailing List: If you or others on your team involved in the PASRR process would like to be kept up to date with the upcoming transition, contact the Illinois Help Desk at Maximus: ILPASRR@maximus.com with the subject line "Add me to the Illinois PASRR contact list." Please include full name, title, facility/organization name and email address in the body of the message. All team members requiring access to the contact list can be included in one email request.*

**March 4, 2022**

**PASRR STAKEHOLDERS: Illinois PASRR Program -  Complete Your Implementation Checklist Ahead of the March 14,2022 AssessmentPro Launch**

The March 14, 2022, implementation of the AssessmentPro web-based system for management of PASRR is only 10 days away. Significant new processes will go into effect on then. These will include:

- Submission of all PASRR Level I Screens

- Review of all PASRR Level I Screens

- Completion of PASRR Level II Assessments for Serious Mental Illness (SMI)

Please closely review the checklist items below to prepare your team for these upcoming changes and avoid delays.



ILLINOIS PASRR - PROGRAM REDESIGN IMPLEMENTATION ▶ ▶ ▶ PROGRESS TRACKER

| February 2022 | Mid February - Mid March | March 14 | Mid March - Late March |
|---|---|---|---|
| Program Redesign Announcement | Training Webinars & System Demos | PASRR System Launch | Post-Launch Q&A Sessions |

**REGISTER: Attend Final Pre-Launch Webinars**

Every member of your PASRR team should register for one of the final training series, PASRR Level I and Level II + AssessmentPro Review. These sessions will take a deep dive into completion of the PASRR Level I screen, as well as a review of the PASRR Level II – SMI process and Summary of Findings report. An overview of AssessmentPro processes will also be covered.

Click one of the links below to register. Content shared during individual sessions will be identical, so attendance is only required for one session. A recording will be available to all registered attendees.

- Register | 1 p.m. – 2 p.m. CST Tuesday, March 8, 2022 - *session is full*

- **Register | 10 a.m. – 11 a.m. CST Wednesday, March 9, 2022**

- **Register | 1 p.m. – 2 p.m. CST Thursday, March 10, 2022**

Ongoing Support: Learning opportunities will continue after the upcoming system launch. Each business day between March 14 – 25, you can log into a Q&A session to ask any AssessmentPro and PASRR process-related questions. Registration details will be coming soon.

*Browser requirements: To access GoToWebinar, the web application used for PASRR training, use one of the following internet browsers: Firefox, Edge, Chrome, and Apple Safari. If you do not have access to one of these browsers, contact your IT Department for assistance.*

**ON-DEMAND TRAINING: Listen to Previous Webinars**

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

- **Training Module 1: Introduction to Maximus | Recording – 50:17 mins**
- **Training Module 2: PASRR Foundation | Recording – 65:30 mins**
- **Training Module 3: Intro to AssessmentPro - 77:19 mins**

**Q&A: PASRR Level I Screens and Other Assessments**

**Question**
How will new PASRR Level I Screen processes affect needs or processes for submission of additional assessment types that are required for NF admission?

**Answer**
PASRR Level I Screen processes launching March 14, 2022 will add an additional requirement to other types of assessment submissions.

**What stays the same?**

- Existing submission requirements for Determination of Need (DON) assessment, 2536, and Choices for Care Consultation will not change. Any previously required assessments for NF admission will still be required after the PASRR Go-Live date.

**What will change?**

- Submitter: In hospital and institutional settings, the Level I Screen will be entered by staff, not by CCUs or PAS Agent (CMHCs). In community settings, the submitters will remain the same.

- System: The submission of a PASRR Level I Screen through the AssessmentPro system will be a required first step before moving on to complete any DON, 2536 or Choices Consultation submissions. CCUs will receive their referral for DON, 2536, and Choices for Care consultations automatically from AssessmentPro. There is no need to contact the CCU directly to perform those.

**CHOOSE: Select a System User Role**

Each person signing up for an AssessmentPro account must choose the appropriate system user role, depending on their specific PASRR duties. Familiarize yourself with the role types and responsibilities for each.

- **Administrator** –This user is responsible for the review and approval of your facility's other users. This role must be set up first.
- **Clinical User –** This role applies to individuals who can begin and submit a Level I screen, such as Hospitals and Nursing Facilities (NFs).
- **Non-Clinical User –** Applies to individuals who can begin but cannot submit a Level I screen.

