Understanding PASRR: Part 1

How to get set-up with a Qualitrac account and general tips for using the system

February 2021

Agenda

- Introductions
- Provider Portal Registration
- Provider Portal Sign-in
- Qualitrac Landing Page
- Navigational Tools
- Finding/Creating a Member
- Member Hub
- Q & A
- Summary and Closing

Introductions

Today's Presenters

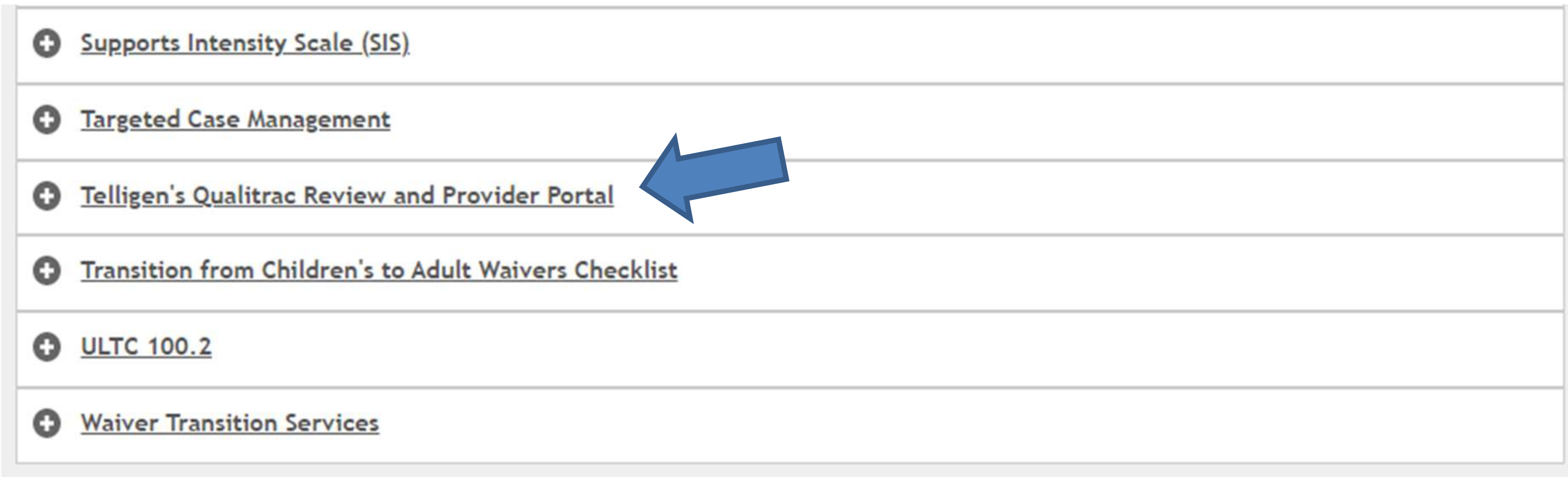
- Jean McClurken, LCSW, LAC - PASRR Implementation Clinical Manager
  - Jean has been leading the Telligen PASRR effort in MT since 2019 and is thrilled to be returning to CO as she has a long personal history in the state as a licensed BH provider, working 10 years in community behavioral health.
- Stephanie Wilson, MBL - Qualitrac Implementation Manager
  - Stephanie has over 19 years of experience in IT systems and implementation of new/transitioning systems and she is one of our lead Qualitrac trainers. She lives in Iowa on an amazing ranch and her daughter is a very accomplished rodeo equestrian.

Portal Registration

- The Provider Portal Registration documentation can be found on the Colorado Long-Term Services and Supports Training page.
- https://www.colorado.gov/hcpf/long-term-services-and-supports-training

