

December 14, 2023

Illinois SALT: Update to Turnaround Time (TAT) Calculations for Preadmission Screening and Resident Review (PASRR) and Specialized Mental Health Rehabilitation Facility (SMHRF) Assessments

Effective immediately, the method for calculating turnaround time for Preadmission Screening and Resident Review (PASRR) Level II assessments for serious mental illness and Preadmissions assessments for Specialized Mental Health Rehabilitation Facility (SMHRF) has been changed.

When referrals are submitted after 3:00 p.m. CST, Maximus assessors often face difficulty accessing facilities during evening shifts and may be unable to complete assessments in a timely manner. Moving forward, if a referral for PASRR or SMHRF is submitted after 3:00 p.m. CST, then the turnaround time will begin at 8:00 a.m. CST the following day. We appreciate your partnership and will continue to strive to complete these for the patients and their families quickly.

REMINDER: Timely Referral Submissions

The Department of Healthcare and Family Services recommends that PASRR screenings and referrals for SMHRF preadmission assessments be submitted as early in the day as possible. This helps expedite completion of assessments to support discharge planning for the individuals we serve.

SUPPORT: Contact the Maximus - Illinois Help Desk

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

- IL Help Desk - general support: ILHelpDesk@maximus.com
- PASRR Assistance: ILPASRR@maximus.com
- SMHRF Assistance: ILSMHRF@maximus.com
- Phone: **833.727.7745**

December 6, 2023

Illinois Specialized Mental Health Rehabilitation Facilities (SMHRFs) – Event Announcement: Register for Additional SMHRF Training for Hospital Providers | 12 p.m. Tuesday, December 19, 2023

Due to technical issues during a November training on the topic, the Maximus training team will host another webinar about the referral process for Specialized Mental Health Rehabilitation Facilities (SMHRF) on **Tuesday, December 19, 2023, at 12:00 p.m. CT**. The session will cover the intent of the SMHRF program, exclusionary criteria, and the

process for hospital worker referrals. Although this content is specific for those who work in hospitals, all are welcome to attend.

Use the link below to register in advance for this important learning opportunity. Once registered, you will receive an email confirmation containing details on how to join the meeting.

[SMHRF Training for Hospitals | Tuesday, December 19, 2023 at 12:00 p.m. CT](#)

SUPPORT: Contact the Maximus - Illinois Help Desk

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

- IL Help Desk - general support: ILHelpDesk@maximus.com
- SMHRF Assistance: ILSMHRF@maximus.com
- Phone: **833.727.7745**

November 29, 2023

Illinois Colbert Dementia Review: Review On-Demand Training and Additional Support Resources

For those who missed the recent Colbert Dementia Review training sessions or would like to share details with others on your team, please review the helpful on-demand learning video and guide below.

- [VIEW: Colbert Class Member Dementia Reviews | Recording – 41:15 mins \(register to view\)](#)
- [DOWNLOAD: Colbert Class Member Dementia Reviews | Presentation](#)

RESOURCES: Colbert Dementia Review Training Guides

Additional resources linked below have been developed to walk you through the submission process. Be sure to bookmark the Colbert Dementia Review site and check back frequently for new resources:

https://maximusclinicalservices.com/svcs/illinois_dementia_review.

- [Completing a Dementia Review Training | Recording – 2:57 mins](#)
- [Completing a Dementia Review | Presentation](#)
- [FAQs: Colbert Dementia Review | Guide](#)

- [Process Overview: Colbert Dementia Review | Guide](#)

SUPPORT: Contact the Maximus - Illinois Help Desk

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

- Dementia Review support: ILDementiaReview@maximus.com
- Phone: **833.727.7745**

October 27, 2023

Illinois Specialized Mental Health Rehabilitation Facilities (SMHRFs) – Event Announcement: Register for SMHRF Training for Hospital Providers | Wednesday, November 15 at 12:00 p.m. CT

Join the Maximus training team on **Wednesday, November 15, 2023, at 12:00 pm. CT** for an important training regarding the referral process for **Specialized Mental Health Rehabilitation Facilities (SMHRF)**. The team will discuss the intent of the program, exclusionary criteria, and the process for referral. If you work in a hospital and are interested in learning more, this session is for you.

Use the link below to register in advance for this important learning opportunity. Once registered, you will receive an email confirmation containing details on how to join the meeting.

- [SMHRF Training for Hospitals | Wednesday, November 15, 2023 at 12:00 p.m. CT](#)

SUPPORT: Contact the Maximus - Illinois Help Desk

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

- Email: ILSMHRF@maximus.com
- Phone: **833.727.7745**

October 26, 2023

Illinois Colbert Dementia Review – Event Announcement: Register for One of Two Upcoming Dementia Review Training Sessions | Tuesday, November 7 at 1:00 p.m. CT and Wednesday, November 8 at 8:30 a.m. CT

Be sure to join the Maximus training team for one of two important sessions about Colbert Dementia Reviews. The team will discuss the intent of the program, exclusionary criteria, and the process for referral. Time will be set aside for Q&A at the end of each training. If you work in a Cook County Nursing Facility and are interested in learning more, this session is for you.

Two different sessions will be offered on Tuesday, November 7 at 1:00 p.m. CT, and Wednesday, November 8 at 8:30 a.m. CT. Select the link below and choose your preferred date/time from the dropdown menu to register in advance for one of these informative sessions. Once registered, you will receive an email confirmation containing details on how to join the meeting.

- **Option A: 1:00 p.m. CT Tuesday, November 7, 2023**
- **Option B: 8:30 a.m. CT Wednesday, November 8, 2023**

[Register for the Training Session: Dementia Review Program and Process](#)

RESOURCES: Colbert Dementia Review Training Guides

The resources linked below have been developed to walk you through the submission process. Be sure to bookmark the Colbert Dementia Review site and check back frequently for new resources: https://maximusclinicalservices.com/svcs/illinois_dementia_review.

