The Basics of
Utah State Nursing Facility PASRR Training

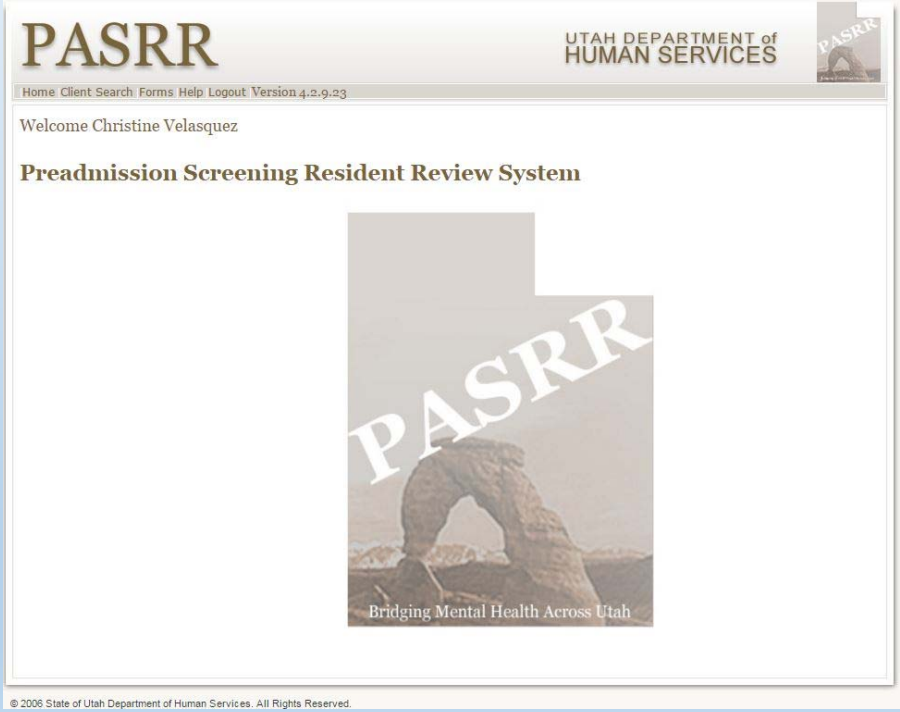
February 25, 2016

Welcome to the Basics of

Utah State Nursing Facility

PASRR Web Based Training.

This is designed to be a quick guide to our web based system and to answer some frequently asked questions.



The Basics of Utah State Nursing Facility PASRR Training: Before we start

- Things you need to know
  - Contact List
    - Local PASRR Offices
    - Mental Health Authority Offices
  - Website Tips
    - Which Browsers to Use
    - Multiple Windows
    - 7 Common Errors
  - Log-in
    - Update Form
    - UMD
    - Fixing a Broken Link
- Using the PASRR web based system
  - What Can I View
    - Home
    - Client Search
    - Forms
    - Help
    - Log-out
  - What Can I Access
  - No Significant Change
    - When
    - How
- Common Questions
- Do’s and Don’ts

Things you need to know: Contact List

Local Mental Health and ID-RC

- See handout
- See website

Local Mental Health Authority

- See handout
- See website

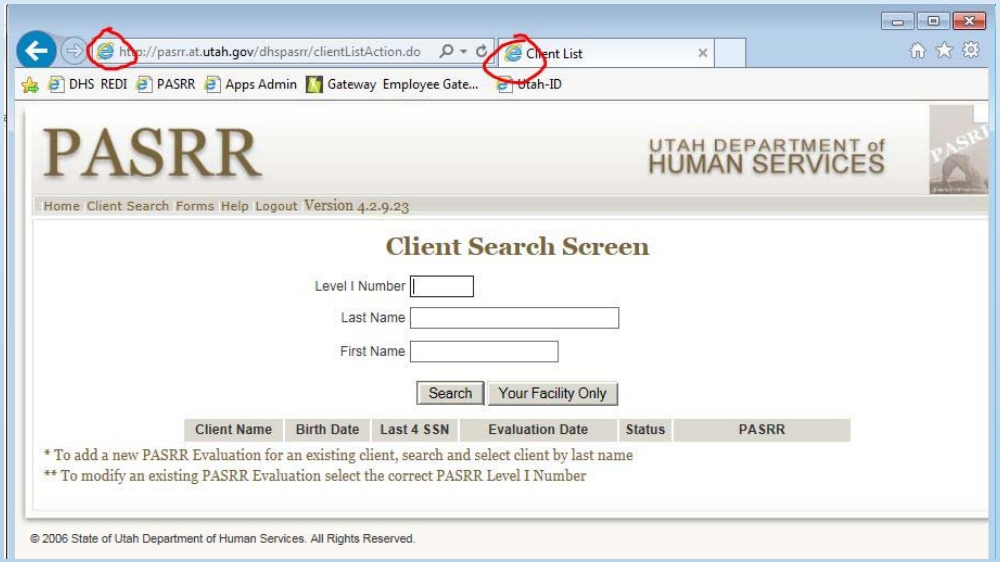
Things you need to know: PASRR Website Tips

- Which Browsers to use?
- Multiple Windows
- 7 Common Errors

Things you need to know: PASRR Website Tips Which Browsers to use?

Internet Explorer is our first choice.

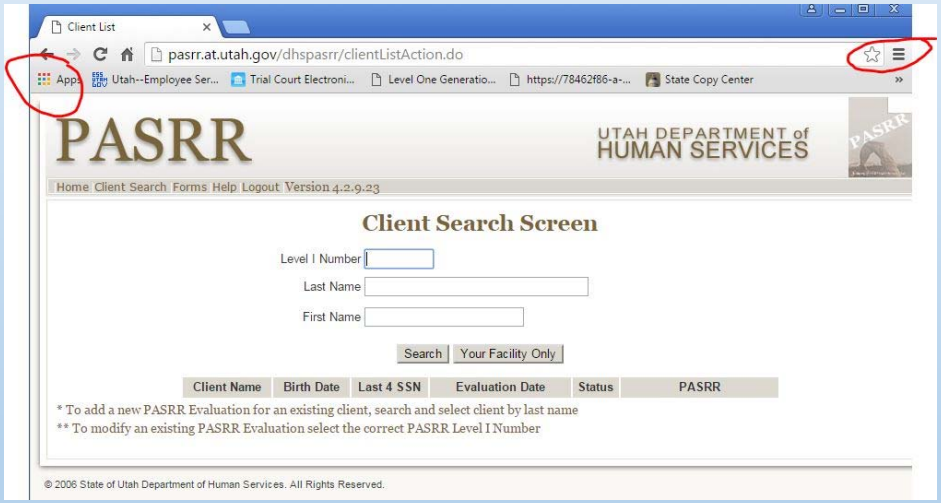
- Notice the signature "E" in the address bar and on the tab.



Things you need to know: PASRR Website Tips Which Browsers to use?

Google Chrome is our second choice.

- Notice the red circles. Here are the signs of google chrome browser.



Things you need to know: PASRR Website Tips Which Browsers to use?

Mozilla Firefox is our third choice.

- Notice the red circle. Here is where you can check to see if you are using Mozilla Firefox. Click the bars which will give you a popup for options. Hover your mouse over the bottom right symbol (which should be in red). It should say “close Fire Fox”

Things you need to know: PASRR Website Tips Multiple Windows

- Creates IT Issues

Things you need to know: PASRR Website Tips Multiple Windows

- Creates IT Issues
- Creates Duplicate Accounts

Things you need to know: PASRR Website Tips Multiple Windows

- Creates IT Issues
- Creates Duplicate Accounts
- Creates Crossovers of Account Information

Things you need to know: PASRR Website Tips Multiple Windows

- Creates IT Issues
- Creates Duplicate Accounts
- Creates Crossovers of Account Information
- If you must have 2 windows open you need to have 2 different browsers open with 1 PASRR tab per browser only!

Things you need to know: PASRR Website Tips
7 Common Errors

- Open Windows
- Dates
- File Name
- File Size
- File Type
- Back Button

Things you need to know: PASRR Website Tips
7 Common Errors

- **Open Windows**
- Dates
- File Name
- File Size
- File Type
- Back Button

Having more than one PASRR window (tab) open at a time—see previous slides

Things you need to know: PASRR Website Tips
7 Common Errors

- Open Windows
- **Dates**
- File Name
- File Size
- File Type
- Back Button

Use the full date with the 2 digit month, 2 digit day, and 4 digit year.

Things you need to know: PASRR Website Tips
7 Common Errors

- Open Windows
- Dates
- **File Size**
- File Name
- File Type
- Back Button

Needs to be less than 5mb or 5120kb

Things you need to know: PASRR Website Tips
7 Common Errors

- Open Windows
- Dates
- File Size
- **File Name**
- File Type
- Back Button

Must be under 25 characters with no symbols

Things you need to know: PASRR Website Tips
7 Common Errors

- Open Windows
- Dates
- File Name
- File Size
- **File Type**
- Back Button

Must be a PDF file only

Things you need to know: PASRR Website Tips
7 Common Errors

- Open Windows
- Dates
- File Name
- File Size
- File Type
- **Back Button**

The back button is NOT your friend. It acts much the same way as having 2 tabs open. It can also create ghost entrees which get lost.

