To access the secure web-based PASRR system:
https://pasrr.dhs.utah.gov/dhspasrr/pasrrHeaderAction.do

To access the revised Level I:
https://pasrr.dhs.utah.gov/dhspasrr/public/PublicLevelOneAction.do

Updated 7/12/2016 by: Robert H. Snarr, MPA, LCMHC, DSAMH
Christine Velasquez, DSAMH

195 N. 1950 W. Salt Lake City, Utah 84116
Telephone (801) 538-3918 • Facsimile (801) 538-4696
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pasrradmin@utah.gov
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Welcome to the PASRR Web-Based System

1.1 What Is the PASRR Web-Based System?

This web-based system will allow PASRR Evaluators and Nursing Facilities to securely submit evaluations and collateral to the State Mental Health Authority: Division of Substance Abuse and Mental Health (DSAMH*). This system decreases processing time of the Level II Evaluations and Letter of Determinations. The system also enables Evaluators and Nursing Facilities to access an Evaluation, the Letter of Determination (LOD) and Level II/Collateral while still maintaining security and Applicant/Resident confidentiality.

*Note: Utah Division of Substance Abuse and Mental Health, State Mental Health Authority is referred throughout document as the State PASRR office.
1.2 Website Tips

Which Browsers to use

- Internet Explorer (IE) is our suggested browser as it has the fewest hiccups and is the most secure.
- Google Chrome is another browser you can use.
- Mozilla Firefox can be used but has several hiccups and is not as compatible with our system as IE or Google.

Multiple Windows

- Creates IT issues.
- Creates duplicate evaluations.
- Creates crossovers of account information.
- If you must have two windows open you need to have two different browsers with only one PASRR tab per browser.

7 Common Errors

- Multiplem Open Windows—Having more than one PASRR window (tab) open at a time creates problems (see above).
- Dates—Use the full date with the two digit month, two digit day, and four digit year.
- Forgetting Collateral—When entering a new evaluation collateral must be added.
- File Name for Collateral—Must be under 25 characters with no symbols
- File Size for Collateral—Needs to be less than 5mb or 5120kb
- File Type for Collateral—Must be a PDF file only
- Back Button—Do not use the back button. It acts much the same way as having two tabs open. It can also create ghost entrees which get lost.
PASRR Links

2.1 Direct Link

The following is the direct link to the PASRR system. Once you have reached the home page we suggest saving it to your favorites. The State PASRR Office recommends using Internet Explorer.

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

2.2 Alternate Link

Occasionally the direct link will be updated and will create a broken link or a ‘blank white page.’ Fix this by following the instructions below to get to a new home page. Once you have the new home page up you will want to re-save it to your favorites.

http://dsamh.utah.gov

1. Scroll down past “How Do I?” (Pic 1)
2. Click the link “Find PASRR information.” (Pic 1)
3. This will bring up the next page: (Pic 2)
4. Scroll down to “PASRR Web-based System Access” (Pic 2)
5. Click the link right below “PASRR Web-based System Access” that says “Click here to log into the secure web-based PASRR system.” (Pic 2)
6. Save to your favorites again.
Pic 1

Pic 2

Pre-Admission Screening/Resident Review (PASRR)

PASRR stands for Pre-Admission Screening/Resident Review and is part of the Federal Omnibus Budget Reconciliation Act. The rules regarding the PASRR process are found in the Code of Federal Regulations Part 483, Subpart C, Volume 57, No. 230. This federal law was enacted for three purposes:

1. To ensure that people with mental illnesses in Medicaid-funded nursing homes are being adequately diagnosed and treated
2. To ensure that those with mental illness or a developmental disability only (and no substantial physical problems), are not being warehoused in nursing homes
3. To ensure that the federal government is not paying for long term care of the mentally ill or developmentally disabled in nursing homes that do not meet nursing facility criteria

- The PASRR process consists of two levels of assessment or evaluation: Level I and Level II. The Level I contains demographic information, medical, psychiatric, and developmental diagnosis. It also serves to document when and if a Level II is needed and is requested.
- The PASRR Level II evaluation is an in-depth review of medical, social, and psychiatric history, as well as ADL functioning. It also documents nursing care services that are required to meet the person’s medical needs. This comprehensive evaluation is funded by federal money, which is managed separately by State mental health and Developmental disability authorities. There is no charge to the patient.
- There are advantages to the patient because of the PASRR process. First, he/she receives an in-depth evaluation of his/her psychiatric status, which is reviewed by a psychiatrist. This service is provided at no cost to the patient. Second, recommendations made in the Level II are closely monitored by the State Bureau of Medicare/Medicaid Program Certification and Resident Assessment, which provide oversight and approves payment to the nursing facility from Medicaid. This helps to ensure better care and monitoring by staff in the nursing facility.
- The need to complete the PASRR process is fairly specific and all nursing facilities that accept Medicaid as a primary payment must complete a Level I on every resident; regardless of how the individual resident will be paying for his/her nursing facility stay.

