



**New Qualitrac PASRR
Feature 1st Look: PASRR II
Evaluation Follow-up Task**

November 2021



Agenda



Share New Feature that will be Rolling Out in Next 30 Days

- Provide Context
- Details of PASRR II Evaluation Follow Up Task
- Share Workflow
- Share Screen Shots
- Anticipated Data
- Q&A



New Feature: PASRR II Evaluation Follow Up Task



Provide Context

- Currently the end point of PASRR is to provide a Level II Evaluation for individuals found (via the Level I Screen) to have a known or suspected PASRR condition.
- Telligen has roots as a QIN-QIO and we are always looking for ways to improve a system. We want to seek out ways to be a part of a more effective process.
- We have always wondered what happens to our recommendations after we make them. Were they able to be implemented? Were they useful for the member?
- Desire was for a mix of both Qualitative and Quantitative feedback without provider burden or additional steps of oversight to the process.
- CO State has partnered with Telligen to release a new feature through Qualitrac that will seek out feedback on the PASRR II recommendations made, so the whole system can be improved.



New Feature: PASRR II Evaluation Follow Up Task



Details of New Feature

The Follow Up task is ultimately a system generated automatic email sent to the Authorized Official currently on record for the NPI listed as the Treating Facility on a PASRR Level I Screen 30 days after a Level II is closed requesting answers to up to 3 simple questions.

- Is the Member currently at your facility?
 - If No, then select from a multiple-choice list of potential reasons why
 - If Yes, there will be a list of the MI and/or IDD specialized services recommended
 - For each service indicate 'Yes' if the service has been implemented and the member is receiving the services, or 'No' if it has not.
 - *If 'No' please also include a brief note indicating why the service has not yet been implemented.
 - There will be a free text comment box for any additional comments

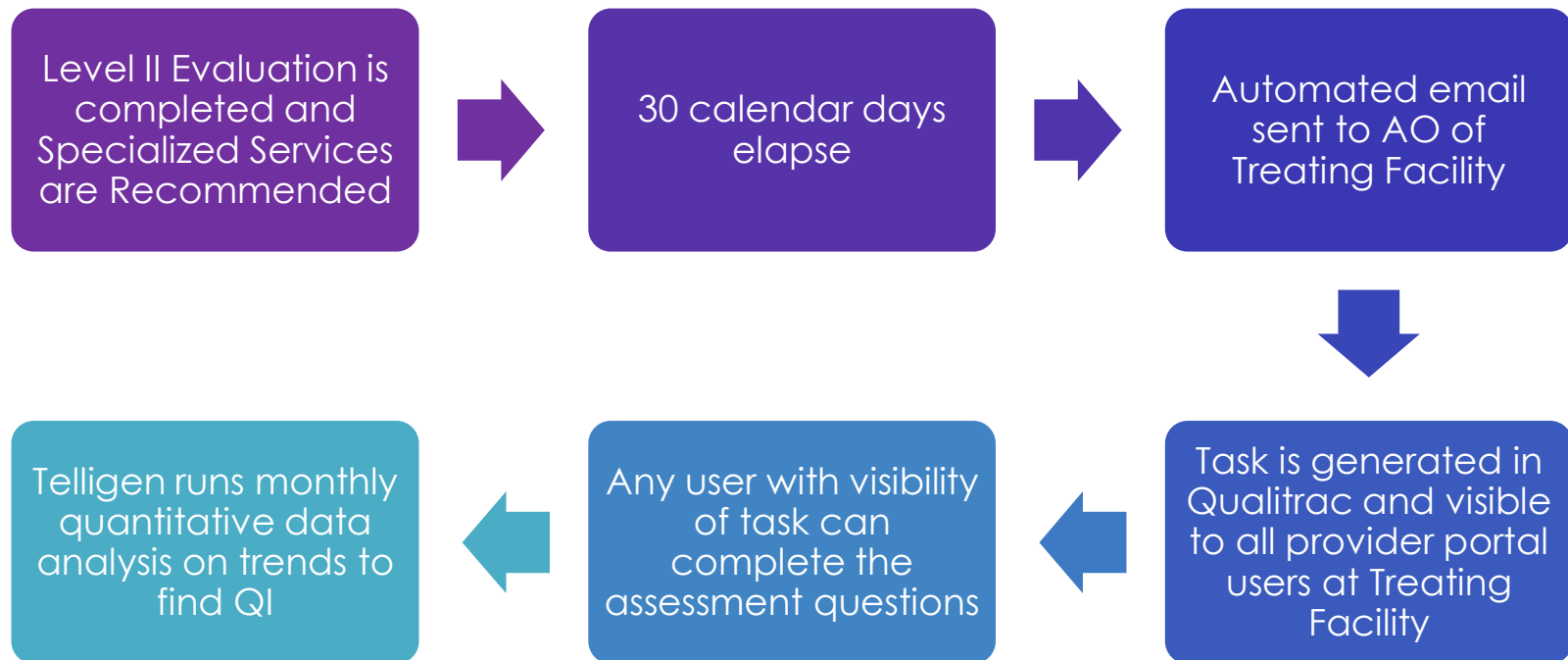
There is the ability to upload any relevant documentation, but this is not required



