PASRR
(Pre-Admission Screening Resident Review)

STATE OF UTAH
PASRR SYSTEM MANUAL
NURSING FACILITY VERSION
2016 EDITION

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

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For Your Notes:
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 correlated 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**

- Multipule Open Windows—Having more than one PASRR window (tab) open at a time creates problems (see above).
- Dates — Use the full date with the 2 digit month, 2 digit day, and 4 digit year.
- Forgetting Collateral — When entering a new evaluation (including a No Significant Change) 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 2 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 or Google Chrome.

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 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.
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 diagnoses. 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-RIC 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.
Website Log-in

3.1 Facility Update Form

One of our goals is to keep the PASRR web-based system as secure as possible. To assist in that the following form needs to be completed and submitted to the State PASRR Office any time there is a change in personnel who need access to PASRR. To further assist in maintaining the most updated information we will send out a quarterly update form. Failure to complete the form could result in temporary denial of access to the PASRR system. Please complete the form and either scan and e-mail the completed form to pasrradmin@utah.gov or fax it to 801-538-4696.

1. Name of Nursing Facility.
   Please list current name and most recent name if there has been a change.

2. Business Address
   This is the physical address of the facility

3. Business Phone Number
   Please list the number we should call first should we need to contact your facility

4. Business E-mail* (for automated correspondence from our system)
   This is the e-mail address used for notifications for the Letter of Determination (LOD), Trainings, system updates, etc.. Please make sure that those who need it have access to it do. This might require a forwarding system to ensure those people receive the important notifications. This e-mail normally belongs to the person in your facility who works with the PASRR system most often.

5. Administrator/employees authorized to access the PASRR website:
   These people will be authorized to have their own UMD log-in for our PASRR website.

*NOTE The e-mail used to log-in to the PASRR website may not be the same as the Business e-mail. The e-mail associated with the log-in will be the e-mail address that the Help Button will respond to when used.
PASRR Nursing Facility Update Form

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. Please circle all that your facility specializes:
   - Skilled Nursing
   - Behavioral Units
   - Dementia/Alzheimer Care
   - Locked Units
   - Locked Building
   - Short Term Care
   - Long Term Care
   - Other (please describe special services):

                                                                  _______________________________________________________________________

5. Administrators/employees authorized to access the PASRR website (not including administrator who signs below)

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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, please email to pasrradmin@utah.gov.

Administrator’s Name: ______________________ Date: __________

Administrator’s Signature: ______________________ Email: ______________________

State PASRR Office use only

Date received: __________ Facility number: __________ Updated Info: __________

DSAMH, 495 North 1900 East, Salt Lake City, Utah 84116
Telephone (801) 538-3918 • Facsimile (801) 538-4696 • www.dsamh.utah.gov

Revised 7/12/2016
3.2 PASRR Log-in

Each authorized personnel listed will need their own log in. To do so they will need to follow the Utah Master Directory (UMD) instructions. Please note that even if you create a UMD log in, you will only be granted access if your name appears on the most recent Facility Update Form which must be signed by the nursing facility administrator.
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.
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!!!**
What can I view?

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 applicant/residents basic information. Under the Client Search Screen you will be able to search for your applicant/resident.

### 4.1 Search screen view

The fastest way to find your applicant/resident is the Level I number as it is unique to only them. Use the search button to see if their assigned Level I number is in our system. As you can see from the picture below, searching by the name will bring up every applicant/resident with that name.

If you want a list of all applicants/residents your facility has access to then enter 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.
4.2 Applicant/Resident Information

You can click their name to see their information. If you see a applicant/resident’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 is the same person.

Here is where you can see all the episodes of care (Level II) an applicant/resident has.

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4.3 PASRR Information

As a nursing facility without access you will only be able to view a client’s basic information. If you click on the PASRR number and you do not have access you will get the following screen.
4.4 Forms

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

- 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 how many 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 than 5 at a time.

4.5 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 1 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 facility name from the facility 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 WEB USER MANUAL

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.

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

PASRR TRAINING MANUAL

This manual is a comprehensive manual. It gives details to all the PASRR process, 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 cannot find what you are looking for.

4.6 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.)
Gaining Access

5.1 Applicant/Resident has transferred from another nursing facility to ours.

When a Applicant/Resident has transferred from another nursing facility to yours, 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), Facility (your facility name) and comment: Applicant/Resident transferred to our facility on (enter date) from (enter previous facility name).

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

5.2 Applicant/Resident has admitted to our nursing facility from the community or a hospital.

Initial Evaluation

An Initial evaluation means the Applicant/Resident is already in a nursing facility at the time of the evaluation. The evaluator will enter the nursing facility’s name and the date the Applicant/Resident was admitted. Once the Letter of Determination (LOD) is completed the nursing facility will gain instant access to the LOD. In addition the nursing facility’s name will be listed on the LOD and the PASRR system will automatically send a notification to the e-mail address listed for that nursing facility to let them know the LOD is now a completed and available to view.

Completed Determination for: Peggy G.

