Submitting a PASRR Level 1 Screen

February 2021

Provider Portal (1 of 4)

- Beginning **Monday, March 1, 2021**, providers will submit PASRR I assessments using the Qualitrac system via a Provider Portal.

- Your Organization must first complete the online registration process and designate one or more individuals within your organization who will create user accounts for providers within your organization.

- Reminders for the instructions regarding the online registration process are provided later in this slide deck.

- Once registered, you will receive a username and instructions to create a unique password.

- You will access the Qualitrac Provider Portal at:
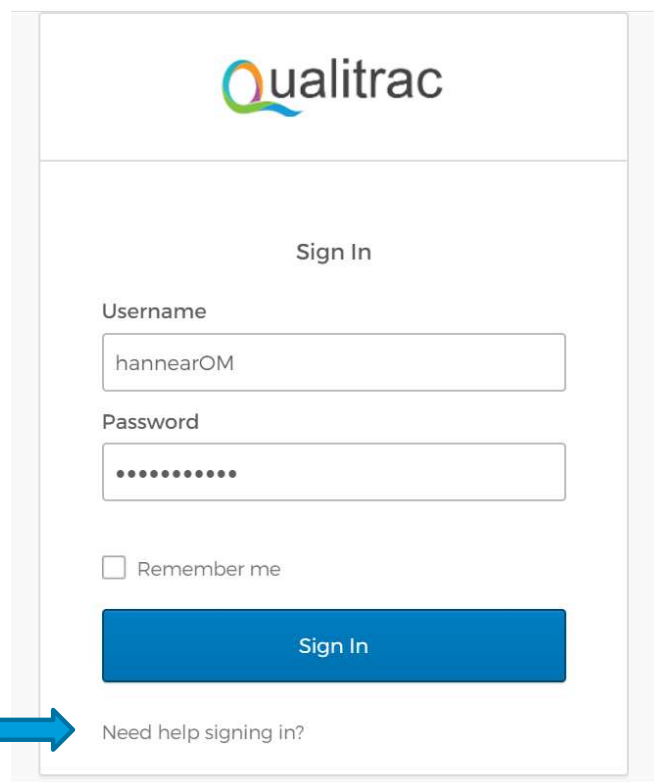www.colorado.gov/hcpf/long-term-services-and-supports-training#Telligen

On the sign-in page:

1. Enter the username you were assigned.

2. Use the password you established.

3. Click **SIGN IN** to access the system.

Provider Portal (3 of 4)

- There is a blue "Need help signing in?" link below the sign-in button. This can be used to change/reset your password whenever needed.