New Feature: PASRR II Evaluation Follow Up Task



Workflow




New Feature: PASRR II Evaluation Follow Up Task



Screen Shots: First Email and Reminder Email

PASRR 2 Follow Up

 donotreply@telligen.com
To: Jean McClurken

10/11/2021


Greetings,

A member that your provider organization is associated to recently had a PASRR 2 evaluation completed. This is a follow up to determine if the services that were recommended have been implemented.

Please log into our Qualitrac portal with the following link <https://stage-aws.myqualitrac.com> and complete the PASRR 2 Follow Up task to provide us these details.

Sincerely,
Telligen PASRR Review Team

PASRR Level 2 Follow Up Reminder

 donotreply@telligen.com
To: Jean McClurken

10/21/2021

Greetings,

This email is to remind you of the PASRR Level 2 Follow Up task that has been assigned to your organization. Please log into the Qualitrac portal (<https://stage-aws.myqualitrac.com>) to provide details regarding services that have been recommended.

Sincerely,
Telligen PASRR Review Team

First email will be sent 30 days after closure, then after 10 days if task has not been completed, a first reminder email will be sent, then after a second 10 days if the task has still not been completed, a second reminder email will be sent.

New Feature: PASRR II Evaluation Follow Up Task



Screen Shots: Task Queue

Scheduled Tasks | Member Search | Cases | Case/Request/Claim Search

View Calendar | Clear Filters | 9 Columns Selected

	Task Type	Task Status	Client	Last Name	First Name	Assigned By	Assignee	Attempts	Task Scheduled Date
				Last Name	First Name	Assigned By	Assignee	#	Task Scheduled
...	PASRR Level 2 Follow Up	In Progress	Colorado	Rabbit	Roger	robot	jmcclurkenPPU	0	10/11/2021 02:43 pm

Show 1 entries | Showing 1 to 1 of 1 entries | Previous 1 Next

Once in task queue use ellipses on the left-hand side to Start when task status is New, or to Resume when task status is In Progress.



New Feature: PASRR II Evaluation Follow Up Task



Screen Shots: Follow Up Assessment 1 of 3

There are two headings to the task:

1. The ability to upload documentation (which is optional)
2. The PASRR II Evaluation Follow-up Questions

There are three elements to the follow-up:

1. Yes/No question regarding is member at current facility
2. MI recommendations follow-up
3. IDD recommendations follow-up

Roger Rabbit View Member Details

Member ID: 22222222 Date of Birth: 01/01/1940 Phone Number: Client: Colorado

Documentation Add

Show 10 entries

Name	Category	Date Added	Uploaded By	Action
No data available in table				

Showing 0 to 0 of 0 entries Previous Next

PASRR II Evaluation Follow Up Print

Is Member currently at your facility? *

Yes
 No

Mental Illness PASRR Recommendations Follow Up

The following were recommended services from the PASRR Level 2 evaluation. For each service please indicate 'Yes' if the service has been implemented and the member is receiving the services, or 'No' if it has not. If 'No' please also include a brief note indicating why the service has not yet been implemented.

Specialized services recommended for mental illness *	Services implemented for MI? *	Reason service not implemented for MI *
Psychiatric case consultation:	<input type="radio"/> Yes <input type="radio"/> No	
Individual therapy	<input type="radio"/> Yes <input type="radio"/> No	

Additional information about PASRR II Evaluation Follow Up for MI

IDD or Related Condition PASRR Recommendations Follow Up

The following were recommended services from the PASRR Level 2 evaluation. For each service please indicate 'Yes' if the service has been implemented and the member is receiving the services, or 'No' if it has not. If 'No' please also include a brief note indicating why the service has not yet been implemented.

