

QUESTIONS	ANSWERS
Contact Information and Resource Access	
How do I contact the Maine PASRR Help Desk?	<p>General support – phone: 833.525.5784 (Choose Option 3)</p> <p>General PASRR questions – email: MEASAPASRR@maximus.com</p> <p>Additional resources: https://maximusclinicalservices.com/svcs/maine_pasrr</p>
How does our facility get on the distribution list for PASRR related (email) communication?	<p>To be added to the Maine PASRR Help Desk distribution list, email a request to MEASAPASRR@maximus.com with the subject line: "Please add my email to the Maine PASRR Contact List." This communication should include your name, title, agency/facility, email address, and contact phone number.</p> <p><i>Note - Once you become a registered Maximus system user, you will automatically be added to the distribution list.</i></p>
Who should I contact with any questions about the screening or assessment process?	<p>To find answers to your PASRR program questions, call the Maine PASRR Help Desk at 833.525.5784 (Choose Option 3) or contact Maximus via email:</p> <p>General PASRR questions: MEASAPASRR@maximus.com</p>
When I leave a voicemail for the Maine Maximus Help Desk team, what turnaround time should I expect for a call-back?	<p>Our standard practice is to return them as soon as the next Help Desk agent is available. Calls received after 5:00 p.m. EST will be returned within 24 hours. To avoid delays, please do not leave multiple voicemails regarding the same issue. We thank you for your patience as we address calls in the order in which we receive them.</p>
Where can I find Maine PASRR support materials online?	<p>Explore the Maximus Maine Tools & Resources page, which has a growing list of materials that 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:</p> <p>https://maximusclinicalservices.com/svcs/maine_pasrr</p> <p><i>Note – Any items with a closed padlock icon will only be available to registered Maximus system users.</i></p>
Is the Help Desk service available on the weekends?	<p>Help Desk staff will be available to return calls and emails Monday-Friday from 8am to 5pm EST, however support resources are always available for review through the Maine PASRR Tools and Resources page:</p> <p>https://maximusclinicalservices.com/svcs/maine_pasrr</p>

General PASRR Information	
What is PASRR and when did it start?	<p>Preadmission Screening and Resident Review (PASRR) is a federally mandated screening and assessment program 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, in response to transinstitutionalization and quality improvement efforts. PASRR requirements were also added to the Social Security Act at sections 1919 (b)(3) (F) and 1919 (e) (7).</p>

Who administers the PASRR program?	<p>PASRR is a federal program administered by the Centers for Medicare and Medicaid Services (CMS). The State of Maine partners with a vendor, Maximus, to help carry out operational and clinical aspects of the program.</p> <p>Regulations governing PASRR are found in the Code of Federal Regulations, at 42 CFR §483.100-138.</p>
What is the purpose of PASRR?	<p>The goal of PASRR is to optimize an individual's placement success, treatment success, and ultimately, their quality of life.</p> <p>PASRR was established as part of the de-institutionalization process to ensure people with disabilities (i.e., Serious Mental Illness, Intellectual and/or a Related Condition):</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 (ADA), individuals with disabilities cannot be required to be institutionalized to receive public benefits that could be furnished in community- based settings.</p>
What does PASRR require?	<p>The PASRR process requires that all applicants to Medicaid-certified nursing facilities be given a <i>preadmission</i>, preliminary, screening to determine whether they might have Serious Mental Illness (SMI) or an Intellectual Disability (ID) or an Other Related Condition (ORC). This is called a "Level I Screen." The person may also require a <i>preadmission</i> Level II PASRR assessment.</p> <p>Individuals whose Level I screen shows indicators of SMI/ID/ORC 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 it can be delayed or the person exempted.</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, the appropriateness of the NF setting, and, as appropriate, any specialized (disability-specific) services needed.</p>