- [Completing a Dementia Review Training | Recording – 2:57 mins \(register to view\)](#)
- [Completing a Dementia Review | Presentation](#)
- [FAQs: Colbert Dementia Review | Guide – NEW](#)
- [Process Overview: Colbert Dementia Review | Guide – NEW](#)

SUPPORT: Contact the Maximus - Illinois Help Desk

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

- Dementia Review support: ILDementiaReview@maximus.com
- General Help Desk assistance: ILHelpDesk@maximus.com
- Phone: **833.727.7745**

October 20, 2023

Reminder: Illinois Specialized Mental Health Rehabilitation Facilities (SMHRF) – New Service, Continued Stay Reviews Recently Launched on September 5, 2023

The Illinois Department of Healthcare and Family Services (HFS) has contracted with Maximus to provide a new service known as **Continued Stay Reviews (CSRs)**. CSRs will ensure state visibility into the status of discharge planning and ongoing treatment needs for all Medicaid members residing in SMHRFs. CSRs will also improve connections to community resources for SMHRF residents in accordance with the Williams Consent Decree.

With its recent launch on September 5, 2023, it is critical that all SMHRFs ensure that their Census Reports are accurate in AssessmentPro moving forward.

The process for CSRs is as follows:

1. AssessmentPro initiates a CSR 90 days after the admission date on the Census Report of each SMHRF consumer, provided that the Census Report does not indicate that the person has discharged or is deceased.

2. An upcoming CSR is sent to the SMHRF where the individual resides via AssessmentPro.

The notice outlines two tasks for the SMHRF:

- Respond to brief questions about the resident including the nature of services being provided and the status of discharge planning.

- Request for documentation to be uploaded.

3. A Maximus assessor will schedule with the SMHRF and the individual an onsite visit to complete the CSR. The visit includes a record review, an interview with the resident, and an interview with at least one SMHRF team member.

4. The resident (and guardian, if applicable) receives a copy of the CSR report by mail. The SMHRF may access the CSR report in AssessmentPro.

Review important Continued Stay Review information and other SMHRF-related resources available below and the new Illinois SMHRF Tools and Resources page: https://maximusclinicalservices.com/svcs/illinois_smhrf.

TOOLKIT: On-Demand CSR Learning and Other SMHRF-Related Resources

Explore these handy guides for any system or process questions you may have.

- [SMHRF Continued Stay Reviews Information Session | Recording - register to view – NEW](#)
- [SMHRF Continued Stay Reviews Information Session | Slides – NEW](#)
- [FAQs: SMHRF Continued Stay Reviews – UPDATED](#)
- [Process Overview: SMHRF Continued Stay Reviews – NEW](#)
- [Intro to AssessmentPro | 77:19 mins – register to view](#)
- [AssessmentPro – Changing/Adding System User Roles](#)
- [SMHRF – AssessmentPro Training Checklist](#)
- [SMHRF – AssessmentPro Training | 69:08 mins – register to view](#)
- [SMHRF – Provider Training Checklist](#)

SUPPORT: Contact the Maximus - Illinois Help Desk

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

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- SMHRF support: ILSMHRF@maximus.com
- Phone: **833.727.7745**

October 2, 2023

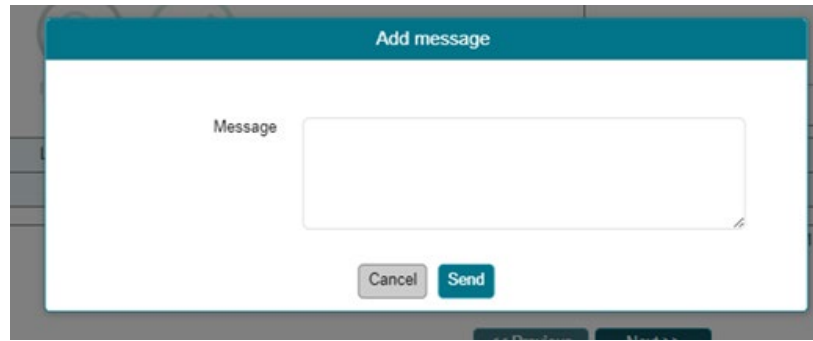
PROCESS UPDATE: Review Upcoming AssessmentPro Changes

Please be aware that **next Wednesday, October 4**, the Maximus AssessmentPro Team will make **new updates to two critical functions** in the AssessmentPro system. Be sure to **review these changes below** at your earliest convenience. If you have any questions please contact your program's Help Desk for support. As always, **thank you** for your continued partnership in improving the lives of those we serve.

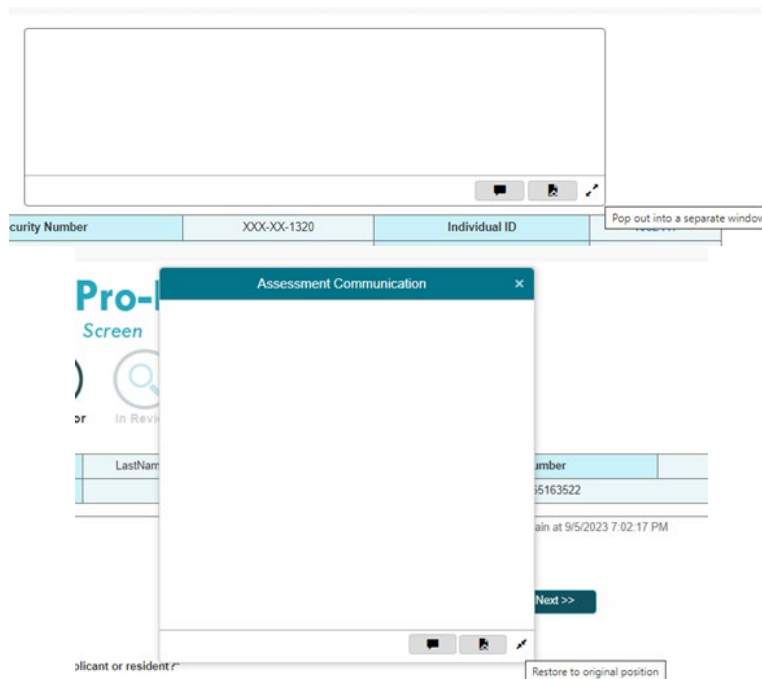
1. The button to send a message has a new icon. The **paper airplane icon has been updated to the text bubble shown below**.