Forms

- Click here to request a Level One form.
- Click here to download the 2014 Revised PASRR Level Two form.

Local Contact Directories

- Click here to access the Local PASRR and ID-RC Agencies by county.
- Click here to find the Local Mental Health Authority Agencies by county.

PASRR Web-based System Access

- Click here to log into the secure, web-based PASRR system.

Training Resources

- Click here to view the PASRR Training Video: Transition to the New Process.
- Click here to access the 2014 PASRR Training Manual.
- Click here to view the PASRR System User Manual for nursing facilities.
Website Log-in

3.1 PASRR Log-in

Each authorized evaluator will need their own login. To do so they will need to follow the Utah Master Directory (UMD) instructions which are on the following pages. Once you have created your account and it has been synced with our PASRR System, you will have access to the system to upload your evaluations.
Pre-Admission Screening Resident Review (PASRR)
LOG-IN REGISTRATION
CREATING YOUR UMD (Utah Master Directory or Utah ID)

GO TO WEBSITE: https://pasrr.dhs.utah.gov/dhspasrr/pasrrHeaderAction.do

1. Click Create Account.

Note: You may need to log out first which means also closing your browser and starting with a fresh browser.
2. Choose a Utah-ID
   This will be your log-in ID. Choose something easy for you to remember.
3. Enter your name.
   Your name must match what is listed on the Facility Update Form.

4. E-mail Address.*
   This is the e-mail address we will respond to when you click the help button.

*NOTE: Do not use a Yahoo e-mail address!!! We have found it is not as secure as gmail or your facility’s/agency’s e-mail. ALSO if it says that you have entered an e-mail address that is already associated with an account then stop right here and call the PASRR office at 801-538-3918.
Pre-Admission Screening Resident Review (PASRR)
LOG-IN REGISTRATION
CREATING YOUR UMD (Utah Master Directory or Utah ID)

5. Repeat E-mail Address.
   Retype the E-mail Address you just entered.

6. Alternate E-mail.
   This is OPTIONAL, you do not have to put anything in here if you do not want. However this is helpful for a password recovery.

7. New Password
   This will be your password for PASRR. Make it secure and easy to remember.
   Your password needs to be at least 8 characters and must have at least one lower case, one upper case and one number in it.

8. Verify Password
   Retype the password you just created.
9. Mobile.
This is OPTIONAL, you do not have to put anything in here if you do not want. However this is helpful for a password recovery.
10. Once all information has been entered, click Create Account...**and wait.**
Pre-Admission Screening Resident Review (PASRR)
LOG-IN REGISTRATION
CREATING YOUR UMD (Utah Master Directory or Utah ID)

11. Fill out your security questions. (HINT! Do not use any “Favorite” questions as our favorites change over time.)
12. Click Submit
13. Open a new window and check your e-mail for your verification code.
Pre-Admission Screening Resident Review (PASRR)  
LOG-IN REGISTRATION  
CREATING YOUR UMD (Utah Master Directory or Utah ID) 

14. Enter your verification code. **Do not click Bypass Activation!**  
15. Click Activate  

**16. STOP!!!! Do NOT Log-in!!!**
17. Call the State PASRR Office at 801-538-3918 and let them know you are ready to activate your PASRR account.

18. Once the State PASRR Office has activated your account, you will need to wait 5-10 minutes before you can log-in.

Congratulations and welcome to PASRR. Please visit our web page and review the training materials that apply to you.

http://dsamh.utah.gov/provider-information/pre-admission-screeningresident-review-pasrr/
What can I view?

As a part of our security we limit what can be viewed without authorized access. Under the Client Search Screen you will be able to search for your Applicant/Resident. As an evaluator without access you will only be able to view and update an Applicant/Resident’s basic information through the Client Entry Screen.

4.1 Client Search

You have three options to choose when searching for your Applicant/Resident, Level I number, Last Name, or First Name. It is important to exhaust all options to keep from creating a duplicate account. It is equally important to check the system before completing an evaluation to make sure someone else has not completed it before you were able.

