

2/9/2024

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## **MS PASRR Program - IMPORTANT PROCESS REMINDER: Status Changes Must Now Be Submitted with Updated Request Form**

Hello Mississippi Providers,

This is a reminder that **effective February 1, 2024, all Status Change (SC) referrals must be submitted using the [updated Mississippi PASRR Status Change Request form](#)** (includes the required LOC form) in a digital format.

Make sure to download a blank copy to your computer, fill it out digitally on your computer. Once complete, print it and **make sure to sign/date in two locations – on Page 3 and 7.**

Additionally, when submitting a SC, please make sure to **include the following supporting documents:**

- The most recent H&P (dated within the last 12 months)
- Orders or a MAR (Only one)
- Psych evaluation or most recent psych notes, and
- 3-5 days of nursing notes

Fax all SC forms and supporting documents to Maximus, **Attn: MS PASRR at 877.431.9568.**

*Note: If Maximus receives a **written SC form or it has missing signatures or missing documents**, it will be placed on hold, and this will delay the SC review.*

4/1/2024

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## **MS PASRR Program - Event Reminder: Register for Quarterly Provider Q&A Session | 1:00 - 2:30 p.m. CT on Monday, April 8**

Be sure to join Maximus and Mississippi Division of Medicaid for the **Quarterly Provider Q&A**, taking place on **Monday, April 8 from 1:00 - 2:30 p.m. CT**. This is your opportunity to find answers to all your PASRR questions.

**Click the link below to register in advance** for the meeting. After registering, you will receive a confirmation email containing information about joining the webinar.

**[Quarterly Provider Q&A | 1:00 - 2:30 p.m. CT on Monday, April 8](#)**

5/1/2026

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## MS PASRR Program - Quarterly Provider Newsletter: Review Quarterly Q&A Call Recording | Assessment Best Practice Tips & Reminders

Dear Mississippi PASRR Providers,

Happy Spring! We hope this finds you all well and that you are enjoying some bursts of sunshine and warmer weather.

Be sure to read on below for a link to the Quarterly Q&A call, as well as some important MS PASRR program updates and reminders.

As always, we invite you to reach out to our [MS PASRR Help Desk](#) with any questions.

Best,  
MS PASRR Team

### REVIEW: MS PASRR Quarterly Provider Q&A Call

Thanks to everyone who joined us for the **April 8 Quarterly Provider Q&A Call**. If you were unable to attend this informative session or would like a refresher on the topics discussed, be sure to **review the recording below**.

- [MS PASRR Quarterly Provider Q&A Recording | 1:19:26 mins](#)

### BEST PRACTICES: Assessment Tips & Reminders

#### 1. Reminder - Combined SC LOC Form

Effective as of February 1, 2024, all Status Change (SC) referrals are required to be submitted using the [updated Mississippi PASRR Status Change Request form](#) (includes the required LOC form) in a digital format. Make sure to download a blank copy to your computer, fill it out digitally on your computer. **Once complete, print the document and make sure to include a handwritten signature and date in two locations – on Page 3 and 7.**

#### What is an Exempted Hospital Discharge?

(From the PTAC Website) According to 42 CFR 483.106(a)(2), Basic Rule, the only true exemption from PASRR is the **Exempted Hospital Discharge (EHD)**. The EHD may be applied for an individual who:

1. is admitted to any nursing facility (NF) directly from a hospital after receiving acute inpatient care at the hospital,
2. requires NF services for the condition for which he or she received care in the hospital, and
3. has been certified by an attending physician before admission to the NF to likely to require fewer than 30 days NF services.

When a submitter completes an LTSS screening and indicates in item 36C on the screening that the person is being admitted directly from the hospital and in need of short term convalescent care, this often indicates the person meets criteria for an EHD. A submitter should attach medical documentation supporting this EHD.

If approved for an EHD and the person will remain in the NF longer than 30 days, **a SC must be submitted within 40 calendar days of the NF admission**. As noted in the MS Administrative Code LTC Part 207: If a person who enters a NF as an exempted hospital discharge is later found to require more than thirty (30) days of NF care, the State mental health or intellectual disability authority must conduct a resident review within forty (40) calendar days of the NF admission.