When clicked, **the button will now open a window** where a message can be entered and sent.



2. A new option will be added which enables the **Communicator “pop up” to be a movable window** on the screen by clicking the button with two small arrows shown at the bottom right.



Closing the window using the “x” button or clicking the Restore button will **return the Communicator back to its original locked position** at the top of the screen.

September 5, 2023

Illinois Specialized Mental Health Rehabilitation Facilities (SMHRFs): New Service, Continued Stay Reviews Launches Today, September 5, 2023 | Register for Upcoming Informational Sessions | Review Additional SMHRF Resources

The Illinois Department of Healthcare and Family Services (HFS) has contracted with Maximus to provide a new service known as **Continued Stay Reviews (CSRs)**. CSRs will ensure state visibility into the status of discharge planning and ongoing treatment needs for all Medicaid members residing in SMHRFs. CSRs will also improve connections to community resources for SMHRF residents in accordance with the Williams Consent Decree.

With its launch today, September 5, 2023, it is critical that all SMHRFs ensure that their Census Report is accurate in AssessmentPro moving forward.

The process for CSRs is as follows:

1. AssessmentPro initiates a CSR 90 days after the admission date on the Census Report of each SMHRF consumer, provided that the Census Report does not indicate that the person has discharged or is deceased. Notice of an upcoming CSR is sent to the SMHRF where the individual resides via AssessmentPro.
2. The notice outlines two tasks for the SMHRF:
 - Respond to brief questions about the resident including the nature of services being provided and the status of discharge planning.
 - Request for documentation to be uploaded.
3. A Maximus assessor will schedule with the SMHRF and the individual an onsite visit to complete the CSR. The visit includes a record review, an interview with the resident, and an interview with at least one SMHRF team member.
4. The resident (and guardian, if applicable) receives a copy of the CSR report by mail. The SMHRF may access the CSR report in AssessmentPro.

Register below for Continued Stay Review informational sessions and explore other SMHRF-related resources available through the Illinois Tools and Resources site. Thank you for your partnership as we launch this new process.

REGISTER: SMHRF Continued Stay Review Informational Sessions | September 7, 13, 14, 2023

Select the registration link below and choose one session from the dropdown options at a date/time that works best with your schedule. **Note:** *each session will feature identical content, so registration is necessary for only one session.*

Once registered, you will receive a confirmation email containing details on how to join the meeting. We encourage multiple users with your facility to sign up for training, as well as access to AssessmentPro, if they have not already registered. Please forward this notice to others in your organization who may benefit.

2:30 p.m. – 3:30 p.m. CT Thursday, September 7, 2023
1:00 p.m. – 2:00 p.m. CT Wednesday, September 13, 2023
10:00 a.m. – 11:00 a.m. CT Thursday, September 14, 2023

Register: SMHRF Continued Stay Review – Informational Sessions

TOOLKIT: SMHRF Resources

Additional SMHRF-focused AssessmentPro resources are available below and on the Maximus - Illinois Tools and Resources Website. Review these handy guides for any system or process questions you may have.

- [Intro to AssessmentPro | 77:19 mins – register to view](#)
- [AssessmentPro – Changing/Adding System User Roles](#)
- [SMHRF – AssessmentPro Training Checklist](#)
- [SMHRF – AssessmentPro Training | 69:08 mins – register to view](#)
- [SMHRF – Provider Training Checklist](#)

SUPPORT: Contact the Maximus - Illinois Help Desk

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

- Introducing the new general IL Help Desk support: ILHelpDesk@maximus.com
- SMHRF support: ILSMHRF@maximus.com
- Phone: 833.727.7745

August 11, 2023

ATTN Cook County Nursing Facilities – Prepare for August 14 Launch of New Service, Colbert Dementia Review | Take On-Demand Training and Review Important Next Steps

The State of Illinois Department of Healthcare and Family Services (HFS) has contracted with partner Maximus to conduct independent, conflict-free, Dementia Reviews to facilitate HFS compliance with Colbert Consent Decree requirements. Scheduled to launch on August 14, 2023, this new service will help to:

- Identify persons residing in Cook County Nursing Facilities who may no longer require community transition services due to a severe dementia (i.e., major neurocognitive disorder) that is unlikely

to improve.

- Support the long-term resolution of the Colbert Consent Decree, through the implementation of this new process.

These document-based Dementia Reviews will include an electronic notice from Maximus, in which Cook County Nursing Facilities will need to complete a brief questionnaire and submit requested documentation via secure electronic upload. Cook County Nursing Facilities should respond to requests within 14 calendar days after receiving notification from Maximus. Once Maximus has completed the Dementia Review, an outcome letter will be sent to the Cook County Nursing Facility, the person who received the review, and guardian, as applicable.

NEXT STEPS: What's Next in Prepping for this New Service?

