



Understanding Telligen, Qualitrac and our PASRR Philosophy

February 2021

Agenda



Purpose of brief introduction

- Names and Faces (to the extent virtually possible)
- Telligen Basics
- PASRR Philosophy
- Qualitrac Basics
- Next steps in Implementation and Go-Live
- Q & A as time permits



Who is who and what is their role in supporting this transition?

- Telligen Team

- Jean McClurken, LCSW, LAC – PASRR Implementation Clinical Manager

jmcclurken@telligen.com

- 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.

- Pam Valvano – CO Contract Manager

pvalvano@telligen.com

- Pam has been the leader of the work Telligen has been doing to support the state of CO for several years, she was with CFMC before that organization merged with Telligen in 2014. Pam is very skilled in IT systems and loves a good Excel spreadsheet.

- Stephanie Wilson, MBL – Qualitrac Implementation Manager

swilson@telligen.com

- 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.

- Dedicated staff for Level 1, scheduling Level 2 evaluations, and conducting Level 2 reviews – currently moving through training and onboarding



Names and Faces (2 of 3)



Who is who and what is their role in supporting this transition?

- HCPF and CO State Team

- Obi Agomoh, MBA – PASRR Administrator for CO

obi.agomoh@state.co.us

- Obi has been working to support PASRR initiatives for the past 4 years. He is also well known for being a very dedicated and involved dad.

- Michelle Voss, PsyD, LPC – OBRA-PASRR Program Manager

michelle.voss@state.co.us

- Chellie working through OBH as the SMHA. She is also well known for her love of Palisade peaches, enjoying time down in Pagosa Springs and baking tasty treats for her coworkers.

- Tricia Stone – I/DD PASRR Program Manager

tricia.stone@state.co.us

- Tricia works through the Office of Community Living as the SIDA. And in addition to PASRR, she is the HCBS Waiting List and Enrollment Specialist. She is also well known for her love of animals.



Who is who and what is their role in supporting this transition?

- PASRR Stakeholders
 - Hospitals
 - There are over 200 hospitals across the State of Colorado that could need to complete a PASRR Level 1 screen
 - Nursing Facilities
 - There are over 240 nursing facilities that are licensed by Medicaid and therefore get the benefits of the PASRR process
 - SEPs and CCBs
 - There are 20 single entry point organizations and 20 Community Center Boards that will be involved in the CO PASRR process
 - Individuals and their collaterals
 - The individuals that the PASRR process is designed to support

- Communication and Engagement
 - Feedback and transparent communication with every single stakeholder listed above is something Telligen is dedicated to promoting

About Telligen

- Founded in 1972, 100% employee owned (ESOP)
 - ✓ Began as Quality Improvement Organization
 - ✓ **Offices:** Des Moines, Baltimore, Denver, Boston, Chicago, Oklahoma City, Boise, Richmond
 - ✓ Provides population health management services and IT solutions to over 10 million Medicaid, Medicare & commercial members
- 650 employee-owners
 - ✓ **Clinicians:** Assessors, reviewers, case managers, physicians, nurses, social workers, pharmacists, behavioral health
 - ✓ **Technical:** Statisticians, biostatisticians, business analysts, health information technicians, system developers, reporting analysts

What makes Telligen different in how we operationalize PASRR?

- We view PASRR as a clinical opportunity to improve member care.
- Timeliness, quality and utility matter!
- We are new to PASRRs.
- We are holistic and person-centered to our core.
- We leverage accurate data to drive improvement.



Improving Care



Timely, Quality, Utility



Open to Learning



Person-Centered



Data-Focused

Qualitrac Basics



Qualitrac is the proprietary web-based portal used and maintained by Telligen's IT department



- Step-by-step instructions through relevant modules
- Automation that streamlines review process with real time notifications
- Secure electronic upload of medical records
- Allows providers to track progress of submitted requests
- 24/7 access
- User friendly

Provider portal registration and creating accounts

- The Provider Portal Registration Process is completed entirely online in 3 easy steps:
 - 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.
 - The Provider Executive designates one or more **Authorized Officials** for your organization. These individuals will manage **provider accounts** within your organization.
 - The Authorized Official(s) complete the Authorized Official Agreement and Registration form.
- The Qualitrac Registration team at Telligen will then complete the registration process and provide further instructions to the Authorized Official.
- The online forms leverage DocuSign technology and will be routed via email to appropriate parties for signature, returning full executed agreements to the Provider Executive and the Authorized Official(s)
- The link to the portal registration can be found here under Telligen's Qualitrac Review and Provider Portal...
<https://www.colorado.gov/pacific/hcpf/long-term-services-and-supports-training>

Next Steps for Implementation



Trainings and Go-Live

- Following this introduction there will be 2 trainings specific to PASRR with Telligen in Qualitrac:
 - **Tuesday 2/16/21** – PASRR Level 1 Training Part 1 - will focus on setting up users and basic navigation within the Qualitrac Portal
 - **Tuesday 2/23/21** – PASRR Level 1 Training Part 2 - will focus specifically on PASRR and completing the Level I along with a summary of the Level II – including a demo of the system
 - Link to Flyers with meeting details are at the link below under the heading “PASRR Training” – no pre-registration necessary

<https://www.colorado.gov/pacific/hcpf/pre-admission-screening-and-resident-review-program>

- All trainings will be available as recordings.
- There will be detailed step-by step guides with screen shots and cheat sheets available.
- The first day for use in the new PASRR portal will be March 1st, 2021
 - This does not affect the current 1135 waiver which includes the 30-day delay of PASRR

We will now take time to answer questions to the best of our ability, hear your feedback.



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 evidenced 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?