New Choice Waiver

The New Choices Waiver program is designed to serve individuals who are residing long term in a nursing facility, licensed assisted living facility, licensed small health care (Type N) facility or another type of Utah licensed medical institution (except institutions for mental disease). The program offers an option for these individuals to move into integrated community-based settings if they wish to do so and if their needs can be safely met in the setting that they have chosen. When an individual is enrolled in the New Choices Waiver program, they may receive an expanded package of supportive services through Medicaid which are intended to help with community-based living. The complete list of services can be found below this section. (Individuals can only access the services that they have been assessed to need.)

PLEASE NOTE: Individuals who are not currently living in one of the types of facilities listed above are not eligible to apply to the New Choices Waiver program.
Reserved Slots

The majority of available waiver slots are reserved for people wishing to move out of institutional settings such as skilled nursing facilities, hospitals and other Utah licensed medical institutions (except for institutions for mental disease). This application pathway can only be accessed by active residents of these types of settings.

Applications are accepted for this group anytime throughout the year and are not subject to open application periods.

While there is a minimum length of stay requirement for applicants in this group, there is no collective length of stay ranking process. All applicants who meet the minimum length of stay criteria (and all other eligibility criteria) can enroll.

The New Choices Waiver program will continue to enroll all eligible applicants from this group until the reserved slots are full.

For a complete list of eligibility criteria including medical and length of stay criteria, please contact the New Choices Waiver program office at (800)662-9651, option 6.
Non-Reserved Slots

Individuals wishing to access one of the remaining non-reserved slots may apply through this application pathway. The most common applicants for this pathway are people residing in licensed assisted living facilities and small health care (Type N) facilities. However, people residing in nursing facility or hospital settings may also apply through this pathway if the reserved slots are full.

There are limited slots available for this application pathway. All applicants will be ranked based on length of stay in a qualifying type of setting and the applicants with the longest length of stays will be given preference. Please be aware that even though the minimum length of stay is 365 days, after the ranking process has been completed the actual ranking cut-off point has historically been much longer than the minimum 365 days.
## Services Available through the NCW

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<th>Habilitation Services</th>
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<td>Home Delivered Meals</td>
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<td>Financial Management Services</td>
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CONTACT INFORMATION

Call: 801-538-6155 (option 6)
Or 800-662-9651 (option 6)

Email: Newchoiceswaiver@Utah.gov
Nursing Facilities and PASRR:

- Medicaid 10A application and PASRR
- Level of Care Criteria for Nursing Facilities
- Significant Change: PASRR vs. MDS
- Gradual Dose Reduction
- Recommendations and Care Plans
Medicaid 10A application and PASRR

PASRR affects the 10A payment for facilities if:

- The Level I is not completed prior to or day of admission;
- Less than 30 day stay order is not signed by a physician on the discharge paperwork from a medical hospital stay – no LTAC or Rehab hospital stays;
- Determination is a “denial”, date of denial is the date payment stops;
- Facilities fail to appropriately refer for a Level II – missing convalescent/short term stay deadlines.
Level of Care Criteria for Nursing Facilities

Utah Administrative Code R414–502–3:

• Due to diagnosed medical conditions, the applicant requires substantial physical assistance with daily living activities above the level of verbal prompting, supervising, or setting up;

• The attending physician has determined that the applicant's level of dysfunction in orientation to person, place, or time requires nursing facility care; or equivalent care provided through a Medicaid Home and Community-Based Waiver program; or

• The medical condition and intensity of services indicate that the care needs of the applicant cannot be safely met in a less structured setting, or without the services and supports of a Medicaid Home and Community-Based Waiver program.
PASRR Significant Change

42 CFR 483.20: A Nursing Facility must notify the State Mental Health Authority or State Intellectual Disability Authority, as applicable, promptly after a Significant Change in the mental or physical condition of a Resident who has mental illness or intellectual disability (for residents with and without a Level II evaluation).
MDS Significant Change

RAI manual: A “significant change” is a major decline or improvement in a resident’s status that:

• Will not normally resolve itself without intervention by staff or by implementing standard disease-related clinical interventions, the decline is not considered “self-limiting”;
• Impacts more than one area of the resident’s health status; and
• Requires interdisciplinary review and/or revision of the care plan.
Significant Change PASRR Referral

