



Questions & Answers

Q: My understanding is that we do not actually start submitting Level 1s from the hospital until April 22nd due to the Covid variance. Is that true?

A: Yes. Following the end of the 1135 waiver currently in effect, currently targeted for 4/21/2021, the pre-admission focus will resume.

Q: What is the member ID?

A: The Member ID is a unique identifier for the member in Qualitrac that can either be a SSN, a Medicaid ID, or another number, such as a Medicare ID.

Q: Do we enter the patient's home address or the address of the hospital when creating a member?

A: Please use the member's home address.

Q: Are you able to complete the PASRR if the member has commercial insurance and no SSN# available?

A: Yes, you could use the commercial insurance ID or another ID number.

Q: The demo indicated the "Type of Service" as "Long Term Care". Is it considered long-term care if the patient is going to the SNF for rehab?

A: After you have selected PASRR Level 1 as your Review Type in Qualitrac, both the "Place of Service" and the "Type of Service" fields will appear auto populated with "Nursing Facility" and "Long Term Care" respectively. This is preset so the system can route your request appropriately behind the scenes. Please do not change these defaults and know they have no bearing on the length of stay for the member in the nursing facility.

Q: For acute care, is "admission date" the date of admit to acute care? And then is DC the anticipated DC date?

A: As you are completing the panels in the review request in Qualitrac, please enter the projected, or known depending on the timing of the Level 1 submission, nursing facility



admission date. This is not the hospital admission date for the current hospital stay. The discharge date field will not be applicable on a Level 1 Screen submission.

Q: Is the provider the doctor at the nursing home?

A: No. The 2 required fields in the Provider Panel in Qualitrac are listed below. You may choose to add more providers, if relevant at any point during the PASRR process.

Qualitrac Field	Description	Comments
Treating Facility	Anticipated admitting nursing facility	Can be edited during PASRR process, but must be entered to submit Level 1 Screen
Ordering Provider	Agency Submitting Level 1	Hospital, Case Management Agency, SEP, Nursing Facility

*Note that the "Ordering Provider" can be the same as the "Treating Facility" for any Level 1 Screen submission with a Concurrent timing.

Q: When selecting a Provider, is inclusion of the NPI required?

A: No. You can use any of the fields available to search for the provider, NPI was used during the demo as it is the fastest search option to get to a single result. For example, the "Other ID Number" field can be used to search for a specific provider Medicaid ID number, as is the case for Case Management agencies.

Q: This looks as though a nursing facility has to be known at time of PASRR submission. Last week we were told this would not be needed.

A: Yes and No. You must enter at least one potential admitting facility as the "Treating Facility" though this may be edited during the PASRR process and updated once a facility is identified and a bed date is known.

Q: Will the nursing homes be able to view the PASRR the hospital submits?

A: Yes. Any provider that has been added to the Provider Panel by the Level 1 submitter can also be given visibility by the Level 1 submitter. Once an organization has been granted visibility, then any Qualitrac user associated with that organization during their account set-up will be able to view the PASRR case in Qualitrac.



Q: What is the time frame for a Level II response?

A: Level I Outcomes are to be provided no later than 6 business hours from the time submitted and Level 2 Outcomes and NOD letters are to be completed within 5-7 business days of submission of the Level 1.

Q: Can a patient with mental illness avoid a Level II evaluation for rehab only?

A: The “Exempted Hospital Discharge” remains a provisional admission exclusion to the Level 2 process for a time limited period of 30 days. If an individual is being referred to a nursing facility by a hospital directly relating to the reasons for the hospital admission, such as a hip replacement and subsequent rehabilitation, then a provisional admission would be indicated as an outcome through the Level 1 screening process.

Q: Does HCPF anticipate the 1135 waiver will be extended by the feds? And how might that impact timelines?

A: At this point it is unknown if the 1135 waiver will be extended. The current anticipated date for an end to the waiver is 4/21/2021. If this dates changes, stakeholders will be notified by HCPF.

Q: Will staff at the accepting NH be able to do Level 1 PASRR instead of hospital staff?

A: Following the end of the 1135 waiver, hospital staff will be expected to complete the Level 1 Screen through Qualitrac for members admitting to a Medicaid certified nursing facility. Nursing facility staff will be able to submit Level 1 Screens for members when necessary as well, following end of provisional admission timelines, or for status changes, or for members referring to the facility from the community.

