



COLORADO
Department of Health Care
Policy & Financing

Pre-Admission Screening and Resident Review Level 1 Submissions

May 2023

Agenda

Welcome!

Welcome and Introduction

Overview of Registering for Qualitrac

Demonstration: entering a new client and submitting the new Level 1

Questions?

Additional training time will be available



Who's Who



State Contacts

PASRR Administrator / SIDA
SMHA

Margaret Anderson - HCPF
Michelle Voss - BHA

Telligen Contacts

Contract Manager
MI Lead Assessor
I/DD Lead Assessor/Administrator
Level 1 Lead Reviewer
Level 1 Reviewer/Level 2 QA

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PASRR Overview



Purpose

PASRR = Pre-Admission Screening and Resident Review

PASRR was created by Centers for Medicare and Medicaid Services (CMS) in 1987 out of concerns that individuals with disabilities were at risk for institutionalization in restrictive environments.

A federal requirement to help ensure that individuals are not inappropriately placed in nursing homes for long term care.



PASRR Overview



Purpose

Individuals are evaluated for serious mental illness (SMI) or intellectual disability (ID), for

- Known or suspected condition must trigger evaluation

- To ensure appropriateness of NF placement

- To ensure receipt of needed services

Individuals are offered the most appropriate setting for their needs (community, nursing facility, acute care)

Provide all individuals the services they need in those settings

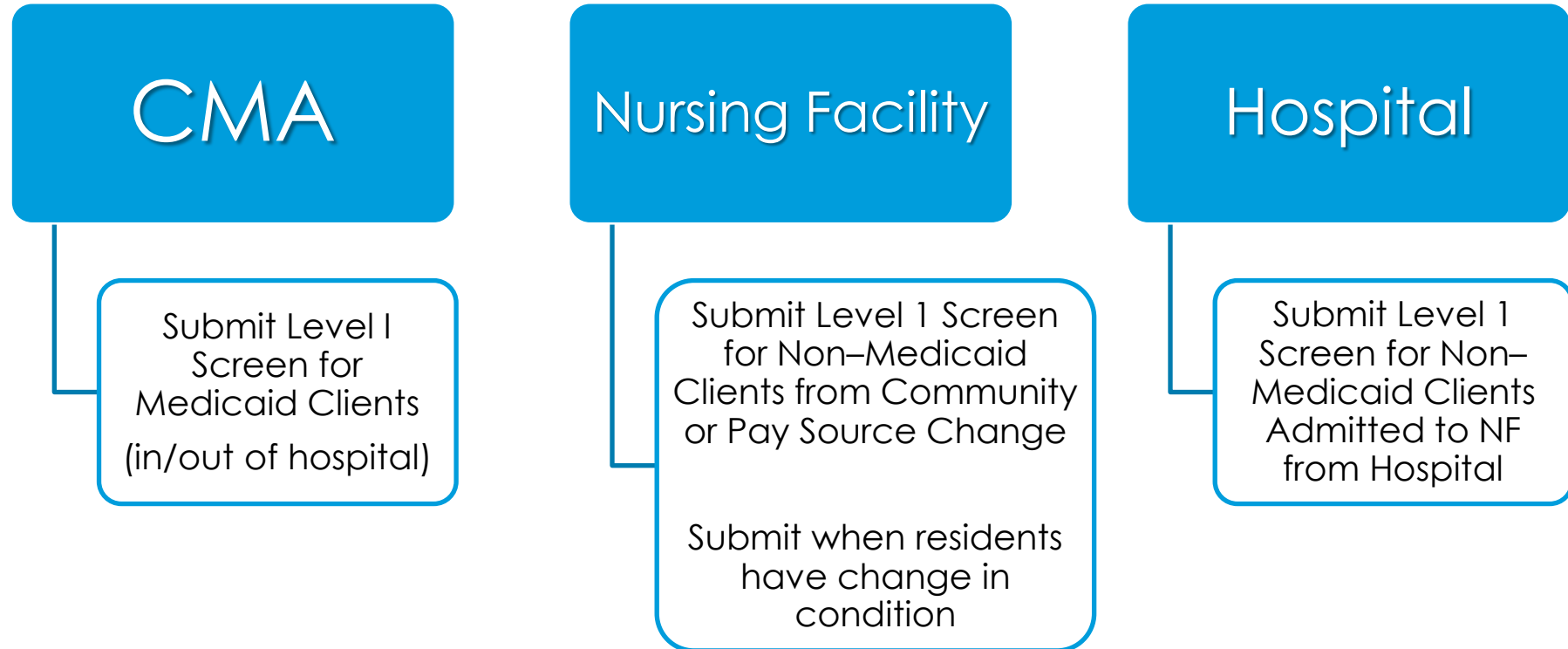
Each state has the freedom to implement PASRR regulations to go above and beyond as they see fit to best fit their state.