Things you need to know: Update Form

Nursing Facility Quarterly Update Form

- These forms will need to be updated quarterly (November, February, May and August every year) and with every change in information
- All Fields should be completed
- Nursing Facility Administrator must sign
- Only the people listed on this form are eligible to have an active PASRR log-in

State of Utah
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SPENCER J. COX
Lieutenant Governor

DEPARTMENT OF HUMAN SERVICES
ANN SILVERBERG WILLIAMSON
Executive Director

Division of Substance Abuse and Mental Health
DOUG THOMAS
Director

Nursing Facility Update for State PASRR
(Pre-Admission Screening Resident Review)

PLEASE PRINT (all fields are required)

1. Name of Nursing Facility: _____
2. Business Address: _____
3. Business Phone Number: _____
4. Business E-mail (for correspondence from our system): _____
5. Administrators/employees authorized to access the PASRR website:

Position & Name	Phone	E-mail Address
Position & Name	Phone	E-mail Address
Position & Name	Phone	E-mail Address
Position & Name	Phone	E-mail Address

I understand that it is my responsibility to notify the State PASRR office immediately upon a change of authorization.

I understand that changes not made through the quarterly change report must be done on Nursing Facility letterhead, signed by the Administrator, pleased email to pasrradmin@utah.gov.

Administrator's Name: _____ Date: _____

Administrator's Signature: _____

State PASRR Office use only		
Date received:	Facility number:	Updated Info:

DSAMH, 195 North 1950 West, Salt Lake City, Utah 84116
telephone (801) 538-3939 • facsimile (801) 538-4696 • www.dsamh.utah.gov

UTAH

Revised 2/1/2016

Things you need to know: Update Form

Nursing Facility Quarterly Update Form

1. Please list the current name and most recent name if there has been a change.
2. Include the physical address of the facility
3. Include the phone number the State PASRR Office should call if there are questions

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Administrator's Name: Date:

Administrator's Signature: _____

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Date received:	Facility number:	Updated Info:

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UTAH

Revised 2/1/2016

Things you need to know: Update Form

Nursing Facility Quarterly Update Form

4. Include the email address you want the letters of determination as well as regular PASRR correspondence to go to.
   - This is normally the email address of the primary person in your facility who works with the PASRR system the most.
5. List up to four of your personnel you would like to have their own log-in to the PASRR system.
   - Understand that the emails listed here will be the email associated with their log-in and will be the email a reply is sent to when they utilize the help button.

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Position & Name	Phone	E-mail Address
Position & Name	Phone	E-mail Address
Position & Name	Phone	E-mail Address
Position & Name	Phone	E-mail Address

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Administrator's Signature: _____

State PASRR Office use only		
Date received:	Facility number:	Updated Info:

DSAMH, 195 North 1950 West, Salt Lake City, Utah 84116
telephone (801) 538-3939 • facsimile (801) 538-4696 • www.dsamh.utah.gov

UTAH
LIFE ELEVATED

Revised 2/1/2016

Things you need to know:
UMD (Utah Master Directory) also known as Utah ID

- The UMD is your Utah Master Directory ID, better known as your Utah ID. It is what allows you to log into the PASRR system.
- If you do not have an account you need to contact the State PASRR Office ASAP to get the instruction on how to create it.
  - Only those who are on the Update Form the Administrator from your Nursing Facility has authorized will be allowed access.
- If you already have a log in and are experiencing problems you will want to reset your PASRR link by accessing PASRR through the DSAMH website first before calling the State PASRR Office. If after that you still do not have access call State PASRR Office to troubleshoot.

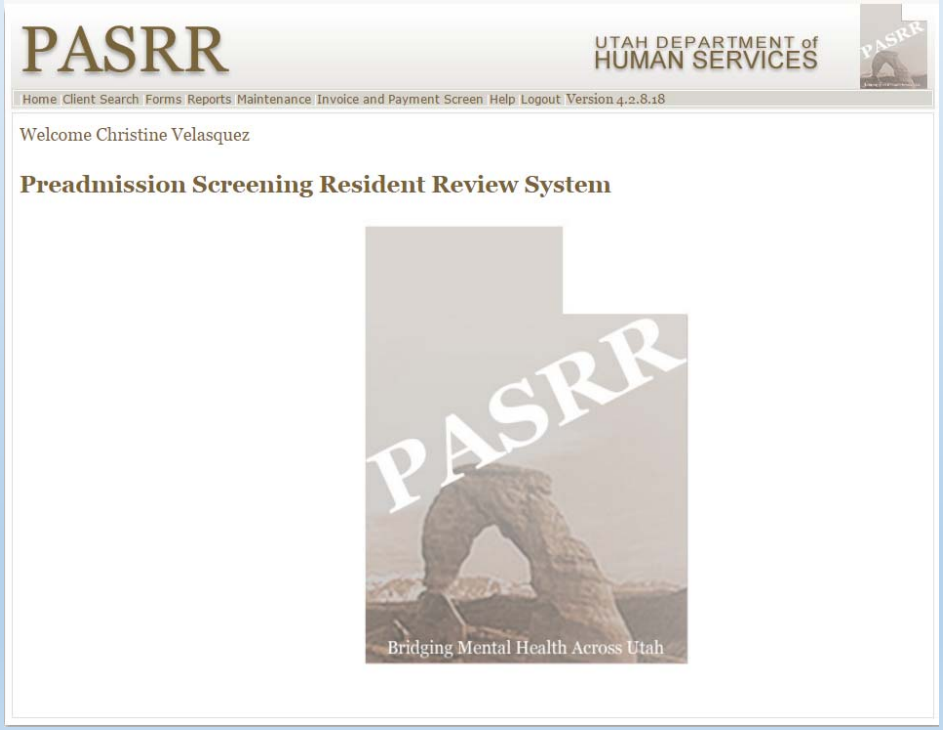
Things you need to know:
UMD (Utah Master Directory) also known as Utah ID

- Website address
  - https://pasrr.dhs.utah.gov/dhspasrr/pasrrHeaderAction.do
- Log-in or Create Account
- If problems logging in or accessing PASRR call State PASRR Office at 801-538-3918

Things you need to know: Log-in

Once you have a log in you will be able to access the PASRR website.

- If you do not already have a log-in you will need to contact the State PASRR Office to get instructions to create a log-in
- Only those on the Update Form will be authorized to have a log-in



Things you need to know: Fixing a broken link

Ever so often we do updates which can create a broken link. To fix that you will want to visit our division website at: http://dsamh.utah.gov/

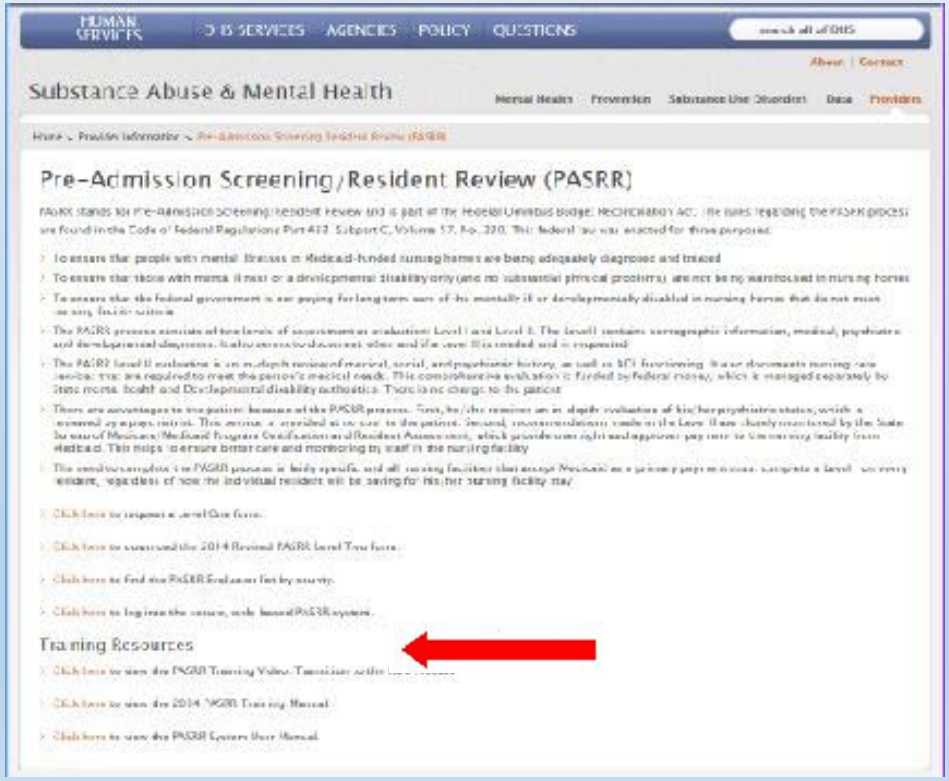
1. Scroll past “How Do I?”
2. Click the “Find PASRR information” link
3. This will bring up the next page

Things you need to know: Fixing a broken link

3. You will scroll down to “Training Resources”

4. Right above that is a link that states “Click here to log into the secure, web-based PASRR system”

5. Once you have the new home page you will want to save it in your favorites

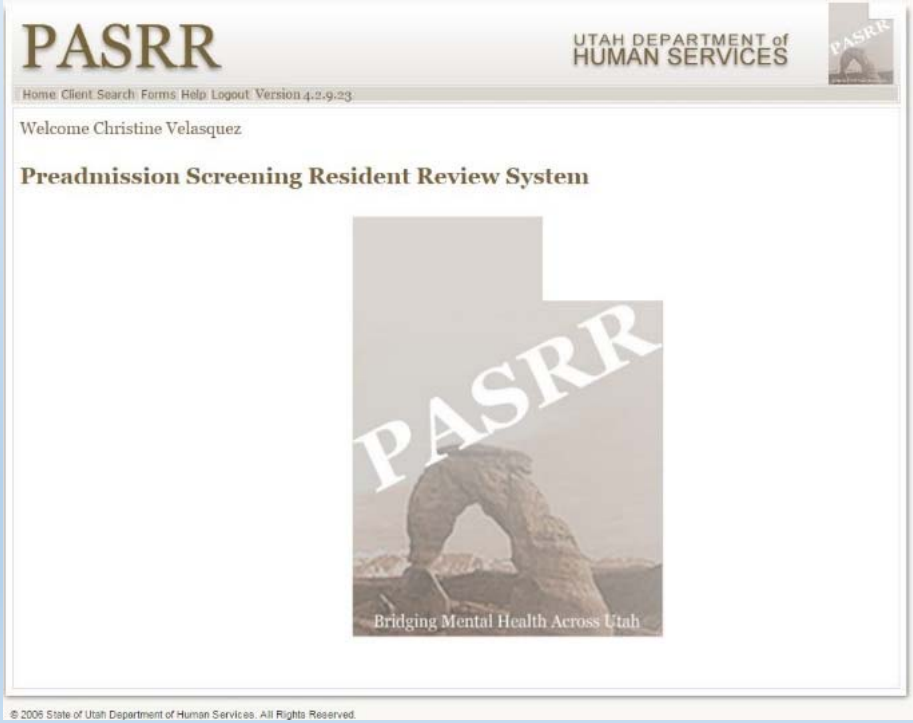


Using the Web Based System: What can I view?

