



**COLORADO**  
Department of Health Care  
Policy & Financing

# Pre-Admission Screening and Resident Review Level 1 Submissions

April 2023

# Agenda

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Welcome!

Welcome and Introduction

Overview of Registering for Qualitrac

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

Questions?



# Who's Who

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## 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

Pam Valvano  
Kalli Baker  
Trisha Boughn  
Beth Elbe  
Cassie Winters

Colorado Support Center(Telligen)

833-610-1052  
ColoradoSupport@Telligen.com



# PASRR Level I Form Change

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## Purpose for the Level I form change:

As a Quality Improvement Organization, Telligen looks for opportunities to make improvements in process and results.

The Level 1 was updated in order to:

- Tune questions to be more precise

- Gather additional information needed to process Level 1s and avoid RFIs

- Utilize data in quality assurance efforts by both Telligen and the State.



# PASRR Overview

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PASRR is...

- **Person-Centered and Strengths-Based!**
- Objective
- Pathway to health equity
- Supportive of self-actualization, self-efficacy and self-empowerment
- Opportunity to promote a continuity of care across continuum
- Supportive of long-term goals of recovery and community engagement wherever possible



# PASRR Overview

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## 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 for the Colorado Department of Health Care Policy & Financing. The page title is "Pre-Admission Screening and Resident Review Program". On the left is a navigation menu with items: 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 border.

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



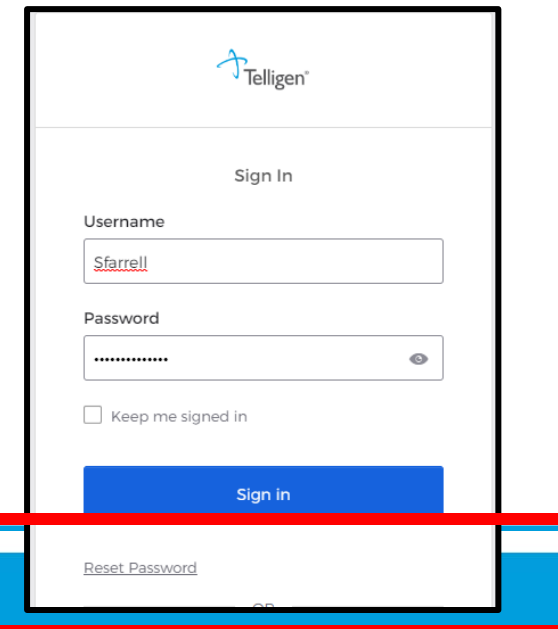
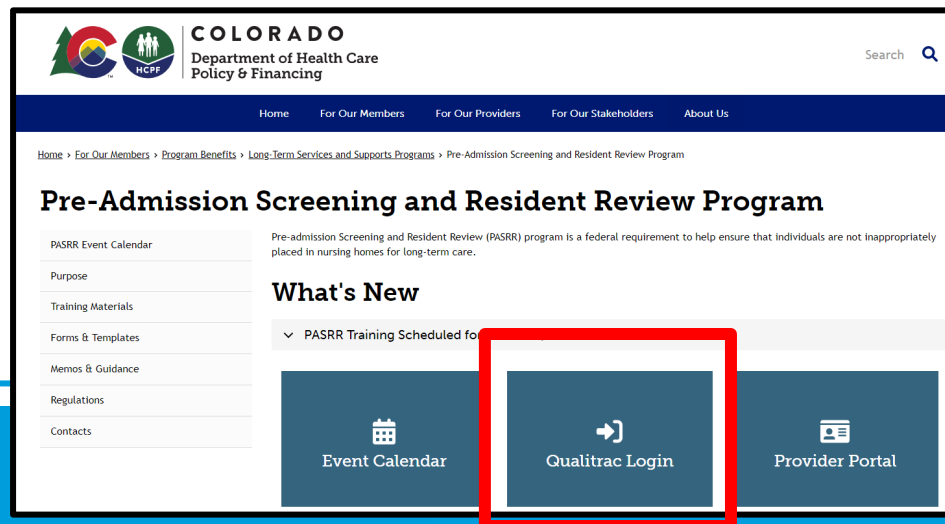


# PASRR Overview



## 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

# PASRR Level I Screen

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## Demonstrations

Entering of a new member/Individual into Qualitrac

Submitting a Request

PASRR Level 1 Assessment



# PASRR Level I Screen



## New Features in Level 1 Screen

### Assessment

#### Reason For PASRR 1 Submission

##### 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 or increase in psychotic behavior – within the last 3 months
- Discovery of possible I/DD condition not previously known
- Transfer from NF to NF
- Other reason for submitting Level 1

\*\*Some choices in the above list will open additional fields. Some of these will be required.