- **Do not bookmark this page.**
  The security around the log-in page will cause issues the next time you log in.
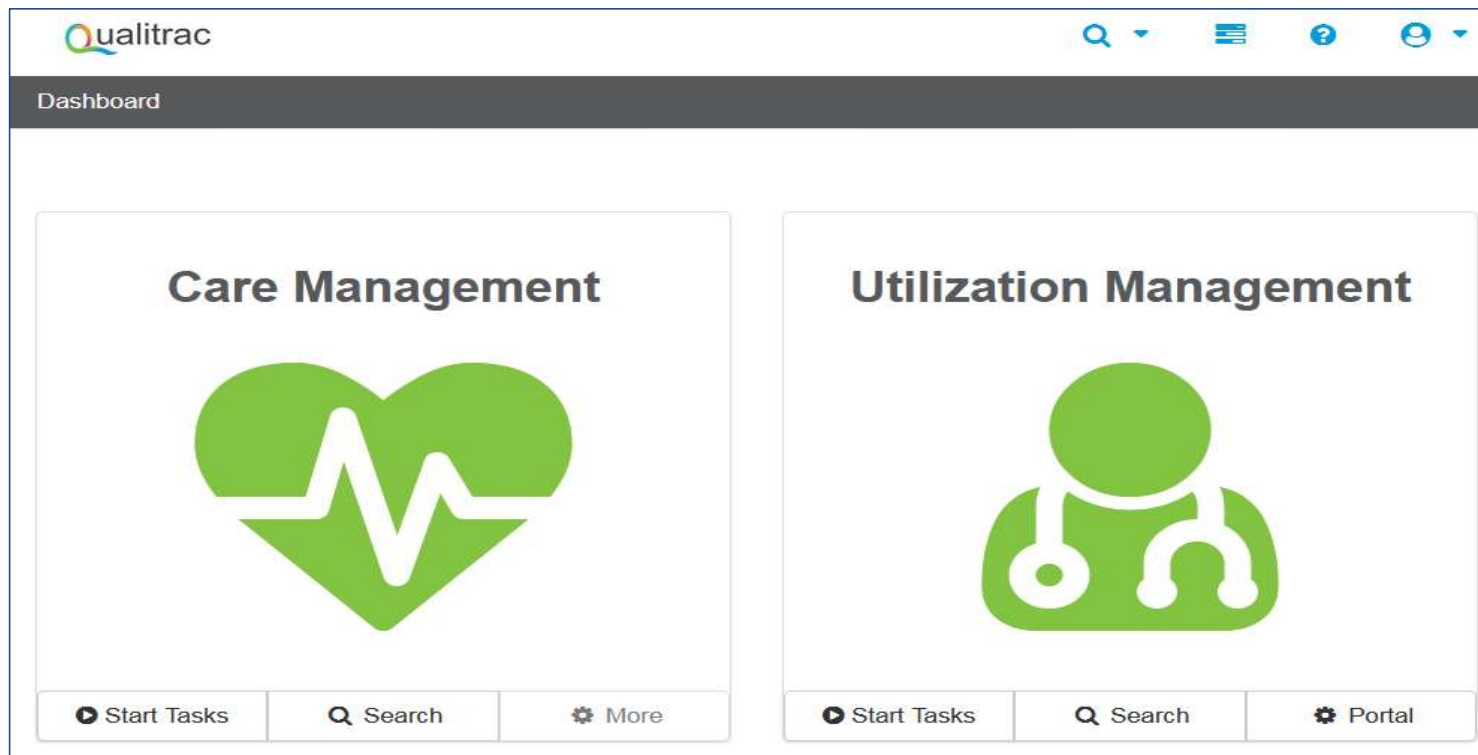
Provider Portal (4 of 4)

- The Reset Password modal will open and ask you to enter your username. Please enter the username you utilize to log in to the system. Do not enter your email address.

- The system will recognize your user id, find the email associated to your account and send you an email with a link to reset your password.

Qualitrac Landing Page

Navigational Tools

Qualitrac   Q ▾   ☰   ❓   👤 ▾

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.

Q ▾   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.

Utilization Management Module

- **Start Tasks** will take you to the task queue to view tasks that have been assigned to you, such as requests for additional information.