PASRR Roles & Responsibilities

Responsibilities for Level I Screen Submission

Level I Screen



PASRR Process



Steps to Complete PASRR



Level 1
submitted by
hospital/CMA

Telligen
review
completed
within 6
business hours

If Level 2
needed
Telligen team
will reach out
to
Hospital/CMA
within 1 day
of L2 being
completed

Level 2
Evaluator will
complete
psycho-social
and gather
collateral
information
and
complete the
evaluation,
within 3-5
days

Completed
evaluation will
be reviewed
by Telligen
and State.
Final approval
by State.
NOD
attached to
case within 1-
2 days

Submitter
(hospital or
CMA) retrieve
NOD, Level 2
Evaluation
from case in
Qualitrac.

The complete PASRR packet is needed prior to admission includes the Level 1 Outcome Letter, and if applicable, PASRR Level 2 evaluation and NOD



PASRR Overview

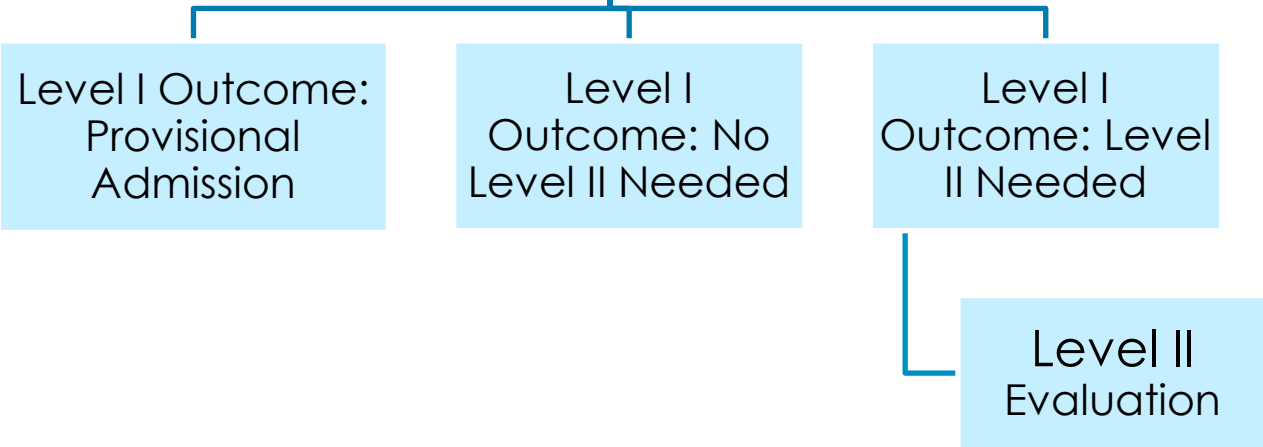


PAS vs RR



PAS = Pre-Admission Screen

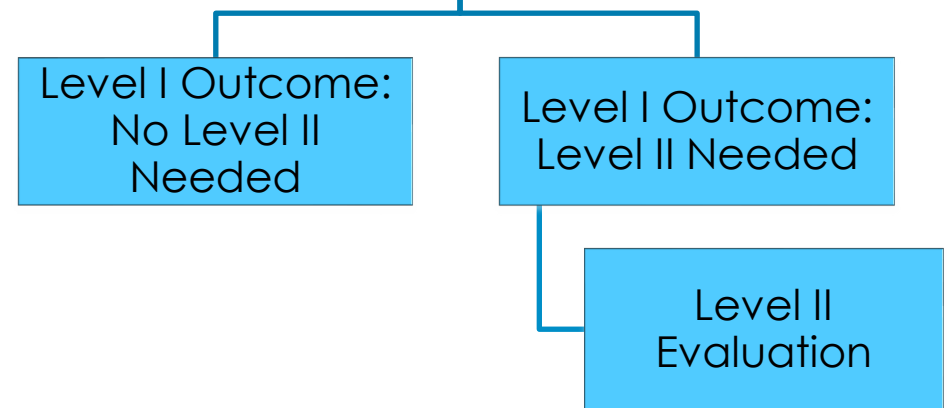
Level I Screen Submitted **prior** to SNF admission
*usually submitted by hospital or CMA



