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| Contact Information and Resources | |
| How do I contact the Louisiana Maximus Help Desk? | <p>Help Desk – phone: 833.571.4466</p> <p>Help Desk email: LAPASRR@maximus.com</p> <p>Additional resources: https://maximusclinicalservices.com/svcs/louisiana_pasrr</p> |
| How does our facility get on the communication distribution list? | <p>To be added to the Louisiana Maximus Help Desk email distribution list, email a request to LAPASRR@maximus.com with the subject line: “Add my email to the Louisiana PASRR Contact List.” This communication should include your name, title, agency/facility, email address, and contact phone number.</p> <p>Note - Once you become a registered Maximus system user, you will automatically be added to the distribution list.</p> |
| Who should I contact with any questions about the screening or assessment process? | <p>To find answers to your program process questions, call the Louisiana Maximus Help Desk: 833.571.4466 or contact via email: LAPASRR@maximus.com.</p> |
| When I leave a voicemail for the Louisiana PASRR Maximus Help Desk team, what turnaround time should I expect for a callback? | <p>We thank you for your patience as we address calls in the order in which we receive them. Our standard practice is to return them as soon as the next Help Desk agent is available. Calls received after 5:00 p.m. CST will be returned within 2 business hours (excluding weekends and holidays). To avoid delays, do not leave multiple voicemails regarding the same issue.</p> |
| What hours is the Maximus – Louisiana PASRR Help Desk team available? | <p>Help Desk staff are available for phone inquiries from 8:00 a.m. to 5:00 p.m. CST Monday – Friday with the exception of State holidays. Other support resources are always available for review through the Louisiana PASRR Tools and Resources page: https://maximusclinicalservices.com/svcs/louisiana_pasrr.</p> |
| Is the Help Desk service available for submitters on the weekends? | <p>Help Desk staff are not available to return calls on the weekends or holidays. However, all support resources are always available for review through AssessmentPro and the Louisiana PASRR Tools and Resources page.</p> |
| Where can I find Louisiana PASRR support materials online? | <p>Explore the Maximus Louisiana PASRR Tools & Resources page, which has a growing list of materials that will include a broad range of support content, including contact information, recent announcements, helpful guides and training materials, and relevant state links. You can find these resources at: https://maximusclinicalservices.com/svcs/louisiana_pasrr.</p> <p>Note – Any items with a closed padlock icon will only be available to registered Maximus system users.</p> |
| How do I become a registered user of AssessmentPro? | <p>To register as a new user, go to AssessmentPro.com and click New User.</p> |
| Does Maximus have introductory AssessmentPro training resources available, which can be viewed by new staff who will be completing PASRR screens? | <p>Yes, the Louisiana PASRR Tools & Resources page has training materials accessible for review: https://maximusclinicalservices.com/svcs/louisiana_pasrr. Individual system usage questions can also be fielded to the Louisiana PASRR Help Desk team: LAPASRR@maximus.com.</p> <p>Note: Anyone wanting to access training materials must be registered AssessmentPro users.</p> |
| What does the “padlock” icon mean next to some of the Maximus Louisiana Tools and Resources and how do I | <p>Some training materials on the Maximus Louisiana Tools & Resources page are password protected and limited to registered users of AssessmentPro.</p> <p>If you see a lock icon next to a particular item, take the following steps to open it:</p> <ol style="list-style-type: none"> 1. Click the link and when prompted, enter your AssessmentPro system Username (your email |

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| access those? | <p>address), Password</p> <p>2. Click Log In, which will unlock and open the file</p> <p>3. All pw-protected content will now be available for your review for the duration of your web session without any additional logins</p> |
| What if I forgot my AssessmentPro username and password? | <p>If you forgot your username and password, contact the Louisiana PASRR Help Desk by phone: 833.571.4466 or email to: LAPASRR@maximus.com.</p> <p>If you have forgotten your password, click the forgot password button.</p> |