Review the **on-demand training materials** linked below for step-by-step guidance on new Dementia Review-related processes and take note of the Help Desk account, at ILDementiaReview@maximus.com, created specifically to support this service. Please pass this communication along to everyone on your team, including anyone who may be involved in responding to the electronic notice from Maximus and submission of required documents.

In the coming weeks, additional communications will provide important tips, reminders, and resource guides to ensure your facility is fully prepped for the changes ahead. We appreciate your ongoing partnership in the upcoming launch of this new process designed to provide greater stability for the at-risk populations we serve together.

ACTION REQUIRED: Take On-Demand Training for Dementia Review

The resources linked below have been developed to walk you through the submission process. Cook County Nursing Facilities in particular should review the training resources below to be fully prepared when contacted by Maximus for submission of documents supporting completion of the Dementia Review.

- VIEW: [Dementia Review Training | Recording – 2:57 mins \(register to view\)](#)
- DOWNLOAD: [Dementia Review Training | Presentation](#)

Please pass this information along to any other members of your team who may benefit from reviewing this information.

SUPPORT: Contact the Maximus - Illinois Help Desk

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

Introducing two new support resources:

- Dementia Review support: ILDementiaReview@maximus.com
- General Help Desk assistance: ILHelpDesk@maximus.com
- Phone: 833.727.7745

July 11, 2023

Illinois Supported Living Programs (SLPs): PathTracker+ Feature Launched on June 28, 2023 | Register for Final Technical Assistance Session | Review On-Demand Training and Support Resources

As shared in previous communications, **PathTracker+**, the helpful new AssessmentPro system tool to assist in capturing and reporting your census information, officially launched on June 28, 2023. The Illinois Supported Living Program (SLP) team would like to thank everyone who attended the recent PathTracker+ Training and Technical Assistance sessions.

Continue reading below to **register for the final Q&A session** and review some comprehensive **on-demand training materials**, as well as other support resources.

REGISTER: PathTracker+ Technical Assistance Session | 12 p.m. CT Wednesday, July 12, 2023

Do you have additional questions about the process for reporting census data? Join the SLP support team for tomorrow's final **PathTracker+ Technical Assistance session**. This insightful event will be an opportunity for attendees to get answers to their toughest questions. Please forward this link to others in your organization who may benefit.

Click the link below to register. *Please note that this is a support session provided for attendees to ask questions, no new information will be shared during this Technical Assistance session.*

- [PathTracker+ Technical Assistance | 12 p.m. – 1 p.m. CT Wednesday, July 12, 2023](#)

NEW RESOURCES: SLP PathTracker+ Training Guides

For those who missed the recent PathTracker+ webinar sessions, would like a refresher, or would like to share details with others on your team, review the helpful on-demand learning guides linked below.

- VIEW: [PathTracker+ Training | Recording – 52:20 mins](#) (register to view)

- DOWNLOAD: [PathTracker+ Training | Presentation](#)

TOOLKIT: PathTracker Resources

Several helpful PathTracker Resources are available on the [Maximus - Illinois PASRR Tools & Resources Website](#). Be sure to take some time to review these helpful guides ahead of these upcoming training sessions:

- [AssessmentPro Training – Using PathTracker](#)
- [Guide: Admitting an Individual in PathTracker](#)
- [Guide: Discharging an Individual in PathTracker](#)
- [Guide: Editing an Admission Notice in PathTracker](#)
- [Guide: Running a PathTracker Census Report](#)
- [Video: Running a PathTracker Census Report – 0:47 mins](#)

SUPPORT: Contact the Maximus - Illinois Help Desk

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

- Introducing the new general IL Help Desk support: ILHelpDesk@maximus.com
- SLP Assistance: ILSLP@maximus.com
- PASRR and General Help Desk Assistance: ILPASRR@maximus.com
- Phone: **833.727.7745**

May 24, 2023

Illinois Supported Living Programs (SLPs): Learn More About the New AssessmentPro Tool, PathTracker+ – Register for System Training | Available Dates: June 21, 24, 27, 2023

The Illinois Supported Living Program (SLP) training team is pleased to introduce a helpful new tool, **PathTracker+**, which assists in the creation of timely and accurate reporting. Launching on June 28, 2023, this easy-to-use system feature will allow you to capture and report your census within AssessmentPro (AP).

Be sure to register for one of several informative webinars coming later this month. You will learn how to link your admissions, discharges, and transfers with the completed screens to help improve communication and record keeping.

Select the registration link below and choose one session from the dropdown options at a date/time that works best with your schedule. **Note:** *each webinar will feature identical content, so registration for only one session is necessary.*

Once registered, you will receive a confirmation email containing details on how to join the meeting. We encourage multiple users, clinical and administrative, to sign up for training, as well as access to AssessmentPro, if they have not already registered. Please forward this notice to others in your organization who may benefit.

9:30 a.m. – 10:30 a.m. CT Wednesday, June 21, 2023
10:30 a.m. – 11:30 a.m. CT Saturday, June 24, 2023
9:00 a.m. – 10:00 a.m. CT Tuesday, June 27, 2023

[Register: PathTracker+ Training for SLP](#)

PathTracker+ Technical Assistance Sessions

Following the PathTracker training events, these Technical Assistance sessions offer you the opportunity to ask questions about PathTracker+ in AssessmentPro. No new information will be provided during these events.

