

2024

April 18, 2024

Illinois Screening and Assessments for Long-Term Care (SALT): Register for Upcoming Quarterly Provider Training on April 25, 2024

The Maximus training team is pleased to announce a new ongoing series of one-hour quarterly training opportunities. These informative sessions will review processes and teach new users how to submit **PASRR** (Preadmission Screening and Resident Review), **SLP** (Supported Living Program), and **SMHRF** (Specialized Mental Health Rehabilitation Facility) referrals and screens in AssessmentPro.

Who should attend?

These webinars are primarily designed for staff new to working with PASRR, SLP, and/or SMHRF, but all Providers who would like a refresher are welcome to attend.

Topics to be covered:

Each session will provide a broad overview of project fundamentals including:

- Processes
- Timeframes
- Outcome options
- Program highlights
- AssessmentPro basics
- How to obtain additional support

Register for the Quarterly Provider Training

Click the link below to register for the first quarterly session, taking place at 10 a.m. CT on Thursday, April 25, 2024.

[Quarterly Provider Training – 10 a.m. CT on Thursday, April 25, 2024](#)

Once registered, you will receive a confirmation email containing details on how to join the meeting. Please forward this notice to others in your organization who may benefit.

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 - General Support: ILHelpDesk@maximus.com
- Phone: **833.727.7745**
- Web: [SALT Tools & Resources Page](#)

May 9, 2024

Illinois Screening and Assessments for Long-Term Care (SALT): Review Quarterly New Provider Training Presentation Materials

The Maximus training team would like to thank everyone who attended the recent **Illinois SALT - Quarterly New Provider Training** on Thursday, April 25, 2024. This informative session reviewed processes and taught new users how to submit **PASRR** (Preadmission Screening and Resident Review), Colbert Consent Decree **Dementia Review**, **SLP** (Supported Living Program), and **SMHRF** (Specialized Mental Health Rehabilitation Facility) referrals and screens in AssessmentPro.

Topics included a broad overview of project fundamentals such as:

- Processes
- Timeframes
- Outcome options
- Program highlights
- AssessmentPro basics
- How to obtain additional support

If you were unable to attend the training, or would like a refresher on any of the topics presented, be sure to review the session materials below:

- [Quarterly New Provider Training \(Recording - 1:03 mins\)](#)
- [Quarterly New Provider Training \(Slides\)](#)

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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- Phone: **833.727.7745**
- Web: [SALT Tools & Resources Page](#)

September 16, 2024

Illinois Screening and Assessments for Long-Term Care (SALT): Register for Upcoming NEW Provider Training on October 10, 2024

The Maximus training team is pleased to announce a one-hour training opportunity for new providers throughout the state. These informative sessions will introduce processes and teach new users how to submit **PASRR** (Preadmission Screening and Resident Review), **SLP** (Supported Living Program), and **SMHRF** (Specialized Mental Health Rehabilitation Facility) referrals and screens in AssessmentPro.

Who should attend?

These webinars are primarily designed for staff new to working with PASRR, SLP, and/or SMHRF, but all Providers who would like a refresher are welcome to attend.

Topics to be covered:

Each session will provide a broad overview of project fundamentals including:

- Processes
- Timeframes
- Outcome options
- Program highlights
- AssessmentPro basics
- How to obtain additional support

Register for the New Provider Training

Click the link below to register for the quarterly session taking place at 10 a.m. CT on Thursday, October 10, 2024.

[New Provider Training – 10 a.m. CT on Thursday, October 10, 2024](#)

Once registered, you will receive a confirmation email containing details on how to join the meeting. Please forward this notice to others in your organization who may benefit.

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 - General Support: ILHelpDesk@maximus.com
- Phone: **833.727.7745**
- Web: [SALT Tools & Resources Page](#)

2023

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**
- Web: [SMHRF Tools & Resources Page](#)

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**
- Web: [SMHRF Tools & Resources Page](#)

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. 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.

