

QUESTIONS	ANSWERS
<i>Contact Information and Resource Access</i>	
<p>How do I contact the Illinois Maximus Help Desk?</p>	<p>General support – phone: 833 PASRR IL (833.727.7745)</p> <p>General support – email: <a href="mailto:ILHelpDesk@maximus.com">ILHelpDesk@maximus.com</a></p> <p><b>Specialized Mental Health Rehabilitation Facilities (SMHRF) – email:</b> <a href="mailto:ILSMHRF@maximus.com">ILSMHRF@maximus.com</a></p> <p>Additional resources: <a href="https://maximusclinicalservices.com/svcs/illinois_smhrf">https://maximusclinicalservices.com/svcs/illinois_smhrf</a></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 <a href="mailto:ILSMHRF@maximus.com">ILSMHRF@maximus.com</a> with the subject line: “Please add my email to the Illinois SMHRF Contact List.” This communication should include your name, title, agency/facility, email address, and contact phone number. All team members requiring access to the contact list can be included in one email request.</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 support questions: <a href="mailto:ILHelpDesk@maximus.com">ILHelpDesk@maximus.com</a></p> <p><b>SMHRF-related questions:</b> <a href="mailto:ILSMHRF@maximus.com">ILSMHRF@maximus.com</a></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 program support materials online?</p>	<p>Explore the Maximus Illinois Tools &amp; 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: <a href="https://maximusclinicalservices.com/svcs/illinois_smhrf">https://maximusclinicalservices.com/svcs/illinois_smhrf</a>.</p> <p>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, however support resources are always available for review through the Illinois SMHRF Tools and Resources page.</p>

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<b>Specialized Mental Health Residential Facility (SMHRF) Related Questions</b>	
<p>Are individuals under 18 eligible for a SMHRF?</p>	<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>
<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"> <li>• Bipolar or Related Disorder</li> <li>• Psychotic Disorder</li> <li>• Depressive Disorder</li> <li>• Post-Traumatic Stress Disorder</li> <li>• Borderline Personality Disorder</li> <li>• Obsessive Compulsive Disorder</li> </ul> <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"> <li>• Social history and demographic background information</li> <li>• Psychiatric history and history of psychiatric hospitalizations</li> <li>• Substance abuse history, including a substance abuse assessment</li> <li>• Cognitive impairment screen</li> <li>• Co-morbid medical conditions, treatment and management</li> <li>• Medications history and compliance</li> <li>• Strengths and preferences</li> <li>• Risk indicators or potential</li> <li>• Criminal history</li> <li>• ADL and IADL self-management skills</li> <li>• Medical conditions, including any medical condition that may have an impact on the person’s appropriateness for placement in a community-</li> </ul>

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	<p>based setting</p> <ul style="list-style-type: none"> <li>• History of physical abuse or trauma</li> <li>• Goals and objectives that the individual will need to achieve to be discharged to community living</li> </ul>
<p>Do substance use disorders qualify for admission to a SMHRF?</p>	<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>
<p>Does an individual with an intellectual disability qualify for a SMHRF?</p>	<p>SMHRF admission is not appropriate for individuals with moderate, severe, or profound intellectual or developmental disabilities.</p>
<p>Can an individual be diagnosed a Neurocognitive Disorder (Dementia) and qualify for a SMHRF admission?</p>	<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"> <li>• They experience severe deficits to their functional abilities</li> <li>• They experience severe deficits that don't allow them to live in the community</li> <li>• They have significant difficulty communicating</li> <li>• They have significant difficulty ambulating and or completing routine motor tasks</li> <li>• They have significant difficulty recognizing familiar people or familiar objects</li> <li>• They have significant short-term memory impairments</li> <li>• They have significant long-term memory impairments</li> </ul> <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>
<p>Can SMHRFs admit an individual if they can't walk independently?</p>	<p>SMHRF admission is not appropriate for individuals who need help to walk.</p>
<p>What medical needs can SMHRFs not accommodate?</p>	<p>SMHRF admission is not appropriate for individuals who:</p> <ul style="list-style-type: none"> <li>• Require skilled nursing care</li> <li>• Have limited feeding capacity</li> <li>• Have swallowing problems present with recurrent aspiration</li> <li>• Currently require a catheter (including foley, feeding tube, NG tube, central lines)</li> </ul>