11:00 a.m. – 12:00 p.m. CT Friday, July 7, 2023
10:30 a.m. – 11:30 a.m. CT Tuesday, July 11, 2023
12:00 p.m. – 1:00 p.m. CT Wednesday, July 12, 2023

[Register: PathTracker+ – Q&A Sessions](#)

TOOLKIT: PathTracker Resources

Several helpful PathTracker Resources are available on the [Maximus - Illinois PASRR Tools & Resources Website](#). Be sure to take some time to review these helpful guides ahead of these upcoming training sessions:

- [AssessmentPro Training – Using PathTracker](#)
- [Guide: Admitting an Individual in PathTracker](#)
- [Guide: Discharging an Individual in PathTracker](#)
- [Guide: Editing an Admission Notice in PathTracker](#)
- [Guide: Running a PathTracker Census Report](#)
- [Video: Running a PathTracker Census Report – 0:47 mins](#)

SUPPORT: Contact the Maximus - Illinois Help Desk

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

- LP Assistance: ILSLP@maximus.com
- PASRR and General Help Desk Assistance: ILPASRR@maximus.com

- Phone: 833.727.7745

May 18, 2023

REMINDER: Illinois Specialized Mental Health Rehabilitation Facilities (SMHRFs) and Cook County NFs - Census Reports Must Be Submitted to the IDHS on a Monthly Basis | Register for Mandated PathTracker Training

Under 77 Illinois Administrative Code 300 and 380, your facility is mandated to submit a census report to the Illinois Department of Human Services on a monthly basis. The census report must reflect an accurate census of all Medicaid-eligible residents and the previous month's voluntary and involuntary discharges conducted under Section 300.3300 and 380.515, including any voluntary and involuntary discharges scheduled to be conducted within 48 hours after the end of the reporting month.

In an effort to support increased and accurate compliance, the Illinois Department of Public Health (IDPH), in partnership with the Illinois Department of Healthcare and Family Services (HFS), will be launching the use of PathTracker to maintain your facility's census and document new admissions and discharges. Both agencies will together host a mandatory attendance session to introduce the PathTracker system and to educate facility staff on how to utilize the system for timely and accurate reports.

As of June 1, 2023, PathTracker will be the only system through which your facility will do the census reporting required by 77 Illinois Administrative Code 300 and 380, by ensuring that all current and future residents are entered into the PathTracker system upon admission and updated at time of discharge, to comply with the requirement.

ACTION REQUIRED: Register for Mandatory PathTracker Training | Choose a Session – May 20, 23, 24, 25, 2023

This required PathTracker session walks you through the process of completing tracking information for your census within AssessmentPro.

Select the registration link below and choose ONE session from the dropdown options at a date/time that works best with your schedule. Once registered, you will receive a confirmation email containing details on how to join the meeting.

We encourage multiple users, clinical and administrative, to sign up for training, as well as access to AssessmentPro if they have not already registered. Please forward this notice to others in your organization who may benefit.

Note: training attendee names will be provided to the state, so each person should register separately for the session.

9:00 a.m. – 10:00 a.m. CT, Saturday, May 20, 2023
7:00 p.m. – 8:00 p.m. CT, Tuesday, May 23, 2023
9:00 a.m. – 10:00 a.m. CT, Wednesday, May 24, 2023
10:30 a.m. – 11:30 a.m. CT, Thursday, May 25, 2023

Register: PathTracker System Training

PathTracker Technical Assistance Sessions

Following the required PathTracker training events, optional PathTracker Technical Assistance sessions offer you the opportunity to ask questions specific to admissions and discharges to your census in AssessmentPro. No new information will be provided during these events.

10:30 a.m. – 11:30 CT, Wednesday, May 31, 2023
10:30 a.m. – 11:30 CT, Thursday, June 1, 2023
10:30 a.m. – 11:30 CT, Thursday, June 9, 2023
10:30 a.m. – 11:30 a.m. CT, Tuesday, June 14, 2023
10:30 a.m. – 11:30 a.m. CT, Wednesday, June 22, 2023
10:30 a.m. – 11:30 a.m. CT, Thursday, June 27, 2023

Register: Technical Assistance Q&A Sessions

After these initial training sessions are completed, IDPH and HFS will work on scheduling additional training sessions, office hours, and other technical assistance, as necessary to ensure that facility staff successfully adopt PathTracker.

TOOLKIT: PathTracker Resources

Several helpful PathTracker Resources are available on the **Maximus - Illinois PASRR Tools & Resources Website**. Be sure to take some time to review these helpful guides ahead of these upcoming training sessions:

- **AssessmentPro Training – Using PathTracker**
- **Guide: Admitting an Individual in PathTracker**
- **Guide: Discharging an Individual in PathTracker**
- **Guide: Editing an Admission Notice in PathTracker**

SUPPORT: Contact the Maximus - Illinois Help Desk

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

- SMHRF Assistance: ILSMHRF@maximus.com
- PASRR and General Help Desk Assistance: ILPASRR@maximus.com
- Phone: 833 PASRR IL (833.727.7745)

May 3, 2023

Illinois Specialized Mental Health Rehabilitation Facilities (SMHRFs) and Cook County NFs: Census Reports Must Be Submitted to the IDHS on a Monthly Basis | Register for Mandated PathTracker Training

Under 77 Illinois Administrative Code 300 and 380, your facility is mandated to submit a census report to the Illinois Department of Human Services on a monthly basis. The census report must reflect an accurate census of all Medicaid-eligible residents and the previous month's voluntary and involuntary discharges conducted under Section 300.3300 and 380.515, including any voluntary and involuntary discharges scheduled to be conducted within 48 hours after the end of the reporting month.

In an effort to support increased and accurate compliance, the Illinois Department of Public Health (IDPH), in partnership with the Illinois Department of Healthcare and Family Services (HFS), will be launching the use of PathTracker to maintain your facility's census and document new admissions and discharges. Both agencies will together host a mandatory attendance session to introduce the PathTracker system and to educate facility staff on how to utilize the system for timely and accurate reports.

