



Questions & Answers

Q: Can we receive a copy of this presentation for our future reference?

A: Yes. All training material including slide deck, recording and FAQ summary will be posted at the following website under the heading "PASRR Training."

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

Q: Does this mean we will be required to start completing PASRRs at the hospital level again on March 1st?

A: No. The 1135 waiver remains in effect until April 21st, 2021. This waiver provides an exemption to PASRR Level 1 screens for up to 30 days post nursing home admission. The first potential date for a return to completing PASRR screens pre-admission to a nursing facility is April 22nd, 2021.

Q: How do we sign up for next 2 trainings?

A: There is no pre-registration required. Though as there is a limit to the Zoom video participation of 300 unique attendees, it is requested that each agency/organization be strategic in how many staff attend each session live vs watching it at a later date.

Q: Is HCPF considering implementing the physician waiver?

A: Not at this time. If that changes in the future providers will be notified.

Q: Will Qualtrac house historical PASRRs and determinations?

A: No. There are no plans to complete a data migration between PASRR portals, however Telligen and the state partners will have access to completed PASRR records under the current system. If you need a copy of a previous PASRR, please reach out to us and we can assist.

Q: You mentioned that Telligen is new to PASRR. Do you provide the Portal for PASRR completion in other states or is this the first time Telligen is providing this service?

A: Telligen has been involved in PASRR contracts in MT since 2019.



Q: Will trainings/recordings be emailed out to attendees or will we need to go to the HCPF website to get the training decks, cheat sheets, etc?

A: No. Training materials will not be emailed to participants. All training material including slide deck, recording and FAQ summary will be posted at the following website under the heading "PASRR Training"

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Q: Does the PASRR need to be done for patients with no Mental Health or DD diagnosis?

A: Yes. PASRR is a requirement for 100% of individuals being referred to a nursing facility that is licensed to accept Medicaid. More information regarding PASRR will be provided in the trainings scheduled for February 23rd.

Q: Will determinations still be made only on Monday -Friday?

A: Automatic determinations made through the Qualitrac portal can be made 24/7, determinations made from manual reviews of Level 1 screens will be Monday-Friday 8-5 MST.

Q: Will Telligen do level 2 screens on weekends?

A: Telligen staff will be conducting Level II evaluations during normal business hours. However, we will be maintaining contracts with qualified independent clinicians for on-site interviews and those will be scheduled for a best fit time between the facility and the evaluator, which could include weekends.

Q: What turn around can we expect for PASRR Level one?

A: The turn-around-time (TAT) expectation for Telligen is within 6 business hours of receipt of completed information for the Level 1 screens.

Q: Will you be doing your level 2 screens virtually or in person?

A: Telligen will be relying on telehealth (meaning video, not audio only) assessments for Level 2 evaluations, to the extent clinically appropriate for the member, in an effort to improve timeliness and efficiency.



Q: How long are Level 2 PASRR reviews projected to take for turn around?

A: Our goal is a 5-10 business day turn-around-time from submission of the Level 1 to delivery of the completed Level 2 with Notice of Determination.

Q: You mentioned that we could set up our account prior to the next zoom meeting, how is this done?

A: The link to the online process for signing up for the portal, which is completed by the Provider Executive, and registering one or more Authorized Officials so they may create user accounts, is available below. There is also a guide published at the same link to help walk folks through the process. The training on February 16th will walk people through the process as well.

www.colorado.gov/hcpf/long-term-services-and-supports-training

Q: Are the PASRRs facility specific? Will the hospital have to wait to submit the PASRR until we have an accepting facility?

A: The Qualitrac system does need at least one identified admitting facility in order to submit the Level 1 Screen. However, our system has been configured specifically to allow for multiple facilities/organizations/agencies to have visibility into the PASRR process for an individual. These facilities can be adjusted and updated over time regardless of the status the case is in (not submitted, submitted, in progress, or closed). This means you can submit a PASRR level 1 screen with one potential admitting facility and then edit that at any point to another facility if the discharge plan changes.