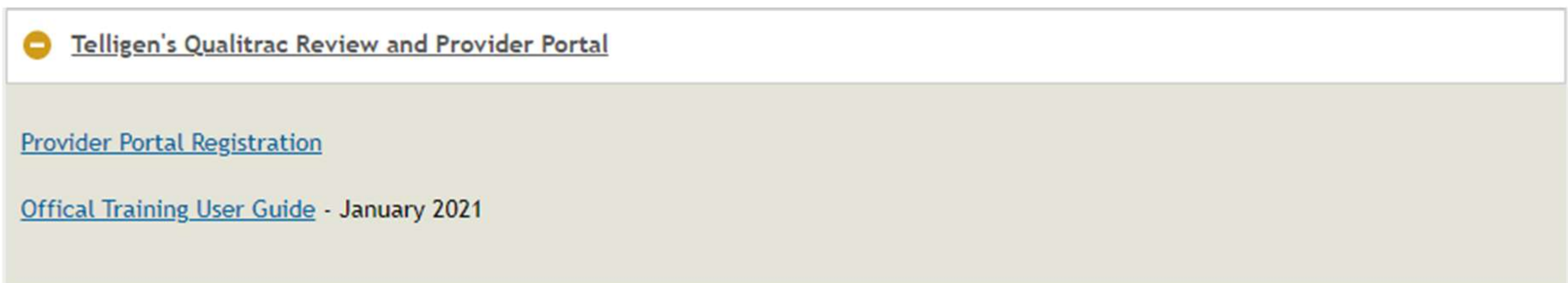
Portal Registration

- Scroll down the page to the section titled Telligen's Qualitrac Review and Provider Portal



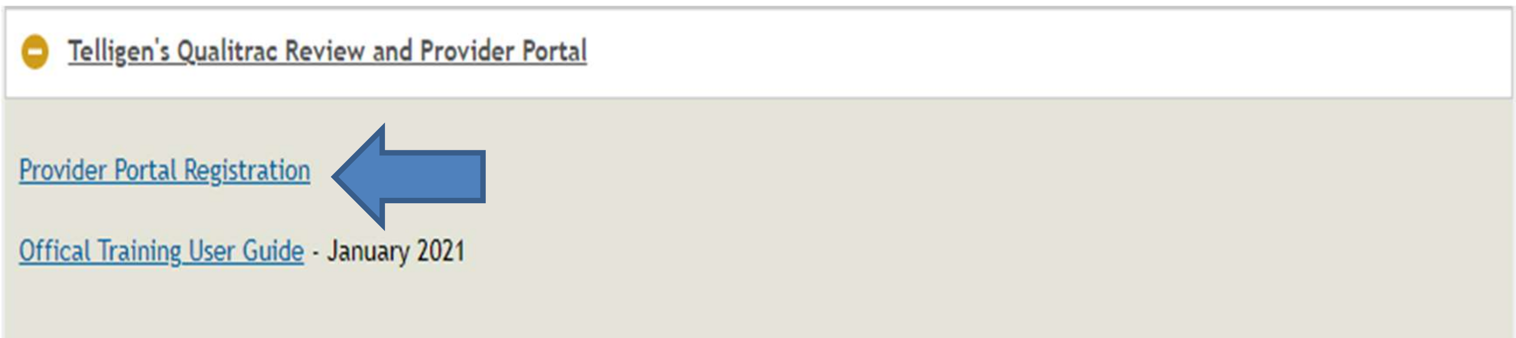
Portal Registration

- Click on the name to open the panel
- Currently, the Provider Portal Registration online document is listed and the Authorized Official Training User Guide



