



Questions & Answers

Q: Could you please include the links?

A: The link to the Qualitrac Portal registration information and eventual portal itself is... www.colorado.gov/hcpf/long-term-services-and-supports-training. And the link to the PASRR specific training information from Telligen can be found here... www.colorado.gov/hcpf/pre-admission-screening-and-resident-review-program

Q: We have 3 hospitals in our system all with separate NPIs, will we need to do this process for each individual hospital?

A: It depends on how your organization wants to handle it. If you would prefer the same Authorized Official you can do that or you can establish one per NPI. The registration forms have a line for entering multiple NPIs per Authorized Official account.

Q: Will a copy of this power point be sent out to attendees via email?

A: We will not be emailing a copy of the presentation materials, rather they will be posted to the State's PASRR page once they have been formatted and approved. From there you are free to share links, download and save or forward the documents to others at your organization who were unable to attend a live session.

Q: Will the Provider executive also be able to enter Level 1 reviews or do they need to be set up as an official?

A: Only if the Authorized Official creates a User account for them. The Authorized official themselves does not need to create their own user account as Telligen automatically does that when creating the account. However, that is the only role with an automatic user level access. The function of the designated official is to create all Qualitrac user accounts, even for the Provider Executive.

Q: On the user agreement for Qualitrac - What states should we request access to when we serve multiple state's MCD?

A: You will only need to enter information for CO. You may serve other states, but this contract is focused specifically on CO.



Q: What do we do if we have a patient with a different state Medicaid if you are only loading data files from CO Medicaid?

A: The available "Add Member" feature can come into play for these situations where the member has not yet been added through either a daily file load of CO Medicaid members, or having been already manually created through a previous task in our CO system.

Q: If I am the authorized official, do I need to complete forms for all CM/SW's? That is a very large number to complete.

A: Yes. Only Authorized Officials can create user accounts and there is no automated file upload process for that. Each account takes about 2 min or less to create and we recommend prepping now if you have multiple folks that will need to be created and you are the only one who can fit the Authorized Official role. The data you will need to create a user account is the following: 1) Full Name 2) Unique User Name 3) Unique Email Address 4) Physical Address (can be generic) 5) Phone number (can be generic). We recommend creating a list or Excel file ahead of time with this information so on the day, you can create all the accounts in less time. If you have chosen a duplicate User Name, the system will alert you and prompt you to select a new User Name before you can save the account.

Q: My takeaway from last Tuesday meeting said Level II PASRR would take 5-10 business days. That is a long time to maintain a patient in the hospital. Will that really be the case?

A: The timeline for PASRR completion from submission of Level 1 Screen to completed Notice of Determination (NOD) is 5-10 business days. For individuals where the Level 1 Screen indicates a known or suspected PASRR condition, there are a series of questions relating to potential exemptions to the preadmission Level 2 process. If the member has any of these exemptions, which we will talk about in more detail next week, then the Level 2 requirement is waived for a time limited period following nursing home admission. If there is no exemption reason indicated, then the member should not admit to the nursing facility without a completed NOD from either the SMHA or the SIDA.

Q: If someone forgets their password can the Authorized user reset it for them or do they need to go through Telligen for that?

A: Actually, the user can reset their own password. There is an option on the log-in screen relating to a forgotten password and the steps you can take to resolve yourself.



Q: What happens if the Medicaid patient is not loaded into Telligen? If the State did not send that patient info to Telligen and the member is not recognized?

A: The available “Add Member” feature can come into play for these situations where the member has not yet been added through either a daily file load of CO Medicaid members, or having been already manually created through a previous task in our CO system.

Q: Can we submit PASRR for Medicaid pending patients?

A: Yes. The available “Add Member” feature can come into play for these situations where the member has not yet been added through either a daily file load of CO Medicaid members, or having been already manually created through a previous task in our CO system.

Q: Can records be merged into the same member hub on the backend if a user accidentally creates a duplicate account (typo in name, wrong DOB, etc)?