If you want a list of all Applicant/Residents you have evaluated then enter a % in the “Last Name” box and click the “Your Evaluations Only” button. You can also use the “Your Evaluations Only” button if you know you already have access to your Applicant/Resident.
Client Entry Screen

Click their name to see their information. If you see a Applicant/Resident’s name is incorrectly spelled, a date of birth or last 4 of their social security number is incorrect, please review it carefully and make sure it is the same person before making changes.

You can also see all the episodes of care (Level I numbers) your Applicant/Resident has on this screen.

No Authorized Access

As an evaluator without access you will only be able to view and/or update a Applicant/Resident’s basic information. If you click on the PASRR number and you do not have access you will get the following screen. To gain access, click the help button and request access.
4.2 Forms

- Level II Forms
  - This is the form you will use to complete your evaluation.

- Hearing/Action Form
  - This form is for anyone who disagrees with a Denial Letter and would like to dispute it.

- Hearing/Action Form (Spanish)
  - Same as above in Spanish

- Level One Form Generator
  - Please note that each Level I Number is unique and therefore must not be copied. Please enter the number of forms you might need. Please only do 5 at a time as we have found that on occasion it will duplicate numbers if you do more.

4.3 Help Button

The help button is the most efficient way to contact the State PASRR Office. You should expect a reply within one full business day. If you call the State PASRR Office you will likely be referred back to this button. It helps to keep records where our memories fail.
Information you will need when using the help button:

- Level I number (if no number is available list N/A or Unknown in the space given).
- Applicant/Resident’s First name and the Initial of their Last name.
- Select the reason for your help request from the drop down.
  - Request Access, Denial Report, Billing, Status, Training, Technical Issues, or Other
- Select your name from the evaluator drop down. Not doing so can delay the reply.
- Details for your request in the comment section. The more details (with dates if appropriate) the better.

PASRR SYSTEM MANUAL

This manual is to help you through the process of using the PASRR web-based system. Please refer to your manual before contacting the State PASRR Office. However, please feel free to contact the State PASRR Office if you can not find what you are looking for.

This manual will be updated when things change. If you find a change and it has not been updated please use the help button and let us know you found something that is not in the manual.

UNDERSTANDING THE PASRR PROGRAM MANUAL

This manual is a full manual. It gives details to all of the PASRR program. From filling out forms to listing rules and guidelines. Please refer to this manual before contacting the State PASRR Office. However, please feel free to contact the State PASRR Office if you can not find what you are looking for.

4.4 Log Out

For security, log out when finished using the PASRR web based system. Once logged out, close 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 other programs for PASRR (preferably Internet Explorer).
What Can I Access?

5.1 Gaining Access

Applicant/Resident has been referred to you for a Level II evaluation.

When an Applicant/Resident has been referred to you for Level II evaluation, you will need to click the Help Button. Fill out the Level I Number, Applicant/resident Name (First name, Initial of Last name), Reason for Request (Request Access), Evaluator (your name) and comment: Applicant/Resident has been referred to me for a Level II evaluation. Please grant access.

You will receive access within one business day and an email will be sent to notify you.

5.2 Applicant/Resident’s Information

This screen is view only. Please refer back to Chapter 4.1.
5.3 PASRR Evaluation and Recommendations

As long as the Applicant/Resident has been referred to you for an evaluation you may have access to their Letters of Determination (LOD) and corresponding information.

Once you have access you will then be able to click the Level I number (or others if requested) to review for your evaluation.

When you click that number you will be taken to the PASRR Evaluation and Recommendations screen. Notice you will now have more tabs at the top of the screen to access.
5.4 Determination

From this tab you can review

- Determination Type
- Evaluation Received Date
- Letter of Determination (if completed)
- Level II/Collateral

Note that an Applicant/Resident may have several LODs. They will be in order from oldest to newest. Also note that the nursing facility from the original LOD will be listed. A transfer of facilities will not create a new LOD.

The Determination Type

If you click on the link under this heading you will be shown the screen which the State PASRR office uses to make the determination. You can only view this screen.
Evaluation Received Date (previously known as Determination Date)

This date is the date an evaluator entered their final evaluation to the PASRR web-based system.

Letter of Determination

This space will be blank until a Letter of Determination (LOD) is completed. Once the LOD is completed then a link will appear. If you click the link you will see the LOD.

Level II/Collateral

The link under this heading will provide the collateral that was used to complete the LOD. It will have the Level II, Level I and applicable medical records and notes.
View Collateral

This will be a link that says View. Clicking this link will show the diagnosis codes that were entered based off the information on the Level II.
For your notes
6.1 Enter New Applicant/Resident Information

You will need to check both the Level I number and the Applicant/Resident’s name to make sure neither have already been entered into the system.