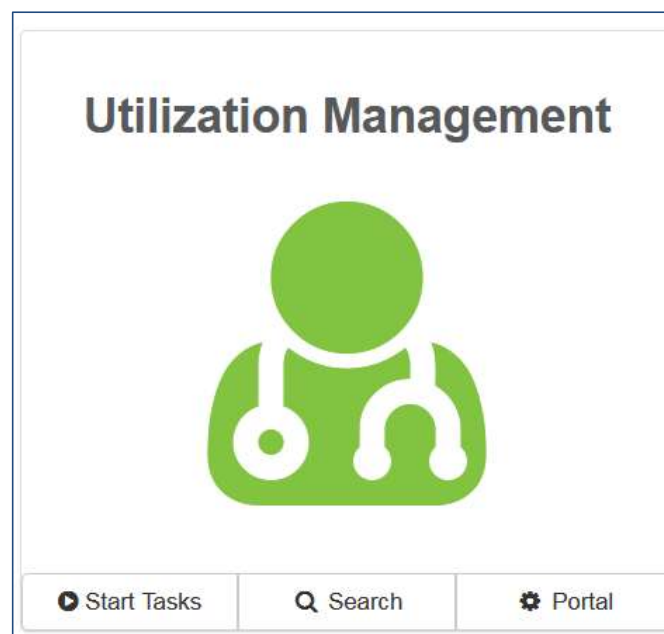- **Search** will allow you to search for a member or a case, just like the magnifying glass at the top of the page.
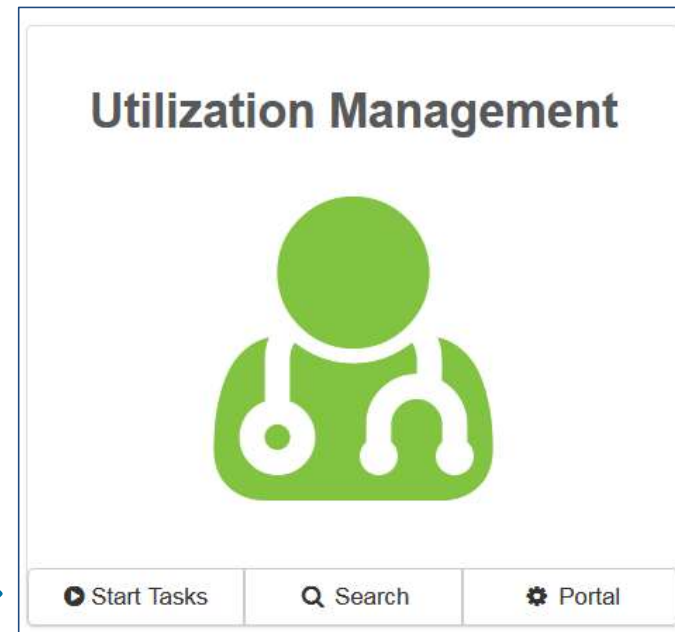
Find or Add a Member

Find a member

- Click on **Search** to find a member and start your PASRR request.

Find a member, cont.

- 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**

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.

Find a member – Member Name and DOB

1. Enter the member's **First Name**, **Last Name** and **Date of Birth** and then click **Search.**
2. The information must match the member data in our system. If it does not match, please confirm and try again.
3. NOTE: Many first names have various versions i.e., James, Jim, Jimmy.   Your entry must match our system data.

Select 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.

Dashboard / Task Queue

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

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

Show 10 ⌄ entries   Showing 1 to 2 of 2 entries   Previous 1 Next

Add 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.**

Add a member, cont.

- Complete each of the required fields.

- Fields without the red asterisk are optional.

- When all required fields are complete, click **Submit.**

Member Hub

- When 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.

Creating a Request

Utilization Management Panel

- The Utilization Management Panel will display information related to any UM review requests previously submitted for the member, including PASRR.

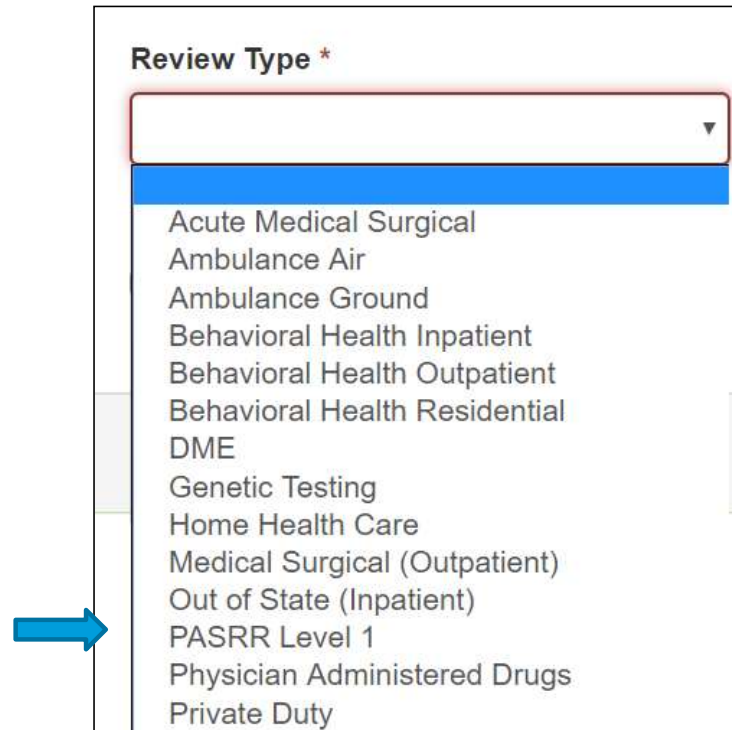- Use the **Add** button to start a new request.

