SD PASRR: Provider Training

October 2023

© Copyright 2023 Maximus

This document and the information disclosed within, including the document structure and contents, is confidential and the proprietary property of Maximus and is protected by copyright and other proprietary rights. The contents may not be duplicated, used, or disclosed in whole or in part for any purpose without the prior written permission of Maximus. The information contained herein is subject to change without notice. The only warranties for Maximus products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. Maximus shall not be liable for technical or editorial errors or omissions contained herein.

Trademark Acknowledgement

Product names referenced in this document may be trademarks or registered trademarks of their respective companies and are hereby acknowledged.

SD PASRR Team



Ariel Ghanayem SD PASRR Program Manager



Tamara Crafton SD PASRR Clinical Reviewer



Barbara Lefdal SD PASRR Clinical Assessor



Bryan Parker SD PASRR Clinical Administrator





maximus



Purpose and Objectives



UNDERSTAND THE UPCOMING CHANGES TO SD PASRR

DEVELOP AN UNDERSTANDING OF THE IMPORTANCE OF THESE CHANGES AND HOW THEY IMPACT YOUR ROLE

PASRR 101 Recording

If you have not already, make sure to listen to our PASRR 101 recording linked to our SD PASRR Provider Resource Website.

This 40-minute recording is for anyone who wants to gain a better understanding of PASRR both at the federal and state levels.

This recording covers:

- Concept and regulations surrounding PASRR
- Structure and purpose of PASRR
- Importance of PASRR and your role

https://maximusclinicalservices.com/svcs/south_dakota

Maximus and South Dakota PASRR

South Dakota Department of Social Services, Medical Services Division has contracted with Maximus to:

- Review all Positive Level I Screens with potential MI/ID/RC
- Determine if there is a confirmed or suspected PASRR condition, and, if so, which is needed:
 - Categorical (or abbreviated evaluation), or
 - Full Level II evaluation
- Complete all SMI Level II evaluations

Starting October 16, 2023

Importance of This Transition

- First-time outsourcing of PASRR for the State
- Highlights for this PASRR project:
 - 1) Use of PASRR to support and connect individuals with community resources
 - 2) Enhanced tracking and reporting features



Movement toward further alignment with PASRR federal standards

Increase in provider resources

Individualized PASRR journey

maximus

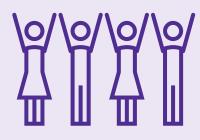
What is Changing?











Positive Level I referrals and Exempted Hospital Discharge Forms go to 1 centralized state email address for Maximus to process

now from Maximus with **more** comprehensive information about the Level I determination and next steps

Level I Outcomes

LOC for Level II SMI-only individuals will be completed by an LTSS nurse. SIDA will complete LOC for IDD and dual individuals. Level II individuals with a SMI diagnosis will receive an **individualized assessment** from a Maximus assessor Level II individuals with a SMI diagnosis will receive a **Summary of Findings** completed by the State and Maximus

maximus

Experienced PASRR vendor

Insights and Benefits



Easier submission of Level I Screens and Exempted Hospital Discharge forms to one centralized State email address



Enhanced outcome options in the Level I and Level II process allows for more opportunities for the PASRR individual

What Remains the Same?



Your State authorities **remain** the final decision maker on all Level II PASRR determinations



Criteria and required documentation for Positive Level I Screens and Exempted Hospital Discharges remain unchanged



Your State authorities will **continue to provide you** with the Level II outcome for the PASRR individual



Your State authorities remain involved and engaged

Knowledge Check

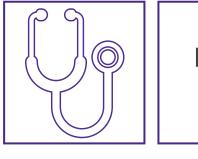
Maximus begins this transition on:

- A. October 16, 2023
- B. November 16, 2023
- C. December 16, 2023

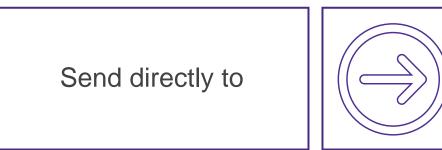
Level I Review Process



Centralized PASRR Email Address



Positive Level I Referrals, Exempted Hospital Discharge Forms





Key Highlights:

- A Maximus clinician will review your Level I Referral within 1 business day
- A Maximus clinician will reach out to you directly if additional information is needed to process your Level I referral
- Hours of operation for Maximus are Monday-Friday, 8 a.m.-5 p.m. CT.
- Referrals submitted after 3 p.m. CT. are processed the next business day