| Can my coworkers and I share a username and password on AssessmentPro? | <p>For HIPAA and security purposes, each user must have his/her own unique username and password. Use of another person's username/password can result in termination of system privileges.</p> |
| PASRR Screen Submissions & the Level I Process | |
| What is PASRR and when did it start? | <p>Preadmission Screening and Resident Review (PASRR) is a federally mandated screening process dating back to 1987. PASRR was created as a part of the Omnibus Budget Reconciliation Act (OBRA), also known as the Nursing Home Reform Act. PASRR requirements were also added to the Social Security Act as sections 1919 (b) (3) (F) and 1919 (e) (7).</p> <p>Nationwide, PASRR programs are overseen by the Centers for Medicare and Medicaid Services (CMS). States are responsible for implementing and operating PASRR programs in accordance with federal requirements found primarily at: 42 CFR (Chapter IV, Subchapter G) Part 483.100-138 Subpart C.</p> <p>https://www.ecfr.gov/current/title-42/chapter-IV/subchapter-G/part-483/subpart-C</p> |
| What is the purpose of the PASRR program? | <p>PASRR was established as part of the de-institutionalization process to ensure people with disabilities (i.e., Serious Mental Illness, Intellectual and/or Related Conditions):</p> <ul style="list-style-type: none"> • Are not inappropriately institutionalized in a NF • Receive services in the least restrictive setting, and that • Needed services/supports are identified for the NF to provide. <p>PASRR is an important tool for states to use in rebalancing services away from institutions and towards supporting people in their homes, and to comply with the Supreme Court decision, <i>Olmstead vs L.C.</i> (1999). Under the Americans with Disabilities Act, individuals with disabilities cannot be required to be institutionalized to receive public benefits that could be furnished in community-based settings</p> <p>The goal of PASRR is to optimize an individual's placement success, treatment success, and ultimately, an individual's quality of life.</p> |
| What does PASRR require? | <p>PASRR requires that all applicants to Medicaid-certified nursing facilities be given a preadmission, preliminary, screening to determine whether they might have a Serious Mental Illness (SMI) or an Intellectual Disability (ID) or a Related Condition (RC). This is called a Level I Screen.</p> <p>Individuals whose Level I screen shows indicators of SMI/ID/RC will receive a clinical review to determine if an in-depth evaluation, called a Level II, is needed prior to nursing facility (NF) admission or if assessment can be delayed until after admission. The applicability of the Exempted Hospital Discharge and PASRR categoricals are also considered.</p> <p>When a comprehensive Level II assessment is needed, it results in a determination as to whether the person has a qualifying PASRR condition, and if so, the appropriateness of the NF setting and any specialized (disability-specific) services needed.</p> |

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| What is the Exempted Hospital Discharge (EHD) and PASRR Categoricals? | <p>The EHD and PASRR categoricals are federally approved options which allow a person to admit to a NF more quickly and without a comprehensive <i>preadmission</i> Level II assessment, even though they have a known or suspected PASRR condition (i.e., Serious Mental Illness (SMI) or an Intellectual Disability (ID) and/or a Related Condition (RC)*.</p> <p><i>The potential use of the EHD or Categoricals must be approved by LDH. Submitter requests are solicited as part of Level I completion and are only available on a preadmission basis. Maximus' will share these requests with LDH following a clinical review of Level I screens submitted via AssessmentPro.</i></p> <p>An Exempted Hospital Discharge (EHD) means, even though the person has or may have a PASRR condition (SMI/ID/RC), the person meets criteria which allows them to be exempted from a preadmission PASRR Level II assessment because they only need 30 days or less in a NF for treatment of the very same condition for which they received inpatient care. Potential use of this option requires written certification by the attending physician.</p> <p>Categoricals are determinations which mean even though the person has or may have a PASRR condition, they fall into a category of people for whom abbreviated PASRR activity is appropriate, and a comprehensive PASRR Level II assessment is not needed at this time.</p> <p>Available categories in Louisiana include those with a:</p> <ul style="list-style-type: none"> • Serious medical condition (such as coma, or functioning at brain stem-only) • Terminal condition (and a life expectancy of 6 months or less) • Need for Convalescent Care in a NF (limited to 90 days or less) <p>Provisional admissions may also be granted to people who require:</p> <ul style="list-style-type: none"> • An emergency protective stay (up to 7 days) • A respite stay to provide caregiver relief (up to 30 days) • Time to recover from a delirium (up to 30 days) |