Add New Request

- To begin a new request, you will first fill in the Authorization Request panel. The date and time of your request is completed for you.

Review Type

- **Review Type**: Select the type of review you are requesting.

- Select PASRR Level 1.
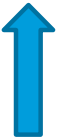
Review Type *

Acute Medical Surgical
Ambulance Air
Ambulance Ground
Behavioral Health Inpatient
Behavioral Health Outpatient
Behavioral Health Residential
DME
Genetic Testing
Home Health Care
Medical Surgical (Outpatient)
Out of State (Inpatient)
PASRR Level 1
Physician Administered Drugs
Private Duty

Place of Service & Type of Service

- **Place of Service** is where the care is provided. The Place of Service will default to Nursing Facility. Do not change the system defaults.

- **Type of Service** is what type of care is being provided. The Type of Service will default to Long Term Care. Do not change the system defaults.

Timing

- **Timing** indicates when you are notifying us of the request.

- For PASRR, you will select either Concurrent or Prospective.

- **Concurrent** – The member is already admitted to the nursing facility.

- **Prospective** – The member has yet to admit to the nursing facility.

Authorization Request Panel

- When all the selections are complete, you will select **Add New Request**.
- You can select **Cancel** if you've made the request in error.

Authorization Request

Date Request Received *	Review Type *	Place of Service *	Type of Service *
08/19/2020 04:38 pm	PASRR Level 1	Nursing Facility	Long Term Care

Timing *
Concurrent

☐ Is this Request Urgent?

Cancel   Add New Request

Admission and Discharge Panel

- Next, you will provide admission information. Indicate the:

  - Admission Date – for prospective timings, this will be the projected admission date.

  - Admission Type

  - Admission Source (not required)

Coverage Panel – Member with Medicaid

- The Coverage Panel will display information about the member's Medicaid coverage and eligibility.
- The Medicare Indicator, Third-Party Liability and EPSDT Indicator will default to No/Not Supplied unless there is information in our system from the State eligibility file.

Coverage				
Group	**Section**	**Plan**	**Start Date**	**End Date**
Montana		Full Medicaid	09/01/2010	06/30/2020
Montana		Managed Care	10/01/2018	06/30/2020
Montana		Healthy Kids	05/01/2020	06/30/2020

Medicare Indicator *

Not Supplied

Third Party Liability *

No

EPSDT Indicator *

○ Yes ● No

Coverage Panel – Member without Medicaid

▪ If the member has never been included in the state's eligibility file, then the Coverage Panel may indicate "Member Not Eligible".

▪ As having Medicaid is not a requirement for the member with PASRR review requests, enter "NA" in the required **Eligibility Comments** field.

Providers Panel

- The next sections ask for information related to the Treating Provider and the Ordering Provider. You will click the **Add** button on each line to provide the necessary information.
- The **Treating Provider** is the entity that will be providing the nursing home care.
- The **Ordering Provider** is the provider that is referring the member.

Providers *

Type	Name	NPI	Address	Phone	Primary Taxonomy	PPO Redirect Reason	Comments	Action
Treating Provider *					Not Supplied			+ Add
Ordering Provider *					Not Supplied			+ Add

Providers Panel cont.