Updated Level I Screen

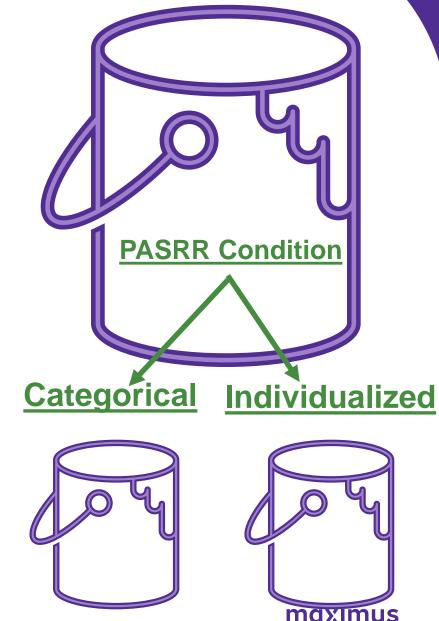
- Updated checkboxes to help with PASRR reporting and tracking
- Included the new email address specifically for PASRR submissions, making the process more convenient for users

LAST NAME	FIRST NAME	VT DEMOGRAPHI	MI DATE OF BI	UTH		_
SOCIAL SECURITY NUMBER						
SOCIAL SECURITY NUMBER	MEDICAID NUMBER	(IF APPLICABLE)	PRIMARY LANGUA	GE		
A RECEIPTION OF THE RECEIPTION	CURRENTLO	CATION OF APPL	ICANT	Tech		
FACILITY NAME		CITY		STAT	E	
PRIMARY CONTACT REGARDING PASER	CONTACT EMAIL		CONTACT P	HONE	FAX	
SECONDARY CONTACT REGARDING PASER	SECONDARY CONTA	CT EMAIL	SECONDARY	CONTAC	T PHONE	
FACILITY NAME	ADMIT	FACILITY CONT	ACT REGARDING PAS	RR		
CITY	STATE	ZIPCODE	PHONE NUM	BER		
	D	LAGNOSES				
PRIMARY ADMITTING DIAGNOSIS		-A - L - L - L - L - L - L - L - L - L -				
SECONDARY DIAGNOSES				1100		
1 Des de indicated barren de		EENING QUESTIO		YES	NO	Unkn
 Does the individual have a condit indicate the individual may have an 	intellectual or deve	elopmental disabi	lity?			
2. Is the individual being referred by						-
intellectual or developmental disab eligible for that agency's services?	ilities and has the i	individual been d	etermined to be			
3. Does this individual have a cond		any presenting ev	idence* that may		3	-
indicate the individual may have m Indicate a "YES" response if the		y type of physicia	an documented			
dementia diagnosis		10 . I C C .			-	-
4. Prior to this nursing facility admission request, did this individual receive any Medicaid funded, State paid, or privately paid in-home services?						
DACODIA ITALIAS		listed in the ta				
ee PASRR Manual Exhibit A for pr f the answers for questions at <u>PASRR@state sd us</u> with without further evaluation and to This individual does not need	supporting docum this form is saved i to be referred for fi	n the individual's				
f the answers for questions at <u>PASR@state sd us</u> with without further evaluation and the	supporting docum this form is saved i to be referred for fi	n the individual's				
f the answers for questions at <u>PASRR@state sd us</u> with without further evaluation and the This individual does not need	supporting docum this form is saved i to be referred for fi	n the individual's	file.	e);	-	
f the answers for questions at <u>PASRR@state sd us</u> with without further evaluation and the This individual does not need	supporting docum this form is saved i to be referred for fi	n the individual's uther evaluation.	and	¢)	-	

PASRR 'Buckets' Following Review of Level I Screen







Level I Review Outcomes from Maximus: No Known or Suspected PASRR Condition

No PASRR Condition Identified	Description
No Level II Required: No SMI/ID/RC	The diagnosis of ID/DD or MI is not substantiated
No Level II Required: Situational Symptoms	There is a diagnosis of situational depression that is of short duration and in direct relation to an occurrence in an individual's life and does not appear that will lead to chronic disability
No Level II Required: Psychotropic Medications	There is the use of psychotropic medications in the
with No SMI	absence of a major mental illness diagnosis
No Level II Required: Situational Symptoms	There is a diagnosis of anxiety disorder that is not identified as severe and does not appear to be leading to chronic disability
Neurocognitive Disorder/MI Exclusion	A primary diagnosis of dementia, including Alzheimer's disease or a related disorder, or a non-primary diagnosis of dementia without a primary diagnosis that is a serious mental illness