Tabs available when viewing only:

HOME—Client Search—Forms—Help—Logout

- Home is where the arch is. You will see the "Welcome (your name)" and the arch. That's it.
- This is the page you will want to save to your favorites
- The direct link:
  - https://pasrr.dhs.utah.gov/dhspasrr/pasrrHeaderAction.do



Using the Web Based System: What can I view? Client Search

Home—**CLIENT SEARCH**—Forms—Help—Logout

As a part of our security we limit what can be viewed without authorized access.

- As a nursing facility without access you will only be able to view a clients basic information.
- Under Client Search you will be able to search for your client.

Using the Web Based System: What can I view? Client Search

Home—**CLIENT SEARCH**—Forms—Help—Logout

- The fastest way to find your client is the level I number as it is unique to only them. Use the search button to find them.
- As you can see from the picture, searching by the name will bring up every client with that name.

Using the Web Based System: What can I view? Client Search

Home—**CLIENT SEARCH**—Forms—Help—Logout

- If you want a list of all clients your facility has access to then put a % in the “Last Name” box and click the “Your Facility Only” button.
- Use the “Your facility only” button if you know you already have access.

Using the Web Based System: What can I view? Client Search—Client Entry

Home—**CLIENT SEARCH (Client Entry)**—Forms—Help—Logout

Client Entry Screen

- If you see a client's name is incorrectly spelled or that a date of birth or last 4 of their social security number is incorrect, please contact the State PASRR Office so we can review it and make sure it the same person.
- Here you can see all the Level I numbers your client has had.

Using the Web Based System: What can I view? Client Search—Client Entry

Home—**CLIENT SEARCH (Client Entry)**—Forms—Help—Logout

Client Entry Screen

- As a nursing facility without access you will only be able to view a clients basic information.
- If you click on the PASRR number and you do not have access you will get this screen.

Using the Web Based System: What can I view? Forms

Home—Client Search—**FORMS**—Help—Logout

- **Level II Form**
  - You will not need these. These are for evaluators only.

Using the Web Based System: What can I view? Forms

Home—Client Search—**FORMS**—Help—Logout

- Level II Form
  - You will not need these. These are for evaluators only.
- **Hearing/Action Form**
  - These are for anyone who disagrees with the letter of determination.

Using the Web Based System: What can I view? Forms

Home—Client Search—**FORMS**—Help—Logout

- Level II Form
  - You will not need these. These are for evaluators only.
- Hearing/Action Form
  - These are for anyone who disagrees with the letter of determination.
- **Hearing/Action Form (Spanish)**
  - Same as above in Spanish

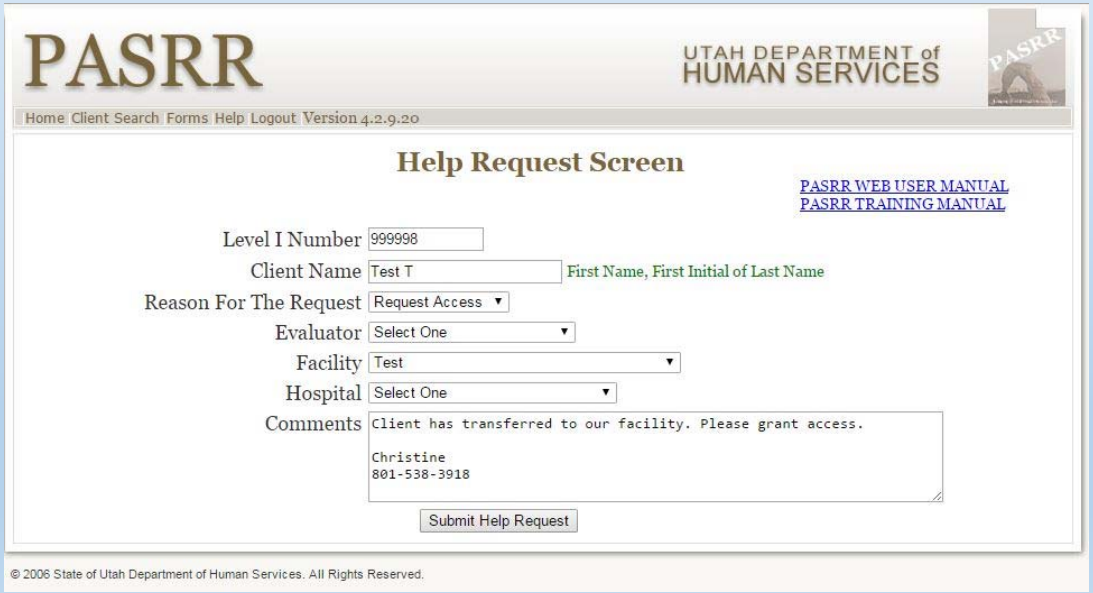
Using the Web Based System: What can I view? Forms

Home—Client Search—**FORMS**—Help—Logout

- Level II Form
  - You will not need these. These are for evaluators only.
- Hearing/Action Form
  - These are for anyone who disagrees with the letter of determination.
- Hearing/Action Form (Spanish)
  - Same as above in Spanish
- **Level One Form Generator**
  - Generator—Please note that each Level I number is unique and therefore must not be copied. Please enter how many forms you might need. You may print up to five at a time.

Using the Web Based System: What can I view? Help

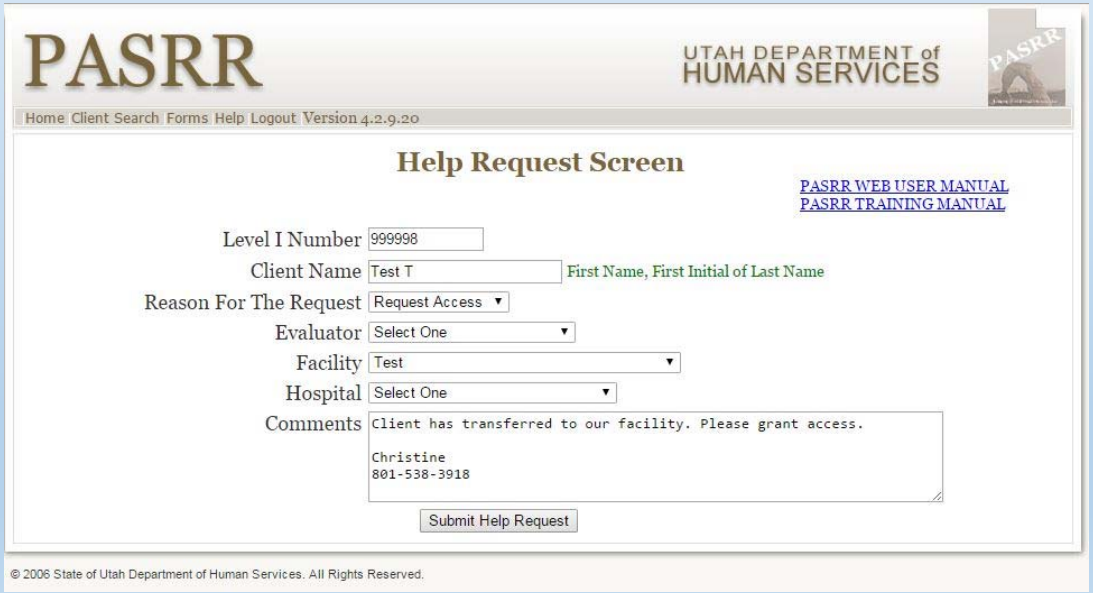
Home—Client Search—forms—**HELP**—Logout