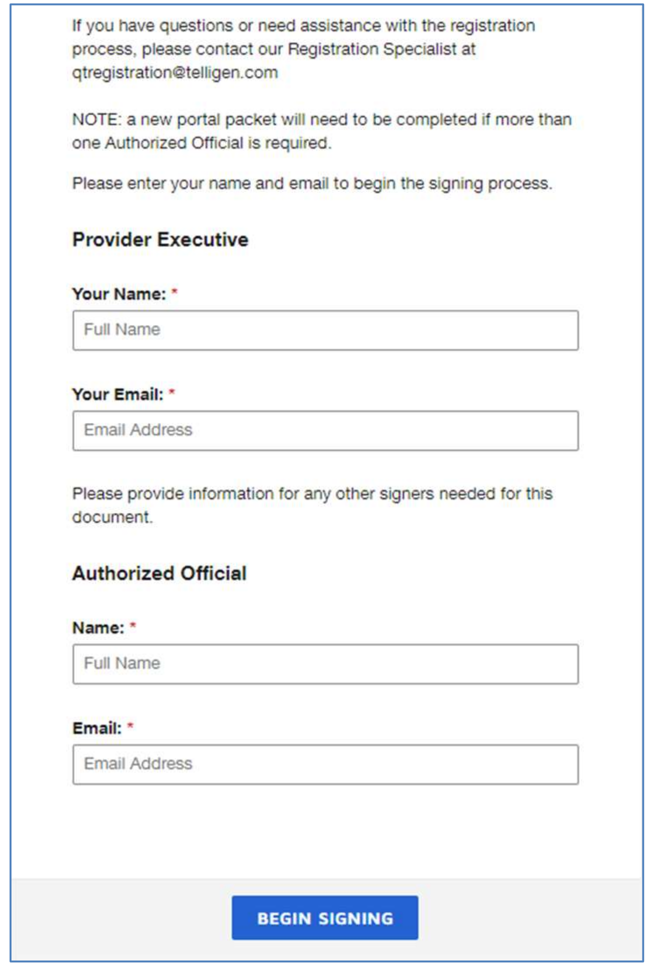
Provider Portal Registration

- The Provider Portal Registration process is completed entirely online.
- The link can be found on this page, under the Telligen's Qualitrac Review and Provider Portal section
- Click on the "Provider Portal Registration" link



Portal Registration

- When the link is clicked to begin the registration process, the Provider Executive will enter their Full Name and email address.
- They will enter the individual's, Full Name and Email Address that is being named as the Authorized Official.
- For multiple Authorized Officials, this process will be repeated for each one.


If you have questions or need assistance with the registration process, please contact our Registration Specialist at qtregistration@telligen.com

NOTE: a new portal packet will need to be completed if more than one Authorized Official is required.

Please enter your name and email to begin the signing process.

Provider Executive

Your Name: *

Full Name

Your Email: *

Email Address

Please provide information for any other signers needed for this document.

Authorized Official

Name: *

Full Name

Email: *

Email Address

BEGIN SIGNING

Portal Registration

- The Registration Process is completed in three easy steps.

1. The Provider Executive, i.e., the duly authorized representative permitted to bind your organization, agrees to the terms and conditions of the Provider Portal Agreement.

2. The Provider Executive designates one or more Authorized Officials for your organization. These individuals will manage provider accounts within your organization.

3. The Authorized Official(s) complete the Authorized Official Agreement and Registration Form.

Portal Registration

- All forms are completed online.
- Using DocuSign technology, the documents are routed via email to the appropriate parties for signature.
- Once everyone has signed, both the Provider Executive and the Authorized Official receive a fully executed agreement for their records.
- The Qualitrac Registration team will then complete the registration process and provide instructions to the Authorized Official.
- The Authorized Official from your organization will then need to create and manage provider accounts within your organization.

Portal Registration

- Emails to Authorized Officials, containing the User Name and instructions, will be sent out the week of February 22, 2021.
- Registration packets should be completed prior to the go live date to ensure Authorized Official accounts are set up and ready once the system is available to access.
- Password will need to be reset every 90 days per industry security standards.
- The Qualitrac system will not be available to users prior to March 1, 2021.
- Please bookmark the webpage
  - Long-Term Services and Supports Training | Colorado Department of Health Care Policy and Financing
- Please monitor this website for ongoing information pertaining to the Telligen Provider Portal and the review process.

Portal Registration

- Website
- [Long-Term Services and Supports Training | Colorado Department of Health Care Policy and Financing]

