



State of Utah

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DEPARTMENT OF HUMAN SERVICES

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Executive Director

Division of Substance Abuse and Mental Health
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Director

MEMORANDUM

TO: All Medicare/Medicaid Nursing Facilities, Hospitals and PASRR Evaluators
FROM: State Mental Health PASRR Authority
DATE: March 16, 2020
RE: COVID-19 Response

The State PASRR Office is aware of the concerns over COVID-19 and recognizes this can impact state PASRR activities, especially in terms of face-to-face Level II evaluations and Resident Reviews. In order to protect the Residents and staff, effective immediately, PASRR evaluations will not be performed face-to-face. Until further notice all PASRR evaluations will be conducted by phone.

It is important to note CMS has previously recognized the importance of using telehealth for such evaluations when resources for face-to-face evaluations are limited. We are working on setting up telehealth programming and will contact you with instructions once this is arranged. As follows are the current regulations in which PASRR evaluations should be delivered:

[42 CFR 483.128 \(b\)](#) Adaptation to culture, language, ethnic origin. Evaluations performed under PASRR and PASRR notices must be adapted to the cultural background, language, ethnic origin and means of communication used by the individual being evaluated.

[42 CFR 483.128 \(c\)](#) Participation by individual and family. PASRR evaluations must involve:

- (1) The individual being evaluated;
- (2) The individual's legal representative, if one has been designated under State law; and
- (3) The individual's family if –
 - (i) Available; and
 - (ii) The individual or the legal representative agrees to family participation.

When performing PASRR Evaluations by phone please keep these requirements in mind, including making sure communications are accessible and the individual remains directly involved in the evaluation process to the fullest extent possible. Please arrange for a private room for the PASRR Evaluations to be conducted as well as following all HIPAA requirements.

Referral Sources (Nursing Facilities, Hospitals and others): Please document on the Level I Screening form the agency you contacted, date and time of the referral, and the date and time of the scheduled phone call to complete the PASRR Evaluation. Please send all pertinent information to the PASRR evaluator by fax/secure email as soon as possible after the referral.

ALL PASRR Evaluators ONLY: Please document on your phone log the agency/individual making the referral, and the date and time of the referral source as well as the date and time of the scheduled call to complete the PASRR Evaluation. The timeline for all Preadmission PASRR Evaluations have been extended to five (5) business days to submit to the State PASRR office. Please contact the State PASRR office if additional time is needed to complete the PASRR evaluation. The timelines for Resident Review PASRR Evaluations will continue at five (5) business days to be submitted to the State PASRR office.

Thank you, for your continued efforts to address the PASRR needs of those individuals in this very distressing situation to help protect staff and residents during this crisis.