Level I Review Outcomes from Maximus: Exempted Hospital Discharge

Level I Exempted Hospital Discharge	Description
Exempted Hospital Discharge	Person has a PASRR condition and is discharging to a nursing facility or swing bed from a hospital after receiving acute inpatient hospital care and requires nursing facility services for the condition for which he/she received care in the hospital and as the physician, they certify no later than the date of discharge, that the individual requires less than 30 days of nursing facility or swing bed services
	Requires EHD form
	SD PASRR manual indicates that Maximus will receive these, but the submitter does not need to wait for notification of approval to discharge their individual

Level I Review: Outcomes from Maximus: Categorical

Level I Categorical	Description
Terminal Illness Categorical	Terminal illness diagnosis, determined by a physician, that includes a life expectancy of 6 months or less
Severe Physical Illness Categorical	Severe physical illness which has resulted in a coma or ventilator dependence (ex: functioning at a brain stem level, or a diagnosis such as end-stage COPD, Parkinson's disease, Huntington's, amyotrophic lateral sclerosis (ALS), which results in a level of impairment so severe that a person cannot be expected to benefit from active treatment
75 or Older Categorical	The age of the individual is 75 or older
Convalescent Categorical	The physician has identified the need for NF or SB stay following hospitalization which will be less than 100 days
Respite Categorical	Physician order for a respite stay of 30 days or less

Level I Review Outcomes from Maximus: Level I Positive

Known or Suspected PASRR Condition	Definition
Level I Positive: No Status Change *This outcome does not require a Level II evaluation	Has an identified PASRR condition but the documentation indicates the person's situation has not changed to the point where new services and supports would be identified
Refer for Level II-SMI Refer for Level II-IDD Refer for Level II-Dual	Has a known or suspected PASRR condition and requires a Level II assessment

Level I Review Outcomes from Maximus: Cancelled or Expired

Level I Cancelled or Expired	Definition
Cancelled	Screen no longer required because person is not going to NF
Expired Due to Lack of Documentation	Pending screen expired because supporting/required documentation not provided. Resubmit with documentation if need continues

Level I Review Outcomes and A1500 of MDS

Level I Outcome	MDS A1500
Categorical (considered abbreviated Level II activity)	Yes
Exempted Hospital Discharge	Yes
Level II Positive	Yes
No Known or Suspected PASRR Condition	No
Cancelled or Expired	N/a

Categorical Outcome Cover Letter

maximus

Notice of PASRR Level I Screen Outcome Notice Date:09/18/23

Name Tekakwitha Living Center 6 E Chestnut Sisseton, SD 57262

You are receiving this notification because you received a Preadmission Screening and Resident Review (PASRR) screening. To learn more, read the additional PASR information that came with this letter.

Name of Evaluated Individual¹ Aubree Test Maximus ID number: 32 PASRR Level I Reviewer: Tamara Crafton, LPN PASRR Level I Review Date: 09/18/23 PASRR Level I Determination: Respite Categorical Number of Approved Days: 30 days Suspected or confirmed PASRR Condition(s): Serious Mental Illness (SMI)

If you admit to a nursing facility, the nursing facility must provide any listed disability services in the Abbreviated Outcome Report.

Read more

Enclosure: PASRR Outcome Explanation and Abbreviated Outcome

This section provides a concise overview of important details, such as:

- Level I Reviewer credentials
- Date of review
- Categorical Determination
- Number of approved days
- Suspected or confirmed PASRR condition diagnosis

maximus

Categorical Outcome Explanation & Appeal Rights

maximus

PASRR Outcome Explanation Notice of Criteria Met for Respite Categorical—No PASRR Level II Required

On behalf of South Dakota Department of Social Services, Maximus has reviewed the Preadmission Screening and Resident Review (PASRR) Level I screen completed for you by your health care professional. You received this screen because you are seeking to enter or continue to stay in a nursing facility that receives Medicaid funding. PASRR Level I screens are required by Federal law, 42 U.S.C. § 1396r(e)(7).

Your Level I screen shows you have evidence of serious mental illness or intellectual/developmental disability (IDD). Further PASRR evaluation is not required because you need respite care. This means you may stay for up to 30 days in a Medicaid-certified nursing facility without further PASRR evaluation. The *Notice of PASRR Level I Screen Outcome* that came with this letter lists any mental health and/or IDD services required for you during your stay. The nursing facility must provide any listed disability services.