Level I PASRR Screens and Clinical Reviews

What is the purpose of the Level I Screen?	<p>Aside from being a state and federal requirement, the purpose of a Level I is to identify nursing facility (NF) applicants who may have a PASRR condition (i.e., a Serious Mental Health (SMI) condition or an Intellectual Disability (ID) and/or an Other Related Condition (ORC). The Level I is also known as an identification screen.</p> <p>If a person has a known or suspected PASRR condition, they will likely require a comprehensive assessment, called a <i>Level II PASRR</i>, which will determine if their condition qualifies under the PASRR program, the appropriateness of a NF setting for the person, and any services they may need while in the NF.</p> <p>Some Level II assessments must occur before NF admission, while other may be conducted post admission. This decision is made during the screening and/or review</p>
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	process and the Level I outcome will be made available upon completion of the screening and/or review.
What is the process for submitting a Level I Screen?	<p>PASRR Level I Screens need to be initiated on behalf of a person seeking NF admission, regardless of their payor source as soon as <i>the need for a NF becomes evident</i>. 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 AssessmentPro is available 24 hrs. a day/7 days a week.</p> <p><i>We recommend submitting all screens at least several days in advance of the person's discharge in order to avoid potential delays in the event that comprehensive Level II assessment is required.</i></p> <p>In most cases, the screening results in an immediate outcome. When the screen requires a clinical review to verify the potential presence of an SMI/ID/ORC by Maximus, the submitter will receive an outcome within one (1) business day or less. If that review results in the need for a comprehensive Level II assessment, an assessor will be engaged through Maximus. PASRR Level II assessments will be completed within seven (7) business days from receipt of the Level I referral.</p>
Who is required to have a Level I Screen?	Everyone seeking entry into a Medicaid certified NF, regardless of payer source, diagnoses, or current location, must be screened prior to NF admission.
Does Level I PASRR screening apply to "swing beds?"	<p>No. According to the Final Rule for PASRR published in 1992 (55 FR 10951), PASRR does not apply to swing beds.</p> <p>A swing bed is a bed that changes (or "swings") between providing hospital services and providing Medicare or Medicaid nursing facility services.</p>
Is a Level I screening needed even if we know they do not have a PASRR condition (SMI/ID/ORC)?	<p>Yes. Everyone seeking a NF stay, regardless of known/unknown or suspected disability status, must be screened. Submit all Level I 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 SMI cannot be discerned by Maximus, the individual will be referred for a Level II assessment.</p>
When should a Level I be submitted?	<p>A Level I screen must be submitted:</p> <ol style="list-style-type: none"> 1) Prior to a person admitting to a nursing facility (NF) <u>and</u> 2) Anytime a current NF resident requires a resident review <p>Screenings are required on a pre-admission basis. Providers will submit the Level I before admitting the individual to a Medicaid certified NF. This process will also identify whether the person will also need a Level II assessment before NF admission.</p> <p>Resident Review—Providers will submit the Level I screen if the person has an expiring time limited stay or has a significant change in status during their stay. 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.</p>

When can I expect to receive a Level I outcome?	<p>Most Level I outcomes are available immediately. About 30% will need to undergo a clinical review. For those requiring a clinical review, the expected turnaround time is one (1) business day or less from referral.</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> The expected turnaround time for a Level II is seven (7) business days or less from referral.</p>
Who is receiving and reviewing the Level I Screens?	<p>Maximus, the vendor partnering with the State of Maine for PASRR services, receives, and reviews all Level I identification screens submitted through a secure, electronic, portal AssessmentPro. You can learn more about Maximus here: www.maximus.com</p>
What happens if a NF admits someone without a Level I identification screen?	<p>If a Medicaid certified nursing facility (NF) admits someone without a PASRR Level I Screen (and in some cases also a Level II assessment), <i>the NF is out of compliance with state and federal law.</i> A Level I should immediately be submitted.</p> <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 paid prior to PASRR completion.</p>
Is consent required to submit clinical information to Maximus?	<p>No. Maximus is covered under the Business Associate Agreement with the State of Maine, so you may share clinical information. Consent is not required. Maximus meets all security standards as required by our contract with HFS.</p> <p>Automated encryption is in use 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>
What does the PASRR Level I Determination mean?	<p>The outcome of the Level I screen, sometimes called the determination, provides the results of the PASRR screen which looks for indicators that the person has a potential PASRR condition (i.e., Serious Mental Health (SMI) condition and/or an Intellectual Disability (ID) or an Other Related Condition (ORC).</p> <p>Possible Level I outcomes include:</p> <ul style="list-style-type: none"> • No Level II Required – No SMI/ID/ORC This means the person does not have a PASRR condition (Serious Mental Illness, Intellectual Disability and/or an Other Related Condition) and can enter and or remain in a NF as needed. • Refer for Level II: This means the person has a known or suspected PASRR condition and requires a Level II assessment. If the person is not a current NF resident then the assessment must be completed prior to their admission. • Withdrawn or Cancelled: The person is not going to, or remaining in, the NF and the Level I screen is no longer needed. • Categorical/Time Limited Waiver/Exclusion: These outcomes identify people who, even though they have a known or suspected PASRR condition (i.e., SMI/ID/ORC),