RR = Resident Review

Level I Screen Submitted **after** SNF admission
*usually submitted by SNF

Due to: Expiration of Provisional Admission or Status Change



PASRR Overview



Qualitrac Access Overview



The Telligen Provider Portal is a web application that allows healthcare providers to submit review requests.

The Registration Process starts with the identification of the key individuals in your organization:

The **Provider Executive**, i.e., the duly authorized representative permitted to bind your organization, agrees to the terms and conditions of the Provider Portal Agreement.

The Provider Executive designates one or more Authorized Officials(AO) for your organization.

The AO is who will set up accounts. This role **DOES NOT** set up accounts.

The **Authorized Official(s) (AO)**. This user is given the authority to grant access to others within your organization.

This user can add and deactivate users, reset passwords.

If more than one AO is designated, a separate online registration must be completed for each one. Organizations are limited to the number of AO's they can have.

The **Provider Portal User (PPU)**. This person has access to the provider portal to submit requests.



PASRR Overview



Qualitrac-Provider Portal Security



The Provider Portal is a web application that allows health care providers to submit requests for authorization of services

The Provider Portal utilizes a delegated security model.

A delegated security model requires an organizational executive (Provider Executive) to “delegate” administrative rights to one or more individuals within their organization (Authorized Official).

There should be at least one Authorized Official (AO) per facility. The Authorized Official (AO) will:

Be the point of contact for the organization

Add, remove or edit Provider Users accounts

Reset Passwords, obtain forgotten user-names, and provide log in assistance

PLEASE NOTE - HIPAA compliance requires all staff entering reviews or accessing the portal MUST have their own log-in and password. Do not create generic log-ins.



PASRR Overview



PLEASE NOTE: USE ONLY If you need to obtain access to Qualitrac and do not yet have an identified Authorized Official (or if you need to update the AO identified for your facility), there is a link on the main CO PASRR web page pictured here...

<https://hcpf.colorado.gov/pre-admission-screening-and-resident-review-program>

The screenshot shows the website header with the Colorado Department of Health Care Policy & Financing logo and a search bar. The main navigation menu includes Home, For Our Members, For Our Providers, For Our Stakeholders, and About Us. The breadcrumb trail is: Home > For Our Members > Program Benefits > Long-Term Services and Supports Programs > Pre-Admission Screening and Resident Review Program. The page title is "Pre-Admission Screening and Resident Review Program". A sidebar on the left contains links for PASRR Event Calendar, Purpose, Training Materials, Forms & Templates, Memos & Guidance, Regulations, and Contacts. The main content area includes a description of the PASRR program, a "What's New" section with a dropdown for "PASRR Training Scheduled for March 29, 2022", and three buttons: "Event Calendar", "Qualitrac Login", and "Provider Portal". The "Provider Portal" button is highlighted with a red box.