The nursing facility must provide the PASRR authority with referrals ... independent of the findings of the Significant Change MDS. PASRR Level II is to function as an independent assessment process for this population with special needs, in parallel with the facility’s assessment process. Nursing facilities should have a low threshold for referral to the PASRR authority, so that these authorities may exercise their expert judgment about when a Level II evaluation is needed.
Reasons for a Significant Change Referral

A resident will be referred for a Significant Change for the following reasons, this is not an exhaustive list:

• A resident who demonstrates increased behavioral, psychiatric, or mood–related symptoms.

• A resident with behavioral, psychiatric, or mood related symptoms that have not responded to ongoing treatment.

• A resident who experiences an improved medical condition—such that the resident’s plan of care or placement recommendations may require modifications.

• A resident whose significant change is physical, but with behavioral, psychiatric, or mood–related symptoms, or cognitive abilities, that may influence adjustment to an altered pattern of daily living.
Reasons for a Significant Change Referral

- A resident who indicates a preference (may be communicated verbally or through other forms of communication, including behavior) to leave the facility.

- A resident whose condition or treatment is or will be significantly different than described in the resident’s most recent PASRR Level II evaluation and determination. (Note that a referral for a possible new Level II PASRR evaluation is required whenever such a disparity is discovered, whether or not associated with a Significant Change MDS).

- A psychiatrist or other physician has given a new mental illness diagnosis that is different from the one on the Level I (not dependent on previous PASRR).

- PHQ –9/Mood Assessment score is 19 or above (not dependent on previous PASRR).
Gradual Dose Reductions

Within the first year in which a resident is admitted on an antipsychotic medication or after the facility has initiated an antipsychotic medication, the facility must attempt a GDR in two separate quarters (with at least one month between the attempts), unless physician documentation is present in the medical record indicating that a GDR is clinically contraindicated. After the first year, a GDR must be attempted at least annually, unless clinically contraindicated.
Recommendations and Care Plans

- Review ALL Level II PASRR evaluations
- Recommendations must be included in the baseline care plan, which must be completed within 48 hours of admission
- Recommendations must be included in the comprehensive care plan
- What if the resident disagrees with the recommendations?
Dementia and NSMI

What is a Primary diagnosis of Dementia?

PASRR regulations at 42 CFR 483.128(m) permit Level II evaluations to be terminated if the Level II evaluator finds that individual has:

- A primary diagnosis of dementia (including Alzheimer’s Disease or a related disorder)” (42 CFR 483.128(m)(2)(i).
Medicaid Long Term Care – 10A process

Discharge issues:

• Unable to find safe and appropriate placement after residents no longer meet nursing home level of care criteria and are in the facility due to mental illness.

• PASRR evaluators working with facilities to recommend placement when PASRR is completed so facilities can work on discharge prior to denial.
Challenging Placement Issues

- Local Mental Health Authorities
- HUD
- Wrap Around Services
State of Utah PASRR Training
Web-Based System

Hospital/Nursing Facilities

April 12, 2019
What We Will Discuss Today

Log-In
- Update Form
- PASRR Link
- UMD
- Fixing a Broken Link

Local vs. State PASRR Offices
- What is the Local PASRR Office
- What is the State PASRR Office

Website Tips
- Browsers to Use
- Multiple Windows
- 7 Common Errors
What We Will Discuss Today

Using the PASRR Web-Based System
- What Can I View?
- What Can I Access?
- No Significant Change

Letters of Determination
- PHI
- Email Notification
- Access to LOD
- When Nursing Facility Gets the LOD

DSAMH Website PASRR Page
- Forms
- Training Manuals
- Memos
- FAQs (Do’s & Don’ts)
Log-In:
Hospital/Nursing Facility Update Forms

WHY DO WE NEED THIS FORM?
Only individuals listed on this form will receive notice of completed Level II evaluation and for nursing facilities have access to the PASRR Web-Based system.

WHEN SHOULD WE COMPLETE THIS FORM?
Any time there is a change in the information provided on the form (i.e., facility name, phone numbers, email addresses, authorized employees).