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	<ul style="list-style-type: none"> <li>• Have medically significant complications due to recent major medical trauma</li> <li>• Have acute neurological symptoms</li> <li>• Have an unstable seizure disorder</li> <li>• Require ongoing nebulizer treatment</li> <li>• Require electrocardiogram monitoring</li> <li>• Have conditions present that require urgent surgery</li> <li>• Have medically significant risk present for complications due to drug withdrawal</li> <li>• Have medically significant bleeding</li> <li>• Have a communicable disease requiring isolation</li> <li>• Has delirium</li> <li>• Is methadone dependent (unless in an accredited Methadone program)</li> <li>• Has toxic levels of medication or is at risk of becoming toxic</li> </ul>
<b>Continued Stay Review (CSR) Related Questions</b>	
What is the purpose of the Continued Stay Reviews (CSRs)?	To ensure state visibility into the status of discharge planning and ongoing treatment needs for all Medicaid members residing in SMHRFs. CSRs will also improve connections to community resources for SMHRF residents in accordance with the Williams Consent Decree.
What prompts a CSR to occur?	AssessmentPro initiates a CSR 90 days after the admission date on the Census Report of each SMHRF consumer, provided that the Census Report does not indicate that the person has discharged or is deceased.
What if the person has transferred to another SMHRF? Does the CSR still happen?	Yes, AssessmentPro will queue the CSR to the facility where the person is admitted at day 90. If the person has transferred to another SMHRF and the Census Report was updated to reflect this, the CSR will queue to the SMHRF where the person transferred.
What do I need to do once a CSR is queued to me?	Respond to brief questions about the resident including the nature of services being provided and the status of discharge planning, and request for documentation to be uploaded.
How long will I have once a CSR is queued to me to complete the required questions?	The required questions must be completed within 10 days. If the questions have not been completed by day 5 of the form being queued, an email reminder will be sent. If still not completed by day 8, another email reminder will not be sent. If not completed by day 10, the SMRHF will be at risk of noncompliance.
Do I need to do anything in AssessmentPro in order to receive the CSRs for my facility?	Make sure that your AssessmentPro account is updated to include the role of Continued Stay Respondent. If not, if you are an Admin in AssessmentPro at your facility, you can access how to edit your role here: <a href="#">AssessmentPro User Guide-Adding User Roles</a> . If you are not an Admin, you will need to request that your facility Admin update your account for you.
What documentation is required for the CSRs?	The SMHRF consumer's treatment plan and discharge planning documentation. If there has been an incident within the past 6 months, requiring an Incident Report, Incident Reporting documentation should be provided.
What does the outcome CSR	The CSR has identified that the SMHRF consumer has exclusionary criteria

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SMHRF Inappropriate-Immediate Action Needed mean?	present (as identified in IL Admin Code title 77, Part 380) that makes it inappropriate for the SMHRF consumer to continue to receive care at a SMHRF. Safe and orderly discharge should occur as soon as possible.
What does the outcome CSR SMHRF Inappropriate-Noncompliant with SMHRF Evaluation mean?	The CSR has not identified that the SMHRF consumer has any exclusionary criteria present, but there is not a current and valid SMHRF Eligible determination available (applicable for anyone admitting in April 2022 or later), which is required for authorization of services. A referral should be submitted for a SMHRF assessment to determine eligibility for authorization purposes.
What does the outcome CSR SMHRF Appropriate-Noncompliant with Discharge Planning mean?	The CSR has not identified that the SMHRF consumer has any exclusionary criteria present and there is a current and valid SMHRF Eligible determination (or was admitted prior to April 2022), but it has been identified that treatment plan and/or discharge planning documentation is not aligned with requirements in IL Admin Code title 77, Part 380 and/or discharge barriers indicated do not align with the SMHRF consumer’s needs. Recommendations made in the CSR outcome report should be incorporated immediately.
What does the outcome CSR SMHRF Appropriate-Compliant with Discharge Planning mean?	The CSR has not identified that the SMHRF consumer has any exclusionary criteria present, there is a current and valid SMHRF Eligible determination (or was admitted prior to April 2022), and treatment planning and discharge planning documentation are aligned with requirements in IL Admin Code title 77, Part 380. Recommendations made in the CSR outcome report should be incorporated for continued discharge planning support.