A: Yes. We have a behind-the-scenes option for merging records when we have confirmed evidence that two or more unique member records in Qualitrac actually belong to the same individual. If you ever suspect that is the case, you may reach out to our help desk for support following our go live. We highly recommend that folks utilize multiple search attempts (ex. varied spellings of names or nicknames) on the existing data prior to creating a new member record.

Q: Is this training also focusing and changing our Utilization review processes in addition to PASRR?

A: No. We are using the “Utilization Management” section of Qualitrac for the PASRR process due to many inherent similarities with the behind-the-scenes workflows. However, this training and the PASRR process is separate from typical UM reviews for CO.

Q: Our EHR only gives the last four digits of the SS #. Will that work?

A: Yes. When creating a member, you can either use the complete 9 digit SSN or a unique ID # such as a plan or policy number (also up to 9 digits). But there must be at least 1 unique numeric identifier per member record.



Q: Is 'gender' self-identified or biological?

A: Unfortunately, the medical record system we are working with is binary in nature when it comes to gender. There is however a third option for “Unknown” in Qualitrac. The Level 2 evaluation includes options beyond the binary of male/female to include options for transgender, non-binary and declines to identify.

Q: So are Authorized Officials able to submit level 1s?

A: Yes.

Q: How does Qualitrac differentiate individuals with the same name and dob?

A: Through the use a unique 9-digit number called the Member ID. This can either be the Medicaid ID, the SSN, or a unique number utilized during the “Add Member” process.

Q: Do we do a PASRR just for Medicaid members or if they are not Medicaid we add them?

A: The intention of PASRR is that the Level 1 Screen is completed on 100% of the members admitting to any facility licensed to accept Medicaid funding.

Q: Is there any goal to increase data base above CO MCD?

A: Not at this time. Currently the only client file being loaded to our system daily is the Medicaid eligibility file. All other members will need to be added manually. Once a member is added, they will never need to be readded as they are in the database and searchable moving forward.

Q: Remind me of the date when we will start doing PASRRs again.

A: The 1135 waiver remains in effect until April 21st, 2021. This waiver provides an exemption to PASRR Level 1 screens for up to 30 days post nursing home admission. The first potential date for a return to completing PASRR screens pre-admission to a nursing facility is April 22st, 2021.



Q: At Denver Health the IT Department manages portal access for our staff across the organization. So IT will be the administrator?

A: Yes if that is what you prefer. Just because the Authorized Official is automatically dually created as a user as well, this doesn't mean they have to leverage that role to submit PASRR Level 1 Screens.

Q: Can all the staff see the PASRRs for the organization? If one person submits then is off the next day, can their coworkers see it?

A: Visibility of PASRR cases in Qualitrac is given based on facility/organization/agency affiliation. Every Qualitrac user is connected to one or more organizations. For every facility connected to a PASRR case, all affiliated users can see the PASRR details, regardless of the individual who submitted.

Q: Has the Beers list been updated?

A: No. The Beers Criteria list has not been updated with dosages since 2009, so that is still the one we are using for limits.

Q: Can level 2's be done via telephone with the client?

A: Not if it can be at all avoided. This is a last resort only and will require additional approvals. The goal for Telligen in doing PASRRs is to provide a meaningful interview and exchange with the member. We will be conducting Level 2 evaluations either via telehealth video conferencing or on-site in person (assuming pandemic mitigation).

Q : If we have a patient going for a short term rehab stay in a nursing home who needs a PASRR, we will submit the PASRR as soon as we are aware of the recommendations to go to a rehab facility, however, if the patient has to wait 1-2 calendar weeks that can have a negative impact on the patient's ability to recover given lack of access to recommended level of therapy in a rehab facility setting. They also may end up rehabbing in the hospital while they wait for those two calendar weeks...and never even go to rehab due to the PASRR review delay. How is this situation addressed?

A: This situation would likely fit the Exempted Hospital Discharge criteria as one of the provisional admission reasons that waives the PASRR Level 2 process for 30 days post-nursing facility admission. We will cover this in more detail next week.