Q: How easy will it be to renew a PASRR once they expire? Will we have to complete a new application in the event a PASRR expires?

A: PASRR Level 1 screens do not “expire” though some may be approved with a Provisional Admission only. Provisional Admission is the term used in the new Notice of Proposed Rule Making to replace Categorical Determinations. If a Level 1 screen is approved with a Provisional Admission outcome, then the admitting facility will have to submit and new PASRR Level 1 screen if the individual continued to reside in the facility past the provisional timeline, which will be between 14 and 30 days depending on the reason.



Q: Are any of the other questions different on the PASRR Level 1 Screen or is it the same format as the current form?

A: There is a new PASRR Level 1 screen that will be utilized in the Qualitrac system. There is no PDF version or external hard copy available of the Telligen PASRR Level 1 Screen as there is automated logic built-in to our system which requires the form to be completed within the system in order to potentially receive an automatic approval outcome. Training on this form will occur for all PASRR stakeholders on February 23rd 2021 and all training resources will be available online following the training.

Q: Will we still be utilizing the PHQ-9 or GAD-7?

A: Standardized assessment tools such as the PHQ-9 and GAD-7 are not required to complete the Level 1 screen, though if the information is available and relevant, it maybe submitted as additional clinical information when uploading the required H&P and med list.

Q: Do you mind repeating the upcoming training dates?

A: Tuesday 2/16/21 there will be three trainings titled "*Understanding PASRR: Part 1, How to get set-up with a Qualitrac account and general tips for using the system*". And there will be three trainings on Tuesday 2/23/21 titled "*Understanding PASRR: Part 2, How to complete a Level 1 in the Qualitrac system and a brief overview of the Level 2 process*".

Hospital stakeholders will be from 9:30 am to 10:30 am

Nursing Facility stakeholders will be from 11 am to 12 pm

SEP and CCB Stakeholders will be from 1 pm to 2 pm

Q: Will users be able to see the submitted PASRRs from other users within their facility?

A: Visibility of PASRR cases in Qualitrac is given based on facility/organization/agency affiliation. Every Qualitrac user is connected to one or more organizations. For every facility connected to a PASRR case, all affiliated users can see the PASRR details, regardless of the individual who submitted.

Q: If a person triggers a Level II will there be information, we need to upload to the Qualtrac system from the EMR?

A: It is required to submit at a minimum the most recent (no more than 6 months old) history and physical (H&P) as well as a current medication list for each Level 1 submitted



to Qualitrac. If it is determined that a Level 2 is needed and more clinical information is required, the reviewer will reach out to the submitter with a request for additional information through the Qualitrac system.

Q: I am trying to call in via phone but it's saying the meeting is full and won't let me connect through. What is going on?

A: The Zoom platform we are utilizing for training has a max participant volume of 300 individual users. This number was reached for the Nursing Facility stakeholder group training on 2/9/21 and approximately 75 users were unable to connect in real time. For future trainings we recommend that if your organization has several people who all want to attend, that you select only a few to attend live and then share the information learned and resources gained with a wider audience at your organization through the recording at a later time.

Q: Is this going to replace the current portal system?

A: Yes. Qualitrac will replace the current system and be the CO PASRR portal effective 3/1/21.

Q: Do we still submit to the current portal until March 1st?

A: There was a memo with the timelines that was sent out regarding the timelines for when to submit PASRRs to which contractor regarding this transition. If you need a copy of that memo detailing the timeline, please reach out to obi.agomoh@state.co.us

Q: So on March 1st, are we going to have to redo or resubmit all PASRRs from the current portal to Qualitrac?

A: No, Telligen will have access to all PASRR information submitted to the current vendor for historical reference, though the data will not be migrated to Qualitrac. You will only need to start with new PASRR cases where a Level 1 screen is needed on 3/1/21 or after.

Q: If someone helps out in multiple buildings in the same corporation, can they have the same access/logins/username?

A: Each user in Qualitrac will have their own username and login as each account is connected with a single email address. Visibility is set for PASRR cases at the organization level.