As of June 1, 2023, PathTracker will be the only system through which your facility will do the census reporting required by 77 Illinois Administrative Code 300 and 380, by ensuring that all current and future residents are entered into the PathTracker system upon admission and updated at time of discharge, to comply with the requirement.

ACTION REQUIRED: Register for Mandatory PathTracker Training | Choose a Session – May 16, 17, 20, 23, 24, 25, 2023

This required PathTracker session walks you through the process of completing tracking information for your census within AssessmentPro.

Select the registration link below and choose ONE session from the dropdown options at a date/time that works best with your schedule. Once registered, you will receive a confirmation email containing details on how to join the meeting.

We encourage multiple users, clinical and administrative, to sign up for training, as well as access to AssessmentPro if they have not already registered. Please forward this notice to others in your organization who may benefit.

Note: *training attendee names will be provided to the state, so each person should register separately for the session.*

9:00 a.m. – 10:00 a.m. CT, Tuesday, May 16, 2023
1:30 p.m. – 2:30 p.m. CT, Wednesday, May 17, 2023
9:00 a.m. – 10:00 a.m. CT, Saturday, May 20, 2023
7:00 p.m. – 8:00 p.m. CT, Tuesday, May 23, 2023
9:00 a.m. – 10:00 a.m. CT, Wednesday, May 24, 2023
10:30 a.m. – 11:30 a.m. CT, Thursday, May 25, 2023

- [Register: PathTracker System Training](#)

PathTracker Technical Assistance Sessions

Following the required PathTracker training events, optional PathTracker Technical Assistance sessions offer you the opportunity to ask questions specific to admissions and discharges to your census in AssessmentPro. No new information will be provided during these events.

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10:30 a.m. – 11:30 CT, Thursday, June 1, 2023
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10:30 a.m. – 11:30 a.m. CT, Tuesday, June 14, 2023
10:30 a.m. – 11:30 a.m. CT, Wednesday, June 22, 2023
10:30 a.m. – 11:30 a.m. CT, Thursday, June 27, 2023

- [Register: Technical Assistance Q&A Sessions](#)

After these initial training sessions are completed, IDPH and HFS will work on scheduling additional training sessions, office hours, and other technical assistance, as necessary to ensure that facility staff successfully adopt PathTracker.

TOOLKIT: PathTracker Resources

Several helpful PathTracker Resources are available on the Maximus - Illinois PASRR Tools & Resources Website. Be sure to take some time to review these helpful guides ahead of these upcoming training sessions:

- [AssessmentPro Training – Using PathTracker](#)
- [Guide: Admitting an Individual in PathTracker](#)
- [Guide: Discharging an Individual in PathTracker](#)
- [Guide: Editing an Admission Notice in PathTracker](#)

SUPPORT: Contact the Maximus - Illinois Help Desk

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

- SMHRF Assistance: ILSMHRF@maximus.com
- PASRR and General Help Desk Assistance: ILPASRR@maximus.com
- Phone: **833 PASRR IL (833.727.7745)**

April 21, 2023

Illinois Preadmission Screening and Resident Review (PASRR – Process Update: AssessmentPro Outcome Changes for External DD Assessments | Download PASRR and SLP Alignment Guide

AssessmentPro (AP) system updates were made on Tuesday, March 21, 2023 which affect the way that users enter, view and/or interact with DD outcomes. These updates were made to better align with Maximus PASRR outcomes.

The changes to the DD outcomes, shown in the screenshots below, have also been gathered into a helpful new guide to walk you through these updated processes.

[Click here to download the PASRR and SLP Alignment Guide.](#)

Previous DD PASRR Outcomes

The previous DD PASRR outcomes have been removed and updated to align with Maximus PASRR Level II Outcomes. With this update, system users will no longer be able to select Assessed or Not Assessed, and the options to select 24-hour nursing care and active treatment have been removed. Please see screenshot below.

ID/DD & Dual Determination Level II Referral Outcome



ID/DD/Dual Level II

Referral status*

Assessed



Is 24 hour nursing care needed?*

☐ Yes

☐ No

☐ N/A

Is active treatment needed?*

☐ Yes

☐ No

☐ N/A

Disability Identified by

DDD/ISC*



Updated PASRR Outcomes

DD Outcomes will now identify if the individual is approved, excluded, or denied for nursing facility services. Additionally, the outcomes now allow the option to recommend or not recommend specialized services. If a short-term stay is needed, radio buttons have been added to determine nursing facility length of stay. Please see screenshots below.

PASRR Pro-II™
PASRR Level II Screen

Draft

On Hold

Queued for Review

In Review

In State Review

Completed

First NameXXXXX

Last NameLastName222171789

Social Security NumberXXX-XX-1789

Individual ID1546198

ContractIllinois PASRR

AddressXXXXXXXXXXXXX, IL 616112611

Assessment ID2720840

PASRR History

| AID | Assessment Type | Completed Date | Outcome | LOS Outcome | Specialized Services | DSM Diagnoses |
|---------|--------------------|----------------|-----------------------------|-------------|----------------------|---------------|
| 2545254 | Hospital Discharge | 02/22/2023 | Exempted Hospital Discharge | | | |

1 - 1 of 1 Items

DD & Dual Determination Level II Outcome

Document Upload

Submitter Information

Return to Top

Screen saves automatically. You may exit without entering a decision, and your work will be saved.

Cancel Assessment

DD & Dual Determination Level II Outcome

DD/Dual Level II Outcome*

Disability Identified by DDD/ISC*

DDD/ISC Notes

DD & Dual Determination Level II Outcome

Document Upload

Submitter Information

Return to Top

Screen saves automatically. You may exit without entering a decision

Cancel Assessment

DD & Dual Determination Level II Outcome

DD/Dual Level II Outcome*

Disability Identified by DDD/ISC*

DDD/ISC Notes

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Information Level II

ne

Upload

ormation

Top

DD & Dual Determination Level II Outcome

DD/Dual Level II Outcome*

Level II - Approved, No Specialized Services - Sho...