Q: The previous system did not allow for edits, from what I just heard we will be edit PASRRs for facility or med changes and not have to start a new PASRR.

A: The PASRR case in Qualtrics will be editable following submission for the facilities and if you need to upload additional supporting documentation. However, the answers given on the Level 1 Screen itself are not as easy to edit and we will need to work with folks on a case-by-case basis.

Q: Off of Leslie's question, if we edit a document, will the timeline for Telligen review start over?

A: No. The timelines for the Telligen review are fixed and if additional information is needed in order to process a review, then our timeline will stop until that information is provided to us. Once we have it, our timeline resumes where it left off.

Q : In the previous system, it displayed a very long list of names that had been submitted. This included patients who had already been discharged. Will Telligen periodically purge the list or can we?

A: Once an assigned task is closed, it will no longer appear on an active task list for anyone with visibility on that case. The only cases that will be on a personal task list would be ones where a provider had a RFI task assigned and we will cover that more on the next training. There is a section of Qualtrac you can go to if you wish that has searchable list of all previously submitted cases for each user connected to the same facilities as you, so you can quickly search for a previously submitted case and check the status, but that list is not on a default screen and you would have to purposefully go there to see that list.

Q: If the patient has Medicare and has no member ID and the SS# is the last 4 digits only - What do we do?

A: During the "Add Member" process you have the option to either indicate a SSN or a "Member ID". The purpose of the Member ID is to be a unique 9-digit number. You can use a plan ID number from a non-Medicaid payer for example.

Q: So we will need to have video capabilities for doing virtual Level 2?

A: During the scheduling call for the Level 2 evaluation, our Telligen staff will walk you through the options available for completing the Level 2 in the most client-centered way possible to support the spirit of PASRR.



Q: What is the difference between authorized official and executive?

A: These two roles can be fulfilled by the same person. However, the Provider Executive has the authority to establish the account with Qualitrac on behalf of the agency and the Authorized Official has the power to create all the user accounts beyond their own.

Q: Do we continue to submit PASRRs to EQ as we have previously done, up until March 1st?

A: There was a recently published memo that provided details on the important timelines for this transition which can be found here:
www.colorado.gov/hcpf/pre-admission-screening-and-resident-review-program.

The details are included here as well:

- Non-triggering Post-Admission Level I (PALs) will be processed through eQHealth through February 24, 2021.
- Any submissions which cannot be completed by eQHealth by February 26, 2021 will be canceled and will need to be resubmitted through Telligen.
- After February 24, 2021, all PAL requests will be reviewed by Telligen. Please send to the Telligen email address: ColoradoReviews@telligen.com
- The last day to trigger the assignment and completion of a Level II evaluation through eQHealth is February 15, 2021.
- After February 15, 2021, all new requests for Level II evaluations will receive a 30-day extension from the day of receipt and then be completed by Telligen.
- Telligen will begin processing all PASRR requests via Qualitrac beginning March 1, 2021.

Q: I tried the Telligen email today, but it bounced back. Does that mean it isn't working yet.

A: The Telligen email address for this contract, ColoradoReviews@telligen.com is open, however it has an automatic reply configured, so please anticipate that in response to us having received your email.

Q: Are we keeping the same Level I, and PAL forms?

A: As we noted last week and will cover again next week as well, the requirements for PASRR from a federal and state perspective are not changing as a result of this vendor transition, however the form and systems used to complete the process are changing.



Q: Will the Notice of Determination still come from the state? Since we went to EQ we have received none.

A: The NOD letters will be generated by the state representatives through the Qualitrac system based on the recommendations made from the Level 2 evaluation completed in our system, attached to the case, and then available to all users with visibility into the case.

Q: Because we can no longer submit to EQhealth as of yesterday, Do we need to just wait until March 1st to submit any triggered PAL's?

A: Providers should submit PALs following the current process through February 24th. After February 24th and before the Qualitrac Portal opens on March 1st, all PALs can be sent into the Telligen email address via secure email. Though it is not required for the nursing facility to do, triggered Level 2 requests can be sent to Telligen as well following February 15th, however they will not be immediately processed as they have a 30 day extension. That email address is ColoradoReviews@telligen.com.

