

1/9/2023

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## Quarterly Provider Newsletter: Register for January 23 Q&A Session | LTSS and Status Change Reminders

Dear Mississippi PASRR Providers,

**Thank you for partnering with us on this PASRR journey!** We appreciate each of you and the time you contribute to this process. Keep in mind that we are always here for you to help if you have any questions about the PASRR process or a referral.

**Please read on below for some important tips and reminders**, and Happy New Year 2023 from the entire MS PASRR Team at Maximus!

Best,

**Lori Crawford**, Program Manager

### REGISTER: Quarterly Q&A Session | Monday, January 23 at 1:00 p.m. CT

Be sure to join Maximus and MS DOM for the next scheduled Q&A session, taking place on **Monday, January 23 at 1:00 p.m. CT**. These webinars are a time for open discussion and your opportunity to ask any questions you have about the MS PASRR process. The team will also provide a review about recent updates to the Status Change process and inputting required information in an LTSS screen.

**Click the link below to register**, and share the invite with anyone from your agency whom you believe will benefit from attending:

[Quarterly MS PASRR Q&A Session | 1 p.m. CT on Monday, January 23](#)

### BEST PRACTICES: LTSS System Reminders

When inputting a new LTSS Screen, it is very important to **include the following information** to ensure the referral can be reviewed in a timely manner and avoid the need for a Maximus Clinical Reviewer to call the submitter:

- Always **include the person's social security number** in their profile. Maximus requires this to upload the referral into our system. It also helps us identify whether the person already had prior referrals so we can review previous documentation/referral information.
- Always **list the name, address, and phone number for the person's medical doctor** in the *Representative* section of their profile. It is a **federal PASRR requirement** for the MD to receive a copy of the Level II outcome letter.

- Make sure to always **attach required documentation to the original referral**, including the most recent H&P (dated within the last 12 months), medication orders, and (if available) a copy of the psych eval and/or notes. When we receive these at submission, it allows us to process these more quickly.
- If the referred individual is **on hospice and will qualify for a Terminal Illness Exemption**, please submit an a statement signed by the MD that the person has 6 months or less to live. This will allow us to process this exemption right away.
- In the LTSS system, there is a **Message Center** (located in the upper right corner of your screen on the top bar). Please check regularly to see if you have any messages and reply as quickly as possible. Maximus will always send a message in LTSS first - this message center allows us to communicate with you directly and quickly (instead of a phone call) to request additional information which allows us to complete our clinical review of the referral and determine if a Level II evaluation is required.

## PROCESS: Status Changes (SC) Guidance

The Mississippi PASRR team continues to receive several questions about the Status Change (SC) process. Please take some time to review the guidelines on our MS PASRR Provider website, where you will find many helpful resources:

**Significant Change in Condition Guide**: this provides clarification about when a SC is and isn't required.

**Mississippi PASRR Status Change Request From**: **always** use this form when submitting a SC. Because a Level Of Care (LOC) form is required in MS for all SC referrals submitted, **the SC form is now combined with the LOC form in a fillable PDF**. Make sure to save a copy on your desktop for quick reference.

Just fill it out on your computer, print, sign and fax it with all the required documentation (most recent H&P dated within the last 12 months, Orders, and psych eval or notes, if available) to **Attn: MS PASRR at 877.431.9568**.

**Note**: Please do not send the person's Plan of Care or MDS. These aren't needed for a Status Change referral, only Service Monitoring request.

## SUPPORT: Contact the Mississippi PASRR Help Desk

Phone: **833.967.2777**

Email: [MSPASRR@maximus.com](mailto:MSPASRR@maximus.com)