Your PASRR Level I screen remains valid during your stay at the nursing facility and should transfer with you if you move to a different nursing facility. If you or your care provider thinks you need to stay longer than the *Number of Approved Days* listed on the *Notice of PASRR Level I Screen Outcome* that came with this letter, a nursing facility staff member must submit a new Level I screen to Maximus. This must be completed by or before the last approved day after your admission to the nursing facility.

This Level I screen is valid within 60 calendar days of the *Notice Date* listed on the *Notice of PASRR Level I Screen Outcome* that came with this letter. If you are not admitted to a Medicaid-certified nursing facility within that time, you will need an updated Level I screen. After that time, any nursing facility you admit to must submit

2555 Meridian Blvd, Suite 350, Franklin, TN 37067-6372

an updated Level I screening form to Maximus. If you transfer to another nursing facility, the facility you leave must transfer a copy of your Level I screening form to the new facility.

If you are not satisfied with this notice of action, you have a right to a fair hearing regarding this decision. A request may be made in writing with the Department of Social Services within thirty (30) days of the receipt of this notice. You have a right to be represented by counsel (attorney) at the fair hearing at your expense. The cost of the attorney will not be the responsibility of the Department of Social Services.

Please note admission to a nursing facility is a choice made by you or the legal entities that have the authority to make decisions for you. This nursing facility screening notice does not require you to admit to a nursing facility. At any point in time, you may be eligible for a level of care review to determine if your needs may be met in a lower level of care. Dakota at Home is a free information and referral service, providing objective information and options planning to help individuals, regardless of age, disability, or income, identify and access public and private services and supports in their local communities. If you would like to explore resources within your community, please feel free to contact Dakota at Home at 1-833-633-9673.

Since this evaluation has determined that you have a PASRR condition, if you admit to a Medicaid-certified nursing facility, or if you are currently in a Medicaid-certified nursing facility, the facility will need to document your PASRR condition in important Medicaid nursing facility paperwork. The facility should mark yes for question A1500 on the Minimum Data Set, "Is the resident currently considered by the state level II PASRR process to have serious mental illness and/or intellectual disability or a related condition?". Also, your specific PASRR condition(s) should be checked in question A1510, "Level II Preadmission Screening and Resident Review (PASRR) Conditions."

If you have questions about this notice, please contact Maximus at 833.957.2777. Ask to speak with a South Dakota PASRR staff member.

Х

Categorical Abbreviation Evaluation Report

maximus

SD PASRR Abbreviated Evaluation Report

Demographics

Name: Test 14 Test 14

You are receiving this notification because you received a Preadmission Screening and Resident Review (PASRR) screening. To learn more, read the additional PASRR information that came with this letter.

Suspected or confirmed PASRR Condition(s):

You were determined to have the following confirmed or suspected PASRR condition(s):

Serious Mental Illness (SMI)

Specify: Schizoaffective Disorder

Categorical Determination:

Although your screen shows that you have evidence of SMI or an intellectual or developmental disability (IDD), further PASRR evaluation is not currently required because you meet criteria for the following categorical determination:

Respite stay of 30 days or less

The reason for this decision is:

You have a physician's order for a respite stay in a NF for 30 days or less.

Services and Supports Needed: If you admit to a nursing facility, the nursing facility must provide any listed disability services.

Recommended Services:

Obtain copies of medical records from behavioral health treatment provider

- Contact treating psychiatrist to ensure continuity of behavioral health medications while in the nursing facility
- Contact behavioral health treatment provider to ensure continuity of behavioral

