

2/22/2021

Quarterly Newsletter: Service Monitoring Insights, Resources & Reminders

Hello Mississippi Providers,

We hope this finds you well! We would like to take a moment to thank you all for being so available to both our staff, when they have questions regarding PASRR referrals, as well as our assessors, as they continue to navigate completing PASRR assessments telephonically. We realize this has been a challenging time for all involved and are grateful for the collaboration with each of you!

We have had several questions come up recently regarding our **Service Monitoring** process and the documents required when submitting a PAS or status change referral. We hope you will find the information below helpful in addressing some of the questions you may have.

Lori Crawford, MS PASRR Program Manager

What is Service Monitoring?

Service Monitoring is a thorough quality review of referrals with a completed Level II PASRR assessment (for those completed 3 months prior) to ensure all recommended specialized and rehabilitative services were/have been incorporated into the individual's care plan.

Here are the steps involved in the Service Monitoring process - our Maximus Quality Clinician:

1. Contacts the facility to verify the individual is still onsite or their stay was >15 days.
2. Faxes a notification letter to the facility submitter to notify of the Service Monitoring review and requests required supporting documents be faxed to Maximus. The provider has 15 days from date of receiving the first fax notification. If there is no response within 15 days, a second notification is faxed. There's an additional 15 days provided from that point for a response. Documents requested to be faxed include:
 - The Maximus DBR form (*found on the [MS PASRR - Maximus provider website](#) but also faxed with the notification from the Quality Reviewer*)
 - The individual's Plan of Care (POC) documenting the recommended specialized and rehabilitative services
 - MDS
 - Psych evaluation
 - MD notes
3. Once received, the Quality Reviewer reviews all documents to confirm inclusion of all recommended services.
4. If not included in the POC, the Quality Reviewer will work with provider to incorporate them into the POC.

5. Once the Service Monitoring process is complete, the Quality Reviewer will fax an outcome letter to the provider.

6. To be considered compliant with this process, all documents must be received no later than 15 days after receipt of the request. If there are no documents received after the first and second attempts, Maximus will notify the Mississippi Division of Medicaid of Service Monitoring non-compliance.

The Service Monitoring process is not required for any individuals who weren't admitted or were on site <15 days. Additional notification requests are faxed to the facility if no response is received within 15 days. It is possible a facility may be required to complete Service Monitoring for more than one referral within a month.

Our Maximus Quality Clinician is here to help with this process! Please don't hesitate to reach out to our MS PASRR Help Desk if you have any questions.

What documents are required for submission of a PAS or a Status Change Referral?

It is important that Maximus receives the required documents at the time of submission each referral. This allows Maximus clinicians to complete the process of reviewing the referrals in a timely manner.

Here is a list of required documents when submitting a referral:

1. Pre-admission Screening (PAS) submitted via Envision: the PAS and the PAS summary, and the H&P (dated within the past year).
2. Resident Review submitted via fax: Status Change form (please make sure this is signed and dated), the H & P (dated within the past year), MAR, Psych eval (if a recent one has been done), and 3-5 days of nursing notes.

Service Monitoring - Helpful Tips

- Make sure to check that all documents submitted are ONLY for the individual being referred.
- If submitting more than one referral at a time via the Maximus fax line, submit each referral and supporting documentation in separate faxes.
- Consider breaking up larger groups of pages in a fax or Envision into two faxes/attachments. This prevents files from being corrupted.

CONTACT: Reach Out to the Help Desk

Phone: 833.967.2777

Email: Ascend-MSPASRR@maximus.com

Web: <https://maximusclinicalservices.com/svcs/mississippi>

5/25/2021

In this **Spring 2021** edition of the **Mississippi PASRR Quarterly Newsletter** we share an important update from the **MS Office of Long Term Care** regarding **Level II screenings**. Read on to review the State's press release, as well as the critical steps that will be taken by MS PASRR assessors and the Maximus program support team, once these changes are in place.

PRESS RELEASE

Attention Nursing Facility Providers:

Effective **June 1, 2021**, Maximus/Ascend will resume face-to-face Level II screenings within nursing facilities. You will receive more detailed communication within the upcoming days from Maximus/Ascend that will explain what can be expected as assessors return to in-person screenings within your facility.

If you have any questions, please contact the **Office of Long Term Care** by emailing LaShunda.Woods@medicaid.ms.gov or calling **601.359.5251**.

PROCESS UPDATE: PASRR Level II Assessments

In preparation for the planned June 1st return to performing face-to-face PASRR evaluations, Maximus would like to inform you of some steps our assessors **MUST** take when planning for their facility visits.

1. When the assessor receives the referral, they will **contact the facility** to speak to either the submitter or one of your staff working with the referred individual to ask the following questions:
 - a.) Is your facility currently open to visitors (no current closure due to a Covid -19 outbreak)?
 - b.) Is the referred individual comfortable meeting for a face to face interview?
2. If the answer to either of the above questions is "NO," the PASRR evaluation will be **completed telephonically** (as has been done since last year).
3. If the answers to BOTH the questions are "YES," the assessor may proceed and **MUST schedule a date/3 hour window** with your staff to come onsite and complete the evaluation.
4. **Health and safety guidelines:** All Maximus assessors are required to wear a mask and follow social distancing guidelines while onsite. In addition, they are required to complete a health screening each day, prior to visiting any facility.
5. Please be aware that all assessors must submit their **completed evaluation back to Maximus within 48 hours of assignment** to ensure that MS DMH can finalize the remaining steps of the PASRR process within federal timelines.

QUESTIONS? Mississippi PASRR Support Resources



If you have specific questions about this process, please feel free to reach out to MS PASRR Program Manager, **Lori Crawford**, LCSW: **629.230.513** | LoriMCrawford@Maximus.com

For all other general program questions, contact the MS PASRR Help Desk:

Phone: 833.967.2777

Email: Ascend-MSPASRR@maximus.com