WHERE CAN WE FIND THIS UPDATE FORM?
The PASRR page on DSAMH’s website (dsamh.utah.gov) > How Do I > Find PASRR Information > Facility Forms.
Log-In:
Hospital Update Form

COMPLETING THE UPDATE FORM

1. Name of Hospital

2. Business Address: physical address of the hospital

3. Business Phone Number: The phone number the State PASRR Office should call if there are questions

4. Business Email: The email address to which correspondence from the PASRR web-based system will be sent (i.e., LODs)

5. PASRR Contact Person: Person the State PASRR Office should contact if there are questions.

6. Signature of Administrator/Designee
Log-In: Nursing Facility Update Form

COMPLETING THE UPDATE FORM

1. Name of Nursing Facility (NF)

2. Business Address: physical address of the NF

3. Business Phone Number: The phone number the State PASRR Office should call if there are questions

4. Business Email: The email address to which correspondence from the PASRR web-based system will be sent (okay to be generic)

5. Facility Specialties

6. Staff Information: Employees authorized to access the PASRR web-based system.

7. Signature of Administrator
Log-In: 
*Nursing Facility Update Form*

**WHO SHOULD COMPLETE THE UPDATE FORM?**
The Facility Administrator should complete all the fields and sign the form.

**WHERE DO I SEND THE UPDATE FORM?**
Email the form to: pasrradmin@utah.gov

(Contact information at the bottom of the form; no faxes)
Log-In:  

**PASRR Links**

**Direct Link (NF Training Manual):**

https://pasrr.dhs.utah.gov/dhspasrr/pasrrHeaderAction.do

**Alternate Link:** Every so often updates can create a broken link. You will have to access the system using our division website at:

https://dsamh.utah.gov/

1. Scroll down to “How do I?”
2. Click the link “Find PASRR Information”
3. This will bring up the next webpage
4. Scroll down to “System Access”
5. Click the link “Log in to the PASRR system.”
Log-In:
Utah Master Directory

What is the Utah Master Directory (UMD)?
UMD is better known as the Utah ID and allows you to log into the PASRR system.

How do I create a Utah ID?
1. Follow the steps on DSAMH’s website PASRR page under “System Access > Create a PASRR Login”
OR
2. Follow the steps in the NF Training Manual. (Please stop when you reach step 16 and call the State PASRR Office at 801-538-3918.)
Remember only individuals on the Nursing Facility Update Form will be allowed access.

Update an existing UMD email address (i.e., name change), please contact Capitol Hosting at (801) 538-3340.

Already have a Utah ID and have problems accessing the PASRR system?
Reset your PASRR link through the DSAMH website first. If you still do not have access, call the State PASRR Office at (801) 538-3918.
Local vs. State PASRR Offices

LOCAL PASRR OFFICE

The Local PASRR Office is where the PASRR mental health, intellectual disabilities and related condition evaluators are located. The Local PASRR office is the second step to the PASRR process.

Where can I find my Local PASRR Office Contact Information?

• DSAMH Website on the PASRR page
• Training Manual
The State PASRR Office is the State Mental Health Authority for PASRR. This is where the final decision is made for all PASRR evaluations submitted into the web-based system. This is the third step to the PASRR process.

When should I contact the State PASRR Office?
- When you have problems accessing or using the PASRR web-based system.
- When you have technical questions on the Level I form.
- When you have questions and need help with safe discharge.
- When you have questions with which your Local PASRR office cannot help.
Website Tips:  
*Browsers to Use*

* Mozilla Firefox is our first choice.

*Google Chrome is our second choice.*
Website Tips:
7 Common Errors

✓ Multiple Open Windows (creates duplicate records)
✓ Date: Must be the full date with 2 digit month, 2 digit day, and 4 digit year (i.e., 00-00-0000)
✓ Forgetting Collateral: When entering a No Significant Change, collateral must be added. Have it prepared before hand to prevent the system timing out
✓ File Name: Must be under 25 characters with no symbols
✓ File Size: Must be <5 megabytes (mg) or <5120 kilobytes (kb)
✓ File Type: must be a .pdf
✓ Back Button: Acts the same way as having 2 tabs open and creates ghost entrees which may get lost
Using the PASRR Web-Based System: What Can I View?