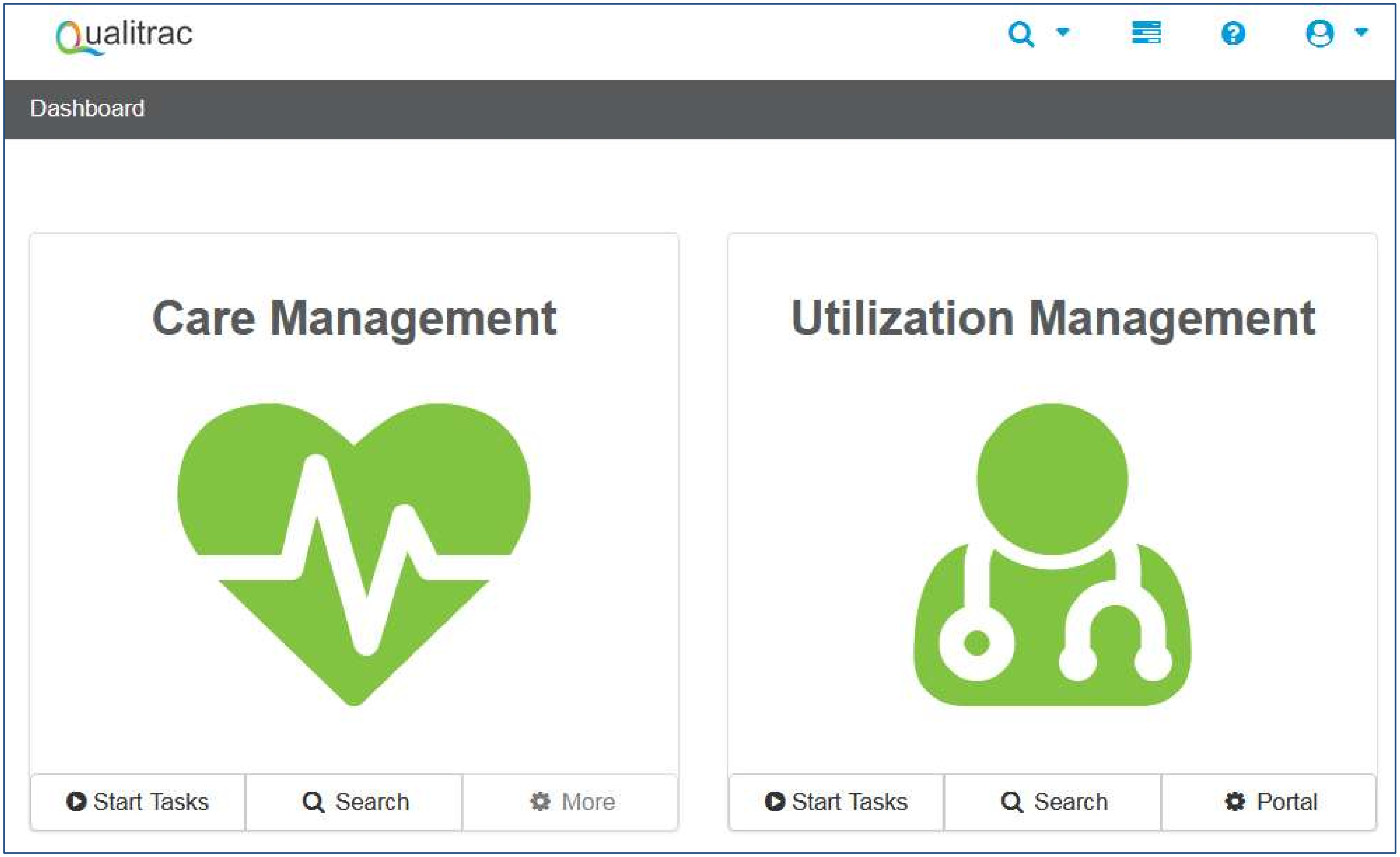
- **Scroll** down to the **Telligen's Qualitrac Review and Provider Portal** Section and **click** on the name to open the panel

- **Provider Portal Registration** – use to set up Authorized Officials

- **Official Training User Guide** – training document to assist Authorized Officials with setting up users

- **Help Desk** – Not available until March 1, 2021
  – 1-833-610-1053

Qualitrac Landing Page



Navigation Tools

- This is the Provider Portal Menu Bar. This will remain available to you wherever you are in the system.

Qualitrac
- The Qualitrac logo will take you back to the landing page from wherever you are currently working in the system.

- The "magnifying glass" will open search options for you to search for a specific case or a specific member.

- This icon indicates the task queue. This is where you will go to complete any assigned tasks such as Requests for Information.