***You can sign up for multiple roles. For example, an Administrator can also be a Clinical User.***

**SIGN UP: Create an AssessmentPro Account**

The AssessmentPro Basics webinar reviewed the instructions needed to register in AssessmentPro. If you or others on your PASRR team were unable to attend, **click here to view** the webinar recording, then follow the steps below to create each account before March 14, 2022.

1. Visit **AssessmentPro.com > ** Click *New User*?
2. Complete Registration Form > Hover over circled i for more info > **Click *Save*** to proceed

Enter data into the fields depicted at right and select Illinois from the *State* dropdown (even if your facility is in a nearby state), then an additional field will appear for *Facility*. If you plan to choose the AssessmentPro Administrator role, be sure to select the checkbox under *Facility*, which says *"Request AssessmentPro Administrator Access"*

You will receive an email to activate your account. The link will be valid for 72 hours. Follow the instructions in your email.

3.  Return to **AssessmentPro.com** > Enter your Login info: Email and Password

Review **User Agreement** before first login > Click **Log in**

*\*Reminder: Your UserName will always be your email address*

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

**READ: Download New PASRR Resource**

**PASRR Frequently Asked Questions (FAQs) | Download**
This document covers some of the most common questions you might have about the new PASRR processes launching on March 14, 2022.

**CONTACT: Ask the Maximus - Illinois Support Help Desk**

**Contact the Maximus – Illinois Help Desk team from 8:00 a.m. to 8:00 p.m. CST, Sunday - Saturday to learn more:**

- **Email: ILPASRR@maximus.com**
- **Phone: 833 PASRR IL (833.727.7745)**

***Sign up for the PASRR Redesign Communication Mailing List:*** *If you or others on your team involved in the PASRR process would like to be kept up to date with the upcoming transition, contact the Illinois Help Desk at Maximus: **ILPASRR@maximus.com** with the subject line "Add me to the Illinois PASRR contact list." Please include full name, title, facility/organization name and email address in the body of the message. All team members requiring access to the contact list can be included in one email request.*

**February 25, 2022**

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**PASRR STAKEHOLDERS: Illinois PASRR Program – Prep for March 14, 2022, AssessmentPro Launch – Attend Webinars, Listen to On-Demand Training, Preview System Registration**

We're less than three weeks away from the **March 14, 2022** launch of the AssessmentPro web-based management system and implementation of new processes. This will include:
- The submission process for all PASRR Level I Screens
- Review of all PASRR Level I Screens
- Completion of PASRR Level II Assessments for Serious Mental Illness (SMI).

Follow the steps below to ensure your team is ready for these changes and submitters can avoid any potential referral delays after the launch date.



**ILLINOIS PASRR - PROGRAM REDESIGN IMPLEMENTATION ▶ ▶ ▶ PROGRESS TRACKER**

| February 2022 | Mid February - Mid March | March 14 | Mid March - Late March |
|---|---|---|---|
| Program Redesign Announcement | Training Webinars & System Demos | **PASRR System Launch** | Post-Launch Q&A Sessions |

**REGISTER: Sign Up for Training Webinars**

The PASRR webinar series continues with trainings necessary to prepare you and your team for the launch of the AssessmentPro system. All team members with PASRR-related responsibilities should register for each series to learn how processes and roles are changing. You should especially consider including:

| **PASRR Level I Submitters:** These stakeholders should attend to learn about new processes that will affect how and when your PASRR team will submit a Level I Screen. | |
|---|---|
| • Community Care Program Care Coordination Units (CCU)<br><br>• Department of Human Services – Division of Rehabilitation Services (DRS)<br><br>• Hospital Discharge Workers<br><br>• Nursing Facility (NF) Admission Workers | • Supportive Living Program (SLP) and Specialized Mental Health Rehabilitation Facilities (SMHRF) Admission Workers who submit Level I Screens |
| **NF Census Tracking:** Stakeholders will learn how existing processes will change. | |
| • NF Admissions and/or Business Office Staff | |

Click the links below to **register for one session from each series**. Content shared during individual sessions of each training module listed will be identical, so attendance is only required for one session per series. Recordings of each module will be available to all **registered attendees**.

