

QUESTIONS	ANSWERS
Contact Information and Resource Access	
<p>How do I contact the Illinois Maximus Help Desk?</p>	<p>General support – phone: 833 PASRR IL (833.727.7745)</p> <p>General PASRR questions – email: ILPASRR@maximus.com</p> <p>Supportive Living Programs (SLP) – email: ILSLP@maximus.com</p> <p>Specialized Mental Health Rehabilitation Facilities (SMHRF) – email: ILSMHRF@maximus.com</p> <p>Follow Up Visits – email: ILFollowUpVisits@maximus.com</p> <p>Additional resources: https://maximusclinicalservices.com/svcs/illinois_pasrr</p>
<p>How does our facility get on the communication distribution list?</p>	<p>To be added to the Illinois Maximus Help Desk email distribution list, email a request to ILPASRR@maximus.com with the subject line: “Please add my email to the Illinois PASRR Contact List.” This communication should include your name, title, agency/facility, email address, and contact phone number.</p> <p>Note - Once you become a registered Maximus system user, you will automatically be added to the distribution list.</p>
<p>Who should I contact with any questions about the referral process?</p>	<p>To find answers to your program process questions, call the Illinois Maximus Help Desk: 833 PASRR IL (833.727.7745) or contact via email:</p> <p>General PASRR questions: ILPASRR@maximus.com</p> <p>SLP-related questions: ILSLP@maximus.com</p> <p>SMHRF-related questions: ILSMHRF@maximus.com</p> <p>Follow Up Visits-related questions: ILFollowUpVisits@maximus.com</p>
<p>When I leave a voicemail for the Illinois Maximus Help Desk team, what turnaround time should I expect for a call-back?</p>	<p>We thank you for your patience as we address calls in the order in which we receive them. Our standard practice is to return them as soon as the next Help Desk agent is available. Calls received after 8:00 p.m. CST will be returned within 24 hours. To avoid delays, please do not leave multiple voicemails regarding the same issue.</p>
<p>Where can I find Illinois PASRR support materials online?</p>	<p>Explore the Maximus Illinois Tools & Resources page, which has a growing list of materials that will 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: https://maximusclinicalservices.com/svcs/illinois_pasrr. Note – Any items with a closed padlock icon will only be available to registered Maximus system users.</p>
<p>Is the Help Desk service available on the weekends?</p>	<p>Help Desk staff will be available to return calls and emails on the weekends beginning on March 14, 2022, however support resources are always available for review through the Illinois PASRR Tools and Resources page.</p>
Referral Submissions & the Level I Process	
<p>What is PASRR and when did it start?</p>	<p>Preadmission Screening and Resident Review (PASRR) is a federally mandated screening process 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 and PASRR requirements were also added to the Social Security Act as sections 1919 (b) (3) (F) and 1919 (e) (7).</p>

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	<p>The process is administered by the Centers for Medicare and Medicaid Services (CMS). Maximus partners with the State of Illinois to help carry out this program.</p>
<p>What is the purpose of PASRR?</p>	<p>PASRR was established as part of the de-institutionalization process to ensure people with disabilities (i.e., Mental illness, Intellectual/Developmental disability) are not marginalized or inappropriately institutionalized; that every individual receives the needed services and supports in the least restrictive setting possible.</p> <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, individuals with disabilities cannot be required to be institutionalized to receive public benefits that could be furnished in community-based settings</p> <p>The goal of PASRR is to optimize an individual's placement success, treatment success, and ultimately, an individual's quality of life.</p>
<p>What does PASRR require?</p>	<p>The PASRR process requires that all applicants to Medicaid-certified nursing facilities be given a preadmission, preliminary, assessment to determine whether they might have Serious Mental Illness (SMI) or an intellectual disability (ID) or Developmental Disability (DD). This is called a "Level I screen." Individuals with indicators of SMI/ID/DD receive a clinical review to determine if an in-depth evaluation called "Level II" is needed prior to nursing facility (NF) admission. The results of this evaluation also determine the appropriateness of a NF setting and if specialized services are needed relative to the PASRR condition.</p> <p>Regulations governing PASRR are found in the Code of Federal Regulations, at 42 CFR 483.100-138.</p>
<p>What is the purpose of the Level I screen?</p>	<p>A level I screen is also known as the identification screen. These screens help to identify if a person has a known or suspected diagnosis of severe mental illness, intellectual disability, or related condition (developmental disability) by looking at the individual's entire clinical presentation. If a person has a known or suspected PASRR condition, they will receive a Level II assessment to determine the services and supports they need in the NF.</p>
<p>Who is required to have a Level I screening?</p>	<p>All persons seeking entry into a Medicaid funded NF, regardless of payer source, diagnoses, or current location must be screened prior to admission.</p>
<p>When should I submit a Level I?</p>	<p>Pre-Admission Screen—Providers will submit the Level I before admission to a Medicaid certified nursing facility. Expected turnaround time for the Level I is 5 business hours. Maximus encourages providers to begin discharge planning as soon as possible. If they think the person might need NF placement, they should submit the Level I. This prevents delays in discharge if the person needs a Level II. Expected turnaround time for Level II is 48 hours.</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>