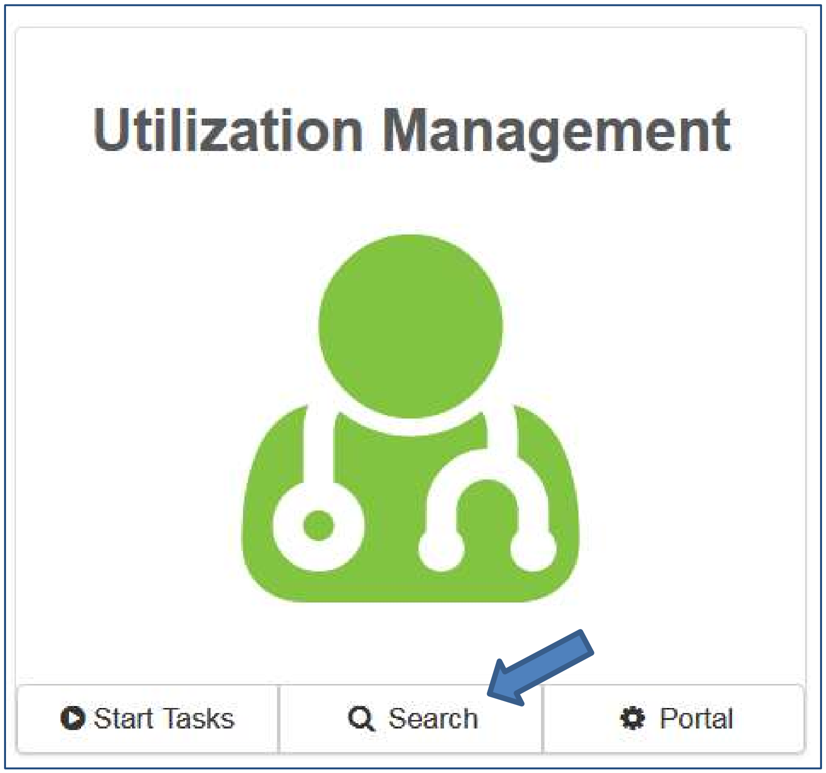
- This icon will take you to the Knowledge Center. The Knowledge Center provides user guides, FAQs and Tip Sheets.

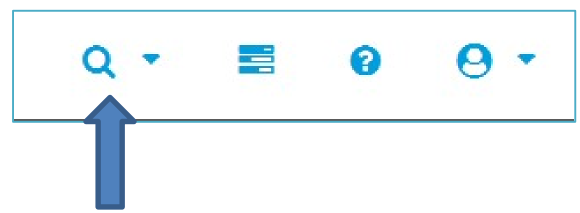
- Selecting this icon will allow you to view and manage your profile. Here you can make changes to your phone number, email address, etc.

Finding and Creating a Member

Find a member

- Click on **Search** to find a member and start your review request.
  - Either through the UM Module or the Tool bar



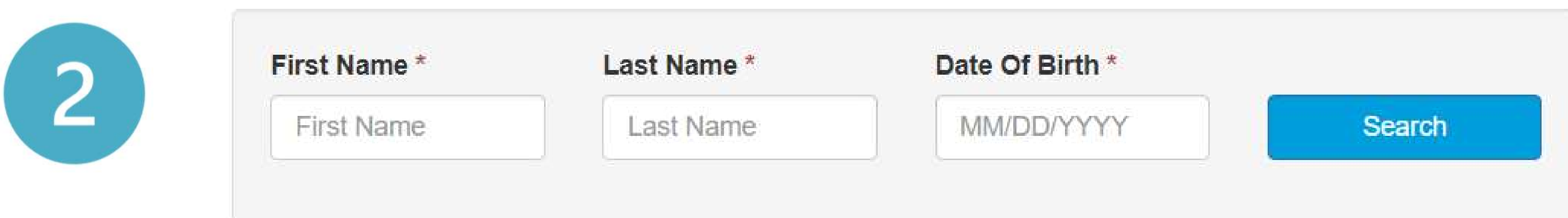


Finding and Creating a Member

Find a member

- There are two ways to find the member in our system.

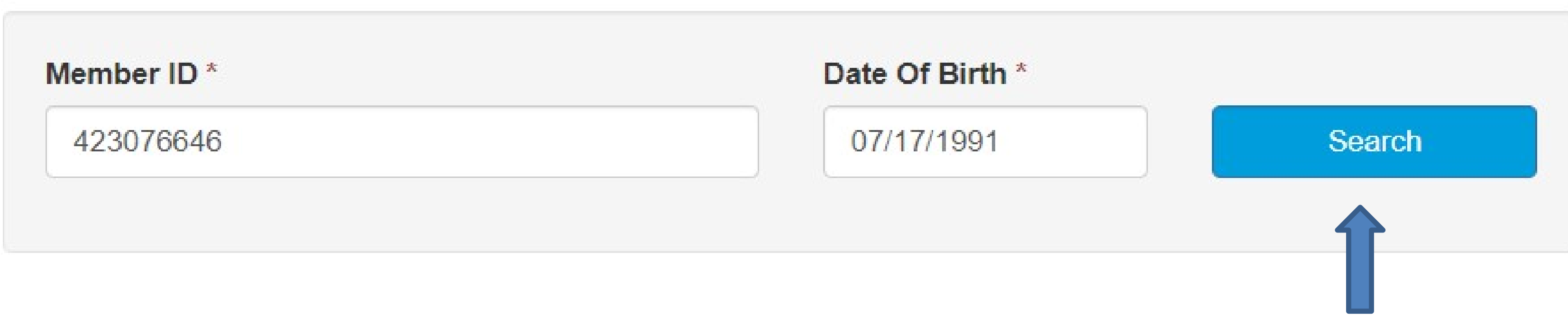
1. Enter the **Member ID** and **Date Of Birth**
2. Enter the **Member First Name**, **Last Name** and **Date of Birth**