1. Calling State PASRR
2. Help button (FIRST CHOICE!)—How to use
3. Web User Manual
4. Training Manual

Using the Web Based System: What can I view? Help—Calling State PASRR

Home—Client Search—forms—**HELP**—Logout

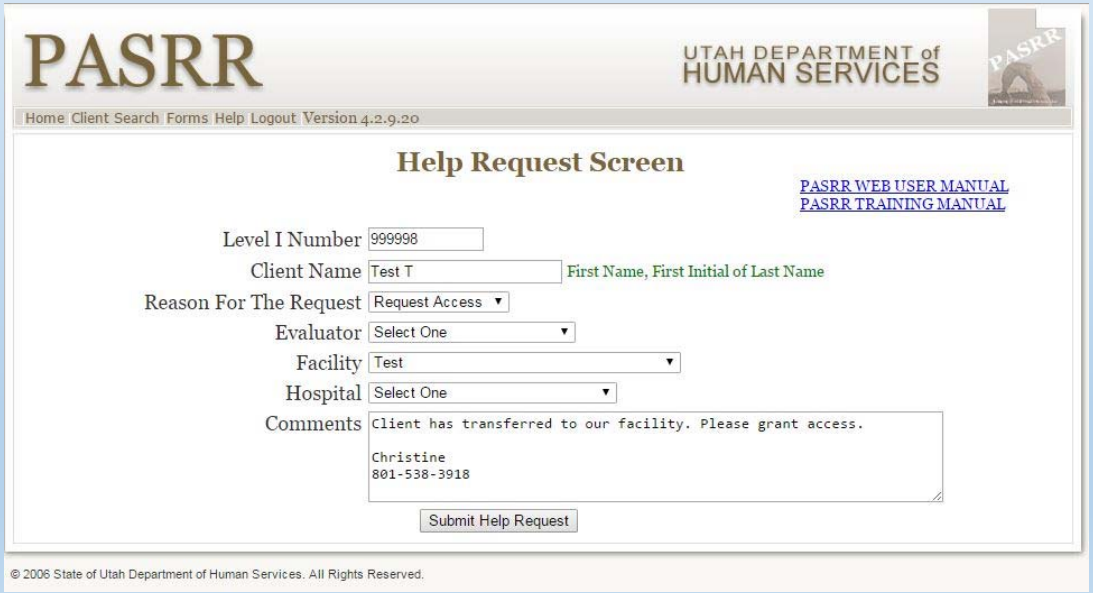


Calling State PASRR

- Only if you have not received access or an answer to your inquiry through the help button within 1 full business day
  - I'm not always able to answer calls. However, I always have back-up. The best way to get help is to use the Help Button. I try to respond quickly but sometimes it could take a couple of hours. If you do not get a response within one full business day, call the State PASRR Office.

Using the Web Based System: What can I view? Help—Calling State PASRR

Home—Client Search—forms—**HELP**—Logout

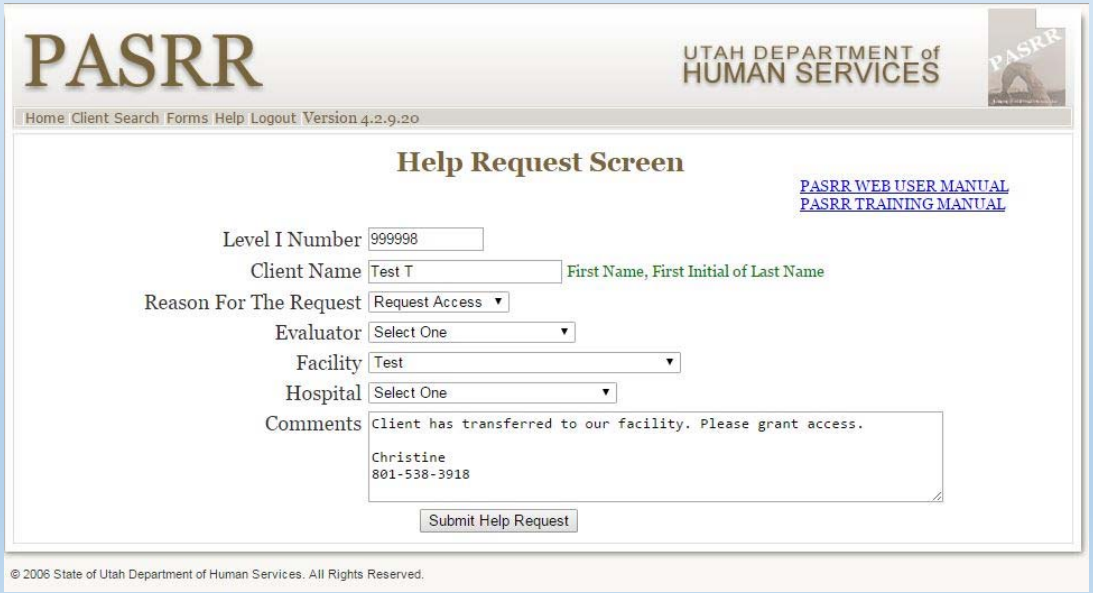


Calling State PASRR

- Call 801-538-3918. If you do not get a response in one <u>full business</u> day call the main office and ask for someone from PASRR at 801-538-3939
  - NOTE: You will almost always be asked to ALSO send an email through the help button.

Using the Web Based System: What can I view? Help—How to use

Home—Client Search—forms—**HELP**—Logout



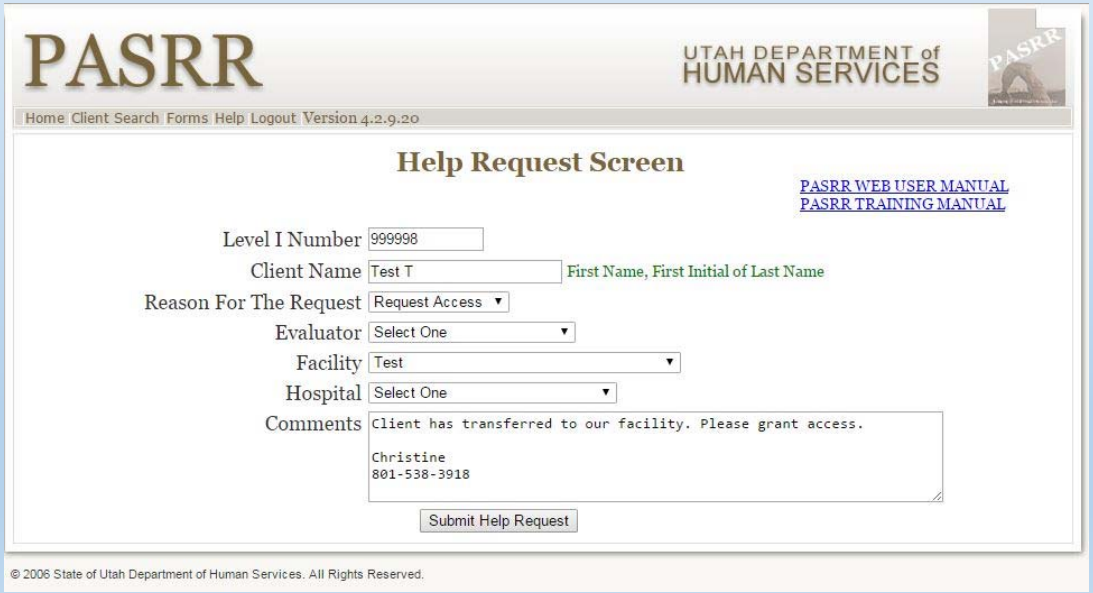
Help button (FIRST CHOICE!)

How to use

- Level 1 number
- Client's Name
- Reason
- Nursing Facility
- Comments

Using the Web Based System: What can I view? Help—How to use

Home—Client Search—forms—**HELP**—Logout



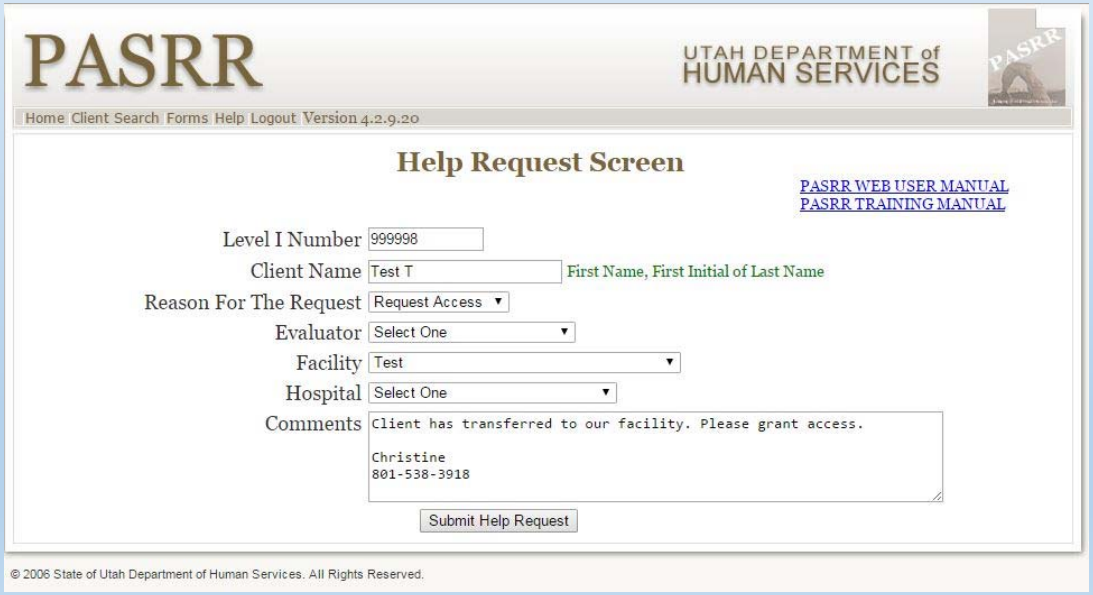
Help button (FIRST CHOICE!)

