

1/12/2024

ME ASA - Quarterly Newsletter: Assessment Best Practice Reminders | Common FAQs | Review PASRR Tools & Resources

BEST PRACTICES: Assessment Tips & Reminders

1. We thank you for your patience as we address every call in the order we receive them. Our standard practice is to return calls within two business days; however, this may vary during periods of significant call volumes. We request you **do not call multiple times and leave multiple voicemails regarding the same issue/question**. This only slows the process and will not result in an earlier call back.
2. To obtain missing determination letters from previous vendors, reach out to OADS at OADS-LTSS-Requests.DHHS@maine.gov For any missing a determination letters from assessments completed by Maximus, contact the Maine ASA Support Desk: **883.525.5784**
3. The Maine-ASA@maximus.com email is **only** for submitting referrals and supporting documentation. For general assessment questions, Providers should email Ask-MaineASA@maximus.com.

FAQs: Answers to All Your Important Program Questions

Q: Can I combine multiple referrals into one fax?

A: It is best practice to send referrals separately, rather than combine multiple referrals into one fax. When a single fax transmission is received with multiple referrals, it results in the need to digitally separate each individual referral. Sending each referral in a separate fax transmission reduces the risk of potential HIPAA violation and speeds up the intake process.

Q: What is the expected turnaround time for a LTC MED assessment?

A: Hospitals have an expected 24-hour turnaround time. All other referrals have a 5-business day turnaround time. For nursing facilities with a first non-SNF day due to denial of skilled services, the assessment cannot be completed prior to the first nonSNF date. 20-day copay assessments are not completed before the 20th Medicare day.

Q: Will assessments completed at a facility be printed and given to recipients prior to the assessor leaving that facility?

A: Yes, standard practice is that a copy of the assessment will be provided during the assessor's facility visit, unless the assessor is must delay completion to obtain missing information. In that case, a copy of the medical eligibility will be faxed to the facility.

TOOLKIT: Helpful PASRR Tools & Resources

Please review a couple of important reminders regarding our contact information and essential resources below:

- [PASRR Technical Assistance Center \(PTAC\)](#) - this vital resource helps states fulfill the goals of Preadmission Screening and Resident Review, offering webinars (some of which offer free

CEUs) as well as Frequently Asked Questions (FAQs), tools, and other helpful resources

- [State Requirements for PASRR Review](#)
- [AssessmentPro PASRR Provider Training Checklist](#)
- [Maine PASRR Glossary of Terms](#)
- [Maine PASRR Frequently Asked Questions \(FAQs\)](#)

ASK MAINE ASA: Reach Out to the Maine Help Desk with Questions or Suggestions

Do you have questions about any of the programs managed through the Maine Assessing Services Agency (ASA)? Would you like to request a specific topic to be covered in a future edition of the Quarterly Newsletter or maybe in an upcoming program webinar? Don't hesitate to reach out to us for assistance:

For General questions regarding an assessment status or general questions: Ask-MaineASA@maximus.com

To Submit a new Referral request: Maine-ASA@maximus.com

Phone: 833.525.5784

8/7/2024

ME ASA - Quarterly Newsletter: Important Best Practice Reminder | Program FAQs | Review PASRR Tools & Resources & Help Desk Information

BEST PRACTICE: PASRR Placement and 90-Day Follow Up

Please remember that a **PASRR needs to be completed prior to placement** in a nursing facility. Additionally, a **90-day follow up is required for any recommended services**, and a Maximus staff member will contact the case manager to verify compliance.

FAQs: Frequently Asked Questions to the Help Desk

Q: I've left out a diagnosis or medication on my Level I screen. What should I do?

A: If the Level I is still under review, let the clinical reviewer know this through the communicator. If the outcome has already been finalized, a new Level I will be needed. Check your Level I, however, because **when the clinical reviewer finds discrepancies between the submitted documents and the screen, the screen will often be updated by the clinical reviewer**. Your omitted information may have been updated by the clinical reviewer.

Q: Where can I find training materials for AssessmentPro?

A: [The Provider Training Checklist can be found here](#). This helpful resource contains user guides and short, helpful videos that cover a broad range of AssessmentPro activities.

Q: How do I get a copy of an individual's Level I?