Q: Are we going to get Level 2 training?

A: The slide deck that was presented at the 2/23/21 training did include slides relating to the Level 2 process, however due to time constraints, most training sessions did not cover this content during the live/recorded training. The PASRR team at Telligen and the state is looking into additional options to provide training beyond the slides included in the posting of the 2/23/21 slide deck.



Q: Where do we find approval letter on a Level 2?

A: Samples of the Level 1 Outcome letter and the Level 2 Notices of Determination are available along with other support documentation at the state's PASRR website along with this Q&A summary. www.colorado.gov/hcpf/pre-admission-screening-and-resident-review-program

Q: Is there a downtime process if computer system is unavailable?

A: In the event of a system outage or system down time, directions for submission of PASRR documentation and effects on timelines will be made available to all stakeholders as the situation develops. There is a dedicated support line (833-610-1053) and email (coloradosupport@telligen.com) that will be available beginning on 3/1/21.

Q: Do you process requests on weekends?

A: The Qualitrac portal is open 24/7 for submitting requests and receiving automated outcomes. Any Level 1 Screen requiring a manual review will be processed within 6 business hours, these are standard business hours of Mon-Fri 8 am to 5 pm MST.

Q: For provider visibility, does the hospital case manager need to add our own facility (i.e. Denver Health) for other case managers in the department to see a PASRR in process?

A: Yes. Ensuring visibility of the submitted PASRR beyond the individual submitter is a 2-step process. First the provider/organization/facility needs to be added to the Provider Panel in Qualitrac. Then, the submitter needs to add the visibility through the following visibility panel.

Q: Do we have to enter the ICD 10 Code or can we just list the diagnosis?

A: To add a diagnosis to Qualitrac you can search by either the term or the code.

Q: Can we submit level 1 for practice?

A: There is no practice portal version of Qualitrac available, though there will be training and support documentation available at the HCPF PASRR website noted below. www.colorado.gov/hcpf/pre-admission-screening-and-resident-review-program



Q: If a Level 2 is not needed, what is the time frame?

A: Negative Level 1 Screens with no “Yes” answers to indicators of known or suspected PASRR conditions, or screens with a positive “Yes” indicator and also a provisional admission reason, will be automated and will have immediate outcomes displayed in the portal.

Q: When do leaders need to get all CM/SW names into you? How is this initiated?

A: The process to create user accounts is done by the Authorized Official for each organization, not by the Qualitrac team. The process begins with the Provider Executive completing an online form designating at least one Authorized Official. The Authorized Official will get an email link to the Qualitrac system during the week of 2/22/21 with a username and a temporary password that is good for 7 days. Once the portal opens on 3/1/21, the Authorized official can begin creating as many user accounts as needed for your organization. See training materials from our 2/16/21 training for more information at the following link. www.colorado.gov/hcpf/pre-admission-screening-and-resident-review-program

Q: Is there a hospice exemption?

A: The provisional admissions which serve as time-limited exemptions to the PASRR Level 2 process, include convalescent care and Exempted Hospital Discharges for 30 days, respite care stays for up to 30 consecutive days, emergency stays or protective placements for up to 14 days, and individuals with delirium where the delirium is expected not to exceed 14 days.

Q: Do we no longer do the PHQ9?

A: The PASRR Level 1 Screen does not require the PHQ-9, however if that information is relevant to support any “Yes” indicators on the Level 1, it may be submitted along with other clinical documentation for review when determining the need for a Level 2.

Q: We have completed the registration. When can we expect to hear back with login information?

A: Authorized officials can expect to receive an email with a link to the system, their username and a link to activate their account the week of 2/22/21. This temporary password is only good for 7 days from the date of issuance. Once the portal opens on 3/1/21, Authorized Officials may follow the link and log-in to create all user accounts directly in the Qualitrac portal.



Q: Are hospitals also being trained on this system so that the SNF can see the PASRR prior to admission?

A: All three stakeholder groups, hospitals, nursing facilities and SEP/CCB are being provided the same training opportunity on the Qualitrac system and the Telligen PASRR process.

Q: What if there is no diagnosis?

A: A minimum of one primary diagnosis is required in Qualitrac when submitting the Level 1 Screen, however that diagnosis is not limited to Mental Illness or Intellectual/Developmental Disability or Related Condition. A medical diagnosis may be entered.