Short-term*

☒ 30 days
☐ 60 days
☐ 90 days
☐ 120 days
☐ 150 days
☐ 180 days
☐ Other

Disability Identified by DDD/ISC*

Updated Supportive Living Program (SLP) Outcomes View

The previous SLP outcomes have been removed and replaced with new outcomes that align with Maximus SLP Assessments. The new outcomes will identify whether an individual is appropriate for admission to a SLP, along with the option to exclude the individual if there is no developmental disability diagnosis. Please see screenshot below.

SLP Referral

SLP DBR

SLP External Assessment

SLP Pro™

SLP External Assessment

Draft

On Hold

Quoted for Review

In Review

In State Review

Completed

| | | | | | | | |
|------------|----------------|-----------|--------------------------------|-----------------------|----------|---------------|---------|
| First Name | SLP Referral | Last Name | Test 2 | Temporary Resident ID | XXXX5465 | Individual ID | 1873462 |
| Contract | Illinois PASRR | Address | 3455 MAIN ST CHICAGO, IL 55555 | | | Assessment ID | 2721629 |

DD & Dual Determination SLP Referral Outcome

Document Upload

Submitter Information

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DD & Dual Determination SLP Referral Outcome

DD/Dual SLP Outcome*

DDD/ISC Notes

Document Upload

Upload Documents

Excluded - No Developmental Disability diagnosis

Cancel Assessment

SUPPORT: Contact the Maximus - Illinois Help Desk

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- PASRR and General Help Desk assistance: ILPASRR@maximus.com
- Phone: 833 PASRR IL (833.727.7745)

April 17, 2023

Illinois Preadmission Screening and Resident Review (PASRR): Celebrating a Year of Achievement | Reasons for Screening | System and Submission Best Practices

The Illinois Department of Healthcare and Family Services (HFS) and partner, Maximus, recently marked an important milestone. The PASRR Program celebrated the first year of operation since the March 14, 2022 launch of the AssessmentPro (AP) 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) and Developmental Disabilities (DD)
- Creation of a new service, Follow Up Visits
- New processes for screenings and assessments for all individuals indicating preference for placement in Specialized Mental Health Rehabilitation Facilities (SMHRF) and Supportive Living Program (SLP) settings
- Determination of Need (DON) Referrals

Thank you for playing a critical role throughout the transition and continuing to partner with the program support team. Your hard work is represented in the real impact and improved care being made for at-risk populations across Illinois.

| Services Completed March 14, 2022 - March 14, 2023 | |
|--|---------|
| PASRR Level I Screens | 163,464 |
| PASRR Level II Summary of Findings | 9,005 |
| Follow-Up Visits | 2,700 |
| SMHRF Determinations | 4,012 |
| SMHRF Referrals to FDDP | 2,725 |
| SLP Determinations | 1,105 |
| Total Volume (PASRR, SLP, SMHRF, FUV) | 180,286 |

REASONS FOR SCREENING: Level I PASRR Referrals and Determination of Need (DON) Referrals

It is important to choose the correct reason for screening when submitting a Level I (LI) PASRR screen. Below are each of the options that can be chosen in AP with a brief description of when to choose each reason.

1. Nursing Facility (NF) Applicant

a. Chosen when the individual lives in the community and is not a current NF resident.

2. NF resident who is not currently in an inpatient psychiatric hospital/unit

a. Selected when an individual is a NF resident who is not currently psychiatrically hospitalized.

Subcategories include:

I. This NF resident has experienced a significant change in status or has not adequately responded to PASRR recommended services and may need a Level II Evaluation.

- *Choose this option when a person had a change in their mental health condition (e.g., new symptoms, behaviors, diagnoses, etc.).*
- *Choose this option when a person had a Level II PASRR assessment with services, but those services aren't working well and they need to be re-evaluated.*

II. A previous PASRR short-term approval for NF stay is expiring or has expired (e.g., Exempted Hospital Discharge, Convalescence, Terminal, Serious Medical).

- *Choose this option when a person had a short-term approval that is no longer valid. (E.g., 60-day NF approval that is nearing or past the 60-day mark). This can be a time limited approval on the LI Referral or a short-term approval given on a Level II Summary of Findings.*

III. The NF resident has never had a PASRR Level I screen.

- *Choose this option if the person admits to the NF without a PASRR screen and/or there is not a PASRR on file for a resident.*

IV. The person never had a PASRR Level II evaluation and shows signs or symptoms that indicate she/he may have a PASRR condition.

- *Choose this option if you identify that a person has a possible PASRR condition that wasn't reported on a prior PASRR that resulted in a PASRR No Level II Condition Outcome.*

V. None of these Apply

- *Choose this option if none of the above situations apply.*

3. NF resident who is currently hospitalized in a psychiatric hospital/unit

a. Choose this option when a person admitted to a psych hospital from the NF.

As it relates to **Determination of Need (DON) referrals**, it is critical to choose an accurate reason for the screen. This helps to ensure the program team is properly routing DON referrals to the CCU. Keep in mind:

- AssessmentPro will not trigger a new DON for a NF resident who had a prior PASRR screen. Please do not resubmit a PASRR screen on a NF resident who has a valid PASRR for a DON referral.
- If a DON is needed for a NF resident who had a prior PASRR, the NF will need to contact the CCU directly for a DON referral. The CCU should not be asking the NF to complete a new PASRR screen.

