

2/22/2021

Quarterly Newsletter: Service Monitoring Insights, Resources & Reminders

Hello Mississippi Providers,

We hope this finds you well! We would like to take a moment to thank you all for being so available to both our staff, when they have questions regarding PASRR referrals, as well as our assessors, as they continue to navigate completing PASRR assessments telephonically. We realize this has been a challenging time for all involved and are grateful for the collaboration with each of you!

We have had several questions come up recently regarding our **Service Monitoring** process and the documents required when submitting a PAS or status change referral. We hope you will find the information below helpful in addressing some of the questions you may have.

Lori Crawford, MS PASRR Program Manager

What is Service Monitoring?

Service Monitoring is a thorough quality review of referrals with a completed Level II PASRR assessment (for those completed 3 months prior) to ensure all recommended specialized and rehabilitative services were/have been incorporated into the individual's care plan.

Here are the steps involved in the Service Monitoring process - our Maximus Quality Clinician:

1. Contacts the facility to verify the individual is still onsite or their stay was >15 days.
2. Faxes a notification letter to the facility submitter to notify of the Service Monitoring review and requests required supporting documents be faxed to Maximus. The provider has 15 days from date of receiving the first fax notification. If there is no response within 15 days, a second notification is faxed. There's an additional 15 days provided from that point for a response. Documents requested to be faxed include:
 - The Maximus DBR form (*found on the [MS PASRR - Maximus provider website](#) but also faxed with the notification from the Quality Reviewer*)
 - The individual's Plan of Care (POC) documenting the recommended specialized and rehabilitative services
 - MDS
 - Psych evaluation
 - MD notes
3. Once received, the Quality Reviewer reviews all documents to confirm inclusion of all recommended services.
4. If not included in the POC, the Quality Reviewer will work with provider to incorporate them into the POC.

5. Once the Service Monitoring process is complete, the Quality Reviewer will fax an outcome letter to the provider.

6. To be considered compliant with this process, all documents must be received no later than 15 days after receipt of the request. If there are no documents received after the first and second attempts, Maximus will notify the Mississippi Division of Medicaid of Service Monitoring non-compliance.

The Service Monitoring process is not required for any individuals who weren't admitted or were on site <15 days. Additional notification requests are faxed to the facility if no response is received within 15 days. It is possible a facility may be required to complete Service Monitoring for more than one referral within a month.

Our Maximus Quality Clinician is here to help with this process! Please don't hesitate to reach out to our MS PASRR Help Desk if you have any questions.

What documents are required for submission of a PAS or a Status Change Referral?

It is important that Maximus receives the required documents at the time of submission each referral. This allows Maximus clinicians to complete the process of reviewing the referrals in a timely manner.

Here is a list of required documents when submitting a referral:

1. Pre-admission Screening (PAS) submitted via Envision: the PAS and the PAS summary, and the H&P (dated within the past year).
2. Resident Review submitted via fax: Status Change form (please make sure this is signed and dated), the H & P (dated within the past year), MAR. Psych eval (if a recent one has been done), and 3-5 days of nursing notes.

Service Monitoring - Helpful Tips

- Make sure to check that all documents submitted are ONLY for the individual being referred.
- If submitting more than one referral at a time via the Maximus fax line, submit each referral and supporting documentation in separate faxes.
- Consider breaking up larger groups of pages in a fax or Envision into two faxes/attachments. This prevents files from being corrupted.

CONTACT: Reach Out to the Help Desk

Phone: 833.967.2777

Email: Ascend-MSPASRR@maximus.com

Web: <https://maximusclinicalsolutions.com/svcs/mississippi>

5/25/2021

In this **Spring 2021** edition of the **Mississippi PASRR Quarterly Newsletter** we share an important update from the **MS Office of Long Term Care** regarding **Level II screenings**. Read on to review the State's press release, as well as the critical steps that will be taken by MS PASRR assessors and the Maximus program support team, once these changes are in place.