# PASRR Level I Screen



## New Features in Level 1 Screen

### Section A: PASRR Condition indicators – Mental Illness

Does the individual have a known or suspected diagnosis of a major mental illness? \*

Yes

No

Major Mental Illness

Major Mental Illness Onset Date	Major Mental Illness Type	Major Mental Illness ICD Code	Major Mental Illness Diagnosis Description
<input type="text" value="MM/DD/YYYY"/> <small>(approximate date or use 1/1/1900 if unknown)</small>	<input type="radio"/> Suspected Diagnosis <input type="radio"/> Known Diagnosis	<input type="text"/>	<input type="text"/>

Manual Review is triggered by a (“Yes”) in either Section A or B, **and** all (“No”) in Section C



# PASRR Level I Screen



## New Features in Level 1 Screen



### Section B: PASRR Condition Indicators – Intellectual or Developmental Disabilities, or Related Conditions

Does the individual have a documented or suspected Diagnosis of Intellectual or Developmental Disability? \*

- Yes
- No

Does the individual have a diagnosis of a neurological condition such as Cerebral Palsy, Autism, etc.? \*

- Yes
- No

Has the individual ever received services from, or been referred to, an agency serving persons with an intellectual or development disability? \*

- Yes
- No



Did the individual sustain a brain injury or receive a Seizure Disorder and/or Epilepsy Diagnosis prior to the age of 22? \*

- Yes
- No

Describe brain injury, Seizure Disorder and/or Epilepsy Diagnosis prior to age 22 \*



# PASRR Level I Screen



## Submission Tip - 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



# PASRR Level I Screen

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## 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 Level I Screen

## Triggers for a PASRR Level II Evaluation

### 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



# PASRR Level I Screen






## SNF – SNF Transfer Requests, no Status Change

When entering the PASRR Level 1 Transfer case:

Ordering Provider should be noted as provider initiating transfer

Treating Facility should be noted as the receiving provider

### Providers

Type	Name	NPI
Treating Physician	 HUNTER, BRITTANY	1336
Treating Facility	 ORCHARD PARK HEALTH CARE CENTE	1679
Ordering Provider	 SUNNY ACRES HEALTHCARE, INC.	1235

Receiving Provider 

Initiating Transfer 

\*\*If the current Level 2 Evaluation was prior 3/1/2021 when Telligen became the PASRR vendor, please provide a copy of existing Level 2 Evaluation and NOD. If you do not have one, or both, of these documents, please indicate in the free text fields.



# PASRR Level I Screen

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## SNF – SNF Transfer Requests, no Status Change

Documents and Information needed:

Name of sending facility -->Name of accepting facility

Anticipated date of transfer

Contact person & contact info for accepting facility

Reason for Transfer (i.e.: closer to family, smoking status, need secure memory care unit, resident choice for different setting/care team, etc.)

Is the most recent Level II on file still clinically accurate or does the resident potentially need an updated Level II prior to the transfer occurring?

Included when selecting NF Transfer in Reason for Level 1

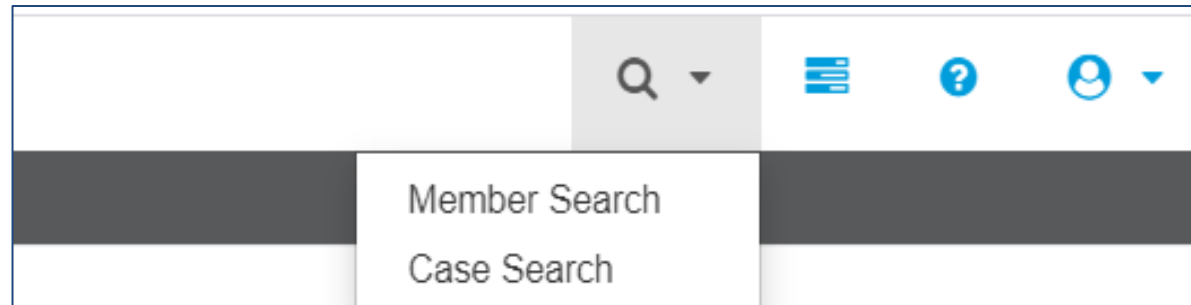
\*\*If the current Level 2 Evaluation was prior 3/1/2021 when Telligen became the PASRR vendor, please provide a copy of existing Level 2 Evaluation and NOD. If you do not have one, or both, of these documents, please indicate in the free text fields.



# 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:

Show  entries Search:

Case ID	Request ID	Review Type	Timing	Case Status	Date Request Received
<a href="#">24443</a>	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.
- Click on the ellipsis (...) to the right of the review 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







## View Level I Outcome Letter

Scroll to the Correspondence Panel to view the outcome letter.

Click on the blue letter link to open it.

### Correspondence



Letter	Addresssee
<a href="#">Level 1 Outcome</a>   	Treating Facility
<a href="#">RFI</a>   	Treating Facility



# PASRR Level II Evaluation

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## 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.





# 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

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## Contacts & Resources

### State Contacts

Margaret Anderson with HCPF

[Margaret.Anderson@state.co.us](mailto:Margaret.Anderson@state.co.us)

303-866-5605

Michelle Voss with BHA

[Michelle.Voss@state.co.us](mailto:Michelle.Voss@state.co.us)

720-646-2881

### Telligen Contacts

– Qualitrac Support Team

Email: [ColoradoSupport@telligen.com](mailto:ColoradoSupport@telligen.com)

Phone: 1-833-610-1052



# 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 15th of each quarter. Reports are due:
  - Quarter 1
  - Quarter 2
  - Quarter 3
  - Quarter 4

### 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](#)

### 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