Finding and Creating a Member

Find a member – Member ID and DOB

1. Enter the **Member ID** and **Date Of Birth** and then click **Search.**
2. The Member ID and the Date of Birth must match the member data in in our system. If it does not match, please confirm the member information and try again.

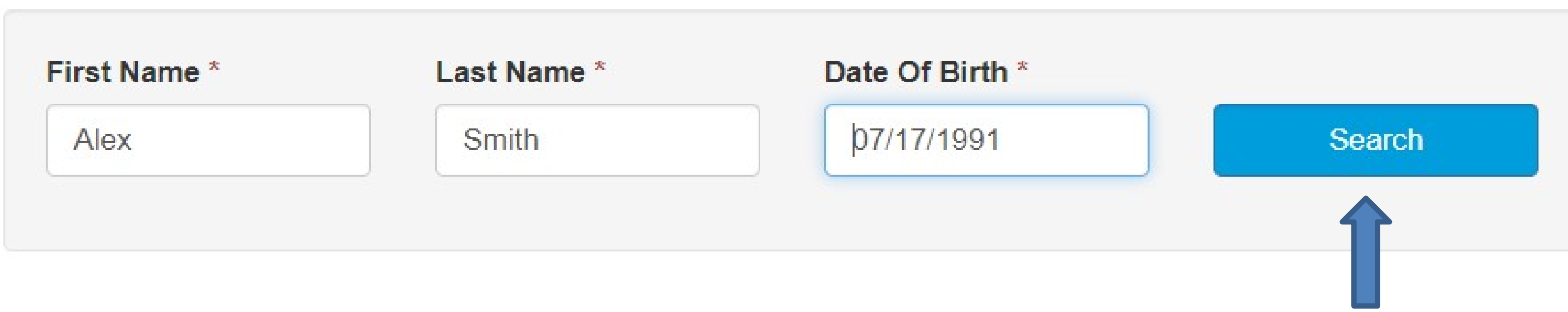


Finding and Creating a Member

Find a member – Member Name and DOB

- There are two ways to find the member in our system.

1. Enter the **Member ID** and **Date Of Birth**
2. Enter the **Member First Name**, **Last Name** and **Date of Birth**



Finding and Creating a Member

Find a member

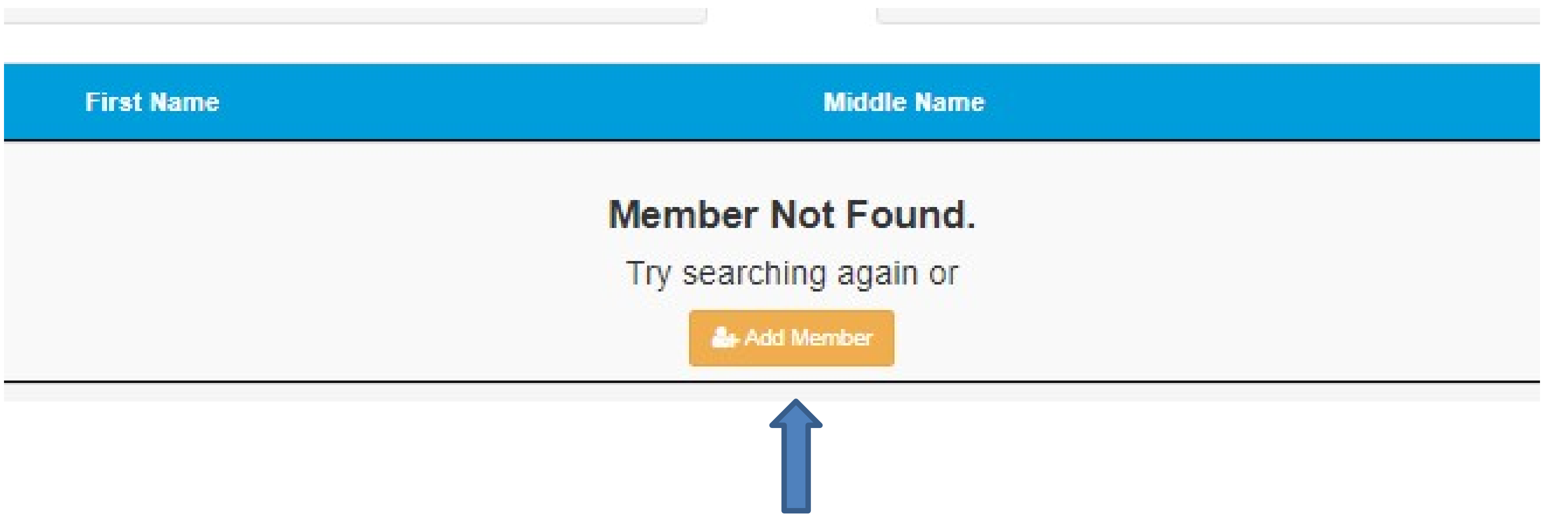
If the member exists in the system, the search results will be listed here. Click on any of the data fields in blue to access the member information or to start a new review for the member.