*Browser requirements: To access GoToWebinar, the web application used for PASRR training, use one of the following internet browsers: Firefox, Edge, Chrome, and Apple Safari. If you do not have access to one of these browsers, contact your IT Department for assistance.*

**Training Module 3: AssessmentPro Basics**
Learn all about AssessmentPro, the system you and your team will use for PASRR-related activities. We will cover system registration, roles, system navigation, and resources to help you complete your various PASRR tasks.
- **Register | 1 p.m. – 2 p.m. CST Tuesday, March 1, 2022**
- **Register | 10 a.m. – 11 a.m. CST Wednesday, March 2, 2022**
- **Register | 1 p.m. – 2 p.m. CST Thursday, March 3, 2022**

**Training Module 4: PASRR Level I and Level II + AssessmentPro Review**

Join this deep dive into completion of the PASRR Level I screen, as well as a review of the Level II – SMI process and Summary of Findings report. A review of AssessmentPro processes will also be covered ahead of the implementation launch on Monday, March 14, 2022.

- **Register | 1 p.m. – 2 p.m. CST Tuesday, March 8, 2022**
- **Register | 10 a.m. – 11 a.m. CST Wednesday, March 9, 2022**
- **Register | 1 p.m. – 2 p.m. CST Thursday, March 10, 2022**

**ON-DEMAND TRAINING: Listen to Previous Webinars**
Unable to attend one of the recent training webinars? Both modules are now available on-demand. Click the links below and enter your name/email to review:

- Training Module 1: **Introduction to Maximus | Recording – 50:17 mins**
- Training Module 2: **PASRR Foundation | Recording – 65:30 mins**

**PREVIEW: How to Choose User Roles + Register in AssessmentPro**
The AssessmentPro Basics training, March 1-3, 2022, will cover how to choose the right user role and register each member of your PASRR team in the system. This will help you familiarize yourself with the role types, responsibilities, and system registration steps below. Anyone who needs to set up a system account should attend this session before registering for AssessmentPro.
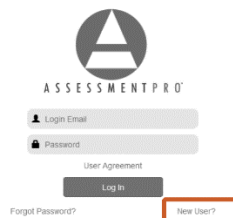
**AssessmentPro User Roles**

- Administrator –This user is responsible for the review and approval of your facility's other users. This role must be set up first.
- Clinical User – This role applies to individuals who can begin and submit a Level I screen, such as Hospitals, Nursing Facilities (NFs), Care Coordination Units (CCUs), Independent Service Coordination (ISCs), etc.
- Non-Clinical User – Applies to individuals who can begin but cannot submit a Level I screen.

You can sign up for multiple roles. For example, an Administrator can also be a Clinical User.

**AssessmentPro Account Sign-Up**

1. Visit AssessmentPro.com > Click **New User**?



2. Complete Registration Form > Hover over circled i for more info > Click **Save** to proceed

Enter data into the fields depicted at right and select Illinois from the **State** dropdown (even if your facility is in a nearby state), then an additional field will appear for **Facility**. If you plan to choose the AssessmentPro Administrator role, be sure to select the checkbox under **Facility**, which says *"Request AssessmentPro Administrator Access"*

You will receive an email to activate your account. The link will be valid for 72 hours. Follow the instructions in your email.

3. Return to **AssessmentPro.com** > Enter your Login info: Email and Password

Review *User Agreement* before first login > Click Log in

*Reminder: Your UserName will always be your email address*



Additional details on AssessmentPro role selection and system registration will be shared during the upcoming training sessions. Sign up for the webinars to learn more.

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

**SUPPORT: Contact the Maximus - Illinois Support Help Desk**

Do you have any additional questions about the upcoming program implementation? Contact the Maximus – Illinois Help Desk team:

- Email: **ILPASRR@maximus.com**
- Phone: **833 PASRR IL (833.727.7745)**

*Sign up for the PASRR Redesign Communication Mailing List: If you or others on your team involved in the PASRR process would like to be kept up to date with the upcoming transition, contact the Illinois Help Desk at Maximus: **ILPASRR@maximus.com** with the subject line "Add me to the Illinois PASRR contact list." Please include full name, title, facility/organization name and email address in the body of the message. All team members requiring access to the contact list can be included in one email request.*

## February 18, 2022

**PASRR STAKEHOLDERS: Illinois PASRR Program – Register for PASRR Webinar Series + Review New Resources and System Requirements**

The State of Illinois Department of Healthcare and Family Services (HFS) and new partner, Maximus, continue to plan for the recently announced PASRR redesign and transition to Assessment Pro, a web-based management system. This will affect how all PASRR Level I Screens are submitted, the review of all PASRR Level I Screens, and the completion of PASRR Level II Assessments for Serious Mental Illness (SMI).

