

QUESTIONS	ANSWERS
<b>Contact Information and Resource Access</b>	
How do I contact the Illinois Maximus Help Desk?	<p>General support – phone: 833 PASRR IL (833.727.7745)</p> <p>General PASRR– email: <a href="mailto:ILPASRR@maximus.com">ILPASRR@maximus.com</a></p> <p><b>Supportive Living Programs (SLP) – email:</b> <a href="mailto:ILSLP@maximus.com">ILSLP@maximus.com</a></p> <p>Specialized Mental Health Rehabilitation Facilities (SMRHF) – email: <a href="mailto:ILSMHRF@maximus.com">ILSMHRF@maximus.com</a></p> <p>Follow Up Visits – email: <a href="mailto:ILFollowUpVisits@maximus.com">ILFollowUpVisits@maximus.com</a></p> <p>Additional resources: <a href="https://maximusclinicalservices.com/svcs/illinois_pasrr">https://maximusclinicalservices.com/svcs/illinois_pasrr</a></p>
How does our facility get on the communication distribution list?	<p>To be added to the Illinois Maximus Help Desk email distribution list, email a request to <a href="mailto:ILPASRR@maximus.com">ILPASRR@maximus.com</a> with the subject line: "Please add my email to the Illinois PASRR Contact List." This communication should include your name, title, agency/facility, email address, and contact phone number.</p> <p>Note - Once you become a registered Maximus system user, you will automatically be added to the distribution list.</p>
Who should I contact with any questions about the referral process?	<p>To find answers to your program process questions, call the Illinois Maximus Help Desk: 833 PASRR IL (833.727.7745) or contact via email:</p> <p>General PASRR questions: <a href="mailto:ILPASRR@maximus.com">ILPASRR@maximus.com</a></p> <p><b>SLP-related questions:</b> <a href="mailto:ILSLP@maximus.com">ILSLP@maximus.com</a></p> <p>SMHRF-related questions: <a href="mailto:ILSMHRF@maximus.com">ILSMHRF@maximus.com</a></p> <p>Follow Up Visits questions: <a href="mailto:ILFollowUpVisits@maximus.com">ILFollowUpVisits@maximus.com</a></p>
When I leave a voicemail for the Illinois Maximus Help Desk team, what turnaround time should I expect for a call-back?	<p>We thank you for your patience as we address calls in the order in which we receive them. Our standard practice is to return them as soon as the next Help Desk agent is available. Calls received after 8:00 p.m. CST will be returned within 24 hours. To avoid delays, please do not leave multiple voicemails regarding the same issue.</p>
Where can I find Illinois PASRR support materials online?	<p>Explore the Maximus Illinois Tools &amp; Resources page, which has a growing list of materials that will include a broad range of support content, including contact information, recent announcements, helpful guides and training materials, and relevant state links. You can find these resources at: <a href="https://maximusclinicalservices.com/svcs/illinois_pasrr">https://maximusclinicalservices.com/svcs/illinois_pasrr</a>. Note – Any items with a closed padlock icon will only be available to registered Maximus system users.</p>
Is the Help Desk service available on the weekends?	<p>Help Desk staff will be available to return calls and emails on the weekends beginning on March 14, 2022, however support resources are always available for review through the Illinois PASRR Tools and Resources page.</p>
<b>Supportive Living Program (SLP) Related Processes</b>	
What is a Supportive Living Program (SLP)?	<p>The Supportive Living Program (SLP) is a Home and Community Based Services waiver providing a combination of medical and non-medical services to individuals who are:</p> <ul style="list-style-type: none"> <li>• Independent enough that their needs can be met within the community</li> <li>• Aged 65 years and over or 22-64 years with physical disabilities</li> <li>• Meet Nursing Facility (NF) Level of Care (score of 29 or more on the</li> </ul>