- You may add up to 5 additional providers to the PASRR request.
- You may edit/remove/add providers at anytime during the review even after closure.

Entering Provider Information (1 of 4)

- Clicking **Add** will open a search box. You can search for providers by entering an NPI or by filling in any of the information boxes provided.

  – **Other ID Number** field can be used to search by Medicaid ID as opposed to NPI.

- When you have entered the necessary information, click **Search** to locate the physician or facility.

- HELPFUL TIP: entering just the NPI or Other ID renders the quickest results.

Entering Provider Information (2 of 4)

- Clicking **Search** will return any results that meet the criteria you entered.

- Use the green plus box to the left of the name to select the provider/facility you need for the review.

Entering Provider Information (3 of 4)

■ If the Ordering Provider and the Treating Provider are the same, you can select **Copy Treating Provider to Ordering Provider** and the system will prepopulate the information for you.

– This is helpful for PASRRs with Concurrent timing.

Providers *

Type	Name	NPI	Address	Phone	Primary Taxonomy	PPO Redirect Reason	Comments	Action
Treating Facility	⑦ BILLINGS CLINIC TCU, BILLINGS CLINIC TCU	1023222494	2800 10th Ave North Billings, MT, 59101	(406) 247-6920		Member Declined		🗑 Remove
Ordering Provider *			Not Supplied					+ Add ▾

+ Add New
⑳ Copy Treating Facility to Ordering Provider

Provider Organization Visibility ❓

No organizations available

Entering Provider Information (4 of 4)

- You will now see the Treating Provider and the Ordering Provider information populated in the Providers panel.

- You can select **Remove** if you've chosen in error.

Providers

Type	Name	NPI	Address	Phone	Primary Taxonomy	PPO Redirect Reason	Comments	Action
Treating Facility	⑦ BILLINGS CLINIC TCU, BILLINGS CLINIC TCU	1023222494	2800 10th Ave North Billings, MT, 59101	(406) 247-6920			Member Declined	🗑 Remove
Ordering Provider	⑦ BILLINGS CLINIC TCU, BILLINGS CLINIC TCU	1023222494	2800 10th Ave North Billings, MT, 59101	(406) 247-6920				🗑 Remove

Provider Organization Visibility

- To ensure all applicable end users have access to the review in the Qualitrac system, please select the organization or facility in the Provider Organization Visibility panel.

Provider Organization Visibility ❓

Wilson, Stephanie, User

ST LUKE'S REGIONAL MEDICAL CENTER ▾

- Repeat this step for all providers entered into the Provider Panel.

Diagnosis Panel (1 of 5)

- The Diagnosis panel is where you enter the diagnosis information related to this review.

- Use the **Add** button to add a new diagnosis to the panel.

- You can search by Code or by Term. Searching by code will let you enter a code directly and search for it as shown in the example below.

▪ The system will then provide a list of results to select from. Select the one you want added to the review by clicking on the radio button to the left of the code.

Diagnosis Panel (4 of 5)

- After selecting the diagnosis, you can select **Submit** or **Submit and Add Another.**

  - **Submit** will add the diagnosis to the review.

  - **Submit and Add Another** will allow you to submit the diagnosis to the review and re-open the window where you can repeat the process and search for another diagnosis.

Diagnosis Panel (5 of 5)

- If more than one diagnosis is entered, you do have the ability to drag and drop to reorder them.

- You can use the trash can icon to the right of the diagnosis to delete anything entered incorrectly in this panel.