	<p>can be admitted to a NF more quickly <i>and without a preadmission Level II PASRR assessment</i>. This is because they are part of a federally approved group which allows them to be exempted or excluded from a Level II evaluation, or to receive it at a later time/post-admission.</p> <ul style="list-style-type: none"> • Level I Negative – No status change: This outcome is for NF residents only. This means the resident has no PASRR condition and the Level I screen showed no status change present. No Level II assessment is needed at this time. The resident can remain in the NF with no additional screen. • Level I Positive – No status change: This outcome is for NF residents only. This means the person does have a PASRR condition that does not require a new Level II assessment, as the Level I determined there was no status change. There is no need for a Level I Screen, and the resident can remain in the NF with no additional screen. <p><i>Note: Most Level 1 outcomes result in an immediate, algorithm-generated, decision. Others will require a Maximus clinical review with results available within one business day. Other times, the review results in the person being referred for a Level II PASRR assessment. Level II results are made available within (seven) 7 business days from receipt of the Level I.</i></p>
What if the individual has a suspected PASRR condition but it is not confirmed?	Complete the Level I screen in AssessmentPro. Those with suspected PASRR conditions will receive a clinical review and a potential referral for a comprehensive Level II assessment to determine if their condition qualifies.
What are PASRR “Exemptions, Exclusions and Categoricals?”	<p>The Time Limited Waiver (an exempted hospital discharge), Exclusions and/or Categoricals are federally approved options which allow a person to admit to a NF more quickly <i>and without a comprehensive preadmission Level II assessment</i>, even though they have a known or suspected PASRR condition (i.e., Serious Mental Health (SMI) condition or an Intellectual Disability (ID) and/or an Other Related Condition (ORC)*.</p> <p>Exemptions (Time Limited Waiver) mean, even though the person has a known or suspected SMI/ID/ORC, the person meets criteria which allows them to be (temporarily) exempted from a preadmission PASRR Level II assessment.</p> <ul style="list-style-type: none"> • For example: Those in an inpatient hospital setting needing 30 days or less in a NF for treatment of the same condition. <p>Exclusion means the person is excluded from (not included in) PASRR population, and therefore, is not subject to a comprehensive PASRR Level II assessment.</p> <ul style="list-style-type: none"> • For example: Having a primary and advanced neurocognitive disorder. <p>Categorical determinations mean even though the person has a known or suspected SMI/ID/ORC condition, they meet criteria and fall into a category of people for whom abbreviated PASRR activity is appropriate, and they are not subject to/required to have) a comprehensive PASRR Level II assessment at this time.</p> <ul style="list-style-type: none"> • For example: Those with a serious medical condition, such as in a coma, or functioning at brain stem-only, or those with a terminal condition. <p><i>Note: *Exemptions, Exclusions and Categoricals require the submission of supporting documentation in order to be approved.</i></p>