| The Level I Screening Process | |
| When do I need to submit a Level I PASRR Screen? | <p>In Louisiana, a Level I should be submitted in AssessmentPro when:</p> <ul style="list-style-type: none"> • An individual is considering admission to a Medicaid Certified NF (i.e. for pre-admission screening) <p><u>or when</u></p> <ul style="list-style-type: none"> • A current NF resident has experienced a significant change (i.e., for a status change review) <p>Note: Per OAAS, the Level I should only be submitted after the LOCET has been completed.</p> |
| Who is required to have a preadmission Level I Screen? | <p>Everyone seeking entry into a Medicaid certified NF, regardless of payer source, diagnoses, or current location must be screened prior to NF admission.</p> |
| Who performs the Level I PASRR screening? | <p>The Louisiana Department of Health (LDH) - Office of Aging and Adult Services (OAAS) has partnered with Maximus to help carry out Level I PASRR screening as part of this program. You can learn more about Maximus here: www.maximus.com.</p> |
| What is the purpose of the Level I Screen and a Level II assessment? | <p>The purpose of a Level I Screen is to look at an individual's clinical and behavioral health characteristics to establish whether they may have a known or suspected PASRR condition. A PASRR condition includes a condition of a Serious Mental Illness (SMI) and/or an Intellectual Disability (ID) or a Related Condition (RC).</p> <p><i>While there are some exceptions</i>, generally speaking, if a person has a known or suspected PASRR condition, they will receive a comprehensive Level II assessment. When a Level II assessment is needed, LDH will determine if the individual's condition qualifies under the PASRR program, and if so, the appropriateness of a NF setting and any specialized (i.e., disability specific) services they may need while in the NF.</p> |

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| | Note: Beginning March 10, 2025, Louisiana will also be using the new electronic Level I screening process to receive and evaluate status changes for current NF residents. |
| What does Level I Preadmission screening involve? | <p>Preadmission Level I PASRR screening is initiated by a healthcare provider on behalf of a person seeking admission to a Medicaid certified nursing facility, as soon as <i>the need for a NF becomes evident</i> and regardless of their payor source.</p> <p>This process begins when the treating provider or designee submits the Level I Screen electronically via AssessmentPro (the state's primary PASRR system): www.assessmentpro.com.</p> <p>We recommend submitting screens <i>several days</i> in advance of the person's discharge from a hospital or in advance of their potential admission to a NF. Planned and proactive Level I submission helps avoid potential NF admission delays in the event that a comprehensive Level II assessment is required.</p> <p>In most cases, the Level I screening results are available immediately. When the screen has disability indicators, Maximus will perform a clinical review to verify the potential presence of an SMI/ID/RC. Review outcomes will be made available to Level I submitters within 6 business hours from receipt of all supporting documentation/information. If the clinical review determines that a Level II PASRR assessment or related Level II activity is needed, Maximus will make a referral to Level II authorities in Louisiana (LDH).</p> <p>LDH will consider the applicability of the EHD and PASRR categoricals to determine if an in-depth Level II evaluation is needed <i>prior to nursing facility (NF) admission</i>. As appropriate, a Level II assessor will be engaged through OBH, OCDD, or both depending on the disability type(s) suspected.</p> |
| How do I contact the Office of Aging and Adult Services (OAAS)? | <p>OAAS contact information is as follows:</p> <ul style="list-style-type: none"> • OAAS PASRR Phone: 337.262.1664 • OAAS PASRR Fax: 1.225.389.8197 or 1.225.389.8198 |