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](#)

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

September 5, 2023

Illinois Specialized Mental Health Rehabilitation Facilities (SMHRFs): New Service, Continued Stay Reviews Launched Today, September 5, 2023 | Register for Informational Sessions and Review 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:

- 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. 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.
- 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.
- 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 Review 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**
- Web: [Illinois PASRR Tools & Resources Page](#)

May 18, 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 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)**
- Web: [Illinois PASRR Tools & Resources Page](#)

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.

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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
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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)

2022

December 2, 2022

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.

The screenshot shows a 'User Information' profile page. It contains the following details:

Username	alvarez
Credentials	123456789
Phone- Business	(217) 431-4004
Email Addresses	Amy.K.Turner@healthcare.org
Approved by	Admin
Approved on	3/10/2022
Last Login	11/17/2022 03:18 PM
Last Logout	

2.) Scroll through the *Facilities* list.

The screenshot shows a 'Facilities' list page with an 'Add a Facility +' button. The list contains three facility entries, each with a light blue background and a pencil icon for editing:

- Facility: [blurred name] Contracts: [blurred] Contact Info: [blurred] Facility Roles: [blurred]
- Facility: [blurred name] Contracts: [blurred] Contact Info: [blurred] Facility Roles: Hospital Clinical User
- Facility: [blurred name]

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.

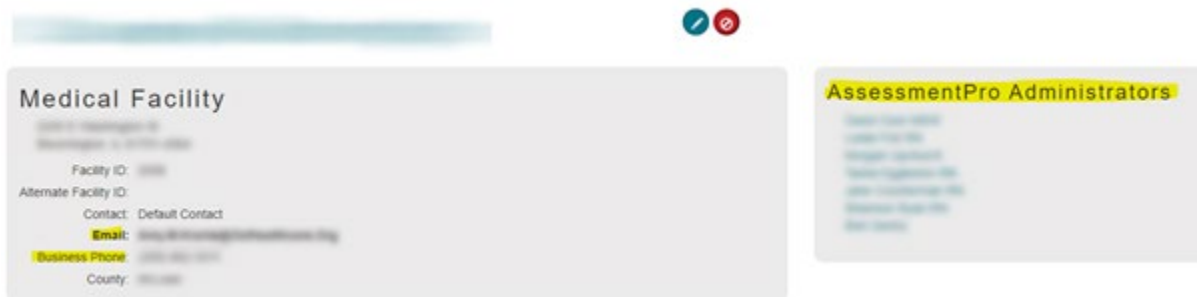
Note: remember that no email accounts linked to a facility profile should be shared accounts accessible by more than one individual.

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 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

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 7, 2022

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

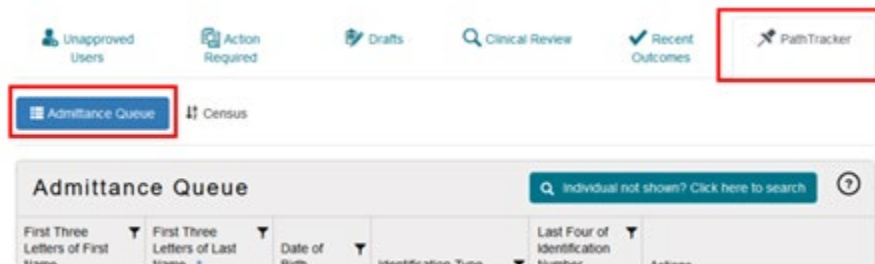
BEST PRACTICE: Adding Entire Facility Census to PathTracker

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:

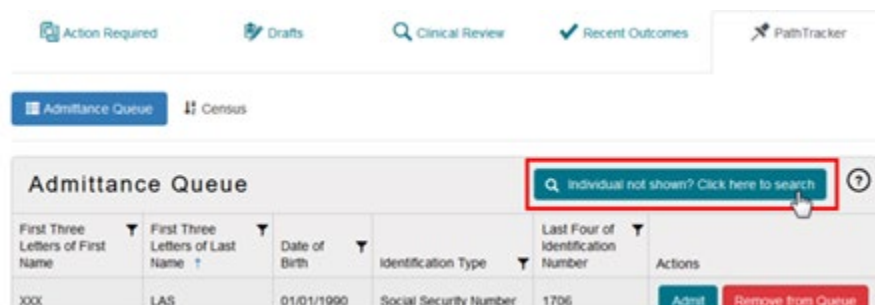
STEP 1:

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.