How to use

- **Level 1 number**
  - There will almost always be a level I number. If there is no number please enter "N/A or Unknown"

Using the Web Based System: What can I view? Help—How to use

Home—Client Search—forms—**HELP**—Logout



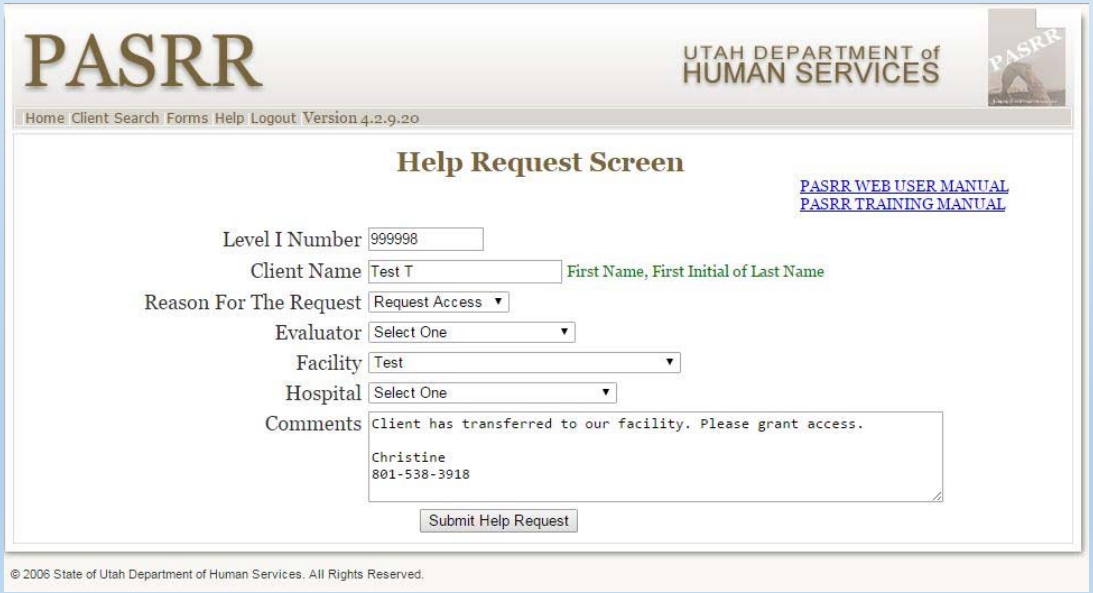
Help button (FIRST CHOICE!)

How to use

- **Client's Name**
  - Always enter the client's First name and the Initial of their Last name.

Using the Web Based System: What can I view? Help—How to use

Home—Client Search—forms—**HELP**—Logout



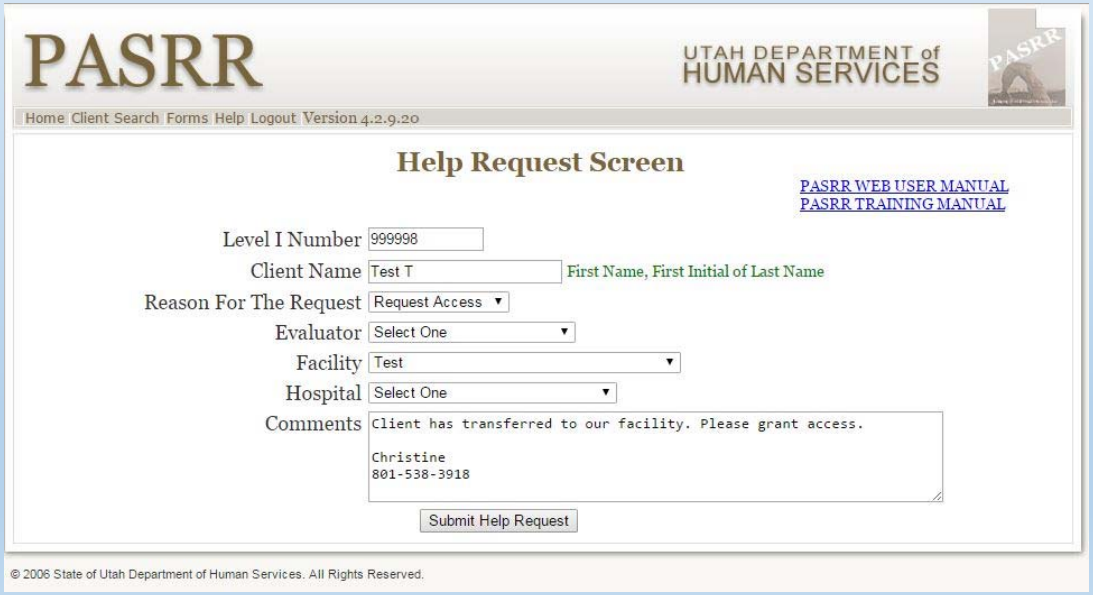
Help button (FIRST CHOICE!)

How to use

- **Reason**
  - Use the drop down to choose from one of the following:
    - Request Access
    - Denial Report
    - Billing
    - Status
    - Technical
    - Training
    - Other

Using the Web Based System: What can I view? Help—How to use

Home—Client Search—forms—**HELP**—Logout



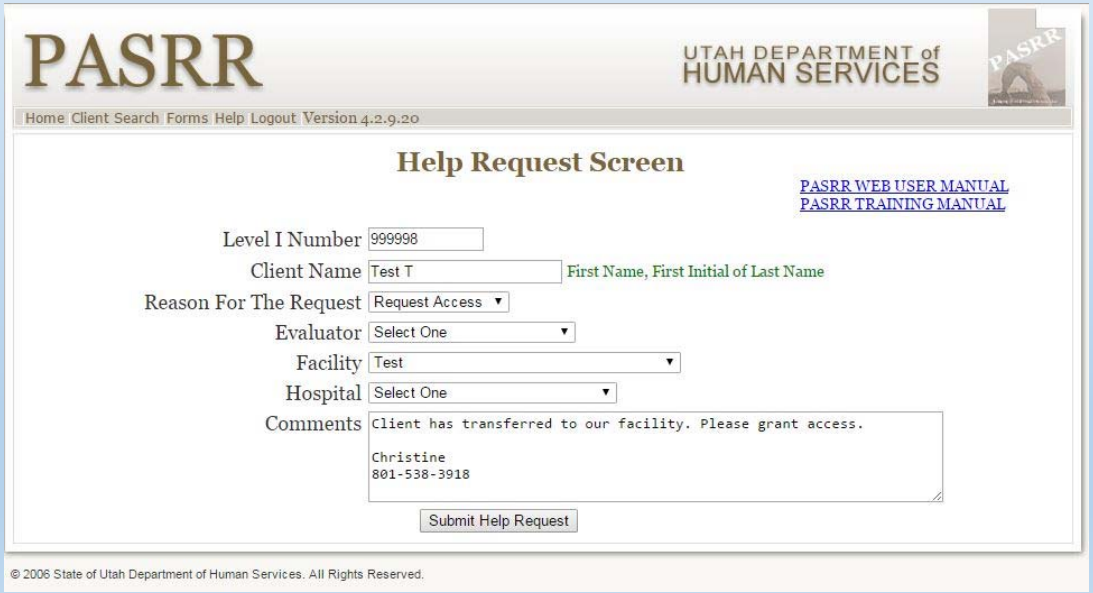
Help button (FIRST CHOICE!)

How to use

- **Nursing Facility**
  - Find your facility name in the drop down. Not doing so can delay responses.

Using the Web Based System: What can I view? Help—How to use

Home—Client Search—forms—**HELP**—Logout



Help button (FIRST CHOICE!)

How to use

- **Comments**
  - The more information the better. Especially if there is a problem.

Using the Web Based System: What can I view? Help—Do's and Don'ts

Home—Client Search—forms—**HELP**—Logout

PASRR

UTAH DEPARTMENT of HUMAN SERVICES

Home Client Search Forms Help Logout Version 4.2.9.20

Help Request Screen

PASRR WEB USER MANUAL
PASRR TRAINING MANUAL

Level I Number: 999998
Client Name: Test T — First Name, First Initial of Last Name
Reason For The Request: Request Access
Evaluator: Select One
Facility: Test
Hospital: Select One
Comments:
```
Client has transferred to our facility. Please grant access.

Christine
801-538-3918
```

Submit Help Request

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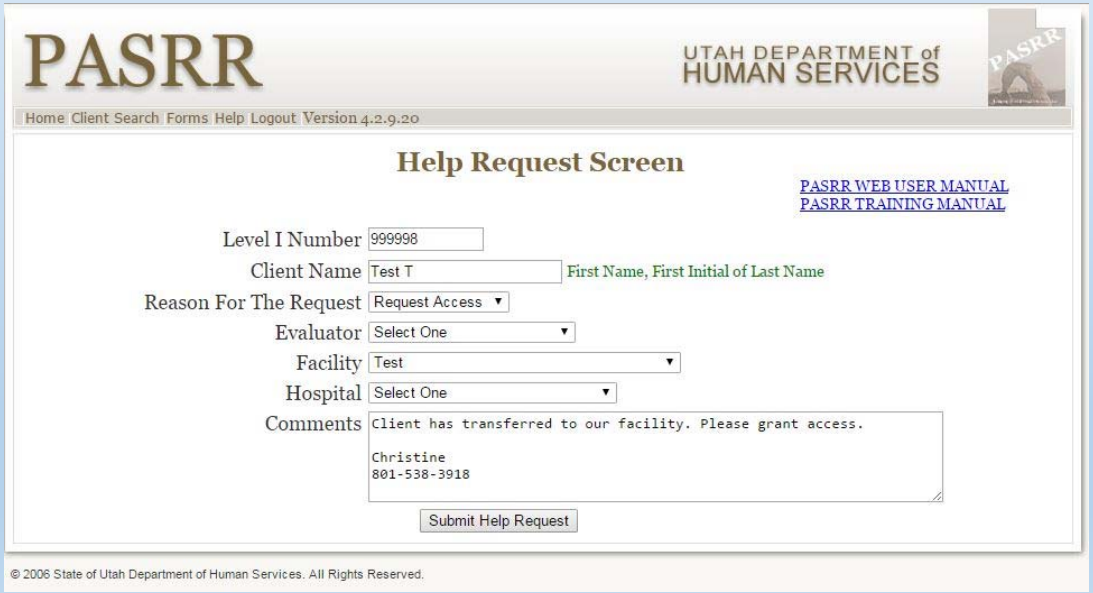
Help button (FIRST CHOICE!)