Q: For those who are new to PASRRs, would they be able to go in on March 1 and submit them as practice until the waiver is over?

A: There is no demo site available for practice and as the system that goes live on 3/1/21 will be the live system, we discourage practice cases. Please feel free to leverage the training materials for practice.

Q: Do we need to submit base line information to the new system for those that have been in our building (LTC) for some time?

A: No. You will only need to submit PASRR Level 1 Screens on new admissions and individuals with a status change. We will cover the status change examples at the training on February 23rd.

Q: What will happen to the resident we have already submitted to current portal and are awaiting a finalization?

A: All cases submitted to the current portal are anticipated to be completed by the current vendor.

Q: Will the hospitals go back to providing a PASRR before admission to SNF?

A: Yes. Following the end of the 1135 waiver currently in effect, currently targeted for 4/21/21.

Q: Does every authorized official need to complete the packet or just the provider executive?

A: The Provider Executive will have to complete the streamlined online form for each Authorized Official requested.

Q: Does the visibility from SEP/Hospitals to skilled facilities include non-triggered PAS Level I or just Level IIs?

A: The visibility rules in the system work on 100% of PASRR cases submitted regardless of their outcomes or if there is a Level II.



Q: Can a Provider Executive also be an Authorized Official?

A: Yes.

Q: Will Telligen PASRR forms replace the current CO PAS forms?

A: Yes. There will be new PASRR Level 1 Screens and Level 2 assessment forms, as well as new letters serving as the Notice of Determination. The upcoming trainings will demo these new forms and screen shots will be provided. The state has been the partner in design of all new forms and has had the final approval.

Q: What kind of support can we expect from Telligen as so many people work to learn the new system after it's roll out?

A: In addition to the three named individuals on this slide deck, there will be a call center support number there to assist folks with technical issues within our portal or process questions about PASRR in general.

Q: Let's say you are filling out the form online and need to go search for some information. Can you save and come back to a form, or is everything required all at once?

A: Yes. The Qualitrac portal will save your work to where you left off without you needing to select anything specific. As the system has a 30 min of inactivity timer for security protections, users would get logged out automatically after 30 minutes of no activity.

Q: Will we be able to print off the new form for the medical record?

A: Yes. All forms and outcome letters are designed to be printed for inclusion in an EMR.

Q: Will we receive email notification when documentation is completed, or will we need to log in to check?

A: The individual user who submitted the case will receive email notification whenever the case changes status. The case may be visible to any user at an organization attached to the case, but the automatic email notifications will go to the single email connected with the submitter's account.



Q: After the 1135 waiver is lifted, will we be able to admit to skilled nursing while the Level 2 is pending when submitted from the hospital?

A: There are three outcomes to the submission of a PASRR Level 1 which we will cover in detail on the 2/23/21 training. When there is an automatic approval for either no Level 2 required or a Provisional Admission, then the PASRR process is instantly closed. For individuals that warrant a manual Level 1 review and a Level 2 assessment, those will be completed in the turn-around-times allotted and then the member may admit.

Q: How is the communication between the facility and the Telligen reviewers handled? Will they call us if there are questions or issues with something that is submitted?

A: All communication is tracked through the portal. If additional information is required in order for Telligen to complete the review, then the submitter will be notified via a Request for Information (RFI) task and they will get an email notification saying they have the task assigned to them in our portal. We will be training on this process on 2/16/21 and 2/23/21.

Q: Will there be a different form for post-admission updates than from the admission form?

A: No. There will be a new form in the Telligen system that will be used for both pre-admission, post-admission and resident review Level 1 screens. The timing selected when the PASRR is created, prospective or concurrent, will drive which type of PASRR is being requested.

Q: Can software detect incomplete forms, for example if appropriate diagnosis or not diagnosis is not entered from SEP/hospital/nursing facility will it be accepted?

A: There are required fields (of which diagnosis is one) and skip logic within the system to prevent submission of incomplete data.