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Who is receiving and reviewing the Level I screens?	Maximus receives and reviews all Level I identification screens submitted through AssessmentPro.
I received a Level I Determination. What does the determination mean?	<p>If a person has indicators of the potential of a PASRR condition, one of Maximus’s clinical reviewers will closely review the submitted Level I and supporting records to make a determination. Once we receive all the necessary information, we have 5 business hours to complete the review. Providers can help speed this process up by uploading the supporting documentation at the time of the screen. Typically, supporting documentation includes the most recent H&P, MAR, psychiatric evaluation, mental status evaluation, or other records that inform about the person’s clinical presentation.</p> <p>Possible Level I Determinations are:</p> <ul style="list-style-type: none"> • No Level II Required – No SMI/ID/RC: This means the person does not have a PASRR condition (serious mental illness, intellectual disability and/or related condition) and can enter and or remain in a nursing facility as needed. • Refer for Level II: This means the person has a known or suspected PASRR condition and requires an onsite Level II evaluation. If admitting the nursing facility, the Level II PASRR must be completed prior to the individual’s admission. • Withdrawn or Cancelled: The person is not going to, or remaining in, the nursing facility and the screen is no longer needed. • Categorical/Exemption/Exclusion: This outcome identifies a person who, despite the presence of a PASRR condition (i.e., mental illness, intellectual or developmental disability) can be admitted to a NF more expeditiously and without an onsite evaluation because they a part of a specific group who are determined to be eligible for an abbreviated preadmission PASRR process, or who can be exempted or excluded from PASRR, based on certain characteristics or needs. • Level I Negative – No status change: This outcome is for nursing facility residents only. This means the resident has no PASRR condition and the Level I showed no status change present. No Level II is needed at this time. The resident can remain in the nursing facility with no additional screen. • Level I Positive – No status change: This outcome is for nursing facility residents only. This means the person does have a PASRR condition that does not require a new Level II, as the Level I determined there was no status change. There is no need for a Level II screen and the resident can remain in the nursing facility with no additional screen.
What are the basic requirements for a Categorical/Exemption or Exclusion determination?	<p>Eligibility varies based on the categorical, here are few things each person must have to be eligible for a categorical exemption, or exclusion being sought or identified during the Level I screening. In general, the person must:</p> <ol style="list-style-type: none"> 1. Have a known/suspected PASRR condition. If they don’t, they will automatically be approved for nursing facility placement, as the categorical is irrelevant. 2. Be psychiatrically stable (not a danger to themselves or others). 3. Have specific documentation of their needs for the circumstance for which the categorical, exclusion or exemption, is sought or identified.

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	<p>Please see below for further information on state approved categoricals.</p>
<p>What are the types of Categoricals or Exclusionary determinations that an individual might qualify for? What documentation do I need to submit for each one?</p>	<p>Exemptions:</p> <p>Exempted Hospital Discharge: For individuals medically hospitalized who have a known or suspected PASRR condition and who is likely to be discharged from a nursing facility within 30 days or less.</p> <p><i>To meet criteria, the person must currently:</i></p> <ul style="list-style-type: none"> • Be admitted to a medical unit of a medical facility • Be psychiatrically stable (not a danger to themselves or others). • Require nursing facility services for the condition for which care is being given for in the hospital • Expected to need 30 days or less in a NF • Have an attending physician certify before admission to the facility that the individual is expected to require fewer than 30 days of nursing facility services • Have a submitted History and Physical from within the last 365 days • Submit a Psychiatric consultation (if completed) <p>Categoricals</p> <p>Convalescent Categorical: For individuals medically hospitalized who have a known or suspected PASRR condition and is likely to be in the nursing facility 60 days or less, as verified by a physician.</p> <p><i>To meet criteria, the person must currently:</i></p> <ul style="list-style-type: none"> • Be admitted to a medical unit of a medical facility • Be psychiatrically stable (not a danger to themselves or others). • Require nursing facility services for the condition for which care is being given for in the hospital. • Have an attending physician certify before admission to the facility that the individual is expected to require fewer than 60 days of nursing facility services • Have a submitted History and Physical from within the last 365 days • Submit a Psychiatric consultation (if completed) <p>*Note: Those in the Emergency Room (not admitted) and those under Observation Status do not qualify.</p>