Do's and Don'ts

- **Do** follow the previous instructions to keep from having a delay in response.
- **Do** fill out the comment box.
- **Don't** fill out the evaluator or hospital information.
- **Don't** hit the submit button more than once. It sends duplicate emails to me and delays the process. If you are not sure it submitted, check your email. It should be sending you a copy of your request.

Using the Web Based System: What can I view? Help—Manuals

Home—Client Search—forms—**HELP**—Logout



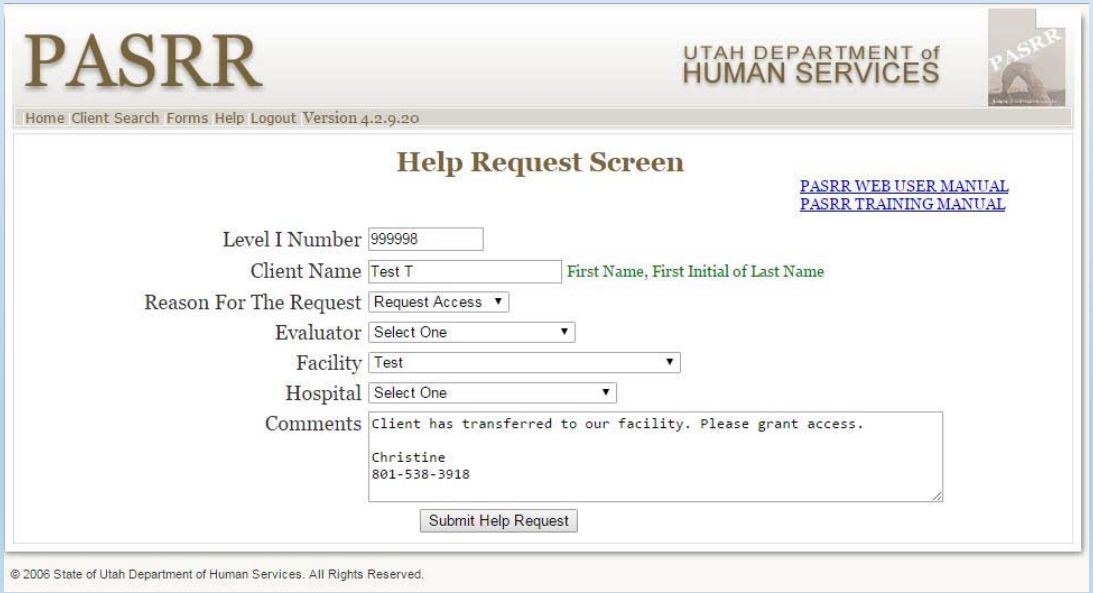
Help button (FIRST CHOICE!)

Manuals

- **PASRR WEB USER Manual**
  - **Under construction**
    - **When completed there will be a manual for:**
      1. **Nursing Facilities**
      2. **Evaluators**
- **PASRR TRAINING Manual**
  - **Under construction. Once updated you will receive an email from PASRRADMIN@utah.gov**

Using the Web Based System: What can I view? Log Out

Home—Client Search—Forms—Help—**LOG OUT**

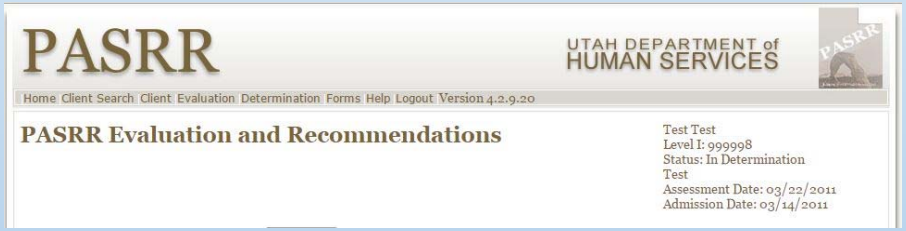


Log Out

- For security, log out when finished using the PASRR web based system
- Once logged out, close both the window and the browser
  - Leaving the browser open does not guarantee a completed log out
- We suggest that you use a separate browser from all others for PASRR (preferably Internet Explorer for PASRR)

Using the Web Based System: What do I have access to?

- Once you have access locate your client. You can now click on the most recent level I number. You will see from there that a few new tabs will appear at the top of the page.
- As long as the client is in your nursing facility you may have access to their most recent Letter of Determination and corresponding information.
- The Evaluation is the information that was most recently entered by the evaluator and is their recommendation. This is also where you will enter a No Significant Change (see following slides).
- The Determination is where you will find the Letter of Determination and matching collateral.



Using the Web Based System: No Significant Change

- When (basic)
- How (basic)
  - Update
  - Upload
  - Save
  - Check

PASRR

UTAH DEPARTMENT of HUMAN SERVICES

Home Client Search Client Evaluation Determination Forms Help Logout Version 4.2.9.20

PASRR Evaluation and Recommendations

Test Test
Level I: 999998
Status: In Determination
Test
Assessment Date: 03/22/2011
Admission Date: 03/14/2011

LEVEL I Document Number 999998
Reference LEVEL I Number
Assessment Date 03/22/2011
Assessment Type: Initial; Initial Significant Change; Over 30 Day MD Stay; End of Provisional Stay
Reassessment Type: End of Stay
Recommendations: Denial; NSMI; Long Term Care; Convalescent Stay
Facility: Test
Hospital: Community
Evaluator: Test, Test
No Significant Change

Possible MR/DD
03/15/2011 Referral Date
Pre-Admission
End Of Respite
Significant Change in Condition
NSMI Significant Change
Severity of Illness
Terminal Illness
03/14/2011 Admitted Date

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Using the Web Based System: No Significant Change—When

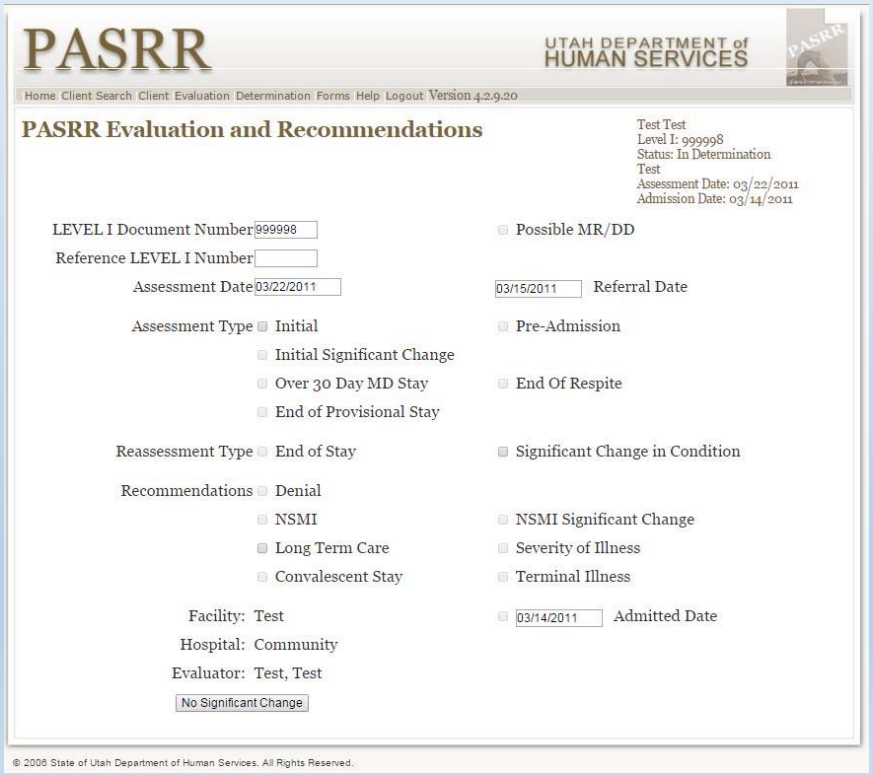
When (basic)

- When a client is at a nursing facility with a current Level II and is admitted to an acute psychiatric inpatient facility of a community hospital

OR

- Is admitted to the Adult Recovery Treatment Center at the Utah State Hospital and is readmitted directly to a nursing facility with no break in stay.