Please **contact Maximus or MS DOM** if you have additional questions about this process.

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## 2. Regarding Conflicting Information

Effective immediately, if a submitter **uploads a new LTSS referral which includes documentation for another individual**, Maximus will cancel this referral. A Maximus staff member will call the submitter to provide notification of the cancellation and request for a new LTSS referral to be submitted. This information will also be documented in the outcome section in LTSS. **All submitters are required to submit a new LTSS referral with the correct documentation to avoid a potential HIPAA violation.**

## 3. Purpose of the Service Monitoring Request

As part of the MS PASRR program, Maximus is responsible for reviewing a portion of the completed Level II assessment to ensure that all PASRR identified services are being provided to the individual at your facility. **Federal PASRR regulations uses the term "recommendations"** in regard to PASRR identified services.

However, **these are "required", not "recommended" services**, and nursing facilities are required to meet all the needs of all residents, including providing for their disability services and supports outlined in the Level II report. A nursing facility cannot choose to not provide the services. Only the individual (or their legal guardian/conservator) can choose to not participate in the services.

The Service Monitoring process involves Maximus completing a **comprehensive review of the person's documentation** to ensure service delivery of all of these services. Providers will receive a faxed request for Service Monitoring, which requires the submitter to fax the following items to Maximus:

- A Service Monitoring DBR form
- Most recent H&P (but dated at least within the last 12 months)
- Current Orders or MAR (not both)
- Most recent psych note/evaluation
- MDS
- Plan of Care (showing PASRR identified services are care planned)

**If a submitter doesn't respond to the two separate requests within the required timelines outlined in the request, they will receive a notice that they are non-compliant.**

## 4. Supporting Documentation

Take care to **only include the documents listed below** in the referral. Including additional documents only slows down the review process. A Maximus staff member will contact the submitter directly if additional information is needed.

1. For an **LTSS Referral**: Most recent H&P (dated within the last 12 months), MAR or Orders (only one of these), Psych Eval/Note, if available, 3-5 days only of nursing notes.
2. For A **Status Change Referral**: Most recent H&P, MAR or Orders, Psych Eval/Note, if available, 3-5 days only of nursing notes. If the person was admitted to psych or had a recent psych eval/visit, please make sure to include those notes that will support the Significant Change in Condition and reason for submitting the SC.

3. For a **Service Monitoring Request**: MS PASRR [Service Monitoring DBR Form](#) found on [Tools and Resources | Maximus \(maximusclinicalservices.com\)](#), Care Plan, a copy of the Most Recent MDS, MD/Therapy Orders, Psychiatric Assessment (if available).

6/26/2023

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## **MS PASRR Program - Event Announcement: Register for the Quarterly Provider Q&A Call | 1 p.m. on Monday, July 8**

Dear Mississippi PASRR Providers,

Mark your calendars for the upcoming MS PASRR Quarterly Provider Q&A! This informative event is happening from **1:00 - 2:30 p.m. CT on Monday, July 8**. Are you or any of your staff new to the PASRR process? This is a time for all providers to ask any PASRR related questions.

We have exciting news! **The Status Change (SC) form will be added to LTSS starting August 1.**

During the upcoming Q&A session, we will demonstrate how to complete this new process. We hope this change will make it easier for all our Providers to have the forms they need in one place.

**Click the link below to register in advance for the meeting.** Once registered, you will receive a confirmation email containing details on how to join. We look forward to seeing you!

**[Quarterly Provider Q&A | 1:00 - 2:30 p.m. CT on Monday, July 8](#)**

*Note: If you're unable to attend this Q&A, it will be recorded and posted on our Provider Website.*

Best,

**Lori Crawford**, Clinical Program Manager

7/9/2024

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## **MS PASRR Program - Provider Updates: Review July 8 Quarterly Provider Q&A Call Recording on the Tools & Resources Site**

Thanks to everyone who joined us for **yesterday's Quarterly Provider Q&A Call**. If you were unable to attend this informative session or would like a refresher on the topics discussed, **be sure to review the recording below**, and keep in mind you can review this resource any time on the [MS PASRR Tools & Resources site](#).