Diagnosis

Seq.	Code	Description	Final Dx	POA	NOS	Action
1	I63.9	CEREBRAL INFARCTION UNSPECIFIED	○	☐		🗑
2	I69.351	HEMIPLEGIA FLW CEREBRAL INFARCT AFF RT DOM SIDE	○	☐		🗑

Procedure Panel

- The Procedures panel will default to PASRR Level 1 Screen

- No additional action is needed

Procedures										+ Add
Seq.	Code	Description	NOS	Mod. 1	Mod. 2	Qty.	Frequency	Cost	Action	
1	T2010	PASRR LEVL I IDENTIFICATION SCREEN PER SCREEN				1 unit(s)			✎ 🗑	

Assessment Panel

- The next panel is the Assessment panel.

- This is where you will provide the PASRR Level 1 information.

- A free text field will appear and be required for all Yes responses.

- Section C will appear if there are any Yes answers in the preceding assessment sections.

Documentation Panel (1 of 5)

- The next panel is the Documentation Panel. This is where you will upload any related clinical documentation necessary for the review to be processed. At a minimum you are required to submit the:

  - History and Physical
  - Medications List

- To submit documentation, click **Add.**

This will open a modal where you can drag and drop files or select **Click here** to open a Windows directory and find the necessary files on your system.

Please note:

- Documents must be in PDF or Word format.

- The file name cannot contain special characters.

- The name of the document can be edited in the Name box as applicable.

Documentation Panel (4 of 5)

- **Category** allows you to select the type of document you are attaching. This will most always be clinical.

- **Topic** further defines the type of clinical information you are attaching.

- Click **Upload** to attach the information to the review.

- This can be repeated as many times as necessary to attach all relevant documentation to your request.

When all the request steps have been completed, click **Continue** in the bottom right corner of the page.

Documentation

Attestation

The last step in the submission process is to certify that all information is accurate and complete. After reading the certification statement, you will enter your username in the Acknowledging User section and click **Submit** to send the request for review.

User Attestation

⚠ **I certify...**

- that the submitted information is true, accurate and complete to the best of my knowledge.
- that the submitted information is supported within the patient's medical record.
- that I understand that any deliberate misrepresentation of any information in this medical review may subject me to liability under civil and criminal laws.
- that I understand an approval of a medical authorization request by Telligen does not guarantee payment for services.
- I agree to notify all involved parties of the outcome of this authorization request.

Acknowledging User *

Enter username

Submit

Comments

- After completing the attestation, users have the option to add a comment to the request if applicable.

- A comments modal will open, and the user can enter additional information related to the review.

- This is optional and not required to complete the review.

- Click **Submit**.

Automated Outcome Flag

- There will be instant notification if the answers selected in the Level 1 Screen are determined to be an automatic approval for one of the two Outcome reasons below.
  - 1. **No Level 2 Needed** = No indicators selected for a known or suspected PASRR condition.
  - 2. **Provisional Admission** = Indicators for a PASRR condition, but a Provisional Admission indicator.

This request has been automatically decided based on the conditions of the request ×

OK

Summary

- After submitting your review request, you will be routed back to the Summary page. Here you can review all the details regarding the request as you submitted it.

View Request Status and Outcomes

Automated Outcome Review

- Scroll down the page to the Outcomes panel.

- The determination will be displayed on the right.

- Click on the dark brown section of the panel to expand and view the details.

View and Print PASRR 1

- At the Summary page, scroll to the Assessment Panel to see the PASRR Level 1 you just submitted. Click on the blue link to view.

Assessment

+Add ▼

Show 10 ▼ entries

Search: [   ]

Name	Solution Type	Date	Completed By	Score	Action
CO PASRR 1		02/11/2021 01:38 pm	Nelson Rokke		

Showing 1 to 1 of 1 entries

Previous | 1 | Next

View and Print PASRR 1, cont.

- To print the PASRR Level 1, Click **Print**

Automated Outcome Letter

- Scroll to the Correspondence Panel to view the outcome letter.

- Click on the blue letter link to open it.