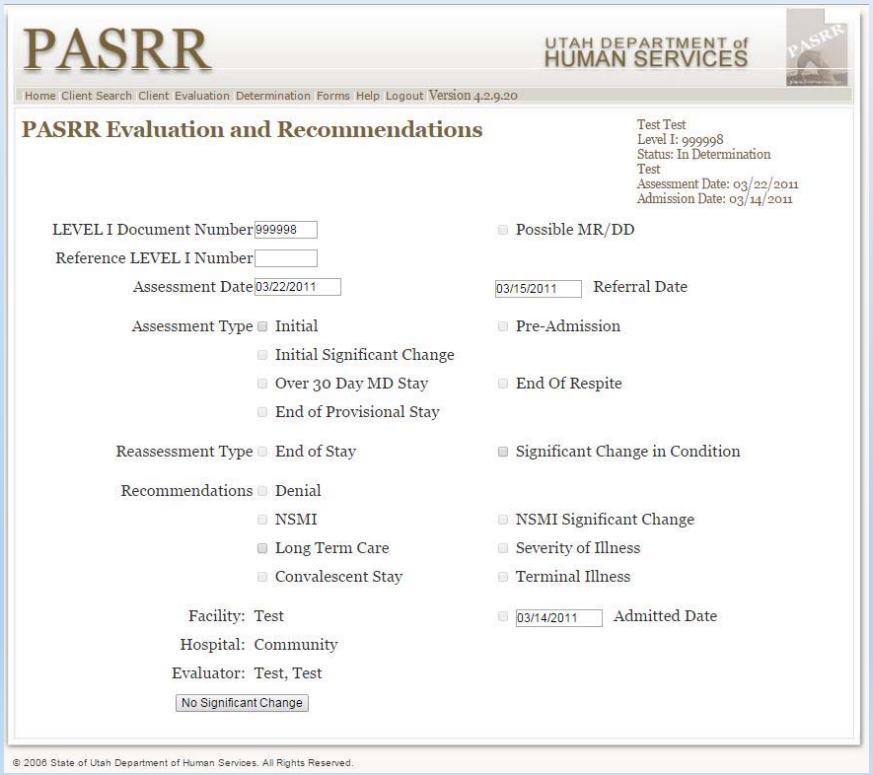
- <u>Please see Chapter Five of the Training Manual for full instructions on when and how to complete the No Significant Change.</u>



Using the Web Based System: No Significant Change—How

How (basic)

- Find client, go to evaluation screen, click 'No Significant Change' button at the bottom of the page.
- <u>Please see Chapter Five of the Training Manual for full instructions on when and how to complete the No Significant Change.</u>



Using the Web Based System: No Significant Change—How

How (basic)

- **Update the following information**:
  1. Facility Discharged from
  2. Discharged Date
  3. Psychiatric Inpatient Facility
  4. Readmit Facility
  5. Admitted Date
  6. DSM Codes

PASRR

UTAH DEPARTMENT of HUMAN SERVICES

Home Client Search Client Evaluation Determination Forms Reports Maintenance Invoice and Payment Screen Help Logout Version 4.2.9.23

No Significant Change

Test Test
Level I: 999998
Status: In Determination
Hobblecreek Care Center
Assessment Date: 03/22/2011
Admission Date: 03/14/2011

Facility Discharged From: Orchard Park Care Center — Discharged Date: 02/09/2016

Psychiatric Inpatient Facility: Provo Behavioral Hospital

Readmit Facility: Alpine Valley Care Center — Admitted Date: 03/01/2016

DSM Code: 291.1 Alcohol-Induced Persisting Amnestic Disorder

DSM Code: Select One

DSM Code: Select One

DSM Code: Select One

DSM Code: Select One

DSM Code: Select One

Documented Collateral

Binder1.pdf

Please select the Client's Level II / collateral file: Choose File — No file chosen

Save Cancel

* By clicking save on this No Significant Change screen you are declaring that the patient was discharged from a Nursing Facility and directly admitted into a facility for psychiatric treatment, the patient was then re-admitted directly to a Nursing Facility with no significant change in condition.

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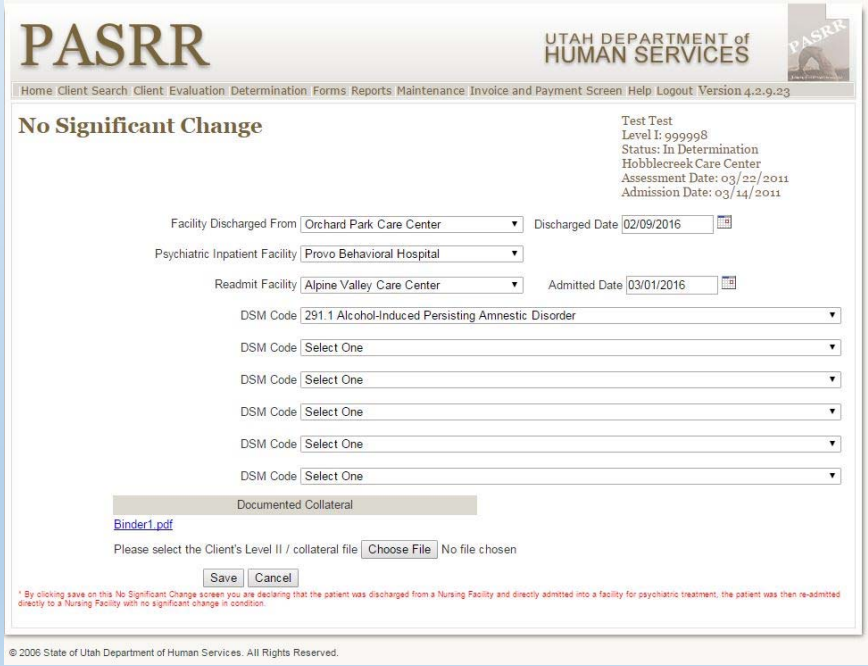
Using the Web Based System: No Significant Change—How

How (basic)

- Update the following information:
  1. Facility Discharged from
  2. Discharged Date
  3. Psychiatric Inpatient Facility
  4. Readmit Facility
  5. Admitted Date
  6. DSM Codes
- **Choose new collateral to upload**
  - ✓ Must be in PDF format
  - ✓ Must be the discharge papers from the hospital only
  - ✓ Must not be more than 5mb or 5120kb in size

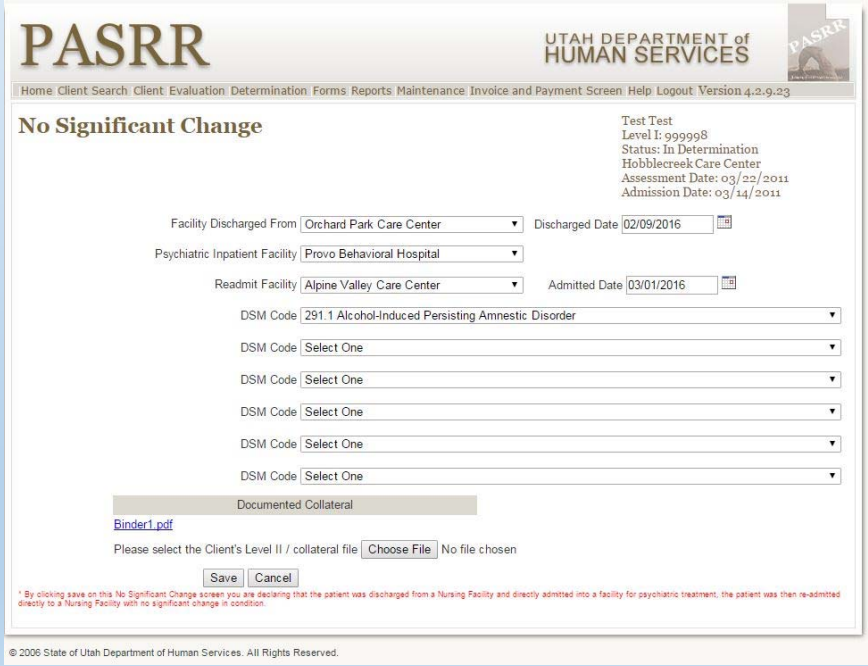


Using the Web Based System: No Significant Change—How

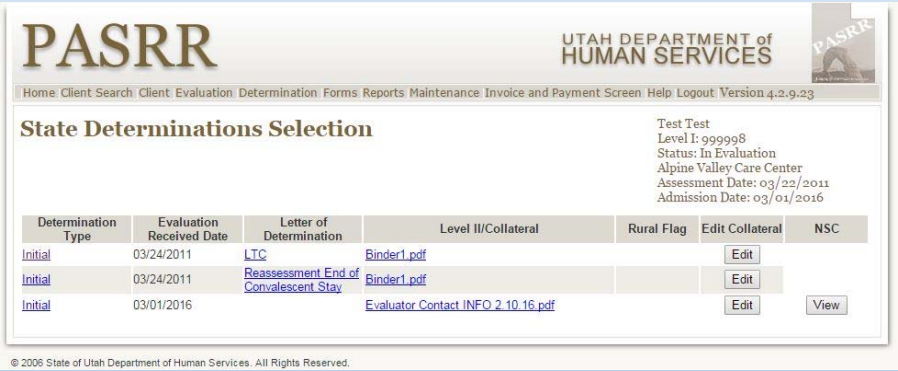
How (basic)

- Update the following information:
  1. Facility Discharged from
  2. Discharged Date
  3. Psychiatric Inpatient Facility
  4. Readmit Facility
  5. Admitted Date
  6. DSM Codes
- Choose new collateral to upload
  - ✓ Must be in PDF format
  - ✓ Must be the discharge papers from the hospital only
  - ✓ Must not be more than 5mb or 5120kb in size
- **Click Save**

Please see Chapter Five of the Training Manual for full instructions on when and how to complete the No Significant Change.