Page 1 of 2

SD PASRR Abbreviated Evaluation Report

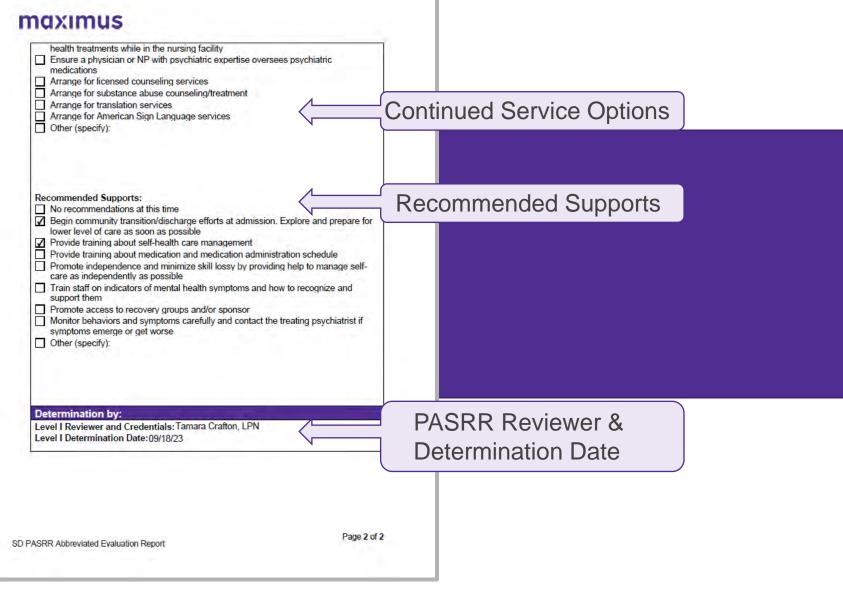
Qualifying PASRR diagnosis(es)

Qualifying categorical determination and rationale

Recommended Services

maximus

Categorical Abbreviated Evaluation Report



Cisco Secure Email Support

Contact Maximus directly for Cisco support by phone or email

Email: <u>SDPASRR@maximus.com</u>

o Phone: 833.957.2777



I will email my positive Level I Screens and Exempted Hospital discharge forms to 1 centralized email, PASRR@state.sd.us.

A. True

B. False

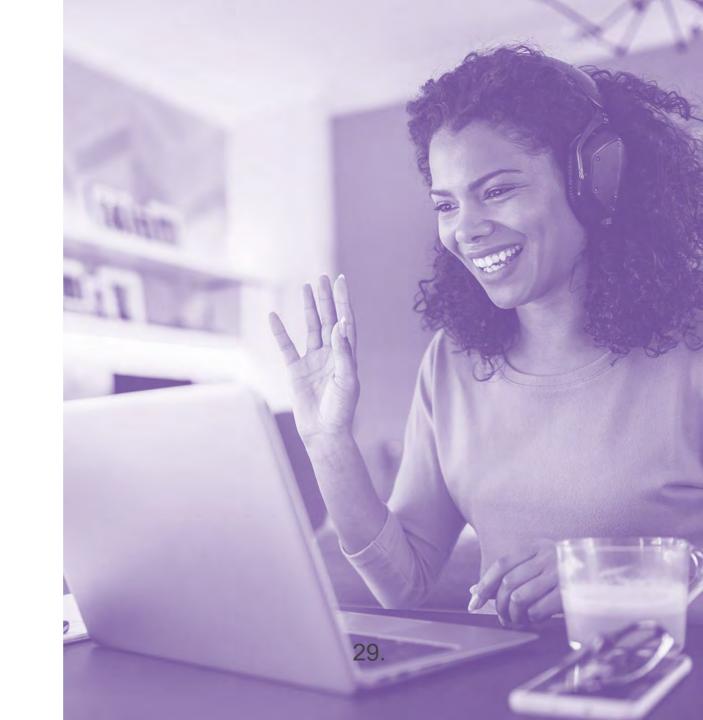
Knowledge Check

I will receive my Level I Outcome from Maximus by secure email.

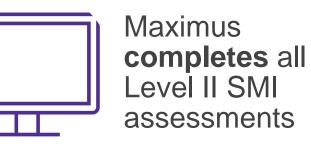
A. True

B. False

Level II Process



Level II SMI Assessments





SIDA **continues** their process for all Level II ID and RC individuals





Maximus and SIDA will **both** contact you for dual diagnosis individuals

What to Expect From a Maximus Assessor



Knowledge Check

Maximus contacts the facility individual(s) identified on the Level I Screen for the Level II assessment.

A. True

B. False



The Maximus assessor completes the SMI Level II evaluation using HIPPA-Compliant Zoom.

A. True

B. False

Summary of Findings



Summary of Findings

For any individual referred for a PASRR Level II SMI evaluation, you will receive a Summary of Findings attached to your Level II outcome letter sent by your State Authority Speaks from the individual's perspective and voice

Written in layperson and person-centered language

Provides insight for caregivers on what matters to support the individual and their disability needs

Speaks to required PASRR criteria

Provides a clear understanding of the outcome and service recommendations

Specialized Services

A **Specialized Service** is a service that the NF typically does not provide, and the state must arrange for funding for that service.