<p>What qualifies as a Serious Mental Illness (SMI) for PASRR?</p>	<p>PASRR is designed for people who meet the specific criteria of a known or suspected diagnosis of a serious mental illness (SMI). It is not for individuals who are experiencing situational emotional reactions, people prescribed psychoactive medications for non-psychiatric conditions, or people with advanced dementia.</p> <p>SMI criteria for PASRR can be found in the code of federal regulations here: https://www.ecfr.gov/current/title-42/chapter-IV/subchapter-G/part-483/subpart-C and is summarized as follows:</p> <ul style="list-style-type: none"> • A major mental disorder diagnosable under the Diagnostic and Statistical Manual of Mental Disorders, 3rd edition, revised in 1987. • A Level of impairment resulting in functional limitations in major life activities within the past 3 to 6 months that would be appropriate for the individual's developmental stage. Typically, at least one of the following functional impairments on a continuing or intermittent basis: <ul style="list-style-type: none"> ○ Interpersonal functioning ○ Concentration, persistence, and pace ○ Adaption to change <p>Recent treatment (within the last two years) including psychiatric treatment more intensive than outpatient care + more than once (e.g., partial hospitalization or inpatient hospitalization); or an episode of significant disruption to the normal living situation, for which supportive services were required to maintain functioning at home, or in a residential treatment environment, or which resulted in intervention by housing or law enforcement officials.</p>
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PASRR Level II Processes	
<p>What does it mean if someone is referred for Level II assessment and who would perform that evaluation?</p>	<p>A Level II assessment is an in-depth assessment which determines if a person has a qualifying PASRR condition (i.e., Serious Mental Illness (SMI), Intellectual Disability (ID) and/or Other Related Condition (ORC)), and if so, whether the person requires the level of service provided by a NF and also, whether or not the individual requires specialized services for their qualifying PASRR condition.</p> <p>Maximus assessors will conduct Level II assessments.</p>
<p>What does a Level II evaluation involve?</p>	<p>Level II evaluations involve a qualified assessor conducting a Level II assessment.</p> <p>A Maximus assessor must meet and interview the person, review their medical record, and interview support staff (providers or caregivers) and/or any legal guardian. During the interviews, the assessor will ask questions related to the person's medical needs, mental health/ID/ORC and service history, symptom presentation and cognitive status, interests and preferences, functional needs, community support needs and any needed services in a NF if they are admitted.</p> <p>Through this process, assessors determine if the person has a SMI/ID/ORC and if so, whether the person requires the level of service provided by a nursing facility, and if the individual requires specialized services for their qualifying condition.</p>

<p>What medical records are needed in order for a Level II PASRR assessment to be conducted?</p>	<p>In order to dispatch an assessor to conduct a Level II assessment, a current MEDXX assessment (conducted within the last 90 days) is needed. If no current MEDXX exists, the Level I submitter (i.e., hospital, NF, etc.) will need to request a new MEDXX from the Assessing Services Agency (ASA).</p> <p>Referrals are accepted by the ASA as follows:</p> <ul style="list-style-type: none"> • Email: Maine-ASA@maximus.com • Fax: 844.356.7500 • Telephone: 833.525.5784 (Option 1 – New Long-Term Care Assessment) <p><i>*It is very important that when the MEDXX referral is made, its clearly noted that the request is for PASRR purposes, otherwise the request may be denied.</i></p> <p>In addition to the MEDXX, at minimum, the PASRR assessor will also need a history and physical as well as current medication administration records (MARs) including any PRN medications.</p> <p>Other helpful documents include certain sections of the MDS, any psychiatric, psychological, or neurological evaluation, therapy orders, etc.</p>
<p>What happens after a Level II assessment is completed?</p>	<p>After Maximus receives the completed Level II assessment, our Clinicians review the information submitted by the assessor, including the supporting documentation and interview data, from which a Summary of Findings is created.</p> <p>This assessment summary, will be added to the “determination packet” which also includes:</p> <ul style="list-style-type: none"> • A cover letter stating the outcome (whether NF admission is approved or denied + any specialized services identified) • an outcome explanation letter • appeal rights
<p>How do I get the final determination?</p>	<p>The determination packet is available to the Level I submitted electronically in AssessmentPro, upon Maximus completion. This packet should be printed by the submitter so it can be explained to and shared with the individual and any guardian for the most expeditious planning. Maximus will also mail a copy of the determination packet to the individual, any legal guardian, and any primary care physician identified on the Level I screen.</p> <p>The packet will be made available (electronically) to the admitting nursing facility in AssessmentPro once they have admitted the person via the PathTracker module.</p>