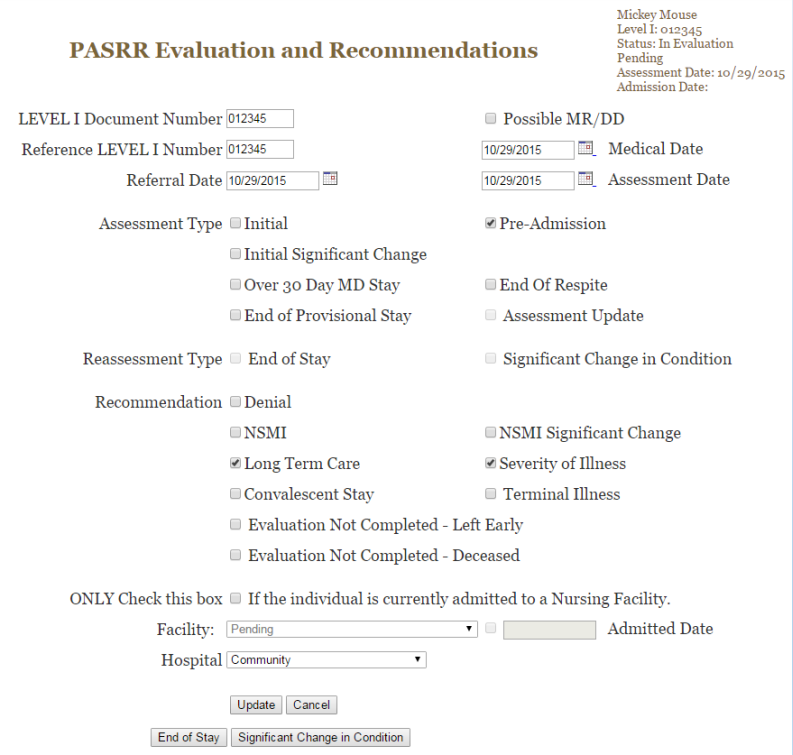


Using the Web Based System: No Significant Change—How



- **Check**
  - Once completed you should be directed back to this screen. A successful No Sig Change entry will look just like this. It will have it's own line and you will now see a "view" under the NSC column.
  - Now click the Evaluation tab

Using the Web Based System: No Significant Change—How



PASRR Evaluation and Recommendations

Mickey Mouse
Level I: 012345
Status: In Evaluation
Pending
Assessment Date: 10/29/2015
Admission Date:

LEVEL I Document Number 012345
Reference LEVEL I Number 012345
Referral Date 10/29/2015
Possible MR/DD
10/29/2015 Medical Date
10/29/2015 Assessment Date

Assessment Type
- Initial
- Pre-Admission
- Initial Significant Change
- Over 30 Day MD Stay
- End Of Respite
- End of Provisional Stay
- Assessment Update

Reassessment Type
- End of Stay
- Significant Change in Condition

Recommendation
- Denial
- NSMI
- NSMI Significant Change
- Long Term Care
- Severity of Illness
- Convalescent Stay
- Terminal Illness
- Evaluation Not Completed - Left Early
- Evaluation Not Completed - Deceased

ONLY Check this box If the individual is currently admitted to a Nursing Facility.
Facility: Pending
Admitted Date
Hospital Community

Update Cancel

End of Stay Significant Change in Condition

- **Double Check**
  - Going back to the evaluation screen you will be able to see the status is now "In Evaluation" and the screen now has an update button.
- **<u>DO NOT USE THE BACK BUTTON!</u>**
- Congratulations! You are finished.

Common Questions

Questions	Answers
Who can complete a level I screening?	• A licensed health care provider, usually the hospital discharge planner or staff at the nursing facility, completes this form. • According to R414-501-2(6) “Health care professional” means a duly licensed or certified physician, physician assistant, nurse practitioner, physical therapist, speech therapist, occupational therapist, registered professional nurse, licensed practical nurse, social worker, or qualified ID-RC professional

Common Questions

Questions	Answers
If a client comes from home to a nursing facility. Does the PASRR process have to be completed before they can be admitted?	In most cases, yes. However, there are special cases where the client needs the assistance sooner than the letter of determination can be completed. If you think you have an a special case, call the State PASRR Office for verification and instructions.

Common Questions

Questions

Can you admit a client before the letter of determination is completed?

Answers

- According to R414-503-8. (Penalties)
  - A nursing facility may not admit a patient until the health care professional completes the PASRR Level I Screening, and if necessary, the PASRR Level II Evaluation and Determination, finding that the patient is eligible for nursing facility services. The Department may not reimburse a nursing facility for any days in which the facility admits a patient before completion of the PASRR process.
- Hospital discharge planners/case managers, nursing facilities and other referral sources must ensure that if the Level I screen has triggered a Level II evaluation that a completed Letter of Determination by the State PASRR office is available prior to admission to a Medicaid certified nursing facility.
  - The penalty for not complying with PASRR rules will be borne by the nursing facility admitting the patient.
    - Penalties can range from loss of Medicaid payment on a specific applicant/resident for the days from the date of admission to the date of the PASRR process being completed, or the loss of all Medicaid funding for the entire nursing facility.

Common Questions

Questions

What is the rule for a break in stay?

Answers

According to R414-503-2 (Definitions)

- In addition to the definitions in Section R414-1-2 and Section R414-501-2, the following definitions apply:
- (1) "Break in Stay" occurs when a resident of a Medicare/Medicaid-certified nursing facility:
- (a) voluntarily leaves against medical advice for more than two consecutive days;
- (b) fails to return within two consecutive days after an authorized leave of absence;
- (c) discharges into a community setting; or
- (d) is admitted to the Utah State Hospital, to a civil or forensic bed (not the Adult Recovery Treatment Center).
- (2) "Intellectual Disability" is the equivalent term for "Mental Retardation" in federal law.

Common Questions

Questions	Answers
Is a diagnosis of dementia a trigger for the level II?	Please contact your local PASRR office to verify if the dementia diagnosis will screen out a level II evaluation.

Common Questions

Questions	Answers
Who completes a No Significant Change?	The nursing facility completes a no significant change. See previous slides for basic instructions. See chapter 5 of the Full Training Manual for detail instructions.

Common Questions

Questions	Answers
How long is a letter of determination good for?	• In most cases 30 days. However each case should be reviewed to see if there has been a significant change or a break in stay. • Contact the State PASRR Office to discuss if a new evaluation is needed or not. • Additionally for clients that have been/still are in the USH we allow up to 6 months.

Common Questions

Questions	Answers
What happens if the client has a level II but went home from the hospital instead of going to the NF and now wants to go to the NF?	• If it was less than 30 days from the evaluation date they may still go to the NF without a new evaluation. • If it was over 30 days then they will need a re-evaluation.

Common Questions

Questions	Answers
What if a doctor orders anything other than a less than 30 day stay?	It is treated the same as a less than 30 day stay just at a different time frame (as ordered).

Common Questions

Questions

I have a referral for an out-of-state PASRR. What do needs to be done to avoid losing payment?

Answers

- The facility needs to collect the Level I and possible Level II from the client's original state.
- Next complete a Utah Level I. That will determine if a new level II will be needed or not.
- Contact the State PASRR Office to notify them of the Out of State PASRR and receive any additional information.

Common Questions

Questions

- What is the procedure if a client has both an IDRC and a SMI?
- Who arranges for the IDRC?
- Are they done separately or do we need to coordinate?

Answers

- The NF will need to contact both their local PASRR office AND Betsy (at ABC) to have two separate evaluations completed.
- The evaluations (SMI and ID-RC) need to be done separately however the time frame needs to be the same for DSPD

Common Questions

Questions	Answers
How do I get an evaluation Expedited?	• Federal guideline allow 7 to 9 annual average business days to complete the PASRR process. This is from the time the local PASRR evaluator receives the referral and collateral (day zero). • As a general rule we do not expedite PASRRs above another. However, if you are facing an ultimate denial date, or the client is suffering an emergent need, please contact the State PASRR to see if an exception can be made.

Common Questions

Questions	Answers
What date does Resident Assessment go by for a revised level I?	• If it is a Significant Change based off information from a new client you admitted into your facility they will go by the referral date IF you turn in the information within one full business day of admittance. Otherwise they will go by the determination date. • Please see the Memo handout

Common Questions

Questions	Answers
If we get client with a Less than 30 Day Stay with comments from the doctor that they will likely be Long Term Care, do we have to wait the full 30 days before we can request an evaluation?	No. Please call the local PASRR office if there is a clear indication after being in the nursing facility for 14 days that they will need Long Term Care.

Common Questions

Questions

A client was expecting a Long Term Care determination but received something else instead.

- Can we change this determination?
- How can we avoid this in the future?

Answers

- Under the forms section of the PASRR web based system is a Hearing/Action form that may be filled out for denials of nursing facility placement.
- The State PASRR Office has the final determination. Although they are always willing to staff cases if there is new information.
- To avoid delays or unexpected determinations in the future, be sure the evaluator has all pertinent information to prove the client is in need of Long Term Care.

Common Questions

Do

- Always better safe than sorry! If you don't know ask! Call your Local PASRR Office for questions regarding diagnosis. Call your State PASRR Office for technical questions.
- Read the Training Manual.
- Use the Help Button for all email correspondence.
- Call for a re-evaluation 2 days prior to any end of stay

Don't

- Send PHI (personal health information) in an email that is not generated through the help button.
- Do not call more than one agency for a level II evaluation. (if this can not be avoided, then you must inform both agencies that you have called.)

The Basics of Utah State Nursing Facility PASRR Training: Other helpful contact information

Utah Department of Health

Resident Assessment

Erin Lloyd, RN, Program Manager

erinlloyd@utah.gov

801-538-6979

Utah Department of Health

New Choices Waiver

Trecia Hansen, Program Manager

treciah@utah.gov

801-538-6861

The Basics of
Utah State Nursing Facility PASRR Training

Utah Department of Human Services

Division of Substance Abuse and Mental Health

Robert Snarr, MPA, LCMHC, State PASRR Mental Health Authority

rsnarr@utah.gov ~ 801-538-4080

For questions, comments, or suggestions please contact:

Christine Velasquez, PASRR Admin Support

pasrradmin@utah.gov ~ 801-538-3918