1. Click the Client Search tab to open the Client Search Screen.

2. After searching all options and not finding your Applicant/Resident, click “Create”

   - This will take you to the Client Entry Screen.
3. From this screen you will enter all required information.
   ◦ If the Medicaid number is not available enter 9999.
   ◦ Leave the Legal Gardian section blank unless the Applicant/Resident truly has a Legal Gardian and they have requested a copy of the evaluation.

4. When completed click “Save.”

6.2 Correcting Applicant/Resident Information

Every once in a while you will come across mis-entered information and/or a duplicate Applicant/Resident. Please review all Applicant/Resident information before correcting it in the system. If you find a duplicate entry for an Applicant/Resident or are having difficulties verifying Applicant/Resident information then please call the State PASRR Office.

Fixing mis-entered Applicant/Resident information:

1. From the Client Search Screen identify your Applicant/Resident.
2. Click your Applicant/Resident’s name to pull up the Client Entry Screen.
3. Enter your corrections.
4. Click Update.
6.3 Enter a New Evaluation

When should I add a new evaluation?

A new evaluation with a new Level I number is needed when there is a new episode of care. These are the most usual new episodes of care:

- This is a new Applicant/Resident and no Level II evaluations have ever been completed before.
- A Break in Stay has created a need for a new Level I number.
- End of Provisional Stay, End of 30 M.D. Certified Stay, End of Respite.

Please see the Understanding the PASRR Program Manual for full details about what may constitute a new episode of care.
How to add a new evaluation

**PASRR Evaluation and Recommendations**

1. From the Client Entry Screen you will click “Add New Evaluation.” This will take you to the PASRR Evaluation and Recommendation screen.

2. Enter the Level I number.

3. Enter all corresponding dates (make sure to use the full date—two digit month, two digit day, four digit year).

4. Choose an assessment type.

5. Choose your recommendation.

6. Check the box above the facility ONLY if the Applicant/Resident is currently admitted into a nursing facility.
   - If Applicant/Resident is in the nursing facility add the admitted date.

7. If the applicant is not in a nursing facility you will choose either hospital or community (if not in a hospital).

8. Click “Save and Add Collateral”.
**Adding Collateral**

Clicking “Save and Add Collateral” will take you to the Client Level II/Collateral page shown below.

1. Click the check box if your evaluation was a Rural Evaluation.
2. Click “Choose File” to search your files and add the PDF file you have for this Applicant/Resident and upload all collateral for your evaluation.

   - Must be in this order: Level II, Level I, other collateral.

3. Choose from the drop downs for the ICD 10 codes pertaining to this Applicant/Resident. In the example below we added a Dementia code.

4. Click Save. You will see that the Green notice says your collateral was added successfully.
5. If dementia is listed in the codes you will be directed to determine if it is the primary diagnosis or not. Choose accordingly.

The following example shows the notice you will get when you chose “No, this is NOT a Primary Dx of Dementia. If this is correct, click the Save button at the bottom of the page. If it is incorrect, click Cancel and start again.
The following picture shows the notice once you chose “Yes, this has a Primary Dx of Dementia.” Note the green notification verifying so. If this is correct, click the Save button. If it is incorrect, click Cancel and start again.

This last example (below) you will see that this evaluation was entered with no Dementia codes.

6. Click “Save.”

Notice the green notification verifies that the collateral was successfully added and processing complete for this Applicant/Resident.
7. Congratulations, you just entered a new evaluation, but you’re not finished!

8. Check your work!
   • In the State Determinations Selection you will now see that the evaluation status is now “In Evaluation.”
   • Going back to the PASRR Evaluation and Recommendations screen you will be able to see the status is now “In Evaluation” and the screen now has an “Update” button at the bottom.
   • You will be able to update this evaluation (if you find any errors) until the status has changed to “In Determination.”
   • Do NOT use the back button at any time. It is not your friend.

9. SUCCESS!
6.4 Entering an End of Stay Reassessment

When should I enter an End of Stay Reassessment?

An End of Stay Reassessment evaluation on a previous Level I number is needed when the Applicant/Resident requires a longer stay than previously approved. This only occurs for Short Term Stays or Convalescent Stays.

Instead of entering a new evaluation you will locate the Applicant/Resident in the PASRR System.

Once you locate the Applicant/Resident you will click on their most recent Level I number. In the above example that number would be 999998. This is going to take you to the PASRR Evaluation and Recommendations Page.