These SD services include:



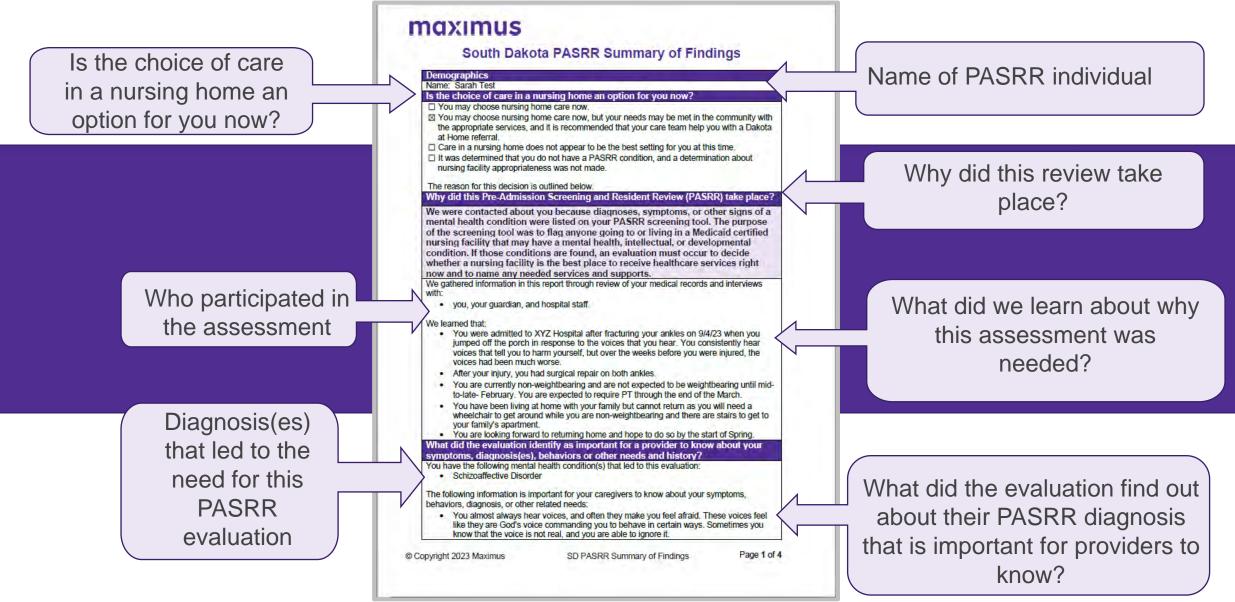
No PASRR Condition		MDS A1500
Level II-Excluded from PASRR – No SMI Condition	No PASRR condition was identified through the Level II process. If additional evidence of an MI/ID/RC is evident, resubmit the Level I as a status change request.	No
Level II-Excluded from PASRR - Primary Neurocognitive Disorder	An MI was identified but the person's NCD is primary, and the person will no longer benefit from services and supports for treatment of their mental illness.	No
Denial		MDS A1500
Level II Denied: NF Appropriateness	The person has an identified mental illness but not a documented need for NF level of care.	N/a
Level II Denied: Requires Inpatient Psychiatric Services	The person requires inpatient psychiatric hospitalization before they can safely admit to a NF.	N/a

PASRR Condition with No Specialized Services Identified		MDS A1500
Level II Approved: No SS: Time Limited Stay Level II Approved: No SS	The person has a PASRR condition, is appropriate for NF and does not require specialized services. If time-limited, identify the end date and resubmit with supporting documentation if the person will need to remain in the NF longer.	Yes

PASRR Condition with No Specialized Services Identified		MDS A1500
Level II Approved: No SS: Dakota at Home Referral: Time-Limited Stay	The person has a PASRR condition, NF is appropriate but does have a time limit, and a Dakota at Home referral is being recommended, because the person IS interested in community options or minimally meets NF LOC. Specialized mental health services are not recommended, based on the person's mental health needs. If time-limited, identify the end date and resubmit with supporting documentation if the person will need to remain in the NF longer.	Yes
Level II Approved: No SS: Dakota at Home Referral	The person has a PASRR condition, NF is appropriate with no time limit, and a Dakota at Home referral is being recommended, because the person IS interested in community options or minimally meets NF LOC. Specialized mental health services are not recommended, based on the person's mental health needs.	Yes

PASRR Condition with Specialized Services Identified		MDS A1500
Level II Approved: SS: Time- Limited Stay Level II Approved: SS	The person has a PASRR condition, is appropriate for NF and requires specialized services. If time-limited, identify the end date and resubmit with supporting documentation if the person will need to remain in the NF longer.	Yes