PRESS RELEASE

Attention Nursing Facility Providers:

Effective **June 1, 2021**, Maximus/Ascend will resume face-to-face Level II screenings within nursing facilities. You will receive more detailed communication within the upcoming days from Maximus/Ascend that will explain what can be expected as assessors return to in-person screenings within your facility.

If you have any questions, please contact the **Office of Long Term Care** by emailing LaShunda.Woods@medicaid.ms.gov or calling **601.359.5251**.

PROCESS UPDATE: PASRR Level II Assessments

In preparation for the planned June 1st return to performing face-to-face PASRR evaluations, Maximus would like to inform you of some steps our assessors **MUST** take when planning for their facility visits.

1. When the assessor receives the referral, they will **contact the facility** to speak to either the submitter or one of your staff working with the referred individual to ask the following questions:
 - a.) Is your facility currently open to visitors (no current closure due to a Covid -19 outbreak)?
 - b.) Is the referred individual comfortable meeting for a face to face interview?
2. If the answer to either of the above questions is "NO," the PASRR evaluation will be **completed telephonically** (as has been done since last year).
3. If the answers to BOTH the questions are "YES," the assessor may proceed and **MUST schedule a date/3 hour window** with your staff to come onsite and complete the evaluation.
4. **Health and safety guidelines:** All Maximus assessors are required to wear a mask and follow social distancing guidelines while onsite. In addition, they are required to complete a health screening each day, prior to visiting any facility.
5. Please be aware that all assessors must submit their **completed evaluation back to Maximus within 48 hours of assignment** to ensure that MS DMH can finalize the remaining steps of the PASRR process within federal timelines.

QUESTIONS? Mississippi PASRR Support Resources

If you have specific questions about this process, please feel free to reach out to MS PASRR Program Manager, **Lori Crawford**, LCSW: **629.230.513** | LoriMCrawford@Maximus.com

For all other general program questions, contact the MS PASRR Help Desk:

Phone: 833.967.2777

Email: Ascend-MSPASRR@maximus.com

7/20/2021

Quarterly Provider Newsletter: Register Upcoming 10/14 Webinar | Reminder - Recent Transition to In-Person Assessing | Help Desk Email Change Coming 9/01

This quarter we've gathered some important updates for the Mississippi provider, including topics and details for joining the upcoming **10/14 PASRR Provider Training**, a reminder on the **transition back to in-person assessments** which took place earlier this June, as well as a change to the **MS PASRR Help Desk email address** coming this September. Continue reading below to learn more.

REGISTER: Join the PASRR Provider Training - 1:00 p.m. - 3:00 p.m. CT Thursday, 10/14

This webinar will be of benefit for both those who are new and those with great experience with PASRR. Some of the topics include, but are not limited to, a refresher on the PASRR process, a review of the PASRR federal requirements, learn about some available MS resources, an introduction to new processes coming down the pipeline, along with some other relevant topics.

Be sure to join the Mississippi PASRR training team for it's **Fall 2021 Provider Training Webinar** at **1 p.m. CT on October 14**. Select the link below to register in advance this upcoming session.

[PASRR Provider Training: 1 p.m. - 3 p.m. CT Tuesday, October 14, 2021](#)

Call: +1 651.964.2079

Phone Conf ID: 150 216 984#

PROCESS REMINDER: Return to Face-to-Face Assessments

Earlier this summer, the Mississippi PASRR program transitioned to a new assessment model, which now includes the option for in-person assessments. Telephonic evaluations may still be selected as the preferred assessment method in the following instances:

- If the Assessor is informed by the MS PASRR PSS team or a nursing facility that the facility is closed to visitors, due to a current outbreak of Covid-19, or
- If a referred individual shares with facility staff that they are not comfortable doing a face-to-face interview or are not comfortable wearing a surgical mask during the interview process.

What to expect with an in-person assessment

Assessors are taking the necessary steps to prepare for this transition in the safest manner possible, relying on CDC guidelines and best practices:

- Assessors will call in advance to arrange the in-person visit.
- Steps to be taken include the stringent use of Personal Protective Equipment (PPE) during each visit.
- Assessors will work directly with the Maximus support team to submit health assessment forms on any days where an in-person interview is planned.