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	<p>Terminal Illness Categorical: For individuals with documentation of an end stage illness with a life expectancy of 6 months or less.</p> <p><i>To meet criteria, the person must currently:</i></p> <ul style="list-style-type: none"> • Have an attending physician certify before admission to the facility a life expectancy of less than 6 months • Have submitted a History and Physical from within the last 365 days <p>Severe Physical Illness Categorical: For individuals with a level of impairment so severe that the individual cannot be expected to benefit from specialized services. This level of impairment includes conditions such as:</p> <p>(a) being in a coma; or</p> <p>(b) functioning at a brain stem only level</p> <p><i>To meet criteria, the person must currently:</i></p> <ul style="list-style-type: none"> • Have an attending physician certify before admission to the facility that the individual has a severe impairment (coma, brainstem only functioning, etc.) • Have a submitted History and Physical from within the last 365 days. <p>Exclusions</p> <p>Dementia/MI: For individuals with documentation of a primary and progressed neurocognitive disorder/dementia, with a behavioral health condition, who would not likely benefit from disability services and whose neurocognitive disorder/dementia, is the primary focus of care.</p> <p><i>To meet criteria, the person must currently:</i></p> <ul style="list-style-type: none"> • Have documentation indicating the individual's cognitive decline is so progressed that they could not participate in an assessment or in services for the mental illness. • Have available neuro/psych examination, assessing behavior, affect/mood, thought processes, perception, cognitive functions, judgment and insight (if completed) • Have a submitted History and Physical from within the last 365 days.
<p>PASRR Diagnoses</p>	

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<p>What qualifies as a Serious Mental Illness (SMI) for PASRR?</p>	<p>Our 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 during the screen, the individual will be referred for a Level II evaluation.</p> <p>PASRR is designed for people who meet the specific criteria of a known or suspected diagnosis of a serious mental illness. 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 • 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>What if the individual has a suspected PASRR condition but it is not confirmed?</p>	<p>A known or suspected qualifying PASRR condition requires a Level II evaluation in order to determine if their condition qualifies.</p>
<h3>PASRR Level II Process</h3>	
<p>What does it mean if someone is referred for Level II evaluation and who would perform that evaluation?</p>	<p>A Level II evaluation is an in-depth assessment which determines if a person has a qualifying PASRR condition and if so, whether the person requires the level of service provided by a nursing facility and if so, whether or not the individual requires specialized services for their qualifying PASRR condition.</p> <p>Maximus will conduct Level II evaluations for persons with known or suspected serious mental illness on behalf of the Illinois Department of Human Services (IDHS)/Division of Mental Health (DMH). The IDHS/Division of Developmental Disabilities (DDD), will retain responsibility for conducting Level II evaluations for those with an in Intellectual Disability and/or Developmental Disability (ID/DD) and/or Dual conditions.</p>

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<p>What does a Level II Mental Health evaluation involve?</p>	<p>To conduct a Level II, a Maximus assessor must meet and interview the person, review their medical record, and interview support staff. Sometimes, this means we must interview providers. Our clinicians interview the individual for about 45 minutes to an hour and ask questions on everything from the number of children the person has to what things/situations cause the person to experience an increase in psychiatric symptoms. We find out information about who the person is, what he likes or dislikes, what makes her happy or sad. We find out about the person’s needs, diagnoses, and what the person wants for her or his life. Where the individual wants to live, who her or his support network is, and what will help her or his be successful in the nursing facility and in a community setting.</p> <p>Through this process, assessors determine if a person has a qualifying PASRR condition and if so, whether the person requires the level of service provided by a nursing facility, and if so, whether or not the individual requires specialized services for their qualifying PASRR condition.</p>
<p>I received a Summary of Findings. What is this?</p>	<p>After Maximus receives the completed Level II assessment, our qualified clinicians review all submitted information on the individual, including the medical record and supporting interviews. After this, we make a determination about the individual’s behavioral health and medical stability, the need for nursing facility care (meaning does the person meet medical necessity for nursing facility placement), and what type of the services a person needs to be successful. We write all of that up in a Summary of Findings report. Submitters of Level I screens will have access to these reports through AssessmentPro.</p> <p>Federal regulations allow 7-9 days for the completion of the entire PASRR process, although contractually, we will complete these in 72 hours or less, while maintaining an expected average of 48 hours or less.</p>
<p>What do the Level II Determinations mean?</p>	<p>Once a Summary of Findings is complete, you will see a Level II Determination in the report. Possible Level II Determinations are:</p> <p>Possible Level II Determinations include but are not limited to:</p> <ul style="list-style-type: none"> • Approved for a Time-Limited Stay: Time-limited approval means the person can go to the NF for a specific number of days. If they need to stay longer, the NF will need to submit a new Level I. • Approved for Non-Time Limited Stay: A non-time limited stay approval means the person can go to the nursing facility for as long as they need to be there or for long-term care. The NF will only need to submit another Level I screen if the person experiences a status change. • Denied for Nursing Facility: This means the person is not appropriate for a NF. This could be because their mental illness is not stable at this time and they need more intensive services for the safety of themselves or others, or they can have their needs met in a less restrictive environment in the community, such as at home with supports.