PASRR Condition with Specialized Services Identified		MDS A1500
Level II Approved: SS: Dakota at Home Referral: Time-Limited Stay	 The person has a PASRR condition, NF is appropriate but does have a time limit, and a Dakota at Home referral is being recommended, because the person IS interested in community options or minimally meets NF LOC. Specialized mental health services are not recommended, based on the person's mental health needs If time-limited, identify the end date and resubmit with supporting documentation if the person will need to remain in the NF longer. 	Yes
Level II Approved: SS: Dakota at Home Referral	The person has a PASRR condition, NF is appropriate with no time limit, and a Dakota at Home referral is being recommended, because the person IS interested in community options or minimally meets NF LOC. Specialized mental health services ARE recommended, based on the person's mental health needs.	Yes



Continued information about the PASRR diagnosis(es) and what is important for providers to know

What did the evaluation find to be important to you and for you?

What was determined about your PASRR grouping?

- Early signs that voices are worsening are when you respond back them. You may talk loudly or as though you are angry.
 You enjoy others talking to you and asking about your day. You do not like it when others tell you to ignore the voices. You'd rather them reassure you not to be afraid. Others should "check in" with you to ask you how you are doing and whether you are having any
- checking in with you is very important.
 You have yelled and hit others in the past. The last time this happened, you believe you were feeling anxious about the voices, and you felt frustrated at others for asking you to ignore the voices.

struggles with the voices. You do not need the presence of others to prevent harm but

- You feel that the medications you are prescribed are not as effective in helping control the voices you hear as were other medications you have taken in the past, but they are working better than the Geodon you were taking in December.
 You have had several hospitalizations for your behavioral health condition, stating "I've
- been in the hospital a thousand times."
 You tried living on your own for about 6 months at about age 25. You did not like living alone because you did not have the support you needed to distract you from the voices. Since then, you have lived in your mother's home. That allows you to have company when you need it, while also being independent.

What did the evaluation find about your mental health service history?

- We learned the following about your service and treatment history:
 You use services of BP CMH, where you have a case manager, therapist, and psychiatrist.
- At the outpatient clinic, you were taking Haldol and Depakote for your symptoms. Those worked well for you for several months. The Nurse Practitioner at BP CMH saw you in December and changed your medication to Geodon. You said that your symptoms almost immediately got worse.
- Now you are taking Haldol and Lithium for your symptoms and Cogentin for side effects.
- You reported that you prefer Depakote, which seems to work better to reduce the voices.
- When treatment is going well, you may not hear voices for several days at a time.

What did the evaluation find to be important to you and for you? We learned that the following things are important to and for you:

- Keeping busy and distracted helps with ignoring the voices; they are less bothersome.
- You enjoy arts and crafts, particularly painting.
- You are very social and like being around others. You will clearly let people know when you are ready to be alone. They should not "get their feelings hurt" when that happens. Sometimes you feel overwhelmed and need some space.
- You do not like to be alone for long periods of time; you like for others to check on you
 and let you know that you are not forgotten.
- A good day is a day without hearing voices.

What was learned about your medical and functional needs?

- We learned the following about your current medical and support needs:
- You have a fracture of your upper shin bone and a severe sprain in your right leg.
- You use a wheelchair to get around.
- You require one-two people to assist or supervise your mobility, toileting, and transfer between sitting, standing, and lying positions. You require one person to assist with dressing and bathing, as you cannot stand and bear weight on your legs.

Page 2 of 4

You need physical therapy, to regain strength and mobility while your legs heal.
What was determined about your PASRR grouping?

© Copyright 2023 Maximus SD PASRR Summary of Findings

What did the evaluation find out about your mental health service history?

What was learned about your medical and functional needs?

Decision for PASRR grouping and rationale

If you are admitted to a Medicaid-certified nursing facility, what services and supports are nursing facility staff required to provide for you?

maximus

You fall into the category of having a diagnosis that the PASRR program was designed to assess. Your condition is likely to require expert treatment in the future.
 You have a primary neurocognitive disorder which is the focus of your treatment needs. People with primary neurocognitive disorders do not require further evaluation through the PASRR process. If a change occurs suggesting you have a primary mental health condition, further evaluation through this process will be needed.
 You do not have a mental health condition requiring evaluation through the PASRR process.

If a change occurs suggesting you have a mental health condition, or intellectual or developmental disability, further evaluation through the PASRR process will be needed.

