



OPERATIONAL MEMO

TITLE:	NEW PASRR VENDOR
SUPERSEDES NUMBER:	N/A
EFFECTIVE DATE:	MARCH 1, 2021
DIVISION AND OFFICE:	CASE MANAGEMENT AND QUALITY PERFORMANCE DIVISION, OFFICE OF COMMUNITY LIVING
PROGRAM AREA:	PRE-ADMISSION SCREENING AND RESIDENT REVIEW
KEY WORDS:	NEW PASRR CONTRACTOR, EQ HEALTH, PASRR
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APPROVED BY: MICHELLE TOPKOFF	

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Purpose and Audience:

The purpose of this Operational Memo is to inform all Pre-Admission Screening and Resident Review (PASRR) stakeholders that the PASRR functions currently completed by eQHealth Solutions will be moving a new vendor, Telligen, effective March 1, 2021.

Per [HCPF IM 21-007](#), on January 1, 2021, the Department awarded long-term care Utilization Review/Utilization Management work to Telligen. Telligen will begin performing the work outlined in IM 21-007 on March 1, 2021. This memo further specifies the transition plan for PASRR.

Information:

PASRR was created in 1987 through the Omnibus Budget Reconciliation Act (OBRA) with three main areas of focus:

1. To screen all individuals seeking admission to Medicaid certified nursing facility (NF) for indication of mental illness (MI) and/or intellectual disability (ID);
2. To ensure individuals receive the most appropriate placement, whether in the community or in a NF; and
3. To ensure that individuals are provided the services they need for their MI or ID wherever they reside (CFR 42-§483.102).

The PASRR functions currently conducted by eQHealth Solutions will transition to Telligen effective March 1, 2021. At this time, Telligen will assume responsibility for PASRR reviews, evaluations and other related functions. Telligen will be providing a statewide technology driven platform, Qualitrac, for PASRR activities including Pre-Admission and Post-Admission Level I assessments, Pre-Admission Level II evaluation activities, including the Notice of Determination (NOD), and data tracking and analysis.

- 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.
- 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.
- Telligen will begin processing all PASRR requests via Qualitrac beginning March 1, 2021.

All PASRR providers will receive communication from Telligen regarding user account creation once training has been completed. Providers are required to complete training with Telligen prior to receiving login credentials for the Telligen system, Qualitrac. The training will include the process for submission of Level I and Level II evaluations to Telligen between February 25 and March 1, 2021. Flyers containing schedules, meeting links and phone information for the Telligen Qualitrac trainings for hospitals, for nursing facilities, and for case management agencies are available on the [PASRR web page](#).

This change does not affect responsibilities for the the Level I screenings. Hospitals, nursing facilities and SEP/CCB agencies will continue to conduct Level I screenings using the Telligen Qualitrac system. The Department will provide additional information as it becomes available regarding the transition to the new vendor, Telligen.

Attachment(s):

None

Department Contact:

Obi Agomoh, Administrator, Pre-Admission Screening and Resident Review (PASRR)

obi.agomoh@state.co.us