Member ID	Last Name	First Name	Middle Name	Date Of Birth	Gender
423076646	Smith	Alex		07/17/1991	Female

Finding and Creating a Member

Create a member

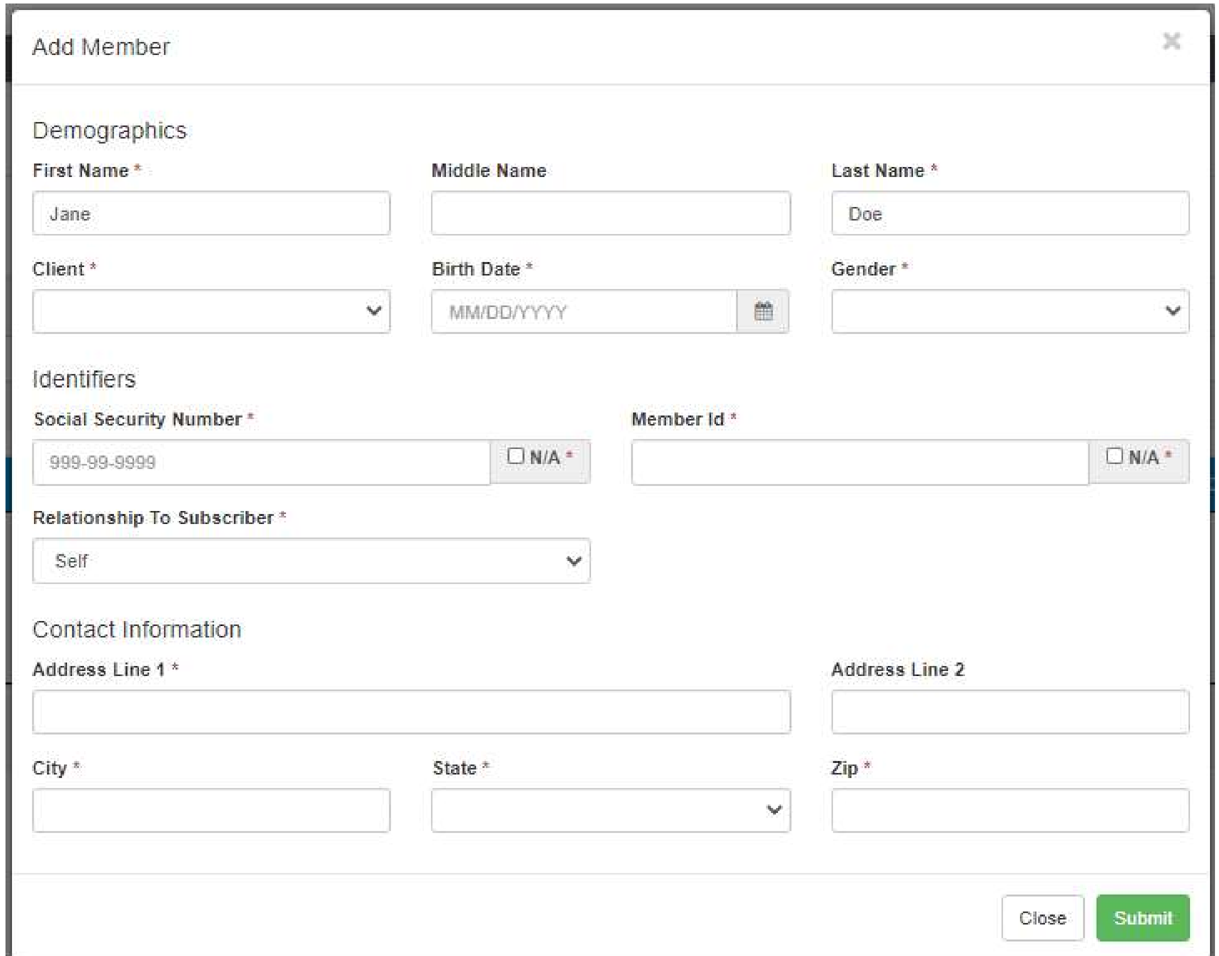
If the member does not exist in the system, the **Member Not Found** alert will appear and you will have the option to **Add Member.**