The reason for this decision is:

You meet criteria for having a serious mental illness as defined by the PASRR
program. You have received a formal diagnosis of Schizoaffective Disorder, been
found to have recent mental health treatment, and are experiencing impairment in your
overall functioning.

Is a nursing home an appropriate option for you to choose?

- Your care needs are appropriate to be served in a nursing facility setting. Effective Date:
 No time limit
- Number of days: End Date:
- Your care needs do not meet nursing facility level of care but because you have been a nursing facility resident for at least 30 months and are in need of specialized services so you may choose to remain in the nursing facility or move to the community to receive these services.
- Your care needs can be met in a home or community-based setting and nursing facility admission is not an appropriate option for you to choose.
- You need inpatient psychiatric care and nursing facility admission is not an appropriate option for you to choose.

The reason for this decision is:

Copyright 2023 Maximus

You need help with getting around, toileting, transferring, dressing, and bathing, and are
also in need of physical therapy to help you regain weightbearing abilities after your
recent leg fracture.

SD PASRR Summary of Findings

Page 3 of 4

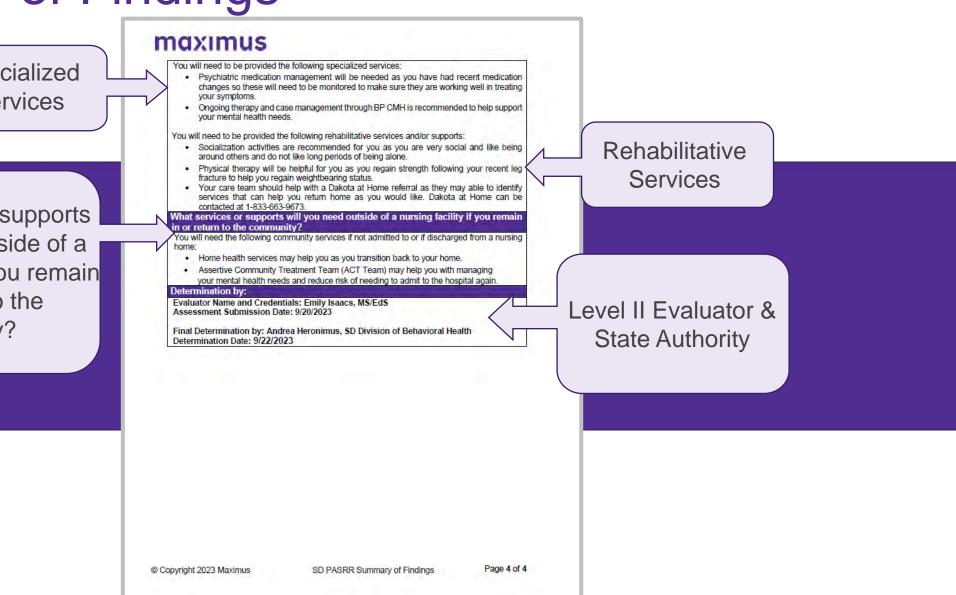
Complete if nursing home was determined to be appropriate. If you are admitted to a Medicaid certified nursing facility, what services and supports are nursing facility staff required to provide for you? Is a nursing home an appropriate option for you to choose?

South Dakota PASRR: Provider Training –Confidential and Proprietary

Specialized

Services

What services or supports will you need outside of a nursing facility if you remain in or return to the community?





A Dakota at Home Referral outcome option is new for Level II PASRR individuals.

A. True

B. False

New PASRR Resource Page

- Be sure to save the Maximus Provider Resource website to your bookmarks!
- Access tools, videos, user guides, forms, and resources for your role in the PASRR process 24/7.

https://maximusclinicalservices.com/svcs/south_dakota

Contact Information

For information about Medicaid or policy questions, contact:

Emily Johnson South Dakota Program Manager

Email: <u>Emily.Johnson@state.sd.us</u> email preferred

Phone: 605.773.8434

For information on PASRR, Level I referral submissions, or inquiries regarding a specific case, contact:

Maximus – South Dakota PASRR Help Desk

Email: <u>SDPASRR@maximus.com</u> Phone: 833.957.2777 Fax: 877.431.9568

The Maximus – South Dakota Help Desk is available 8 am – 5 pm CT, Monday – Friday

Submit your Level I Referrals, supporting documentation, and Exempted Hospital Discharge forms directly to one centralized State email inbox:

Email: PASRR@state.sd.us

Questions?