| Does Level I PASRR screening apply to swing beds? | No. According to the Final Rule for PASRR published in 1992 (55 FR 10951), PASRR does not apply to swing beds. A swing bed is a bed that changes (or "swings") between providing hospital services and providing Medicare or Medicaid nursing facility services |
| Is a Level I screening needed even if we know they do not have a PASRR condition (SMI/ID/DD)? | <p>Yes. Everyone seeking a NF stay, regardless of known/unknown or suspected disability status, must be screened. Submit all Level I preadmission screens via AssessmentPro (www.assessmentpro.com).</p> <p>The Level I Screen is built to help directly identify those that may meet specific criteria for PASRR inclusion, removing any subjectivity or responsibility of this determination from the submitter. If the absence of a PASRR condition cannot be determined by Maximus, the individual will be referred to LDH for Level II activities/assessment.</p> |
| How quickly can I receive a Level I determination? | <p>Most Level I outcomes are available immediately. About 30% will require a clinical review due to possible disability indicators. For those requiring a clinical review, the expected turnaround time is within 6 business hours of receipt of all supporting documentation and/or information.</p> <p><i>Maximus encourages providers to begin discharge planning as soon as possible. If the provider thinks the person might need NF placement, they should submit the Level I. This prevents delays in discharge if the process determines the person also needs a Level II assessment.</i></p> <p>Note: If the person needs a Level II assessment, regulations require completion within an annual average of 7-9 business days or less from Level I submission/referral.</p> |
| What happens if a NF admits someone without a Level I identification screen? | If a Medicaid certified nursing facility (NF) admits someone without a completed PASRR Level I Screen (or when needed, without a completed Level II assessment), <i>the NF is out of compliance with state and federal law</i> . A Level I should be submitted immediately. |

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| | <p>This puts the facility at risk of deficient/noncompliant findings during LTC surveys. Regulations also allow for CMS/state recoupment of money for services provided prior to PASRR completion.</p> <p>Nursing facilities must have the state issued Form 142 printed from AssessmentPro prior to admitting someone into their nursing facility.</p> |
| <p>The individual does not have or know their Social Security Number (SSN) and I need to submit a Level I screen. What do I do?</p> | <p>Currently, submitters are required to provide the person's SSN.</p> <p>In the event that someone does not have a SSN, our long term care contractor will typically issue a pseudo number for the LOCET process to continue.</p> |
| <p>Is consent required to submit clinical information to Maximus?</p> | <p>No. Consent is not required. Maximus is covered under the Business Associate Agreement with the State of Louisiana so you may share clinical information. Maximus meets all security standards as required by our contract with the State of Louisiana.</p> <p>Note: Maximus uses automated encryption for all communications containing PHI data. Only trusted keys and certificates are supported. Unsecure protocols are not approved for use in the AssessmentPro environment.</p> |
| <p>Does the LOCET need to be submitted with the Level I?</p> | <p>No. The LOCET does not need to be submitted with the Level I, <u>but</u> it does need to be completed <i>before the Level I is submitted via AssessmentPro</i>. Level I submitters will also need to attest to the LOCET completion, which is contained within the Level I form, before the Level I can be submitted.</p> <p>To complete a LOCET, contact Louisiana Options in Long Term Care at 1-877-456-1146.</p> |
| <p>I received a Level I screening outcome, but what does it mean?</p> | <p>Level I Negative- No SMI/ID/RC No evidence of a PASRR condition (SMI, ID and/or RC) This outcome may be applied via AssessmentPro algorithm or following a clinical review <i>Note: The person may not be admitted to the NF until the Form 142 decision is completed by the Office of Aging and Adult Services because level of care (via completion of the LOCET) must be established before a 142 can be issued.</i></p> <p>Level I Negative- Situational Symptoms Low level behavioral health symptoms are present. However, those appear to be situational and there is no known or suspected serious mental illness. <i>Note: The person may not be admitted to the NF until the Form 142 decision is completed by the Office of Aging and Adult Services because level of care (via completion of the LOCET) must be established before a 142 can be issued.