Significant changes to existing PASRR processes for nursing facility admissions will go into effect with the **March 14, 2022**, launch of AssessmentPro. All current PASRR processes will remain in place through March 13, 2022. Members of your PASRR team need to take the following steps to be ready for the implementation:

- Listen to the new resource recording, Introduction to Maximus
- Register for one session in each set of training modules listed below
- Review AssessmentPro browser requirements
- Learn more about available Help Desk support
- Bookmark the **Illinois PASRR website**



ILLINOIS PASRR - PROGRAM REDESIGN IMPLEMENTATION ▶ ▶ ▶ PROGRESS TRACKER

| February 2022 | Early February - Mid March | March 14 | Mid March - Late March |
|---|---|---|---|
| Program Redesign Announcement | Training Webinars & System Demos | PASRR System Launch | Post-Launch Q&A Sessions |

**NEW RESOURCE: Introduction to Maximus**
A note of thanks to everyone who attended the introductory learning sessions, February 15-17, 2022. These webinars covered a basic overview of the implementation process and background on Maximus,

which has partnered with numerous states over the past 20 years to provide conflict-free, federally compliant PASRR assessment services.

If you were unable to attend, be sure to click below to access a recording link of this insightful presentation ahead of next week's PASRR Foundation webinars.
- **Listen to Webinar Recording**


**REGISTER: Sign Up for Training Webinars**

The webinar series continues with trainings to prepare you and your team for the **March 14, 2022, launch date** of the AssessmentPro system and PASRR process changes. Click the links below to **register for one session from each series**. All team members with PASRR-related responsibilities should register for each series.

Content shared during individual sessions of each training module listed below will be identical, so attendance is only required for one session per series. Recordings of each module will be available to all **registered attendees**.

*Browser requirements: To access GoToWebinar, the web application used for PASRR training, use one of the following internet browsers: Firefox, Edge, Chrome, and Apple Safari. If you do not have access to one of these browsers, contact your IT Department for assistance.*


**Training Module 2: PASRR Foundation**
Understanding the PASRR program and its foundations.
- **Register | 1 p.m. – 2 p.m. CST Tuesday, February 22, 2022**
- **Register | 10 a.m. – 11 a.m. CST Wednesday, February 23, 2022**
- **Register | 1 p.m. – 2 p.m. CST Thursday, February 24, 2022**

**Training Module 3: AssessmentPro Basics**
Learn all about AssessmentPro, the system you and your team will use for PASRR-related activities. We will cover system registration, roles, system navigation, and resources to help you complete your various PASRR tasks.
- **Register | 1 p.m. – 2 p.m. CST Tuesday, March 1, 2022**
- **Register | 10 a.m. – 11 a.m. CST Wednesday, March 2, 2022**
- **Register | 1 p.m. – 2 p.m. CST Thursday, March 3, 2022**

**Training Module 4: PASRR Level I and Level II + AssessmentPro Review**
Join this deep dive into completion of the PASRR Level I screen, as well as a review of the Level II – SMI process and Summary of Findings report. A review of AssessmentPro processes will also be covered ahead of the implementation launch on Monday, March 14, 2022.
- **Register | 1 p.m. – 2 p.m. CST Tuesday, March 8, 2022**
- **Register | 10 a.m. – 11 a.m. CST Wednesday, March 9, 2022**
- **Register | 1 p.m. – 2 p.m. CST Thursday, March 10, 2022**


**BROWSER REQUIREMENTS: Prepping Your Computer for AssessmentPro**

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

**SUPPORT: Contact the Maximus - Illinois Support Help Desk**

Do you have any additional questions about the upcoming program implementation? Contact the Maximus – Illinois Help Desk team:

- Email: **ILPASRR@maximus.com**
- Phone: **833 PASRR IL (833.727.7745)**

*Sign up for the PASRR Redesign Communication Mailing List: If you or others on your team involved in the PASRR process would like to be kept up to date with the upcoming transition, contact the Illinois Help Desk at Maximus: **ILPASRR@maximus.com** with the subject line "**Add me to the Illinois PASRR contact list.**" Please include full name, title, facility/organization name and email address in the body of the message. All team members requiring access to the contact list can be included in one email request.*

## February 18, 2022

**SMHRF & SLP STAKEHOLDERS: Illinois SMHRF and SLP Screening and Assessments – Steps to Take Ahead of 4/18/2022 HFS SMHRF/SLP Screening Redesign**

The State of Illinois, Department of Healthcare and Family Services (HFS) has selected a new partner, Maximus, to support a redesign of the state's Pre-admission Screening and Resident Review (PASRR) system. This includes new processes for screenings and assessments of individuals seeking placement in Specialized Mental Health Rehabilitation Facilities (SMHRF) and Supportive Living Programs (SLP) settings. This transition includes moving the SMHRF and SLP assessment processes to a new web-based management system, AssessmentPro on **April 18, 2022**.