*Please note it takes 5-7 Business days to set up an account

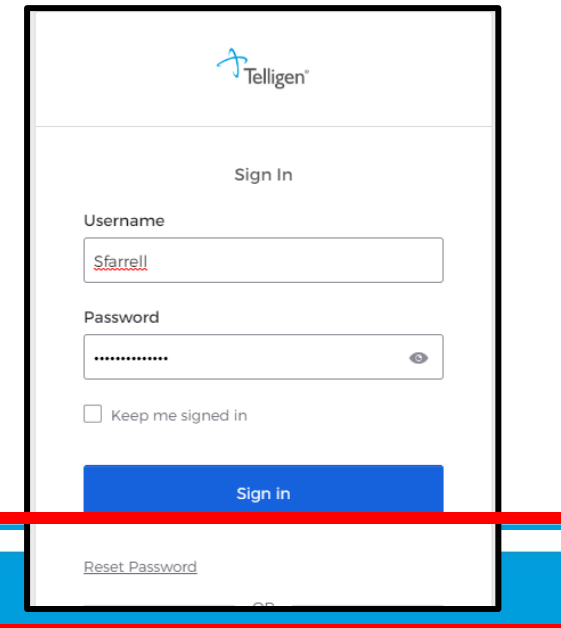
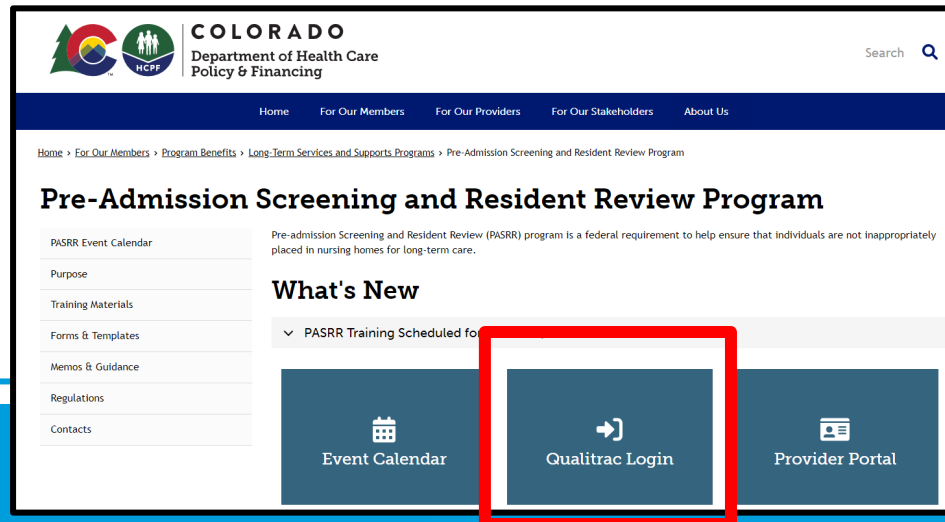


PASRR Overview



Qualitrac Access: What is next?

- If you do not have an account- contact your Authorized Official(AO) to set up the account
- If you have an account but do not remember your user-name- contact your Authorized Official(AO) to look up your user-name
- If you have forgotten your password a user can do one of 2 things-
 - Go to the Qualitrac Log in and click the link to reset password
 - Contact your AO to send you a link to reset your password



PASRR Level I Screen

Cassie Winters

Level 1 Reviewer, Level 2 QA Reviewer

Beth Elbe

Lead PASRR Level I Reviewer

Demonstration

Entering of a new individual into Qualitrac

Submitting a Request

PASRR Level 1 Screen

Level 1 Submissions



Timing

When creating the PASRR in Qualitrac, you will select either Concurrent or Prospective timing.

- **Prospective** – The person has yet to admit to the nursing facility = **PAS**
- **Concurrent** – The person is already admitted to the nursing facility = **RR**

Authorization Request

Date Request Received * 08/19/2020 04:38 pm

Review Type * PASRR Level 1

Place of Service * Nursing Facility

Type of Service * Long Term Care

Timing * Timing is a required field

Is this Request Urgent?

Concurrent
Prospective

Cancel Add New Request

**Reminder: No paper forms will be accepted for PASRR.
All cases must be submitted into Qualitrac.**



Level 1 Submissions



Selecting Providers

- Types of Providers
 - Treating Physician – physician treating individual in hospital or community
 - Treating Facility – accepting nursing facility
 - Ordering Provider – submitters hospital or CMA
 - Additional providers – add if considering multiple SNFs
- Use Correct NPI – Use the NPI the SNF used to register for Qualitrac use
- Put SNF in as Treating Facility – add visibility
- If SNF changes, put in as Additional Provider



PASRR Level I Screen



Reason for submitting PASRR Level I Screen

Reason For PASRR 1 Submission

Reporting status change (OR)

- Pre-admission
- Admitted without PASRR
- Missing documentation
- Existing Level 1
- Other reason for submitting Level 1

Reason for change in condition

- New Diagnosis
- Increase in psychiatric symptoms or severity
- New Medication
- Significant improvement related to previously identified PASRR Condition
- Suspicion that a previously identified organic condition/diagnosis is now primary
- Other reason for change in condition