If there are additional questions about this process, please reach out to the IL PASRR Help Desk by email: ILPASRR@maximus.com or phone: **833.727.7745**.

PROCESS TIPS: System and Submission Best Practices

1. Double check identifier # entered (SS#, Medicaid #, etc.) to avoid submitting duplicate screens.
2. It is important when filling out the Level I referral to include all pertinent information to ensure PASRR is accurate.
3. If individual is psychiatrically hospitalized, include documentation to support current psych stability.
4. Be sure to log into your AssessmentPro account at least once per month to ensure that your user profile remains current and active.
5. Providers need to send a copy of the PASRR to the NF prior to the person's admission. The NF does not have access to the PASRR screen in AssessmentPro until admitted.
6. Always check if there's already an existing, valid PASRR Level I. If so, you cannot submit another.
7. If the DON was not completed, be sure to contact the Care Coordination Unit (CCU).

SUPPORT: Contact the Maximus - Illinois Help Desk

Do you have other 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:

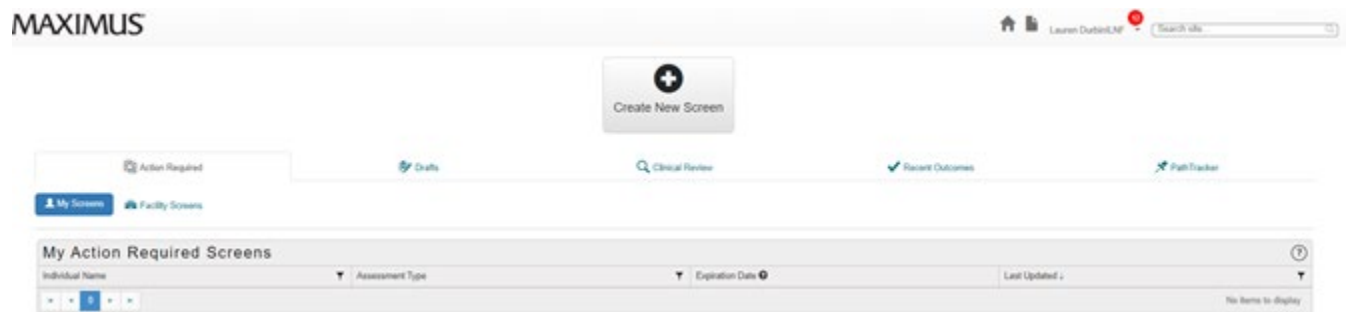
- PASRR and General Help Desk assistance: ILPASRR@maximus.com
- SLP assistance: ILSLP@maximus.com
- SMHRF assistance: ILSMHRF@maximus.com
- Follow Up Visits assistance: ILFollowUpVisits@maximus.com
- Phone: 833 PASRR IL (**833.727.7745**)

January 13, 2023

ATTN SLP Stakeholders: Quarterly Newsletter – AssessmentPro Update – PathTracker | Download SLP Fair Hearing Packet | Reminder to Provide Contact Information

ASSESSMENTPRO UPDATE: New Menu Tab, PathTracker, Not Currently Ready for Access

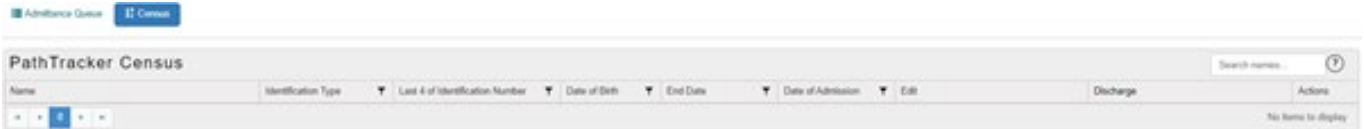
You may have noticed a new tab, *PathTracker*, that now appears at the top of your **AssessmentPro** home page – pictured below. This tab should not be used at this time.



Shown for reference only, below are screenshots depicting the *Admittance* and *Census* queues accessible through the PathTracker tab. Although currently available to view, do not update any of these data fields until further instructions are provided.

What are next steps? Additional guidance and access to training resources pertaining to the purpose and use of these new tabs/queues will be shared with program stakeholders at some future point.





NEW RESOURCE: SLP - Fair Hearing Appeals Packet

New fair hearing and appeals information, including a fillable Fair Hearing Request form, has been developed which more clearly provides program specific options and related timeframes for requesting reconsiderations or appeals for those who may disagree with the SLP Comprehensive Mental Health Assessment decision regarding an individual's potential SLP appropriateness.

This packet is now available for review and download on the IL PASRR Tools and Resources site:

[Download SLP Appeals Packet](#)

BEST PRACTICE: Always Provide Contact Phone Number(s) for Individual Being Assessed

Be sure to provide the phone number for the person being assessed in addition to the contact information for other persons who may be helpful to include in the process or who can engage the individual. This will allow Quality Clinicians to schedule, conduct a SLP Comprehensive assessment and issue a determination in a timely fashion. Not being able to reach needed individuals for the assessment results in delays and cancellations. If Maximus is unable to reach the needed parties including the individual, within 72 hours or less, the SLP Comprehensive Assessment will be canceled, and the submitter would need to start the process again.

TOOLKIT: Additional SLP Resources

Community Resources | [Download - NEW](#)
 SLP Screen | [Download](#)
 AssessmentPro for SLP | [Listen to Recording](#) – 48:36 mins
 AssessmentPro Training Checklist – General Support | [Download](#)
 AssessmentPro – Frequently Asked Questions (FAQs) | [Download](#)
 SLP – Process Overview | [Download](#)
 SLP – Frequently Asked Questions (FAQs) | [Download](#)

SUPPORT: Contact the Maximus - Illinois Help Desk

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