**OBJECTIVES: Goals Behind the Process Changes**

HFS made the decision to seek out a new screening and assessment partner for several key reasons, including:

- Conflict-free screenings and assessments
- Centralization of SMHRF and SLP screenings, assessments, reporting in one system, increasing efficiency, timeliness, and ease of use
- Immediate availability of screening and assessment outcomes to Stakeholders upon completion

**PROCESS: How Existing SMHRF and SLP Workflows Will Change**

This transition will shift responsibilities for screening and assessment processes to the Maximus assessment team. For those involved in SLP submissions, these changes specifically relate to the Mental Health/Serious Mental Illness (SMI) screening and not the Determination of Need (DON) assessment.

**PASRR Redesign and Choices for Care Consultations**: Choices for Care consultations will still be completed as a state requirement, but the workflow is being aligned with the redesigned SMHRF and SLP screening processes.

**NEXT STEPS: Training Webinars + Program Resources Coming Soon**

Maximus will equip you to be successful in this change with comprehensive training webinars covering:

- System Registration and Navigation
- AssessmentPro Account Roles
- Submitting a Referral for SMHRF or SLP

Information on registration, dates, and times will be provided as we move closer to the **April 18, 2022** Go-Live date. Make sure all members of your team involved in SMHRF or SLP processes attend.

Access to frequently asked questions (FAQs), reference guides, and other support materials will also be shared so that you have all the necessary resources needed for success ahead of the launch date.

**QUESTIONS? Contact the Maximus - Illinois Support Help Desk**
Do you have questions about the upcoming program implementation? The Maximus – Illinois Help Desk team is available to assist you:

- SMHRF-related questions – email: **ILSMHRF@maximus.com**
- SLP-related questions – email: **ILSLP@maximus.com**
- Phone: **833 PASRR IL (833.727.7745)**

***Sign up for the Communication Mailing List****: If you or others on your team are involved in these processes and would like to be kept up to date with the upcoming transition information and training opportunities, you can contact the Illinois Help Desk at Maximus: **ILSMHRF@maximus.com** with the subject line **"Please add me to the Illinois SMHRF and SLP contact list."** Include full name, title, facility/organization name and email address in the body of the message. All team members requiring access to the contact list can be included in one email request.*



ILLINOIS PASRR - SLP & SMHRF PROCESS UPDATES ▶ ▶ ▶ PROGRESS TRACKER

| February 2022 | Late March - Early April | April 18 | Mid April - Late April |
|---|---|---|---|
| Program Redesign Announcement | Training Webinars & System Demos | SLP & SMHRF Updates Launch | Post-Launch Q&A Sessions |

**INSIGHTS: About Maximus**

Maximus is nationally recognized for its work to manage complex state programs and ensure that individuals receive the appropriate care and supports necessary to improve their quality of life. A strong commitment to process innovation and service excellence has led the company to a role as the industry's leading provider of high-quality, conflict free assessment services for persons with intellectual, behavioral health, and developmental disabilities, as well as the needs of older adults and individuals with physical disabilities and complex medical conditions.
**Learn more about Maximus services and capabilities**.

**February 11, 2022**

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**PASRR STAKEHOLDERS: Illinois PASRR Program – Prepare Your Team for March 14, 2022 Implementation of PASRR Redesign | Register for Live Webinar Series with Maximus + Preview System User Roles**

Preadmission Screening and Resident Review (PASRR) is a critical safeguard that ensures individuals applying to or residing in a Medicaid-certified nursing facility receive the care and services that best suit their needs. As recently announced, the State of Illinois Department of Healthcare and Family Services (HFS) is improving the PASRR process by transitioning to a web-based management system,

AssessmentPro with new partner, Maximus.

Scheduled for a **March 14, 2022** launch, this transition will affect the way all PASRR Level I Screens are submitted, the review of all PASRR Level I Screens, and the completion of PASRR Level II Assessments for Serious Mental Illness (SMI). A new service, Follow Up Visits, will also be implemented.
Training is critical for ensuring that you and your team are prepared for these major changes. Register for the webinars that best fit your busy schedule, review details on AssessmentPro user roles, and learn more about program support.