Have questions about this process change? Please contact the MS PASRR Help Desk team for assistance:

Email: Ascend-MSPASRR@maximus.com
Phone: 833.967.2777

COMING SOON: Help Desk Email to Change September 1

The program's support email address is changing. Please note that the existing MS PASRR Help Desk support account will be simplified from **Ascend-MSPASRR@maximus.com** to **MSPASRR@maximus.com**, beginning on **Wednesday, September 1**.

Note: After the 9/01 transition date, any messages sent to the old email account will continue to be automatically forwarded to the new account.

SUPPORT: Mississippi PASRR Help Desk Contacts

Email: Ascend-MSPASRR@maximus.com
Phone: 833.967.2777

9/21/2021

Important Update: New Survey Process | Register for 10/14 Provider Training Session

The Mississippi PASRR Team has put together some helpful process updates for your review, including updates to the recent **return to virtual assessments guidelines**, and a new **Customer Satisfaction Survey**. Also, be sure to review and register for the **upcoming October 14 Provider Training** as well.

BEST PRACTICE: Assessors Returning to Virtual Assessments

We have received notification from our state partners at the Mississippi Division of Medicaid that **Assessors can immediately transition back to completing all Level II assessments virtually**.

Maximus is currently working to obtain a HIPAA-compliant Zoom account for each Assessor to complete assessment interviews with the individual and their family/caregivers (if available).

Using Zoom allows Assessors the ability to put eyes on the individual during the assessment, and gives family/caregivers the opportunity to participate as well. Until Zoom accounts are set up, **Assessors will continue to complete interviews telephonically.**

What do we need from you?

Maximus is asking for your assistance with arranging a time for Assessors to complete their interviews with the referred individual:

1. The Assessor will **contact the Level I submitter/facility staff** to arrange a time for the Zoom interview.
2. Once a time is set, the Assessor will **email a copy of the Zoom invite** to the submitter/facility staff person.
3. Submitter/facility staff person is asked to **confer with the referred individual** to see if they would like any of their family and/or caregivers (directly involved in the person's care) to be invited to participate in the interview, and forward the email invitation to the family/caregivers.
4. Submitter/facility staff person who received the Zoom invite is asked to **provide a laptop or tablet to the referred individual** at the time of the interview and assist with meeting login (if needed) to ensure timely participation in the assessment.

We appreciate your cooperation toward ensuring a smooth interim transition to a fully virtual assessment process for those we serve.

PROCESS UPDATE: New Customer Satisfaction Survey

Maximus is in the process of obtaining an important healthcare industry best practice accreditation from [URAC](#), a non-profit organization that helps promote health care quality through the accreditation of organizations involved in medical care services.

As part of this accreditation process, we are now asking Assessors to **distribute a Satisfaction Survey** to the interview participants. When the Assessor sends the Zoom invite, she/he will attach a copy of the new Consumer Satisfaction Survey to the Zoom invite.

We ask that you will provide the referred individual with a copy of this new survey form. The Assessor will explain the process for completion and return of the survey.

REGISTER: PASRR Provider Training | 1:00 p.m. CT on Thursday, 10/14

Be sure to register below to join the Training team for the upcoming **MS PASRR Provider Training on Thursday, October 14 at 1 p.m. CT**. This webinar will be of benefit for both those who are new to the program, and those with great experience with PASRR. Some of the topics include, but are not limited to, a refresher on the **PASRR process**, a review of the **PASRR federal requirements**, available MS resources, an introduction to new processes coming down the pipeline, along with some other relevant topics. Use the link below to register in advance for this informative upcoming session.

- [PASRR Provider Training: 1 p.m. - 3 p.m. CT Tuesday, October 14, 2021](#)
Call: +1 651.964.2079
Phone Conf ID: 150 216 984#

QUESTIONS? Contact MS PASRR Help Desk

Email: MSPASRR@maximus.com
Phone: 833.967.2777

12/23/2021

Quarterly Newsletter – Important Provider Updates and Reminders

Hello and Happy Holidays to All!