</i> If the individual's symptoms/behaviors do not improve or resolve within 30-60 days of this screen, then the nursing facility must submit an updated status change Level I screen to reevaluate the need for a PASRR Level II behavioral health evaluation.</p> <p>Level I Negative- Resolved Symptoms Submitted information supports/shows that the individual's symptoms are well controlled and there is no history of serious mental illness. <i>Note: The person may not be admitted to the NF until the Form 142 decision is completed by the Office of Aging and Adult Services because level of care (via completion of the LOCET) must be established before a 142 can be issued.</i> If the individual's symptoms increase or other information suggests a potential serious mental illness, then the nursing facility must submit an updated screen to reevaluate the need for a PASRR Level II behavioral health evaluation.</p> <p>Level I Negative- No Status Change The individual does not have a known or suspected PASRR condition (SMI, ID, and/or RC) and does not require a Level II status change assessment based on submitted information.</p> <p>Level I Positive, No Status Change</p> |

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| | <p>The individual has a PASRR condition (SMI, ID, and/or RC) and previously received a Level II evaluation. Following review of information submitted on the Level I screen, no significant change in status was identified and the prior PASRR outcome remains valid.</p> <p>As applicable, the NF must continue to provide/deliver all PASRR services identified in the most recent PASRR Summary of Findings.</p> <p>EHD Requested</p> <p>The Level I submitter has requested use of the EHD. The request has been shared with the Level I Authority who will consider EHD approval following their review of the required documents including the Physician Attestation which must be signed by the attending physician.</p> <p><i>Note: If the Level I Authority cannot approve the request, the individual will be referred for a Level II evaluation.</i></p> <p>Refer For Level II</p> <p>The individual has a known or suspected PASRR condition (SMI, ID and/or RC) and requires a comprehensive Level II assessment.</p> <p>If a preadmission assessment is required, the person may not be admitted until the LII is completed, and the outcome is received and reviewed by the NF.</p> <p>Withdrawn</p> <p>The Level I PASRR screen, currently in draft status, is no longer needed. The individual chose to return to the community, passed away, or for some other reason the PASRR process is no longer needed.</p> <p>Cancelled</p> <p>Required/requested information and/or documentation was not received within 14 calendar days and the case was automatically closed by AssessmentPro, or during a clinical review, Maximus learned the screening was no longer necessary.</p> <p>*If the screen was closed and NF admission is still needed, a new screen must be submitted with all required/previously requested information.</p> |
| Who shares the Level I outcome? | <p>The person who submitted the Level I in AssessmentPro is responsible for notifying the individual, any legal guardian, the admitting NF (if known) and the person's primary care doctor of the Level I outcome. Notices are available in AssessmentPro upon Level I completion (sometimes the outcome is immediate and other time sit may take up to 6 business hours).</p> <p>Note: <i>The submitter must attest that they will provide the determination notices to the above individuals and place a copy in the person's chart.</i></p> |
| How long does a Level I outcome remain valid? | <p>The Level I outcome is valid for 30 days to admit to a NF. If admitted within 30 days of issuance of the Form 142, that outcome is good for the dates of issuance listed on the Form 142.</p> |
| What if the individual has a suspected PASRR condition but it is not confirmed? | <p>Complete the Level I with the information known, gathered from medical records and from speaking with the individual and/or guardian. The screening and assessment process will determine whether the person has a qualifying PASRR condition.</p> |