- After a review has been submitted, you can find the review by clicking on the magnifying glass and completing either a Member Search or a Case Search.
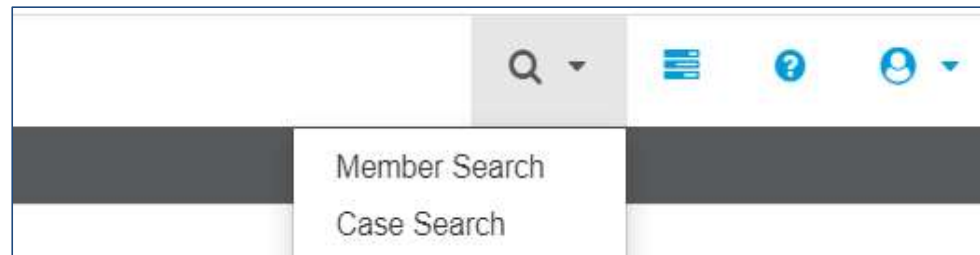
Case Search

- If you are searching by Case ID, simply enter the Case ID in the box and click **Search.**
- Click on the blue link to be directed to that specific review.

Member Search

- If searching by using the Member Search function, you will be directed to the Member Hub.
- Click on the ellipsis (…) to the right of the review you are searching for.
- Click on **View Request** to see the status and details of that review.
- If the request has not yet been reviewed by our clinical team, users also have the option to delete the request.

Show 10 ⌄ entries   Search: [   ]

Status	Case ID	Request ID	Review Type	Timing	Treating Prov./Phys.	Treating Facility	Req. Start	Req. End	Outcome	Action
Request Has Been Submitted	3543	3555	Physician Administrative Drug	Retrospective	WILSON & CHIZMAR PHYSICAL THERAPY ASSOCIATES PA		05/01/2020	05/31/2020		⋯ View Request Delete

Showing 1 to 1 of 1 entries

View Outcome

- Scroll down the page to the Outcomes panel.

- The determination will be displayed on the right.

- Click on the dark brown section of the panel to expand and view the details.
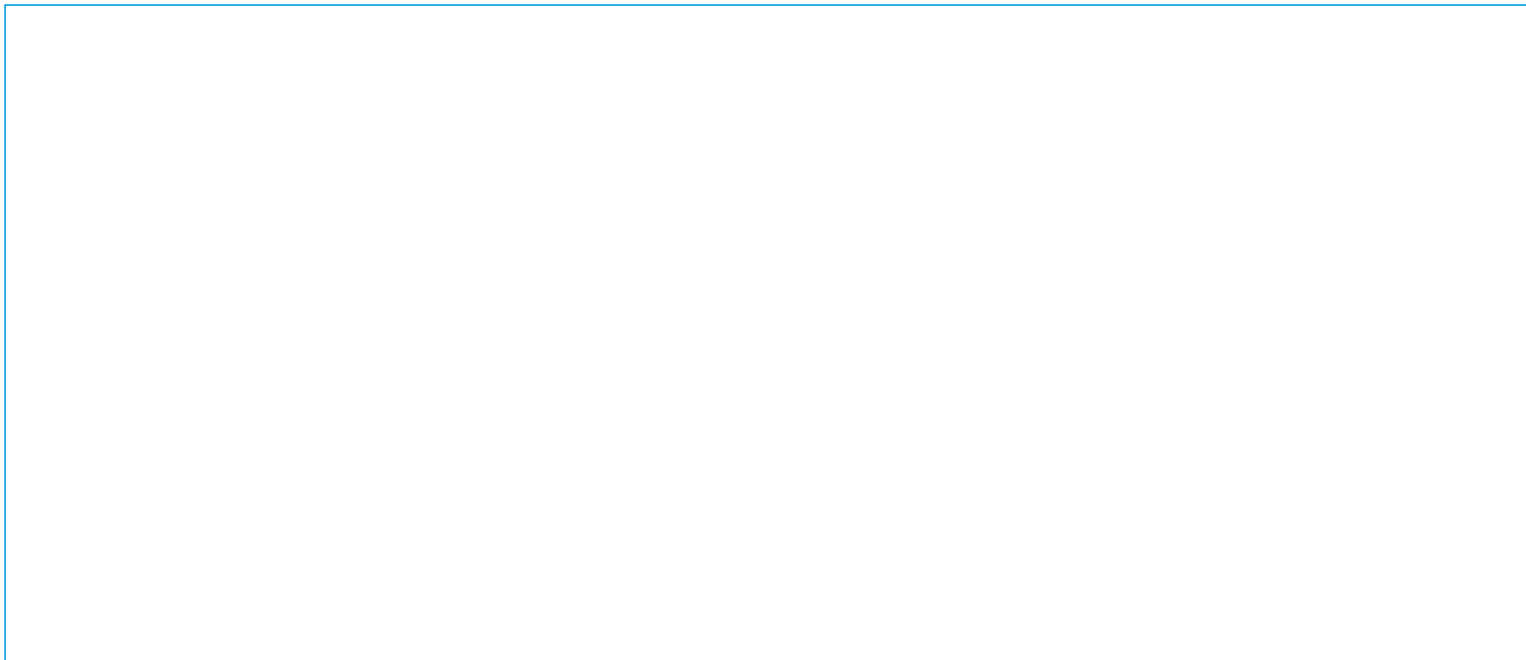
View Outcome, cont.

