

QUESTIONS	ANSWERS
Contact Information and Resource Access	
How do I contact the Illinois Maximus Help Desk?	<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>
How does our facility get on the communication distribution list?	<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>
Who should I contact with any questions about the referral process?	<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 questions: ILFollowUpVisits@maximus.com</p>
When I leave a voicemail for the Illinois Maximus Help Desk team, what turnaround time should I expect for a call-back?	<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>
Where can I find Illinois PASRR support materials online?	<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>
Is the Help Desk service available on the weekends?	<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>
Specialized Mental Health Residential Facility (SMHRF) Related Questions	
Are individuals under 18 eligible for a SMHRF?	<p>No, individuals must be 18 years or older. Individuals under 18 cannot admit to a SMHRF.</p> <p>Individuals between the ages of 18-25 fall into the age range of transitional aged youth. SMHRF referrals should only be submitted for this age range if there is a strong indication that their needs cannot be met in the community.</p>

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<p>If the individual has a legal guardian, do I need to provide proof of guardianship?</p>	<p>No, documentation indicating proof of guardianship is not required in order to submit a SMHRF referral. If it is available at the time of the SMHRF referral submission, it is recommended to include with referral documentation.</p>
<p>Does an individual have to have a serious mental illness to enter a SMHRF?</p>	<p>Yes, SMHRFs are facilities that help individuals with serious mental health conditions. Some mental health conditions that may qualify are:</p> <ul style="list-style-type: none"> • Bipolar or Related Disorder • Psychotic Disorder • Depressive Disorder • Post-Traumatic Stress Disorder • Borderline Personality Disorder • Obsessive Compulsive Disorder <p>If the referring individual has never been formally diagnosed with a serious mental health condition but you believe the person has a serious mental illness, complete the SMHRF referral and Maximus will further investigate this during the assessment.</p>
<p>Does simply having a serious mental illness automatically qualify an individual for admission to a SMHRF?</p>	<p>While having a confirmed or suspected severe mental illness is part of SMHRF criteria, Maximus will also look at how this diagnosis has impacted the individual throughout their life span. Areas Maximus will review during the SMHRF assessment process include:</p> <ul style="list-style-type: none"> • Social history and demographic background information • Psychiatric history and history of psychiatric hospitalizations • Substance abuse history, including a substance abuse assessment • Cognitive impairment screen • Co-morbid medical conditions, treatment and management • Medications history and compliance • Strengths and preferences • Risk indicators or potential • Criminal history • ADL and IADL self-management skills • Medical conditions, including any medical condition that may have an impact on the person’s appropriateness for placement in a community-based setting • History of physical abuse or trauma • Goals and objectives that the individual will need to achieve to be discharged to community living

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Do substance use disorders qualify for admission to a SMHRF?	<p>Individuals can have co-occurring mental health and substance use disorder and qualify. However, SMHRF admission is not appropriate for individuals whose mental health diagnosis is present due to substance use.</p> <p>If you are not sure about this for an individual you are referring to SMHRF admission, you may submit the SMHRF referral, then this will be further evaluated during the assessment.</p>
Does an individual with an intellectual disability qualify for a SMHRF?	SMHRF admission is not appropriate for individuals with moderate, severe, or profound intellectual or developmental disabilities.
Can an individual be diagnosed a Neurocognitive Disorder (Dementia) and qualify for a SMHRF admission?	<p>Yes. However, SMHRF admission is not appropriate for individuals who have a primary diagnosis of Dementia. If an individual has the following signs or symptoms associated with their dementia diagnosis, it could be an indication that their diagnosis of dementia is the primary focus of their treatment.</p> <ul style="list-style-type: none"> • They experience severe deficits to their functional abilities • They experience severe deficits that don't allow them to live in the community • They have significant difficulty communicating • They have significant difficulty ambulating and or completing routine motor tasks • They have significant difficulty recognizing familiar people or familiar objects • They have significant short-term memory impairments • They have significant long-term memory impairments <p>If you are not sure if an individual has a primary diagnosis of Dementia, you may continue with the referral and Maximus will further investigate this during the assessment.</p>
Can SMHRFs admit an individual if they can't walk independently?	SMHRF admission is not appropriate for individuals who need help to walk.
What medical needs can SMHRFs not accommodate?	<p>SMHRF admission is not appropriate for individuals who:</p> <ul style="list-style-type: none"> • Require skilled nursing care • Have limited feeding capacity • Have swallowing problems present with recurrent aspiration • Currently require a catheter (including foley, feeding tube, NG tube, central lines) • Have medically significant complications due to recent major medical trauma • Have acute neurological symptoms • Have an unstable seizure disorder • Require ongoing nebulizer treatment

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	<ul style="list-style-type: none">• Require electrocardiogram monitoring• Have conditions present that require urgent surgery• Have medically significant risk present for complications due to drug withdrawal• Have medically significant bleeding• Have a communicable disease requiring isolation• Has delirium• Is methadone dependent (unless in an accredited Methadone program)• Has toxic levels of medication or is at risk of becoming toxic