Q: Do all Level 1 Screens need to be resubmitted through Telligen?

A: Not necessarily. PALs that have triggered a Level 2 from 2/16/21 through 3/1/21 should be submitted directly to Telligen via the Coloradoreviews@telligen.com email. There will be a 30 day extension for completion of these Level 2 evaluations. All PALs, regardless of triggering a Level 2 should be submitted via email to Telligen between 2/25/21 and 3/1/21. Telligen will begin processing all received content on 3/1/21. HCPF, CDPHE, SMHA, and SIDA are all aware of these timelines.

Q: Will you guys be able to send written instructions as well?

A: 19 different files are included as supporting documentation for the PASRR trainings by Telligen and can be found at the following link: (www.colorado.gov/hcpf/pre-admission-screening-and-resident-review-program) and includes the following content:

Training	Document(s)
2/9/21 - Introductory Training	Slide Deck, 3 Video Recordings, Q&A Summary
2/16/21 – PASRR Level 1 Part 1	Slide Deck, 3 Video Recordings, Q&A Summary
2/23/21 – PASRR Level 1 Part 2	Slide Deck (<i>available by 2/24/21</i>), 3 Video Recordings (<i>available 3/2/21</i>), Q&A Summary (<i>available by 2/26/21</i>)
Step-by-Step Guide	Including screen shots from demo conducted 2/23/21 (<i>available by 2/25/21</i>)
Sample Outcome/NOD Letters	Sample Level 1 Screen outcome letter and both Level 2 Evaluation NOD letters from SMHA and SIDA



Q: Do rehab facilities have to submit PASRRs?

A: Any nursing facility licensed/certified to by Medicaid is required to participate in PASRR.

Q: How many days after admission do we need to complete a Level 2?

A: Provisional Admission time limits will be included and detailed on the Level 1 Outcome letter available in Qualitrac to be viewed by anyone with visibility into the case. On occasions where an individual continues to reside in the facility beyond the provisional time frame, the nursing facility staff will submit a new Level 1 Screen for the individual through Qualitrac to initiate a Level 2 evaluation, if deemed necessary after review of the Level 1 information.

Q: Is there a PASRR Form that can be printed for Patient charts?

A: Yes. The PASRR Review Summary, Level 1 Screen, Level 1 Outcome letter, Level 2 Evaluation, and Level 2 Notice of Determination can all be printed from the Qualitrac system for inclusion in the members' medical record.

Q: Can you repeat the 3 D's to remember?

A: The PASRR Technical Assistance Center provides useful guidance in understanding the difference between a mental health diagnosis and a PASRR condition relating to mental illness. They encourage folks to remember the "3 Ds" as being **d**uration of the illness, **d**eficits caused to a member's functioning, and understanding the **d**ementia exclusion.

Q: Who is Telligen contracting with to complete Level II PASRRs?

A: Telligen has a team of dedicated staff and support staff trained to conduct PASRR II evaluations, as well as independent contracts with several qualified assessors in the local communities.

Q: My facility does not accept Medicaid. I only complete PASRRs when residents are transferring to a Medicaid facility. Would I be completing a Prospective or Concurrent PASRR?

A: Prospective.



Q: Please try to avoid using zoom as an evaluation tool. We need in person visits for these to have value.

A: Telligen utilizes a mix of virtual face-to-face and in-person assessments when completing PASRR Level 2 evaluations in order to balance efficiency and member care. We screen and vet all appointments for the most appropriate fit for the member's presentation and the facility's resources.

Q: Is there an alert system for the portal.....ie. do we have to log into the portal to check on status or do we get an email when there is an update to submission?

A: The email associated with the username on the account that submitted the Level 1 Screen will get email notifications when the request is submitted and whenever there is a change in case status.

Q: To clarify, the forms for PAL and PASRR do not need to be completed. We now only need to complete via portal on Qualitrac, correct?

A: Yes.

Q: How do you upload documentation?

A: There is a panel in the Qualitrac portal labeled "Documentation" where you can add and upload as many documents as deemed necessary and appropriate to support any "Yes" answers on the Level 1 Screen. At a minimum this should be both the most recent H&P as well as a current medication list.

Q: Do we have to submit documentation like the H&P even if level I has only "No"s on the Level 1 Screen?