ILLINOIS PASRR - PROGRAM REDESIGN IMPLEMENTATION ▶ ▶ ▶ PROGRESS TRACKER

| February 2022 | Mid February - Mid March | March 14 | Mid March - Late March |
|---|---|---|---|
| Program Redesign Announcement | Training Webinars & System Demos | PASRR System Launch | Post-Launch Q&A Sessions |

**TRAINING: Register for Upcoming Webinar Series**

We have a series of insightful webinars to equip you for success ahead of the **March 14, 2022,** launch date. Topics covered will include:
- PASRR Overview
- Level I Submission Walkthrough
- System Registration
- AssessmentPro Account Roles
- User Basics

Click the links below to **register for one session from each series** of webinars to help prepare you and your team for the upcoming transition. All team members working with PASRR-related responsibilities should register for each series.

**Note**: Content shared during individual sessions of each training module listed below will be identical, so attendance is only required for one session per series. Recordings of each module will be available to all registered attendees after its completed.

**Training Module 1: Introduction to Maximus**
Meet the Maximus Illinois Project team, walk through an overview of upcoming changes, a preview of future training opportunities and planned resources.

- **Register | 1 p.m. – 2 p.m. CST Tuesday, February 15, 2022**
- **Register | 10 a.m. – 11 a.m. CST Wednesday, February 16, 2022**
- **Register | 1 p.m. – 2 p.m. CST Thursday, February 17, 2022**

**Training Module 2: PASRR Foundation**
Understanding the PASRR program and its foundations.

- **Register | 1 p.m. – 2 p.m. CST Tuesday, February 22, 2022**
- **Register | 10 a.m. – 11 a.m. CST Wednesday, February 23, 2022**

- **Register | 1 p.m. – 2 p.m. CST Thursday, February 24, 2022**

**Training Module 3: AssessmentPro Basics**
Learn all about AssessmentPro, the system you and your team will use for PASRR-related activities. We will cover system registration, roles, system navigation, and resources to help you complete your various PASRR tasks.

- **Register | 1 p.m. – 2 p.m. CST Tuesday, March 1, 2022**
- **Register | 10 a.m. – 11 a.m. CST Wednesday, March 2, 2022**
- **Register | 1 p.m. – 2 p.m. CST Thursday, March 3, 2022**

**Training Module 4: PASRR Level I and Level II + AssessmentPro Review**
Join this deep dive into completion of the PASRR Level I screen, as well as a review of the Level II – SMI process and Summary of Findings report. A review of AssessmentPro processes will also be covered ahead of the implementation launch on Monday, March 14, 2022.

- **Register | 1 p.m. – 2 p.m. CST Tuesday, March 8, 2022**
- **Register | 10 a.m. – 11 a.m. CST Wednesday, March 9, 2022**
- **Register | 1 p.m. – 2 p.m. CST Thursday, March 10, 2022**

**SYSTEM PREVIEW: Choosing Your AssessmentPro User Role**
As you begin the AssessmentPro training process by participating in the webinars laid out above, key first steps include the **setup of your facility account** and **selection of the appropriate system user role** for each member of your PASRR team. Review the three types of accounts available below and the responsibilities for each. The webinars will cover how to set up your accounts.
**AssessmentPro User Roles**

- **Administrator** – This role must be set up first. This user is responsible for the review and approval of your facility's other users.
- **Clinical User** – This role applies to individuals who can begin and submit a Level I screen, such as Hospitals, Nursing Facilities (NFs), Care Coordination Units (CCUs), Independent Service Coordination (ISCs), etc.
- **Non-Clinical User** – Applies to individuals who can begin but cannot submit a Level I screen.

You can sign up for multiple roles. For example, an Administrator can also be a Clinical User. Additional details on AssessmentPro role selection will be shared during the upcoming training sessions. Be sure to register to learn more.

**QUESTIONS? Contact the Maximus - Illinois Support Help Desk**
Do you have additional questions about the upcoming program implementation? The Maximus – Illinois Help Desk team is now available to assist you:

- Email: **ILPASRR@maximus.com**
- Phone: **833 PASRR IL (833.727.7745)**

**Sign up for the PASRR Redesign Communication Mailing List**: If you or others on your team involved in the PASRR process would like to be kept up to date with the upcoming transition, you can contact the Illinois Help Desk at Maximus: **ILPASRR@maximus.com** with the subject line "Please add me to the Illinois PASRR contact list." Please include full name, title, facility/organization name and email address in the body of the message. All team members requiring access to the contact list can be included in one email request.