- **[July 2024 Mississippi PASRR Quarterly Q&A Recording | 1:17:54](#)**

7/29/2024

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## MS PASRR Program - Provider Updates: Review Upcoming Status Change (SC) Process Changes

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Hello Mississippi Providers,

This is a reminder that **the Status Change (SC) process will be changing effective this Thursday, August 1.**

Mississippi DOM and Maximus worked together to update the SC form and process with a goal of making this updated process as efficient and easy as possible, and allowing for all PASRR referrals to be submitted in LTSS.

Going forward, Providers will have access to **all** PASRR outcome notices, determination letters, and Summary of Findings (SOF) directly in LTSS (no more searching for a fax amongst a pile of other faxes), making them easier to locate and print to place on the person's chart.

### What is changing?

1. Beginning 8/01, all SC referrals **must** be submitted in LTSS (training materials will be available in LTSS date TBD).
2. SC referrals will **no longer be accepted by Maximus via fax after July 31**. If a SC is received via fax, Maximus staff will contact the Provider to request they submit the referral in LTSS. All SCs received up through July 31 will be processed as normal.
3. We expect the new SC process to be easier for Providers to complete, since it will be done now in LTSS. Some questions have been adjusted, and **the Level Of Care form is no longer required**.
4. All SC referral outcome notices will be uploaded in LTSS (same as how it's done for an LTSS referral) and **will no longer be faxed to the referring Provider**.
5. If an individual is referred for a Level II assessment, **the Level II determination and Summary of Findings (SOF) documents will be uploaded to LTSS** (same as is currently done for all LTSS referrals).

### What is staying the same?

1. **All required documents for a SC must be included with each referral** (uploaded in LTSS). Required documents include the H&P signed and dated within last 12 months), Orders or MAR, Psych Eval or Psych Note (if available and the reason for a SC referral), 3-5 days of nursing notes.
2. All SC referrals will be **reviewed and provided with an outcome**.
3. **Maximus staff are available for questions** about this process and any SC or LTSS referral outcome.

Maximus often receives questions about when a SC is required. Please review the document titled [Mississippi PASRR – Significant Change In Condition Guide – UPDATED](#) on the [MS PASRR Tools & Resources site](#).

**Please inform all of your staff who are responsible for submitting PASRR referrals (including LTSS referrals and Status Changes) of this change, so they are aware of the new process.**

We look forward to partnering with you on this new process and making the transition as smooth as possible. Please reach out to the [Mississippi PASRR help desk](#) if you have any questions about this new process, or if you have any staff you'd like to add to our email list.

9/12/2024

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## **MS PASRR Program - Event Announcement: Register for Quarterly Provider Webinar – Understanding the PASRR Process | 1 p.m. CT on Monday, October 14**

**Hello Mississippi Providers,**

Please join us for an exciting PASRR training opportunity hosted by Maximus and MS Division of Medicaid, **Understanding the PASRR Process**, taking place from **1:00 – 3:00 p.m. CT on Monday, October 14**.

This training is open to anyone at your agency but would be particularly beneficial for staff new to the PASRR process or needing a refresher. Staff responsible for supporting the PASRR process in your agency (including those who submit LTSS and Status Change referrals, such as Social Workers, Nurses, and MDS Coordinators who supports the process) would also find it useful. Be sure to **read on below for more session details and registration information**.

**Note:** *This training will be offered in place of our Quarterly Provider Q&A.*

During this informative training, we will discuss:

- Federal and State Regulations that define the PASRR process
- Understanding Risks and Mitigation Strategies for Persons With Disabilities – How PASRR Supports Assist with Overcoming Barriers
- The Four Questions of PASRR
- Understanding the Steps in the PASRR Process
  - Level I LTSS Referral – Submission through outcome
  - LOC
  - Level II Assessment – completion, review, Summary of Findings
  - What Happens After the Assessment - Determination and Needs
  - Options for Level II Determinations
  - Reconsiderations
  - Appeals
  - Service Monitoring
  - Case examples
- Developmental Disabilities (IDD) and Related Conditions PASRR Process
- LTSS Reminders/Updates
- MS State Transition Resources for Individuals in the Nursing Facility
  - Community Transition Services: Elderly and Disabled Waiver
  - Transition to Community Referrals (TCR)
  - IDD Waiver Diversion
- Question & Answer

**[Click here to register in advance for this informative session.](#)**

Once registered, you will receive a confirmation email containing details on how to join the meeting.