A: For Nursing Home users, be sure to admit the individual through PathTracker. Once admitted, the individual should be in your census, and you can access their profile through the census. [More information on this can be found here](#), and navigating to the Admitting an Individual in PathTracker and Accessing Records for Individuals Residing in your Facility User Guides.

Q: The demographic information for an individual in AssessmentPro is incorrect. How can this be fixed?

A: The Demographic information can be updated by clicking on the **pencil icon in the individual's profile**. [More information on this can be found here](#), and navigating to the Updating an Individual's Demographic Information User Guide

Q: What is a status change or change in condition?

A: More information about status changes and changes in condition can be found on the PASRR Technical Assistance Center's (PTAC) website, www.pasrrassist.org. Navigate to a section specific to change in condition using this link.

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- [State Requirements for PASRR Review](#)
- [AssessmentPro PASRR Provider Training Checklist](#)
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To submit a new Referral request: MEPASRR@maximus.com

Phone: **833.525.5784 (select option #3)**

Website:

[Maine ASA Tools & Resources](#)
[Maine PASRR Tools & Resources](#)

11/20/2024

ME ASA - Quarterly Newsletter: "Reason for Screening" Best Practices | Exemption Process Reminders | Review PASRR Tools & Resources & Help Desk Information

BEST PRACTICE: "Reason for Screening"

Remember that exemptions are reserved for individuals who have or are suspected to have a PASRR condition:

- Severe Mental Illness (**SMI**)
- Intellectual Disability (**ID**), previously referred to as mental retardation; and/or
- Developmental Disability (**DD**)

Dementia is not a mental health illness. If a **Terminal Exemption** is requested, a document signed by an MD/NP is required, stating that the individual has "a life expectancy of six months or less if the disease follows its normal course." This option is valid for **180 days from the date of admission to the nursing facility**.

A Time-Limited Waiver is for **ER/ED use only and is valid for 30 days from the date of admission** to the nursing facility. If an individual is expected to stay in the nursing facility longer than 30 days, a Level I PASRR screen should be submitted prior to the expiration of the exemption in order to avoid a federal compliance issue.

The **Convalescence Exemption** is used for individuals who are being discharged from the hospital and in need of skilled nursing or rehab. This option is valid for 30 days from the date of admission to the nursing facility. If an individual is expected to stay in the nursing facility longer than 30 days, a Level I PASRR screen should be submitted prior to the expiration of the exemption in order to avoid a Federal compliance issue.

Additionally, keep in mind that an H&P or progress note with a review of body systems (ROS) is required for **every** screen submission by the State of Maine and cannot be waived.

PROCESS REMINDERS: Exemption Guidance

When a PASRR screen is submitted from a nursing facility and the individual is in the facility census, please **do not mark "Nursing Facility Applicant."** There are other options to choose (such as Status Change when reporting a new PASRR diagnosis). Choosing the appropriate option will **decrease the number of screens put on hold for clarification** as to why the screen has been submitted.

When an individual is admitted to the hospital from a nursing facility and is **returning to the same facility**, a PASRR screen is not required.

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SNEAK PEEK: Provider Training on Tuesday, December 17 Registration Details Coming Soon

The Maine ASA team will be holding an informative **training session for Providers on Tuesday, December 17**. Be on the lookout for registration details for this learning opportunity, coming soon.

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Phone: **833.525.5784 (select option #3)**

Website:

[Maine ASA Tools & Resources](#)

[Maine PASRR Tools & Resources](#)

11/26/2024

ME PASRR: Join the Upcoming PASRR Foundations Webinar on Tuesday, December 17

Be sure to join the Maximus Training team for **PASRR 101 - PASRR Foundations**, taking place on **Tuesday, December 17 at 1 p.m. ET**. This informative three hour webinar is ideal for anyone who works with PASRR in hospitals, nursing facilities, community agencies, or anyone who is interested in learning more about PASRR.

If you are new to working with PASRR or you are one of Maine's more seasoned experts, we invite you to join us as we review the foundation of PASRR and how PASRR works in Maine. We will also have time for some Q&A with our ME PASRR team.

[Join the Meeting - PASRR 101: PASRR Foundations | 1:00 p.m. ET Tuesday, December 17, 2024](#)

[ASK MAINE ASA: Reach Out to the Maine Help Desk with Questions or Suggestions](#)

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