**February 9, 2022**

**PASRR** STAKEHOLDERS: Illinois PASRR Program - HFS Plans March 14 Implementation of Redesign with State Partner, Maximus | Register for Upcoming Webinars | Learn More About Next Steps & Available Supports

The **State of Illinois** - Department of Healthcare and Family Services (**HFS**) has selected a 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**, is scheduled to launch on Monday, **March 14, 2022**, for admissions to Nursing Facilities. This critical change will impact all program submissions for individuals applying to, or residing in, Medicaid-certified nursing facilities moving forward from the transition date, 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

Keeping all key PASRR Stakeholders informed will remain a vital responsibility for both HFS and Maximus throughout the implementation process and beyond. With this in mind, continue reading below for details about the goals of the transition, **training webinar registration** details, available **resources**, more **about the Maximus team**, as well as an introduction to a visual **progress tracker** for an at-a-glance view of key project milestones.



ILLINOIS PASRR - PROGRAM REDESIGN IMPLEMENTATION ▶ ▶ ▶ PROGRESS TRACKER

| February 2022 | Early February - Mid March | March 14 | Mid March - Late March |
|---|---|---|---|
| Program Redesign Announcement | Training Webinars & System Demos | **PASRR System Launch** | Post-Launch Q&A Sessions |

**PURPOSE: Goals Behind the Transition**

HFS made the decision to seek out a new PASRR partner for several key reasons, including:
- Creation of a more consistent Level I process
- Centralization of PASRR, SMHRF, and SLP screenings and assessments, and Follow-Up Visits reporting into one system, increasing efficiency, timeliness, and ease of use
- Increased compliance with federally mandated PASRR guidelines

**PROCESS: How Will PASRR Change With the Redesign?**

This transition will shift responsibilities and management for PASRR Level I screening reviews and PASRR Level II – Serious Mental Illness (SMI) assessment processes to the Maximus Assessment Team. As part of this migration, steps are being taken across the State's existing PASRR workflows to better align processes, using the assessment management system, AssessmentPro. Completion of PASRR Level II – Developmental Disability (DD) assessments will remain unchanged. Specific details will be covered during the upcoming Training Webinars noted above.

**REGISTER: Upcoming PASRR Learning Opportunities**

The State of Illinois – HFS and the Maximus Illinois Project team are excited to announce a **series of informative webinars** taking place in the weeks ahead. Any service provider involved in the PASRR process is encouraged to attend these informative sessions, which will cover a broad range of topics to get you and your team ready for the upcoming transition to new processes and the AssessmentPro system. The first sessions, shown below lay the groundwork for next steps.

**Introduction to Maximus | Available Dates: February 15, 16, 17**
We hope you will sign up to meet the Maximus Illinois project leadership team to learn more about the coming changes ahead for the PASRR program. During this informative hour-long session, the plan for these changes will be introduced as well as a preview of the other training opportunities and resources planned over the next several weeks.

**Choose the date/time below that works best with your schedule**, **click the link to register, and select from the dropdown**. After registering, you will receive a confirmation email containing information about joining the webinar.

- **Register | 1 p.m. – 2 p.m. CST Tuesday, February 15, 2022**
- **Register | 10 a.m. – 11 a.m. CST Wednesday, February 16, 2022**
- **Register | 1 p.m. – 2 p.m. CST Thursday, February 17, 2022**

*Note*: Content shared in each session will be identical, so attendance is only required for one session. Recording of the session will be available to all registered attendees.

**PASRR Foundation | Available Dates: February 22, 23, 24**
An overview webinar providing essential context for understanding the PASRR program and its foundations.

**Choose the date/time below that works best with your schedule, click the link to register, and select from the dropdown**. After registering, you will receive a confirmation email containing information about joining the webinar.

- **Register | 1 p.m. – 2 p.m. CST Tuesday, February 22, 2022**
- **Register | 10 a.m. – 11 a.m. CST Wednesday, February 23, 2022**
- **Register | 1 p.m. – 2 p.m. CST Thursday, February 24, 2022**

*Note*: Content shared in each session will be identical, so attendance is only required for one session. Recording of the session will be available to all registered attendees.