We at Maximus would like to thank you for your partnership with the **Mississippi PASRR team** throughout the year! We appreciate the opportunity to communicate with you, and for all your continued help gathering additional information for PASRR referrals.

We know these last two years have been beyond challenging for many due to the impact of COVID-19, with continued isolation for some, overcoming illness and loss, and working longer hours than expected due to staff shortages and loss. As the PASRR mission states, our goal is ensure the individuals we serve are in the right placement and able to have their needs met. We are only able to meet these goals by way of your assistance, and we greatly **value your essential contributions** to the process.

We hope you are able to find some time to enjoy with family and friends during this holiday season. We know for some, this may be the first holiday after the loss of loved ones. Our thoughts are with you during this new season of your lives.

We've compiled several **helpful reminders and updates** below. Please review at your earliest convenience, and Happy Holidays.

Our best to you!
The Mississippi PASRR Team

REVIEW: PASRR Provider Training Recording

Thank you again to all who attended the PASRR training session held on October 14. We had a fantastic turnout, with over 150 participants. We appreciate all the feedback shared in the survey and hope to address some suggested topics over the coming months.

For those who didn't have the opportunity to attend, please [use this link](#) to listen to the recording of the training. Feel free to reach out to the MSPASRR@maximus.com with any follow up questions.

Be on the lookout in January for an upcoming announcement about an hour-long Quarterly Q&A session. This will be an open discussion on any topics/questions providers have about the PASRR process.

BEST PRACTICES: HELPFUL TIPS & REMINDERS

1.) There were several requests in the Provider Training Survey for additional information on Waiver services. Please review the links below for the Mississippi Division of Medicaid's webpages for Waiver Services and Transition to Community Referral (TCR):

- [Mississippi Waiver Services](#)
- [Transition to Community Referral \(TCR\)](#)

2.) Per our agreement with Mississippi Division of Medicaid, **all interviews with individuals must be completed using a HIPAA compliant Zoom account**. No other platform is approved for completing these interviews (FaceTime, What's App, etc.).

After receiving an assignment, an **Independent Contractor Assessor will call the submitter/facility contact to arrange a Zoom interview** with the individual. Once a time is set, the IC will email the Zoom invite to the submitter/facility contact. If your facility does not have the capability to complete Zoom interviews, please **inform the IC why it can't be completed using Zoom**.

***Note:** if you don't have the technology to complete a Zoom interview, our state officer has informed us there is an existing grant to help facilities acquire needed technology to make sure these interviews can be completed using Zoom.*

3.) Per a request from the Provider Training survey, we've provided an outline of the purpose and process of Service Monitoring (SM):

- **Purpose of SM:** identifies if the nursing facility is incorporating PASRR recommended Specialized and Rehabilitative services in Care Plan. SM determines provider compliance with federal regulations and state rules which requires a provider to update and individual's Plan of Care with the services and supports identified in the PASRR Summary of Findings.
- **Process:** a Maximus staff person sends a SM request via fax to the submitter that both identifies who the request is for, and outlines the required documents to be submitted with the submission deadline. If no response is received after 15 days, a second request will be sent. If there's still no response, the SM request will be closed as "non responsive." Note: if an individual is discharged <15 days from admission, please respond to the SM request via fax with this information and Maximus will close the request.

Required Documents to be Submitted for a SM Request:

Service Monitoring DBR form ([available here](#))

- MDS and POC showing the specialized and rehabilitative services have been incorporated into goals
- Orders or MAR (please submit only one of these)
- Psych Assessment (if available) or most recent psych notes

In order for our Quality Coordinator to proceed with completing the SM review, all documents must be received.

LTSS Implementation:

- As mentioned in our Provider Training, MS DOM plans to transition from using Envision to LTSS for all Preadmission Screenings and Status Changes in April 2022. We will continue to provide additional updates as we receive them.

QUESTIONS? Contact MS PASRR Help Desk

Email: MSPASRR@maximus.com

Phone: 833.967.2777