| What credentials are required to fill out and submit PASRR? | <p>The State of Louisiana requires Level I screens to be submitted by a person with one of the following credentials:</p> <ul style="list-style-type: none"> Advanced Practice Registered Nurse (APRN)- Licensed registered nurse who has completed a master's or doctoral degree in nursing and advanced training in nursing. Licensed Addiction Counselor (LAC)-A Louisiana addiction counselors are credentialed by the Addiction Disorder Regulatory Authority Licensed Clinical Social Worker (LCSW)- Master's degree in social work, completed 3000 hours of work experience, completed 96 hours of face-to-face supervision and passed the ASWB clinical exam. Licensed Masters Social Worker (LMSW)- Master's degree in social work from an |

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| | <p>accredited college. A license is obtained after a Master's in social work is obtained.</p> <ul style="list-style-type: none"> Licensed Professional Counselor (LPC)-Master's degree in counseling, complete supervised work hours, Pass the National Counselor Exam (NCE), the National Clinical Mental Health Exam (NCMHCS) and meet state-specific requirements. Medical Psychologist (PhD)- Four-year undergraduate psychology degree program, a master's degree in psychology, a doctoral degree and pass State Licensure. Licensed Psychologist (PhD)-Doctoral degree, supervised practice, Licensing exam and State board approval. Nurse Practitioner (NP)- Advanced practice registered nurse (APRN) who completes the additional nurse practitioner requirements. Physician (MD)-Doctor of medicine Physician Assistant (PA)-Bachelor's degree, complete an accredited PA program, pass (PANCE) exam. Registered Nurse (RN)-An RN must be licensed, earn a bachelor's degree in nursing or an associate's degree in nursing and must pass the NCLEX-N-a national licensing exam. Registered Social Worker (RSW)-Bachelor's degree in social work (BSW) and is licensed by the Louisiana State Board of Social Work Examiners (LABSWE). |
| Can multiple staff work on the Level I screen submission? | <p>Yes, multiple people can work on a PASRR draft to prepare it for submission. On the provider's landing page in AssessmentPro, there is a tab for Draft screens.</p> <p>Within that tab, there will be two sub-tabs: My Screens and Facility Screens. If the provider opens the Facility Screens sub tab, they will be able to access the draft screens within their facility. Once they open a draft screen, they can complete and submit it to Maximus.</p> |
| What happens if you made a mistake– or accidentally leave important information out of the Level I when it was submitted in AssessmentPro? | <p>Nothing punitive will occur if mistakes are inadvertently made on the PASRR submission. If you realize error(s) have been made, you can contact the Louisiana Help Desk via phone or email and Maximus support staff will assist you with resolving the issue.</p> <p>Help Desk – phone: 833.571.4466</p> <p>Help Desk email: LAPASRR@maximus.com</p> <p>Note: Level I screen integrity reviews are conducted periodically to verify that information was completed with fidelity and accuracy.</p> |
| If the hospital does not know which NF a patient is discharging to, is there another way to get the PASRR determination to the NF? | <p>The hospital must print the outcome from AssessmentPro and send it to the nursing facility that is chosen. The NF should always read and review the PASRR outcome before accepting the person to make sure they can provide any identified needs or services.</p> <p>NFs will not have access to any PASRR records within AssessmentPro until after the person is admitted and a PathTracker admission notice has been submitted.</p> |
| For each new submission, will the system default to the current facility so that we do not have to update it each time? | <p>Yes, AssessmentPro will default to your facility. If you are affiliated with more than one facility, you can add them to your profile and switch between them without logging in or out.</p> |
| Level II Assessments | |
| Who performs Level II assessments? | <p>Level II assessments are conducted by PASRR assessors in the State of Louisiana.</p> <p>The process is overseen by the Louisiana Department of Health and assessments are conducted by the Office of Behavioral Health (OBH) and/or the Office for Citizens with Developmental Disabilities (OCDD) or their designees.</p> |

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| How do I contact the Office of Behavioral Health (OBH) PASRR Level II Office? | OBH contact information is as follows: <ul style="list-style-type: none"> OBH PASRR Phone: 225.342.4827 OBH PASRR Fax: 1.877.652.4995 OBH PASRR Email: obh.pasrr@la.gov (not for PASRR requests) OBH PASRR Website: https://ldh.la.gov/page/preadmission-screening-and-resident-review |