PathTracker Search

Select search criteria: Social Security Number

- Social Security Number
- Passport ID
- Temporary Resident ID

STEP 4:

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

Select search criteria: Social Security Number

No results were found.

STEP 5:

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

Create a New Individual Record

Deceased

First Name M.I. Last Name

Address

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

STEP 7:

Enter the **Admission Date** and **Expected Length of Stay**.

The screenshot shows a web form titled "Admit to Facility". The form contains the following fields and values:

- Individual Name: Demo Donna
- Admitting Facility: ALEXANDRIA CARE CENTER
- Admitting Facility Address: XXXXX XXXXX XXXXX, XXXXX, IN 55555
- Admission Date: 5/6/2020
- Expected Length of Stay: Less than 30 days

The "Admission Date" and "Expected Length of Stay" fields are highlighted with red boxes.

STEP 8:

Indicate if the person is being admitted from a known facility or other location.

Select the facility or location from the fields.

The screenshot shows a section titled "Is the individual being admitted from a known facility?". There are two radio buttons: "Known facility" (selected) and "Other location". Below the radio buttons, there are two dropdown menus:

- Known facility state: Illinois
- Known facility: Kindred Hospital - Chicago

A link "Show facility contact information..." is visible below the dropdown menus.

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
- No assessment was submitted for this admission

Date of determination:

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.

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

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](#)

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Web: [Illinois Tools & Resources Page](#)

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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](https://www.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 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 04, 2022

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)

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May 04, 2022

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 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 03, 2022

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.

The screenshot shows the 'SMHRF Pro' interface with a 'SMHRF Referral' header. Below the header, the text 'SMHRF Pro' and 'SMHRF Referral Screen' is displayed. A progress bar at the bottom indicates the status of the referral, with five icons representing different stages: Draft, On Hold, Queued for Review, In Review, and Completed. The 'Completed' icon is highlighted with a green checkmark. To the right of the progress bar, the text 'Outcome: Completed' is displayed. The top right corner of the interface shows 'SMHRF Onsite'.

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.

Demographics Episodes Appeals PathTracker Notes

Episode ID	Assessment ID	Type	Status	Outcome	Length Of Stay	Effective Date	Determination Issued
		SMHRF Onsite	Queued for Review				
		SMHRF Referral	Completed	Completed			04/21/2022

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.

Demographics Episodes Appeals PathTracker

Episode ID	Assessment ID	Type	Status	Outcome	Length Of Stay	Effective Date	Determination Issued	End Date
		FDDP Referral	Queued by Referral					
		SMHRF Determination	Completed	SMHRF Eligible-Recommended for Front Door Diversion Referral		04/14/2022	04/14/2022	
		SMHRF Onsite	Completed	Completed			04/14/2022	
		SMHRF Referral	Completed	Completed			04/06/2022	

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

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

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- **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 21, 2022

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.



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 SMHRF 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](#)

[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](#)

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 SMHRF 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 SMHRF 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 SMHRF 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 11, 2022

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 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.

- 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
Program Redesign
Announcement



Late March - Early April
Training Webinars
& System Demos



April 18
SLP & SMHRF
Updates Launch



Mid April - Late April
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.

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 SMHRF

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](https://www.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

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:

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 01, 2022

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 through 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 18, 2022

SMHRF & SLP STAKEHOLDERS: Illinois SMHRF 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.

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



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."

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:

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

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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.



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.](#)