Specialized services recommended for IDD or related condition *	Services implemented for IDD? *	Reason service not implemented for IDD *
Day Habilitation - Specialized Habilitation	<input type="radio"/> Yes <input type="radio"/> No	

Additional information about PASRR II Evaluation Follow Up for IDD

Complete Later Complete

New Feature: PASRR II Evaluation Follow Up Task



Screen Shots: Follow Up Assessment 2 of 3

There is skip logic built into the assessment so if you answer No to the first question, you are required to indicate a reason.

A screenshot of a web-based assessment form titled "PASRR II Evaluation Follow Up". The form includes a "Print" button in the top right corner. The first question is "Is Member currently at your facility? *", with radio buttons for "Yes" and "No". The "No" option is selected. Below this question is a dropdown menu for "Discharge disposition *" with a red error message: "Discharge disposition is a required field". Below the dropdown is a text area for "Additional information about discharge disposition". A blue arrow points from the dropdown menu to a separate box on the right showing the list of options.

- Community (private home/apt., board/care, assisted living, group home)
- Another nursing home or swing bed
- Acute hospital
- Psychiatric hospital
- ID/DD facility
- Deceased
- Other



New Feature: PASRR II Evaluation Follow Up Task



Screen Shots: Follow Up Assessment 3 of 3

There is skip logic built into the assessment so if you answer No to the question about implementation of services, you are required to provide a brief explanation.

Mental Illness PASRR Recommendations Follow Up

The following were recommended services from the PASRR Level 2 evaluation. For each service please indicate 'Yes' if the service has been implemented and the member is receiving the services, or 'No' if it has not. If 'No' please also include a brief note indicating why the service has not yet been implemented.

Specialized services recommended for mental illness *	Services implemented for MI? *	Reason service not implemented for MI *
Psychiatric case consultation	<input checked="" type="radio"/> Yes <input type="radio"/> No	
Individual therapy	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="text"/>

Additional information about PASRR II Evaluation Follow Up for MI

There is also an optional comments box to provide any additional qualitative information about the implementation of recommended specialized services.



New Feature: PASRR II Evaluation Follow Up Task



Anticipated Quantitative Data

- Telligen anticipates resulting from this effort having the following data available across the following parameters:
 - Discrete Data:
 - % of members still in care of Treating Facility
 - % of reasons why not still in care
 - % of services implemented Y/N
 - Parameters:
 - By Time Period (Month/Quarter/etc)
 - By Specialized Service
 - By PASRR Type (MI/IDD/Dual)
 - By PASRR timing PAS vs PAL
 - By Treating Facility

- An example of a quantitative question that could be potentially answered would be, “What percentage of the time is Individual Therapy implemented across the provider community?”



New Feature: PASRR II Evaluation Follow Up Task



Anticipated Qualitative Data

- Telligen anticipates resulting from this effort having the following data available across the following parameters:
 - Data:
 - Reasons why services not implemented
 - Additional comment information
 - Parameters:
 - By Time Period (Month/Quarter/etc)
 - By Specialized Service
 - By PASRR Type (MI/IDD/Dual)
 - By PASRR timing PAS vs PAL
 - By Treating Facility

- An example of a qualitative question that could be potentially answered would be, “What are the challenges to implementing individual therapy as a recommended PASRR specialized service?”



New Feature: PASRR II Evaluation Follow Up Task



Q&A

- There will be more information coming out about this new feature in the coming weeks as it gets closer to being realized in the live system. If you need links to the sessions below, please contact Obi at Obi.Agomoh@state.co.us.
 - 3 Open 30-minute Q&A sessions
 - Monday 11/29/2021 at 2:30 pm
 - Wednesday 12/1/2021 at 11:30 am
 - Friday 12/3/2021 at 9 am
- We look forward from your feedback as this is designed to help improve the overall system and elicit helpful feedback.
- Please let us know any questions you have, both today and as the month before this launch progresses.
- For any technical questions, please contact our support folks through email at coloradosupport@telligen.com or by phone at 1-833-610-1052.