Q: Is PASRR only for Medicaid facilities? If you are only private pay or Medicare does this apply?

A: Correct. PASRR only applies to nursing facilities licensed to accept Medicaid.

Q: So will we be receiving the NOD prior to admit then?

A: The goal of PASRR is to have the possible additions to a best fit person-centered treatment plan specific to a PASRR condition be identified prior to the nursing facility admission. Our intention is to provide a Level 1 outcome letter, a level 2 evaluation and the formal NOD from the state all within 5-10 business days of submitting a Level 1 Screen.

Q: This system is for IDD triggers as well?

A: Yes.

Q: What will happen to all of the EQ PASRRs that are still pending? Should we resubmit with Telligen now on March 1?

A: Any submissions which cannot be completed by eQHealth by February 26, 2021 will be canceled and will need to be resubmitted through Telligen.



Q: If we had a resident who we submitted that the case was closed by mistake for a level II. How would we go about that?

A: Please reach out to Obi Agomoh (obi.agomoh@state.co.us) to discuss more detail regarding this situation.

Q: When will the Provider Executive receive the link? Or how will we receive it?

A: The documentation for the Provider Executive to sign is all online through DocuSign and there is no link that will be sent to you. Simply select the "[Provider Portal Registration](#)" option on the www.colorado.gov/hcpf/long-term-services-and-supports-training website and complete the form for each authorized official to be created (minimum 1).

Q: If the patient is admitting from the hospital does the CM from the hospital need to complete the PASRR or can the accepting facility complete?

A: The hospital will submit the Level 1 PASRR for non-Medicaid members and the SEP will complete for all Medicaid members admitting from the hospital.

Q: What if it's being triggered due to an expired short-term approval?

A: If the Level 2 is anticipated to be required due to an expired exemption window, then a new Level 1 can be submitted through the portal on 3/1 to restart the process or an email can be sent to Telligen between 2/24 and 3/1.

Q: Once our facility has identified our executive user, will our executive user be sent an email to set up our facility's account?

A: No. The process begins when the Provider Executive completes the online form through DocuSign naming the Authorized Official. The Authorized Official will then get an email with instructions from Telligen, no sooner than 2/22 with a link to access the system starting on 3/1 to create the user accounts at that time.

Q: Will the department of health be aware of the period of time that PASRR is not accessible due to the vendor transition?

A: Yes. We met with CDPHE and made them aware.



Q: Right now we get a status change, will we continue to get those.

A: The Resident Review process used following a status change will continue. It will follow a similar path through Qualitrac though the timing will be different. This will be covered during the training on the 23rd.

Q: Will an email be sent when the review is completed?

A: Email notifications when outcomes are rendered are automatically sent to the email address connected to the user account of the user name who submitted the Level 1 Screen.

Q: What is the difference between Care management and utilization management in Qualitrac?

A: The “Care Management” side of Qualitrac is used for our chronic disease care management and behavioral health coaching contracts. We are using the “Utilization Management” section of Qualitrac for the PASRR process due to many inherent similarities with the behind-the-scenes workflows. However, this training and the PASRR process is separate from typical UM reviews for CO.

Q: Are tasks in the task queue specific to the person logged in or are they agency-wide?

A: Agency wide, though they can be filtered if a task is assigned to a specific user. We will demo these sections of Qualitrac in future trainings.

Q: Will it be possible to see completed PASRRs submitted by other organizations?

A: Yes, but only if the agency your Qualitrac account is connected with has been added to the case already.

Q: If we registered last week during the Qualitrac Registration Process, will we need to register again specifically for the PASRR?

A: No. Once you have begun the process for Qualitrac portal access you only need to do so once. It will be the same portal for all the tasks Telligen will be working as part of our current contract with HCPF.



Q: Where would I submit a case for CHCBS and cost containment form?

A: You will follow the same process for getting to the Member Hub, the difference will come with the Review Type you choose to add to that member. This process will be covered on subsequent trainings as well.