Other reason for change in condition *

Reporting status change/ Other reason for submitting level I *

- Pre-admission
- Admitted without PASRR
- Missing documentation
- Existing Level 2 no longer represents individual's current condition or new diagnosis/diagnoses found after admission
- MH diagnosis clarification – (EXAMPLE: Conflicting diagnosis)
- Recent in-patient psychiatric hospitalization, or emergency department evaluation (without admission) including suicidal/homicidal ideation
- Discovery of possible I/DD condition not previously known
- Transfer from NF to NF
- Other reason for submitting Level 1



Level 1 Submissions



Submission Tips – Sections A, B, and C

Dropdowns – complete all required

Is the individual on antipsychotic, mood stabilizing, or antidepressant medication? *

Yes

No

Medications and Symptoms



Medications *

Symptoms

MI Diagnosis Code *



Level 1 Submissions



Submission Tips – Sections A, B, and C

Read each item and respond to all items in each section

Section C: Provisional Admissions

Is the need for NH service regarding convalescent care due to discharge from an acute care hospital and likely will require fewer than 30 days of nursing services? *

- Yes
- No

Emergency stays due to emergency evacuations or protective services placements not to exceed 14 days? *

- Yes
- No

Individuals with delirium where the delirium prevents an accurate diagnosis at the time of entry into the nursing home but is expected to clear within 14 days? *

- Yes
- No

Respite stays of up to 30 consecutive days to provide respite to in-home caregivers? *

- Yes
- No



Level 1 Submissions



Submission Tips – Respite

Section C – “Respite stays of up to 30 days to provide respite to in-home caregivers”

Answer yes if:

Hospice - Up to a 5-day nursing facility admission as respite for in-home caregiver relief
Medicare Hospice benefit

Qualifies under PASRR Categorical Determination/Provisional Admission for terminal illness

HCBS Respite – Up to 30 calendar days per Medicaid certification period as respite for in-home caregiver

Home and Community Based Services (HCBS) – CMA case manager will need to coordinate & verify respite benefit under the individual’s specific waiver

Qualifies under PASRR Categorical Determination/Provisional Admission for HCBS respite and plan must be for individual to return to community/home following brief stay



PASRR Level I Screen



Avoiding Requests for Information - RFI

Include requested documentation at submission

1) Include **elements of a recent physical exam in the clinical documentation:**

A clinical note (H&P, review or systems, etc.) that indicates a physical exam was completed within the last 3-6 months. Include a face sheet from EHR if available.

2) Include a **current medication list:**

A copy of the current prescribed medications. Include the medication name, dosage, indication/reason, frequency, and start date. This is typically submitted as an orders list.

3) Please **utilize fields** in the Level I Screen and include as much information in fields as possible. Some fields are required.

When an answer to a PASRR Level I screen is indicated as “Yes” additional fields will be visible to accept more information.