After you gain access from the State PASRR Office, you can log into the PASRR System. The tabs you can view are: Home, Client Search, Forms, Help, Logout

**HOME** is the page with the arch. You will see the “Welcome (your name)” and the arch.

*This is the page you will want to save to your favorites*
Using the PASRR Web-Based System: What Can I View?

**Client Search** is where you will be able to search for an applicant or resident.

- Without access you can view only the basic information of the person.
- Click “Your Facility Only” button to get a list of all the applicants in your facility.
- Searching with the “Name” gives the list of all the people with that name. It is best to search using the Level I number. You can also search using the Last 4 SSN or Birth Date.
Using the PASRR Web-Based System: What Can I View?

Client Entry Screen

From the Client Search Screen click on the name from to see information and all past PASRRs for the individual.

*Without access or a pending determination you will only be able to view the basic information of the individual and if you click the PASRR number you will get the error message.
Using the PASRR Web-Based System: What Can I View?

Forms is where you will be able to access the various forms:

- **Level II Form** – For the evaluators.
- **Hearing/Action Form** – Anyone who disagrees with a Denial letter and would like to appeal.
- **Hearing/Action Form (Spanish)**
  Same as above in Spanish
- **Level One Form Generator** – Generates Level I forms:
  - Each number is unique, do NOT copy
  - Enter the number of forms you want, not more than 5
Using the PASRR Web-Based System: What Can I View?

Help is the most efficient way to contact the State PASRR Office. Expect a reply within one full business day.

- **Level I number:** N/A if not available
- **Client Name:** Applicant/Resident’ First Name and **First Initial** of Last Name
- **Reason for the Request:** Request Access, Denial Report, Billing, Status, Training, Technical Issues or Other
- **Facility:** Select the name from the drop down
- **Comments:** Any details of your request (i.e., patient admitted to facility; need to review for admission)
Using the PASRR Web-Based System: What Can I View?

*Help* is where you will also find the PASRR manuals. Click on the appropriate manual located on the top left of the screen.

- PASRR Program Manual
- PASRR Evaluator’s Manual
- PASRR Nursing Facilities Manual
Using the PASRR Web-Based System: What Can I View?

Logout

• For security reasons, make sure that you log out when finished using the PASRR web-based system
• Make sure to close both window and the browser
• Leaving the browser open does not guarantee a completed log out
Using the PASRR Web-Based System: What Can I Access?

• Applicant/Resident transferring from another NF to yours: Use the HELP button to request access.

• Applicant/Resident is in your facility at the time of evaluation an Initial Evaluation will be conducted. You will automatically have access to this PASRR and your facility will receive email when LOD is completed.

• Applicant/Resident was in a hospital or the community at the time of the evaluation a NF will not be able to access until the LOD is completed
  • If the LOD is not completed: Gives the error message “Sorry, you don’t have access”
  • If the LOD is completed: you will see the screen to the right
Using the PASRR Web-Based System: What Can I Access?

PASRR Evaluation and Recommendations

Once you have access to a Level I, click on the most recent located furthest to the left. To see the LOD/Level II click the Determination tab.
Using the PASRR Web-Based System: What Can I Access?

PASRR Evaluation and Recommendations
Once you have clicked on the Determination tab, you will see the LOD and respective collateral.
Using the PASRR Web-Based System: What Can I Access?

PASRR Evaluation and Recommendations
The State PASRR Office removed collateral dating 2011 or older from the State PASRR system. If you need this information, please contact the nursing facility identified in the top right (Hobblecreek in this instance).

State Determinations Selection

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<th>Evaluation Received Date</th>
<th>Letter of Determination</th>
<th>Level II/Collateral</th>
<th>Rural Flag</th>
<th>Edit Collateral</th>
<th>NSC</th>
</tr>
</thead>
<tbody>
<tr>
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<td>03/24/2011</td>
<td>LTC</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Initial</td>
<td>03/24/2011</td>
<td>Reassessment End of Convalescent Stay</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Using the PASRR Web-Based System:  
*No Significant Change*

**When to do a No Significant Change (NSC)**

When a resident is at a Nursing Facility with a current Level II and is admitted after an acute psychiatric inpatient hospitalization and there are no significant changes.

