



## 3 Most Important Tips for Avoiding a Request for Information (RFI)

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### #1. Include elements of a physical exam in the clinical documentation – The

Telligen review team will need a clinical note that indicates a physical exam was completed within the last 3-6 months to go with each PASRR submission. Key elements of acceptable evidence of a physical exam include vitals (BP, pulse, respirations, temperature, etc.) and a review of systems (ROS). This is typically provided through a History and Physical (H&P) or an Evaluation & Management (E/M) note.

**REVIEW OF SYSTEMS**

**General:** Denies HA, fever, chills.  
**Constitutional:** Denies fatigue or changes in appetite.  
**Eyes:** Denies acute vision changes.  
**Ears/Nose/Mouth/Throat:** Decreased hearing bilaterally.  
 No sore throat.  
**Respiratory:** Denies SOB or cough.  
**Cardiovascular:** Denies chest pain, tightness, palpitations.  
**Gastrointestinal:** Chronic diarrhea.  
 No abdominal pain, nausea, or vomiting.  
**Genitourinary:** No dysuria.  
**Musculoskeletal:** Denies new weakness, pain. Continued generalized joint aches.  
**Neurological:** Denies new weakness or numbness, tingling.  
 Reports occasional lightheadedness.  
**Psychiatric:** Denies anxiety, depression, agitations.  
**Endocrine:** Diabetes  
**Hematological/Allergic/Immunologic:** Denies bleeding and easy bruisability.

**VITAL SIGNS/CONSTITUTIONAL**

**Temperature:** 97.7 Fahrenheit; **Pulse:** 73 BPM; **Blood Pressure:** 120/69; **O2 Saturation:** 90 Room Air; **O2 Flow Rate:** 2 L/min - Nasal; **Weight:** 85 pounds; **Height:** 62 inches; **BMI:** 15.5;

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### #2. Include a current medication list – The Telligen review team will need a

copy of the current prescribed medications. This does not have to be a copy of the medication administration record (MAR), but should include the medication name, dosage, indication/reason, frequency, and start date. This is typically submitted as an orders list print out.

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### #3. Utilize free text fields in PASRR Level I Screen and final comments –

Whenever an answer to a PASRR Level 1 screen is indicated as "Yes", it is helpful for the submitter to thoroughly explain the reason behind the yes. See examples of helpful text below.

Level 1 Screen Question	Example of Helpful Free Text
Does the Individual have a known or suspected diagnosis of a major mental illness?	Admitting diagnosis of Bipolar Type I and Anxiety; duration or onset unknown.
Does the individual have any indications of a major mental illness?	Individual is often tearful and isolative; responds positively to staff interventions.
Is the individual on any antipsychotic, mood stabilizing, or antidepressant medication?	Individual admitted with an active prescription for Zoloft, 20 mg; start date unknown; for depression.
Does the individual have a known or suspected diagnosis of intellectual or developmental disability?	Individual has a diagnosis of since early childhood.



Does the individual have a diagnosis of a neurological condition such as Cerebral Palsy, Autism, or Seizures?	Individual has been diagnosed with epilepsy since age 5, date of last seizure and current frequency unknown.
Has the individual ever received services from, or been referred to, and agency serving persons with an intellectual or developmental disability?	Received services through community case management agency until recently.
Did the individual sustain a brain injury prior to the age of 22?	Record indicates TBI was sustained at age 10.

Our goal is to generate relevant documentation for each step needed for PASRR compliance that is routinely and easily accessible within Qualitrac.

Please reach out to Support for any questions at [coloradosupport@telligen.com](mailto:coloradosupport@telligen.com) or 833-610-1052.