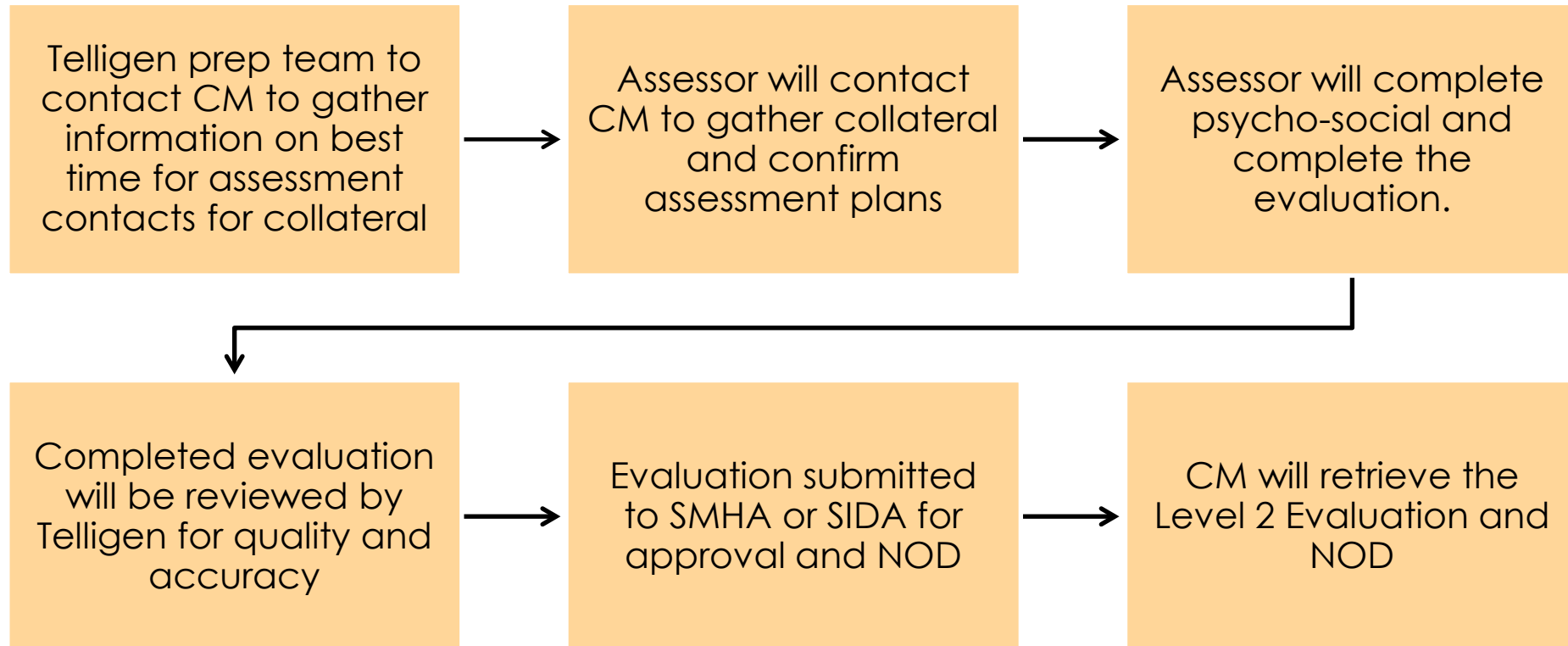
****Please submit any 27-65 certification documents if applicable, with other documentation.**



PASRR Process



Detailed Process for Level 2 contact and collateral



**A completed PASRR includes: Level 1 Screen, Level 1 Outcome Letter
When applicable - Level 2 NOD, PASRR Level 2 Evaluation**



PASRR Level II Evaluation



MI, IDD/RC or “Dual”

Individuals will be assessed for MI and/or IDD PASRR conditions.

Some people will be assessed for MI and IDD/Related Conditions, referred to as “Dual” when there is information indicating that both conditions may exist.

Level II referrals confirmed as Duals are completed with an independently licensed MH clinician, along with a deep dive consult with one of Telligen’s IDD assessors before the write-up and recommendations are finalized.

Completed evaluations should indicate the names of both professionals.

Recommendations may include both MI and IDD services warranted.

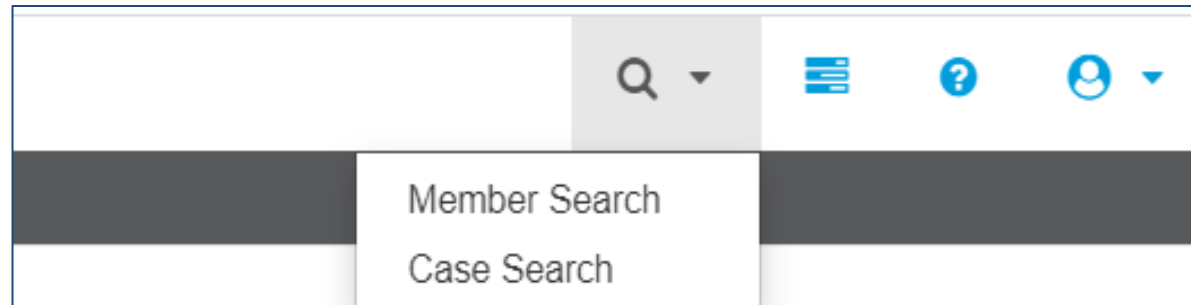
SNFs should have a complete PASRR packet with completed L2 and NOD BEFORE the individual is admitted to the facility.



PASRR Level I Navigation

View Status and Outcomes (1 of 3)

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.



PASRR Level I Navigation



View Status and Outcomes (2 of 3)

Case Search

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

Client:

Method

- Search By Case ID
- Search By Authorization ID
- Search By Claim Number
- Search By Request ID

Case ID

Search

Show 10 entries

Search:

Case ID	Request ID	Review Type	Timing	Case Status	Date Request Received
24443	24455	PASRR Level 1	Prospective	Not Submitted	03/21/2023 09:57 am



PASRR Level I Navigation



View Status and Outcomes (3 of 3)

Member Search

- If searching by using the Member Search function, you will be directed to the Member Hub.
- Go to the Utilization Management Panel and find the case
- Click on the ellipsis (...) to the right of the request 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.