Finding and Creating a Member

Create a member

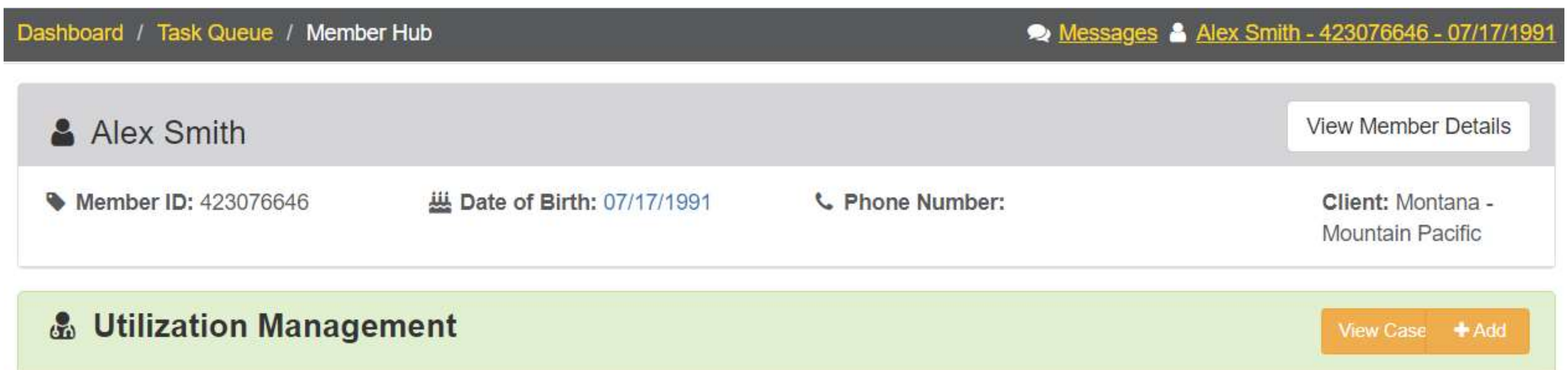
- Complete each of the required fields.
- Fields without the red asterisk are optional.
- When all required fields are complete, click **Submit**



Member Hub

Once the member has been found or created, you will be directed to the Member Hub.

The Member Hub organizes the request workflow and the member information into several panels. Here you will be able to view information related to this member including his/her contact info and any review requests that have been previously submitted.



Q & A

Understanding PASRR

Telligen®

Summary

Understanding PASRR

Summary

Putting it All Together

- PASRR is a person-centered process to provide an objective clinical assessment for folks that could potentially benefit from additional services at the nursing home level of care, specific to addressing an intellectual or mental health disability.
- PASRR has been around for over 3 decades and continues to maintain relevance and provide benefit for individuals, as evidence by continued resources through PTAC and a new notice of proposed rule making.
- PASRR is a clinical opportunity and not paperwork compliance requirement.
- Turnaround times and utility of output documentation matters and is key to the success of a PASRR program
- Telligen is committed to hearing directly from all stakeholders and evolving the process as needed to maintain the best efficacy and satisfaction for all involved.

Closing

1. What was a key take-away for you from this training?
2. What, if anything, will you do differently as a result?