On this page (see following page for examples) you will:

1. Enter current dates for your evaluation.
2. Update the Assessment Type.
3. Update the Recommendation.
4. Update the Facility and the Admitte Date.
5. Update the Hospital.
6. Add your name for the Evaluator.
7. Click the End of Stay Button.

The End of Stay button will automatically check the Reassessment Type on the PASRR Evaluation and Recommendations page. It will also direct you to the Client Level II/Collateral page to complete your evaluation.

Please see 6.3, Adding Collateral on page 33 for the next steps to complete this evaluation.
6.5 Enter an Assessment Update

This type of evaluation is used when an Applicant/Resident has had an evaluation within the last 30 days and there is a Break in Stay (see page 27 of the Understanding the PASRR Program Manual for details). Assessment Updates need to be coordinated with the nursing facility and the evaluator and prior approval is needed by the State PASRR office.

First click the help button and request approval to complete an Assessment Update. In the comment section you need to note the reason for the request along with all known changes for the Applicant/Resident.

Once you have received approval and are ready to enter your evaluation you will locate your Applicant/Resident in the PASRR System. Click on the corresponding Level I number to get to the Evaluations and Recommendations page.

Second update all needed information such as the Dates, Recommendation and Facility. When you have updated all the information on this page you will then click the “AU” button next to Assessment Update in the Assessment Type section.
After you click the “AU” Assessment Update button you will see a pop up screen warning that this action “Requires previous approval from the Mental Health Authority, do you have approval?”

If you have already received approval (through the help button), you can click the OK button and continue to enter your collateral and ICD 10 Codes.

Please see 6.3, Adding Collateral on page 33 for the next steps to complete this evaluation.
6.6 Enter a Significant Change

Please see Chapter 5.6, Significant Change, page 27 of the Understanding the PASRR Program for detailed information on what would constitute a Significant Change.

Like an Assessment Update, you will need to click the help button and request approval for a significant change. In the comments section you will want to include the reasons for the request; including all changes in diagnoses.

Once you have received approval and are ready to enter your evaluation you will locate your Applicant/Resident in the PASRR System. Click on the corresponding Level I number to get to the Evaluations and Recommendations page.

On the PASRR Evaluation and Recommendations page you will need to update all information and then click the Significant Change in Condition button at the bottom of the page.

Please see 6.3, Adding Collateral on page 33 for the next steps to complete this evaluation.
6.7 Enter a Denial

Please see Chapter 7.1, Denial, page 37 of the Understanding the PASRR Program for details of Denials.

You should submit your recommendation for a Denial through the Help Button to notify the State PASRR Office if you need staffing or not. Once you have submitted your Denial Recommendation through the Help Button you are ready to enter it into the system.

Locate the Applicant/Resident in the system and click the Level I number to get to the PASRR Evaluation and Recommendations. Update all information and click the appropriate button at the end of the page to continue to enter your collateral and ICD 10 Codes.

Please see 6.3, Adding Collateral on page 33 for the next steps to complete this evaluation.
6.8 Revising Collateral Prior to Determination

There are times where collateral needs to be changed after you entered your evaluation and prior to a Letter of Determination being completed. The following are instructions to do so.

1. After locating the Applicant/Resident in the system, click on the Level I number. That will take you to the Evaluation and Recommendation Page. Next click the Determination Tab.

2. Click the View button to access your collateral.

3. Put a check in the box next to the collateral that you need to delete.

4. Click the Browse button to find your corrected collateral. Double click on your file or click it and click the open button to added it to the browse section.
5. After you have marked your collateral that needs to be replaced and have the new collateral waiting in the Browse area, click the Save button.

6. You will now notice that your collateral has been replaced and you should have two green notifications at the top that say:
   “Collateral successfully added, processing completed for this Client.”
   “Selected Collateral was successfully deleted.”

7. Check your work by clicking the Determination Tab.
8. You will now see the name of your corrected collateral showing under the Level II/Collateral area. Congratulations, you have just corrected your collateral!

<table>
<thead>
<tr>
<th>Determination Type</th>
<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>
<td>Initial</td>
<td>03/24/2011</td>
<td>LTC</td>
<td>Binder1.pdf</td>
<td></td>
<td>View</td>
<td></td>
</tr>
<tr>
<td>Initial</td>
<td>03/24/2011</td>
<td>Reassessment End of Convalescent Stay</td>
<td>View Flow chart of web application.pdf</td>
<td></td>
<td>View</td>
<td></td>
</tr>
</tbody>
</table>

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