| How do I contact the Office of Citizens with Developmental Disabilities (OCDD) PASRR Level II office? | OCDD contact information is as follows: <ul style="list-style-type: none"> OCDD PASRR Phone: 225.342.0095 OCDD PASRR Fax: 225.342.8823 OCDD PASRR Email: OCDDInfo@la.gov (not for PASRR requests) |
| When a Level II assessment is needed, when can I expect an outcome? | Per the Federal Code of Regulation [483.112 (c)(1)]: Level II Assessments must be completed within 7 to 9 working days of referral of the individual by whatever agent performs the Level I identification, which, in the State of Louisiana is Maximus, as of 3/10/25. |
| How do I get the Level II assessment determination (outcome)? | LDH and its partners are responsible for Level II evaluations and determinations. Although LDH is now working with Maximus and using AssessmentPro for Level I services, the process of receiving Level II outcomes remain unchanged. |
| NF Residents and Status Changes | |
| What is the process for reporting Status Changes (Resident Reviews)? | <p>Status Changes for current NF residents (i.e., Resident Reviews) may be initiated by the NF or by the Office of Behavioral Health (OBH) and the submission process <u>will depend on who initiated the review.</u></p> <p>Nursing Facility (NF) initiated Resident Reviews occur when:</p> <ul style="list-style-type: none"> The NF identifies that a current resident has experienced a significant change in status The NF submits the Resident Review Packet with supporting Level II documentation to Maximus via Assessment Pro, using the Level I submission process. <p>Office of Behavioral Health (OBH) initiated Resident Reviews will:</p> <ul style="list-style-type: none"> Be requested by OBH PASRR Level II staff <i>via NF facility fax.</i> The NF <u>will not</u> submit documentation nor the OBH Resident Review Request packet to Maximus via Assessment Pro. Instead, all communications and Level II documentation requests for OBH initiated Resident Reviews will occur via the NF's and OBH fax systems. |
| What is the role of Maximus when a NF-initiated Resident Review is submitted for a Status Change? | <p>When Maximus receives a NF initiated Resident Review via Level I submission in AssessmentPro, they will verify whether a status change has occurred and will make Level II referral to LDH as necessary.</p> <ul style="list-style-type: none"> If Maximus determines that no status change has occurred, an outcome will be available within AssessmentPro within 6 hours or less. If a Level II assessment is needed, Maximus will make a Level II referral to LDH |

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| <p>I work at a NF and need to initiate a Resident Review due to a Status Change...</p> <p>Is there a place for me to indicate the type of change the resident has experienced?</p> | <p>Yes. NFs will initiate a Resident Review for a Status change using the Level I screening process via AssessmentPro.</p> <ol style="list-style-type: none"> 1. Select the <i>Reason for Screening as Status Change</i> and 2. Indicate the type of status change identified. <p><u>Status change options on the Level I form include:</u></p> <ul style="list-style-type: none"> • Increased behavioral, psychiatric, or mood related symptoms • Improved medical condition such that the resident's plan of care or service recommendations may require modification • Resident expressed a preference for community placement • Resident's condition is significantly different than that described in the most recent PASRR Level I or II • Resident was not previously identified to require a Level II, though current symptoms/behaviors suggest that her/his condition may have been overlooked • Resident was not previously identified to require a Level II, and it appears that the referral source may not have appropriately completed screening information • Resident recently required inpatient psychiatric treatment • Other; specify: _____ |
| What is a Status Change? | <p>A Status Change must be submitted when a nursing facility resident experiences a significant change in condition. By significant change, consider if the person's plan of care needs to be modified to incorporate services/supports for any identified behavioral health changes. In addition, if a submitter didn't report a diagnosis or symptoms on the initial Level I screening.</p> <p>Status Changes apply to current residents who have been identified as having a PASRR condition as well as persons who you believe may have a PASRR condition but who were not previously identified.</p> |