Status	Case ID	Request ID	Review Type	Timing	Treating Prov./Phys.	Treating Facility	Req. Start	Req. End	Outcome	Action
Request Is Complete	24445	24457	PASRR Level 1	Prospective	AZAR, COLLEEN	ORCHARD PARK HEALTH CARE CENTE	03/31/2023		Approved	...

View Request



PASRR Level I Navigation



Confirming Treating Facility

NOD will be issued to the Treating Facility – this should be the SNF accepting the individual.

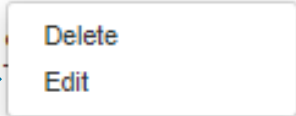
Follow-up will go to the Treating Facility – need the accepting SNF (Treating Facility) to complete the follow-up to track services implemented.

When changing the Treating Facility, use the NPI number the facility used to register for Qualitrac.

If/when the SNF changes during or after the PASRR process:

Access the case in Qualitrac.

Use “Action” button and select “Edit” the case.

Authorization Request						Actions ▾
Case Id 24715	Request ID 24727	Date Request Received 04/28/2023 03:46 pm	Review Type PASRR Level 1	Place of Service Nursing Facility	Type	
Timing Prospective						

PASRR Level I Navigation



Confirming Treating Facility

Remove the facility listed in the Treating Facility.

Add the new Treating Facility (accepting SNF).

**Use the NPI the SNF used when registering for Qualitrac when searching for the facility to add to Treating Facility

Type	Name	NPI	Address	Phone	Primary Taxonomy	PPO Redirect Reason	Comments	Action
Treating Physician	HUNTER, HEATHER	1992325872	4141 E Dickenson Pl Denver, CO, 80222	(303) 504-6500	Case Manager/Care Coordinator			...
Treating Facility	SUNNY ACRES HEALTHCARE LLC	1164945010	2501 E 104th Ave Thornton, CO, 80233	(303) 255-4100	Respite Care			...
Ordering Provider	SKY RIDGE MEDICAL CENTER	1427250976	10101 Ridgeway Pkwy Lone Tree, CO, 80124	(720) 225-1981	General Acute Care Hospital			Delete ...

Confirmation Needed

Are you sure you want to delete this provider?

No Yes

PASRR Level I Navigation



Confirming Treating Facility

Attest and add comments, then Submit

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 *

pvalvanoppu

Submit

Submit Review

Comments

Comments

Cancel

Submit

PASRR Level I Navigation



View Assessments

To view the assessments find the assessment panel and click on the **blue letter link** to open and print or view the assessment.