A: Yes. All of our automated outcomes are subject to a retrospective quality assurance (QA) process to make sure the system is being used correctly. The Level 1 Screen will be compared to the supporting documentation to verify accuracy.

Q: If psychiatric medication is used to treat a non-psychiatric condition like Insomnia, do we list it, or PRN medications?

A: Yes. In this situation on the screening question, "Is the individual on antipsychotic, mood stabilizing, or antidepressant medication?" you would select Yes and add the



additional information regarding the indication for the medication to be reviewed by Telligen staff to determine the need for a Level 2.

Q: What if the med list changes after admission?

A: A new medication list only needs to be submitted if the PASRR process needs to be restarted due to the expiration of a provisional admission time frame or a status change.

Q: Is a PASRR review required for respite care?

A: According to 10 CCR 2505-10 8.485.60.D.3.(b), because an admission to a nursing facility through the HCBS respite benefit waives the standard nursing home admission process, the PASRR process does not apply and Level I and II documents do not need to be completed prior to admission.

Q: Will a Professional Medical Information Page (PMIP) be accepted in lieu of a H&P for SEP's, or will we need to obtain both H&P and PMIP?

A: TBD. Telligen is still reviewing this document to confirm it meets the needs of the H&P requirement. Once a decision is made, relevant stakeholders will be notified.

Q: Does a SNF need to be identified before the Level 1 process begins?

A: Yes and No. You must enter at least one potential admitting facility as the "Treating Facility" though this may be edited during the PASRR process and updated once a facility is identified and a bed date is known.

Q: Normally, nursing facilities and/or hospitals submit the PASRR when the client is at their facility and not the SEP, has that changed?

A: The regulation maintains that for Pre-Admission Level 1 Screens, SEPs will initiate and complete the PASRR process for all individuals with Medicaid, be they in the community or in the hospital. Hospital staff completes the Level 1 Screen for non-Medicaid members admitting directly from the hospital and nursing facility staff complete screens on non-Medicaid members admitting from the community or when there has been a pay source change.



Q: For Level 1's completed by SEPs, physician's often do not provide a med list within the PMIP. Will SEPs need to get med lists for admissions from the community?

A: Yes. All Level 1 Screens regardless of the referral source should have a list of medications submitted as supporting documentation. This does not have to be a formal MAR or print out from an EMR. Rather, it can be a document that lists current medications.

Q: What if our Hospital system does not allow "uploads" per our policy and privacy practices? Or our medical record won't download to a desktop?

A: We are aware of some potential system limitations regarding medical record download/upload and we are looking to partner with agencies and the state on a best fit solution on a case-by-case basis.

Q: Would we put the provider from the PMIP as the physician and the SEP as the ordering provider?

A: Yes.

Q: Do we have to add every diagnosis listed on the H&P?

A: No. Qualitrac only requires a minimum of one diagnosis be entered electronically to complete a screen.

Q: Can you show us what we look for to verify that the NH is within PASRR compliance if we did not submit the PASRR docs in the portal. Will that be in the letters section?

A: Anyone that is connected to an agency that has been granted visibility to the PASRR case in Qualitrac will be able to see the Level 1 Screen, the Level 1 Outcome Letter, the Level 2 Evaluation and the Level 2 NOD in the Correspondence panel.

Q: What if the individual has Depression, do we have to get a GDS and put yes to suspected MMI, or just trigger if has a MMI?

A: It will depend on the role the depression is playing in the member's current functioning. If the member has an affective mood disorder that is considered mild or in full remission, and not currently resulting in an indication or major mental illness (*remember the 3 "D"s*), then the screen will be negative. However, if the member is presenting with any known or suspected indications of symptoms/behaviors consistent



with a moderate/severe or acute/partial remission, then you would indicate a positive screening question and include the detail regarding the diagnosis and member's current functioning (*remember "when in doubt, fill it out"*). During the Level 1 review all positive screens are reviewed for determination of appropriateness for a Level 2 evaluation focused on major mental illness.

Q: If a CCB is asked to complete a developmental disability determination for a level II, will we be added as a provider so we can upload the determination?

A: Providers are added to the PASRR case by the submitter of the Level 1 Screen or anyone with subsequent visibility. If the CCB has been added, they will have access to upload documentation. Please note that Telligen staff will also have access to I/DD information through the state's system as well.