**OR**

If the resident 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 and there are no significant changes.

**OR**

If the resident 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 and there are no significant changes.
Using the PASRR Web-Based System: 
No Significant Change

How to complete a No Significant Change:

1. Search for the person
2. Click the correct
3. Click the “No Significant
   in the Client Search
   Level I Number
   Change” button
Using the PASRR Web-Based System: 
*No Significant Change*

Complete all the fields:
- Facility Discharged From
- Discharged Date
- Psychiatric Inpatient Facility
- Readmit Facility
- Admitted Date
- ICD-10 Codes
- Add Collateral (include discharge papers/orders from the hospital)

Must be .pdf

Click the “Save” button

*The clicking save on this No Significant Change screen you are indicating that the patient was discharged from a Nursing Facility and directly admitted into a facility for psychiatric treatment, the patient was then readmitted directly to a facility with no significant change in condition.*
Using the PASRR Web-Based System: 

No Significant Change

How to check if No Significant Change request is completed successfully:

1) You will see at the top of the screen after click SAVE:
   “No Significant Change was successfully updated”

2) Click the Determination tab and look for the View under the NSC label.
Letters of Determination (LOD) is the final review and shows the recommendation(s) or a denial for an Applicant/Resident.
PASRR Letters of Determination

Personal Health Information (PHI)

- For the protection of the rights of our clients we limit the amount of information made available. The only information a hospital/NF will have access for a patient is their first name, first initial of their last name and the PASRR # associated with their current episode of care.

- There may be times where PHI is necessary to send via email. When doing so it must be done using secured encrypted email. Not doing so will result in the email being refused (e.g., requests for access using full names, collateral for No Sig Change).
Email Notification – Nursing Facilities

- For residents admitted to your facility, an email will be automatically sent from pasrrsend@utah.gov when the State PASRR Office completes the Letter of Determination. The subject line reads: *Completed Determination for: “John D.”*

- The email is sent to the business email id that indicated on the most recent Nursing Facility Update Form.

- The email will include the link to the PASRR System to get the LOD.

- You are required to send a copy of the letter to the attending physician, as indicated in the email.
PASRR Letters of Determination
Access to LOD – Nursing Facilities

Click on the link that comes in the LOD Email

OR

Search for the Level I on the Client Search Screen and click on the correct Level I number
Click on the “Determination” tab at the top.
Click on the **Letter of Determination** or **Level II Collateral**

NOTE: The Determination Type link is View only
There are forms and training materials available to you on the DSAMH Website PASRR page:  http://dsamh.utah.gov

Scroll past “How Do I”
Click the “Find PASRR Information” link
Information on the PASRR Page includes:

- **Overview and Purpose**
- **System Access**
  - PASRR System & Create UMD
- **Download Forms**
  - Level I and Level II Forms
  - Nursing Facility and Hospital Update Forms
- **Local & State PASRR Office Contacts**
- **Training Resources**
  - Manuals
  - Memos
  - PowerPoint Presentations
- **Frequently Asked Questions**
Also located on the PASRR Page are FAQs. This memo is very useful and many times will help you find the answer to your burning question.

Q. How do I get an evaluation expedited?

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

Q. How to proceed with an Out of State PASRR?

Q. 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?

Q. Can we get the date changed on the Letter of Determination?

Q. Who completes a No Significant Change?
### FAQs (Do’s & Don’ts)

**Do**

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

**Don’t**

- Send personal health information (PHI) in an unsecured email.
- Call more than one agency for a Level II evaluation. (If this cannot be avoided, you must inform both agencies that you have called another agency.)
Contact Information

Utah Department of Health

Resident Assessment
Erin Lloyd, RN
Program Manager
erinlloyd@utah.gov
801-538-6979

New Choices Waiver
Lainey Davis
Program Manager
ldavis@utah.gov
801-538-6568

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

Geri Jardine
Program Support Specialist - PASRR
pasrradmin@utah.gov
801-538-3918

Utah Department of Human Services

Division of Services for people with Disabilities

Sheri DeVore
PASRR Program Specialist
sdevore@utah.gov
385-321-1821