A new PASRR Level II Determination is available for Peggy G. Level I Number: 695141. Go to https://pasrr.dhs.utah.gov/chspaer/pearlHeaderAction.do to view this determination.
Pre-Admission Evaluation

A pre-admission evaluation means the Applicant/Resident was either in a hospital or the community at the time of the evaluation. The evaluator will not know where the Applicant/Resident is going or when they will be admitted. This will cause the system to set the facility as ‘pending.’ Access will not be granted until the LOD is completed. Once the LOD is completed the system will allow a nursing facility to admit the Applicant/Resident into their facility using the PASRR system online.

Admitting a new resident using the web-based system

After you have searched for the Applicant/Resident and you have found their Level I number in the system you will click on their most recent Level I. If the LOD has not been completed it will give you an error that says you do not have access. If the LOD has been completed it will give you the option of choosing to “View Patient Information” or “Admit Patient.”
View Patient Information

If you are just looking to see if the Applicant/Resident will fit well within your nursing facility then choosing the View Patient Information will allow you access to the LOD and collateral without admitting the Applicant/Resident. Please be aware that if you decide to admit the Applicant/Resident you will need to go back in and do so. Also, while viewing the Applicant/Resident you will notice the red warning that you are only viewing the Applicant/Resident’s information. There will be a new tab at the top of the page that says “Facility Acceptance.” Clicking this button will admit the Applicant/Resident into your facility giving you full access to the collateral and put your facility name on the LOD.
Admit Patient

If the Applicant/Resident you are inquiring about is admitted into your nursing facility then choose the Admit Patient Button. By choosing this option your nursing facility’s name will be printed on the LOD along with the date that you admitted the Applicant/Resident online* and give you instant access to the LOD and collateral.

Note* Resident Assessment is aware that the ‘admit’ date on the LOD may not be the date that the Applicant/Resident was admitted to your facility. They will review your paperwork from your 10A. The State PASRR Office will not change the ‘admit’ date unless there is a discrepancy based on information the evaluator entered.
What Can I Access?

6.1 Applicant/Resident’s Information

This screen is view only. Please refer back to Chapter 4.2.

6.2 PASRR Evaluation and Recommendations

As long as the Applicant/Resident is in your Nursing Facility you may have access to their most recent Letter of Determination (LOD) and corresponding information.

Once you have access you will then be able to click the most recent Level I number. If you see the Applicant/Resident has more than one Level I number, choose the one furthest left. In the example below that number would be 999998.

You will click that number and 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.
6.3 Determination

From this tab you can view

- 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 top to bottom. Top being the oldest.

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 in which the state 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 in which the 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.

DEPARTMENT OF HUMAN SERVICES
ANN SILVERBERG WILLIAMSON
Executive Director

Division of Substance Abuse and Mental Health
DOUG THOMAS
Director

State of Utah
GARY R. HERBERT
Governor
SPENCER J. COX
Lieutenant Governor

PASRR LETTER OF DETERMINATION

Determination Date: 03/29/2011
Admit Date: 03/15/2011

Mr. Test Test, NF Resident - Level I 999998
Care Of: Joe Test
159 N Davis Blvd
Roy UT 84010

*Note In most cases the Determination Date on the LOD is the date that Resident Assessment will use with your 10A for billing purposes. We always advise not admitting a Applicant/Resident until the LOD is completed. The exception to the rule would be a less than 30 Day Stay and/or end of stay. In most cases Resident Assessment will use the referral date on an end of stay providing they were referred to the Local PASRR office within the correct time frame.
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.
No Significant Change

On the Evaluation and Recommendations page is where you will be able to complete a No Significant Change. Once you have determined that a No Significant Change needs to be completed click on the No Significant Change button to begin. Please note that a No Significant Change needs to be completed within 30 days from being discharge from the hospital.

7.1 When should a No Significant Change be completed?

1. When a Applicant/Resident is at a nursing facility with a current Level II and is admitted to an acute psychiatric inpatient facility of a community hospital and there are no significant changes.

2. When a Applicant/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.

![PASRR Evaluation and Recommendations](image-url)
7.2 How to completed a No Significant Change

1. Find your Applicant/Resident.

2. Click the corresponding (most recent) Level I number. This should take you to the PASRR Evaluation and Recommendations page.

3. Scroll down and click on the No Significant Change Button at the bottom of the page. This will bring you to the No Significant Change page.

4. Update the following information: Facility Discharged from, Discharged Date, Psychiatric Inpatient Facility, Readmit Facility, Admitted Date, DSM Codes.

5. Choose the new collateral to upload. (Note, this must be in PDF format and must be the discharge papers (orders) from the hospital only.)

   DSM Code: Select One

   Documented Collateral

   Please select the Client’s Level II / collateral file

   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.
6. Click Save

7. When done successfully you will now see a green notation above the “No Significant Change” page that states, “No significant Change was successfully added.”

7.3 How to check your work was completed

Once completed you should be directed to the State Determination Selection page. A successful No Significant Change entry will look just like the picture below. It will have its own line and you will now see a ‘view’ under the NSC (No Significant Change) column. Notice it does not yet have a Letter of Determination as you just created the evaluation to be reviewed by the State PASRR office. If you are showing a LOD, then call the State PASRR office immediately as it was not completed correctly.
- Double Check
  - Click the Evaluation tab
  - Going back to the evaluation screen you will be able to see the status has now “In Evaluation” and the screen now has an “Update” button.

Congratulations! You are finished.