For your convenience, the registration link is the same link used for the Quarterly Provider Q&A. **If you're already registered for the Q&A, you won't need to register again.**

We look forward to you joining us! Please reach out to the [help desk](#) if you have any questions.

**Lori Crawford**, Clinical Program Manager, Maximus

**LaQuita Reed**, Institutional Long Term Care/Case Mix Director | Office of Long Term Care,  
Mississippi Division of Medicaid

11/21/2024

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## **MS PASRR Program - Quarterly Newsletter: Review Important Best Practice Tips & Reminders**

**Dear Mississippi PASRR Providers,**

Happy Fall! We hope this finds you well and you are enjoying some beautiful fall weather! The holidays are quickly approaching, and we also hope you're all able to enjoy some time off with family and friends. We understand this may be a challenging time for some. Please know you're all in our thoughts this time of year.

Be sure to read on below for some important MS PASRR program updates and reminders. As always, we are grateful to be able to partner with you and support your PASRR needs. Best wishes during the holiday season, and we invite you to reach out to our [MS PASRR Help Desk](#) with any questions.

**Best,**

**MS PASRR Team**

### **BEST PRACTICES: Assessment Tips & Reminders**

#### 1. Upcoming Maximus Holiday Closures

Please be aware that **Maximus offices supporting the MS PASRR program will be closed on the following dates:**

- Thursday, November 28, 2024
- Friday, November 29, 2024
- Wednesday, December 25, 2024
- Wednesday, January 1, 2025

If you reach out to Maximus on those days, **we will return your call or email on the next business day.**

## 2. MS PASRR Provider Training Recap

A big note of thanks to everyone who attended our recent Provider training, **Understanding the PASRR Process**. We had an excellent turnout, and we hope everyone found this beneficial. We understand the timing to attend the session live wasn't optimal for some, so we've posted the link for the training recording and a copy of the slide deck on our [MS PASRR Provider webpage](#):

- [Understanding the PASRR Process - Slides](#)
- [Understanding the PASRR Process - Recording \(1:47:10 mins\)](#)

If the opportunity allows, please take time to review the training materials above and submit any questions to the [MS PASRR Help Desk](#). We want to ensure you have what you need to participate in the PASRR process.

## 3. New Status Change (SC) Process

Keep in mind that **all Status Changes (SCs) are now submitted in the LTSS system**. All SCs are reviewed by Maximus and outcomes are uploaded into LTSS for easy access and printing to place on an individual's chart. If you have questions about the SC process, please contact Maximus directly.

## 4. Updated Clinical Review Process for Referrals that May Result in a Potential Dementia Exemption or Severe Illness Outcome

As of October, Maximus officially reviews all referrals in which there is a potential PASRR condition, an indication of a possible dementia/NCD diagnosis, or severe illness on the LTSS refer or confused in the Cognition section.

## 5. Are You Having Issues with LTSS?

Please make sure to reach out to the LTSS Help Desk at **844.366.5877** (844.DOM.LTSS) or email [LTSSMSHelpdesk@feisystems.com](mailto:LTSSMSHelpdesk@feisystems.com) for assistance. You may also contact **LaQuita Reed** at MS Division of Medicaid, **601.359.5251** or [laquita.reed@medicaid.ms.gov](mailto:laquita.reed@medicaid.ms.gov).

## 6. Be Sure to Include All Required Documents When Submitting a Referral (both LTSS screens and Status Changes):

- H&P dated within the last 12 months (preferably most recent)
- Orders or MAR
- 3-5 days of nursing notes (if available)
- Psych eval or psych note (if available) - this is especially helpful when submitting a Status Change!

When additional information is needed to issue an outcome, Maximus will place a referral on hold until that information is received. Please remember to **check your Message Center regularly in LTSS and/or reply to all phone call requests for additional information** in a timely manner so we can complete all outcomes as quickly as possible.