| When should I submit a Status Change? | <p>Status changes should be submitted upon identification of the change in condition but no more than 14 days from identification of the significant change in status.</p> <p>The Centers for Medicare & Medicaid Services (CMS) Long-Term Care Facility Resident Assessment Instrument User's Manual, provides guidance on when a significant change requires referral for a PASRR Resident Review evaluation if a mental illness, intellectual disability, or related condition is present or is suspected to be present.</p> |
| How long does it take to receive an outcome for NF-initiated Status Change changes? | <p>Maximus will evaluate Status Changes and provide an outcome within AssessmentPro within 6 business hours from the receipt of all necessary information.</p> <p>When a Level II assessment is needed, Maximus will make a referral to LDH to complete the assessment and provide an outcome. *Per Federal Code of Regulation [483.112 (c)(1)], Level II assessments should be completed within an annual average of 7 to 9 working days of referral.</p> |
| <i>NF Residents and Continued Stay Reviews</i> | |
| What is a Continued Stay Review (CSR)? | <p>If an individual is admitted to a NF on a short-term approval, categorical or the Exempted Hospital Discharge and they need to stay longer than the time granted by the original approval, a Continued Stay review is needed, prior to the approval expiration, to evaluate the continued appropriateness of the NF setting and the person's need for specialized services.</p> |

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| What do I do if an individual needs a Continued Stay Review (CSR)? | All usual LDH processes apply to continued stay reviews. Submit all requests for CSRs to NFAdmissions@la.gov . These are not to be submitted via AssessmentPro. |
| How long does it take to get a Continued Stay Review (CSR) outcome? | CSRs require Level II activity/assessment and therefore, the State has 7 to 9 working days of referral* of the individual by whatever agent performs the Level I identification (which in the State of Louisiana is Maximus as of 3/10/25). *Federal Code of Regulation [483.112 (c)(1)]. |
| PathTracker | |
| What is PathTracker and how do I access it? | PathTracker is a location tracking module within Maximus's web-based system AssessmentPro. It is used by NFs to report admissions, discharges, and transfers of individuals identified by PASRR. It can be accessed by authorized users here: www.assessmentpro.com . |
| When do I have to use PathTracker? | The NF census in PathTracker should be updated by the NF whenever an admission, discharge, or transfer of a resident |
| Do I need to report temporary transfers in PathTracker? | Temporary transfers to a hospital or other treating facility do not need to be reported within PathTracker provided the individual is expected to return to the facility within 10 days. |
| Are NFs required to use PathTracker? | Yes, its use is required by LDH and helps to support overall compliance with federal PASRR regulations which require states to track and monitor their residents. Note: A NF will ONLY have access to download a completed Form 142 once they admit the person in PathTracker by entering the admitting nursing facility name and date of admission. |
| How do I check a PASRR outcome prior to the person admitting to my NF without it being in my queue? | You cannot use the PASRR database to electronically review a person's PASRR for any individual who has not yet been admitted to your facility. This would be a serious HIPAA breach. You must review the PASRR outcome by asking the referring entity to send it to you by mail, fax, email, or other means, so that you can review it. It will not be available to you electronically until you have accepted the person and submitted an admission notice. |
| What do you do if you try to create an admission notice and PathTracker shows they are admitted to another facility? | The transferring facility should submit a discharge notice in PathTracker as part of the transfer process. If they have not, you should reach out to the other facility and ask them to submit a discharge notice immediately, reflecting the actual date of discharge. If they refuse or you experience problems with this, reach out to the Louisiana Help Desk at 833.571.4466 for assistance. You may submit your admission notice after the other facility submits the discharge/transfer notice. |