Assessment

Show entries

Name

PASRR II Evaluation

PASRR I Screen



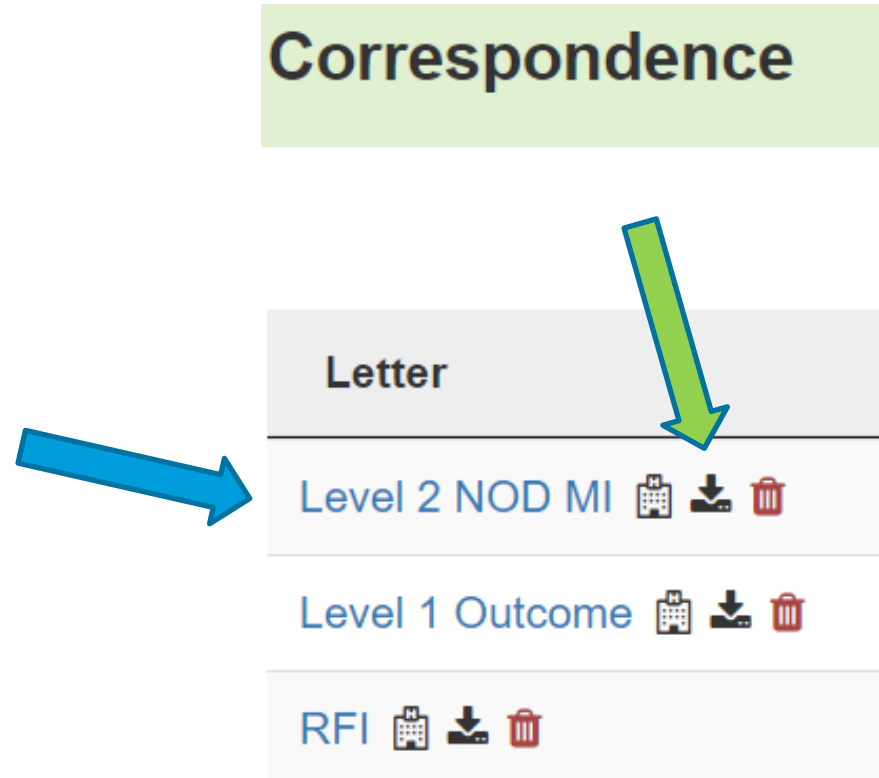
PASRR Level I Navigation







View Level I Outcome Letter

Scroll to the Correspondence Panel to view the outcome letter.

Click on the **blue letter link** to open it.

Clicking on the **box and arrow** icon will allow you to download and print the letter as well.



Correspondence	
Letter	
Level 2 NOD MI	 
Level 1 Outcome	 
RFI	 

Closing – Questions and Answers



Thank you for coming!



Please make sure you are on the distribution list for Tuesday Stakeholder Calls!

- <https://visitor.r20.constantcontact.com/manage/optin?v=001HfxrbpGNWZ0IZnPp6t3PG2s9XPNI8ZvgFdjsKvSnhly8z9JmHyp6DeoLJ3saT6x0SeqRR1ub149uoXxe1ok4jTzfMSQ0BN7S5vcLiRO7gdY%3D&,id=preview>



COLORADO
Department of Health Care
Policy & Financing

Sign Up For HCPF's Email Lists

Pre-Admission Screening and Resident Review (PASRR) Program Stakeholders

Questions??



Closing



Contacts & Resources

State Contacts

Margaret Anderson, SIDA and PASRR Administrator

Margaret.Anderson@state.co.us

303-866-5605

Michelle Voss, SMHA

Michelle.Voss@state.co.us

720-646-2881

Telligen Contacts

– Qualitrac Support Team

Email: ColoradoSupport@telligen.com

Phone: 1-833-610-1052

Hours of Operation: 6 AM – 6 PM MST, Email 24 hours (do not include PHI)



PASRR Overview



Additional Resources

Previous training and resources available on HCPF web site, PASRR page

<https://hcpf.colorado.gov/pre-admission-screening-and-resident-review-program>

Forms & Templates

- [PASRR Level II Serious Mental Illness - Missing Document](#)

- [PASRR Quarterly Psych Census Template](#) - Updated September 2021

Note: Ensure emails containing PHI or PII are sent encrypted

- The PASRR quarterly psych census report is a requirement for facilities with more than 16 beds that is primarily engaged in providing medical attention, nursing care, and related services. Facilities must ensure that they meet the assurance that their facilities meet the minimum are at serious risk of losing Medicaid dollars.

- Send reports by the following dates each quarter. Reports are due by the 15th of the quarter.
- Quarter 1
- Quarter 2
- Quarter 3
- Quarter 4

Memos & Guidance

- [Operational Memo - OM 23-015 - PASRR COVID-19 Update](#) - March 7, 2023
- [Operational Memo - OM 21-016 - New PASRR Vendor](#) - February 2, 2021
- [Operational Memo - OM 20-043 - PASRR COVID-19 Update 2.5](#) - April 22, 2020
- [Operational Memo - OM 19-44 PASRR Updates](#) - September 26, 2019
- [PASRR Contact Guide](#) - September 2019

Training Materials

[PASRR Introduction Presentation](#) - February 9, 2021

- [PASRR Introduction - Q&A](#) - February 9, 2021
- [PASRR Training Video Playlist](#)

[PASRR Level 1 - Part 1 Presentation](#) - February 16, 2021

- [PASRR Level 1 - Part 1 - Q&A](#) - February 16, 2021
- [PASRR Training Video Playlist](#)

[PASRR Level 1 - Part 2 Presentation](#) - February 23, 2021

- [PASRR Level 1 - Part 2 - Q&A](#) - February 23, 2021
- [PASRR Level 1 Screenshots](#) - February 23, 2021
- [PASRR Training Video Playlist](#)