The Final Recommendation tab will display the determination.

View Level 1 Outcome Letter

- Scroll to the Correspondence Panel to view the outcome letter.

- Click on the blue letter link to open it.

View Level 2 NOD Letter

- Scroll to the Correspondence Panel to view the outcome letter.

- Click on the blue letter link to open it.

Request for Additional Information Task

Request for Information

- If our clinical team determines additional information is needed before proceeding with the review, the Provider will receive an email and a Request for Information task in the Scheduled Task queue.
- Users can access the Scheduled Task Queue two ways.

**From the top
navigation bar**
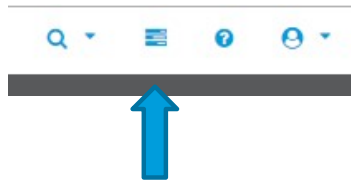
**Or from Start Tasks button
on the landing page**

Request for Information

- At the scheduled task queue, you will see all tasks currently assigned to you.

- **HELPFUL TIP**: If you click on the blue comment bubble to the left of the Request for Information task, a modal will open with a note from the reviewer indicating what information they are requesting.

- Click on the ellipsis to the left of the page, to start the task

Request for Information

- Scroll to the Correspondence Panel to view the Request for Information letter.

- Click on the blue letter link to open it and see what information is being requested.

Request for Information

- To attach additional information to the request, scroll to the Documentation panel.

- Click on the **Add** button, as was demonstrated earlier in the presentation, to attach the additional clinical documentation.

Documentation   + Add

Show 10 ⌄ entries   Search: [   ]

Name	Category	Topic	Date Added	Uploaded By	Action
History and Physical	Clinical	Medical & Treatment History	06/15/2020	testppu	🗑

Showing 1 to 1 of 1 entries   Previous 1 Next

Request for Information

- When you have added the necessary information, scroll to the bottom of the page and click the **Done** button. This will finalize the request and send it back to the clinical team to finish the review.

- When you click **Done,** the system will return you to the Scheduled tasks queue, and the task will no longer be visible.

- **Please do <u>NOT</u> start a new review request** when asked for additional clinical information. This will create a duplicate request and will delay the review process.

Contact Information

Training Website
www.colorado.gov/hcpf/pre-admission-screening-and-resident-review-program

Qualitrac Website
www.colorado.gov/hcpf/long-term-services-and-supports-training#Telligen

Help Desk
1-833-610-1052 or ColoradoSupport@telligen.com

PASRR Training

- Monitor this website for ongoing information pertaining to specifically to PASRR training.

www.colorado.gov/hcpf/pre-admission-screening-and-resident-review-program