**NEXT STEPS: More Webinars + Program Resources Coming Soon**
Stay posted for weekly communications coming your way ahead of the March 14 PASRR go-live date – covering timely updates, insights into setting up your AssessmentPro account, additional learning opportunities, and new program resources. We look forward to working closely with you throughout the process to ensure you have all the tools and supports needed to continue making a positive impact for those we serve together across Illinois.

**SUPPORT: Introducing the Maximus - Illinois Support Help Desk**
Do you have questions about the upcoming program implementation? The Maximus – Illinois Help Desk team is now available to assist you:

- Email: **ILPASRR@maximus.com**
- Phone: **833 PASRR IL (833.727.7745)**

***Sign up for the PASRR Redesign Communication Mailing List:*** *If you or others on your team involved in the PASRR process would like to be kept up to date with the upcoming transition, you can contact the Illinois Help Desk at Maximus:* *ILPASRR@maximus.com* *with the subject line "Please add me to the Illinois PASRR contact list." Please include full name, title, facility/organization name and email address in the body of the message. All team members requiring access to the contact list can be included in one email request.*

## January 21, 2022

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**LEVEL II SMI SCREENERS: Illinois PASRR Program - Redesign Implementation with State Partner, Maximus, Coming March 14**

The **State of Illinois** - Department of Healthcare and Family Services (HFS) has selected a new partner, **Maximus**, for the fulfillment of the federally mandated Preadmission Screening and Resident Review (**PASRR**) process. Recently announced by the state, this transition from the current PASRR processes to a new web-based management system, AssessmentPro, is scheduled to launch on **Monday, March 14, 2022**, for admissions to Nursing Facilities. This critical change will impact all program submissions for individuals applying to, or residing in, Medicaid-certified nursing facilities moving forward from the transition date, including:
- The way that Level I Screens will be submitted
- The review of all Level I Screens
- The completion of Level IIs
- New service, Follow Up Visits

**How does this change affect current PASRR DHS/DMH Providers?**

This important transition by HFS will shift responsibilities and management for the screening and assessment processes to the PASRR Program Team at Maximus. **Roberta Allen**, with the Illinois Department of Mental Health (DMH) – Human Services Division, staff from HFS, and members of the Maximus team held a virtual presentation with numerous program stakeholders on January 13, 2022. This discussion covered the timeline for implementation, including the March 14, 2022 "Go Live" date for AssessmentPro for Nursing Facility admissions and subsequent "Go Live" dates in April 2022 for new processes for admissions to **Specialized Mental Health Rehabilitation Facilities (SMHRF)** and **Supported Living Programs (SLP)** settings.

**What are the reasons behind this change?**

HFS made the decision to seek out a new PASRR partner for several key reasons, including:
- Creation of a more consistent Level I process
- Centralization of PASRR screening and assessments, SLP assessments, SMHRF pre-admission assessments and diversions, and Follow-Up Visit reporting into one system, increasing efficiency, timeliness, and ease of use

- Increased compliance with federally mandated PASRR guidelines

**How does this change affect the roles of current PASRR Level II Mental Health screeners?**
The PASRR redesign will shift responsibilities for PASRR Level II mental health assessment processes for Nursing Facility admissions from the State's current screeners to Maximus on **March 14, 2022**. Please note that responsibility for Level II mental health assessments for SMHRF and SLP admissions will not transfer to Maximus until April 18, 2022. The State will continue to rely on existing screening agencies' fulfillment of this work until that date.
State staff leading this implementation know that the expertise and experience of our community partners are invaluable – and believe that your continued involvement into this next phase of the program will help to make a big impact on the people we serve.

**Support: Introducing the Illinois PASRR Help Desk**

Do you have additional questions about the upcoming PASRR Program transition? Access to the Illinois PASRR Help Desk Team is now available via email at: **ILPASRR@maximus.com**. A new dedicated Help Desk phone line will also be available for support questions, beginning on **February 1**.
Also launching soon, the new **Illinois PASRR Tools and Resources User Tools website** will be a repository for important program updates, forms, and other handy reference materials.

**Next Steps: Looking Ahead to the Migration**
The PASRR Program Team looks forward to connecting with you to answer questions you may have regarding the transition and how your vital role can continue making an impact on the lives of individuals and families living across the State of Illinois. Stay posted for future communications in the months ahead, as we share additional updates and resources.

**About Maximus**
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. Maximus has national experience providing federally compliant PASRR programs in 15 states.
**Learn more about Maximus services and capabilities**.