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What services are offered through SLP?	<p>The SLP provides an affordable assisted living model offering limited personal and health services integrated within apartment-style housing.</p> <p>Services offered include:</p> <ul style="list-style-type: none"> <li>• intermittent nursing care</li> <li>• social/recreational programming</li> <li>• health promotion and exercise programs</li> <li>• medication oversight</li> <li>• ancillary services</li> <li>• 24-hour response/security</li> <li>• emergency call light</li> <li>• daily wellbeing check</li> <li>• personal care</li> <li>• laundry</li> <li>• housekeeping</li> <li>• maintenance</li> <li>• meals and snacks</li> </ul>
How do I submit a SLP Initial Screen?	<p>SLP Initial Screens will be submitted electronically through AssessmentPro for all prospective residents. The Maximus SLP Initial Screen includes the OBRA-1 items Illinois.</p> <p>AssessmentPro is our CMS-trusted electronic based application that allows 24-hour a day access.</p>
Can an individual with a known or suspected mental illness participate in a SLP setting?	<p>Yes. 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.</p> <p>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.</p>
What is the purpose of a SLP Initial Screen?	<p>SLP Initial Screen must occur to identify individuals for whom there may be a reasonable basis to suspect that they have a serious mental illness (SMI), an intellectual disability (ID), or a developmental disability (DD).</p> <p>Screen outcomes:</p> <ul style="list-style-type: none"> <li>• Any negative screen will receive an automatic approval.</li> <li>• A screen showing reasonable basis to suspect a person has an ID/DD will be referred to the Illinois Department of Human Services (IDHS)/Division of Developmental Disabilities (DDD) for an assessment.</li> <li>• A screen showing reasonable basis to suspect a person has a SMI will</li> </ul>

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	be referred to Maximus to conduct a Specialized Mental Health Assessment on behalf of IDHS/Division of Mental Health (DMH).
Who is required to have a pre-admission SLP Initial Screen submitted in AssessmentPro?	<p>Everyone seeking admission into a SLP needs a SLP Initial Screen submitted before their admission. This includes cases where the person is seeking entry due to:</p> <ul style="list-style-type: none"> <li>• 1<sup>st</sup> time participation</li> <li>• Out of state admission</li> <li>• Hospital emergency or outpatient admission</li> <li>• Caregiver no longer available</li> <li>• Hospice</li> <li>• Transfers from a SLP to a SLP or a NF to a SLP</li> <li>• Expiration of a prior screen or assessment which was not used for admission</li> <li>• Conversions (private pay to Medicaid)</li> <li>• Admission interview discovery of previously unknown MI/DD indicators (even if the SLP Initial Screen did not show indicators)</li> </ul> <p>*Note: Some of the above situations allow for the DON processes to occur post admission. However, in all cases, minimally, the SLP Initial Screen must be submitted preadmission.</p>
What happens if someone is referred for a SLP Comprehensive Assessment for SMI?	<p>A Maximus clinician will contact the interested SLP applicant and legal guardian (as applicable) to schedule a desk-based SLP Comprehensive Assessment for SMI.</p> <p>The clinician will verify that a SLP setting can provide, or secure services appropriate to the person's needs including determining the presence or absence of any persistent needs or risks.</p> <p>Supplemental interviews as well as acquisition of supporting documentation will help support the determination of whether a SLP setting is appropriate for the person.</p>
What happens if someone is referred for a SLP Comprehensive Assessment for DD?	An ISC agent, on behalf of IDHS/Division of Developmental Disabilities (DDD), will review the SLP Initial Screen and decide whether or not further assessment is required and report back to the screen source regarding any next steps.

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What happens after the SLP Comprehensive Assessment for SMI?	<p>Outcome notices will be provided to the interested person, any applicable guardian, the screen source and the prospective SLP.</p> <p>Please note:</p> <ul style="list-style-type: none"> <li>• Additional evaluation is needed if the person has not yet been determined to meet the level of care necessary to enter a SLP setting using the Illinois Determination of Need (DON) tool. This evaluation process also includes a discussion of your individual choices and preferences for care including home and community-based waiver services as an alternative to institutional level of care.</li> <li>• Furthermore, SLP settings must also conduct a standardized interview to determine if the person's overall needs can be met by their particular establishment. The SLP setting's interview must be conducted prior to occupancy, but not before the DON, and other required preadmission processes (such as the screen) have been completed and determinations provided.</li> </ul>
Who conducts the DON for conversion (i.e., people converting from private pay to Medicaid)?	Conversion DONS are conducted by the Care Coordination Units (CCU)/Division of Rehabilitation Services (DRS). This is a change from past practices in which HFS did so.
Who conducts the DON for those with ID/DD?	CCU/DRS will conduct the DON for those with ID/DD (as well as those with SMI) where applicable. This is a change from past practice.
How do I get a DON score for SLP entry?	When the SLP Initial Screen is submitted a DON referral will be automatically queued for the CCU to conduct. The CCU and the screen submitter and/or the SLP will work together to coordinate receipt of the person's DON score, including sharing the 2536 where appropriate.
If someone is referred for a SLP Comprehensive assessment for known or suspected SMI, how long with that take?	Maximus conducts SLP Comprehensive assessments for those with known or suspected SMI and will do so within 72 hours or less from receipt of the referral.