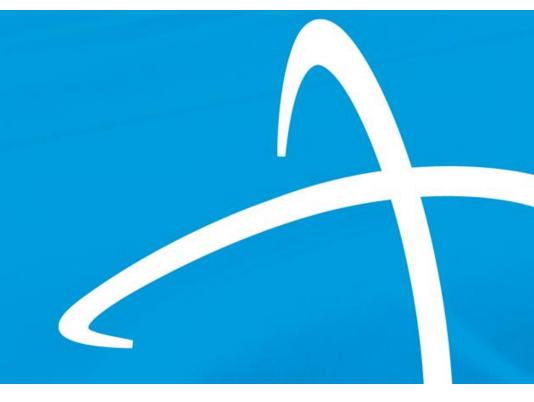


# Maryland UCA:

PASRR & Level of Care Request Training



August 2024

# Agenda



- Contact Information
- Purpose
- Housekeeping
- Submitting a Level 1 PASRR
- Level of Care Submission updates
- Questions

### **Contact Us**



#### **Program Director**

Rhonda McLaughlin

Website: <a href="https://telligenmd.Qualitrac.com">https://telligenmd.Qualitrac.com</a>

#### Maryland Call Center & Provider Help Desk

• Email: <u>MarylandUCSupport@telligen.com</u>

Toll-Free Phone: 888-276-7075

#### **Portal Registration Questions**

Email: <u>atregistration@telligen.com</u>

Toll-Free Phone: (888) 276-7075



## **Purpose**



 To provide step by step instructions for using the provider portal to submit a Level 1 PASRR

To provide an update to the level of care workflow

# Housekeeping



#### Questions

- Please enter all questions into the chat
- Time at the end of the training will be reserved for questions
- Any unanswered questions will be answered and posted to the website

#### Content availability

- Presentation will be posted to the website following the training
- Website: <a href="https://Telligenmd.Qualitrac.com">https://Telligenmd.Qualitrac.com</a>
- Located in Education/Training





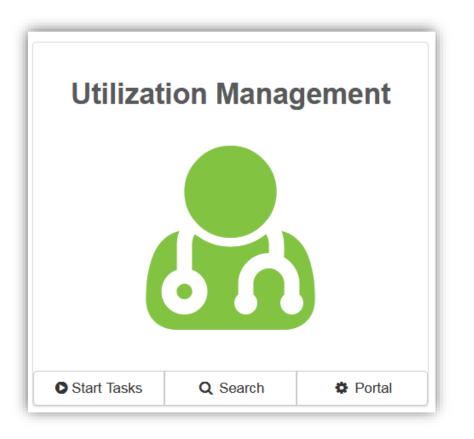
# Submitting a Level 1 PASRR



# Telligen Provider Portal – Adding a New Review



Click on the q search box or the "magnifying glass" icon Q in the toolbar to access the member search screen to look for information on a member or to start a new review.



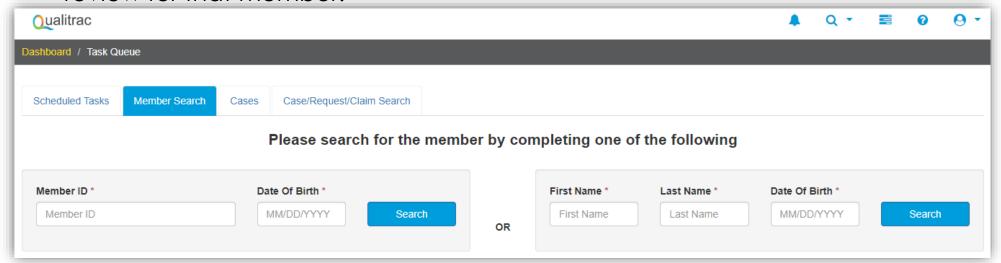


# Telligen Provider Portal – Adding a New Review



#### How To Locate a Member:

- Enter the Member's ID and Date of Birth
- Enter the member's First Name, Last Name and Date of Birth
- NOTE: The Member ID and the Date of Birth must match with what is on file in the MMIS system to locate the member information or to begin a new review for that member.

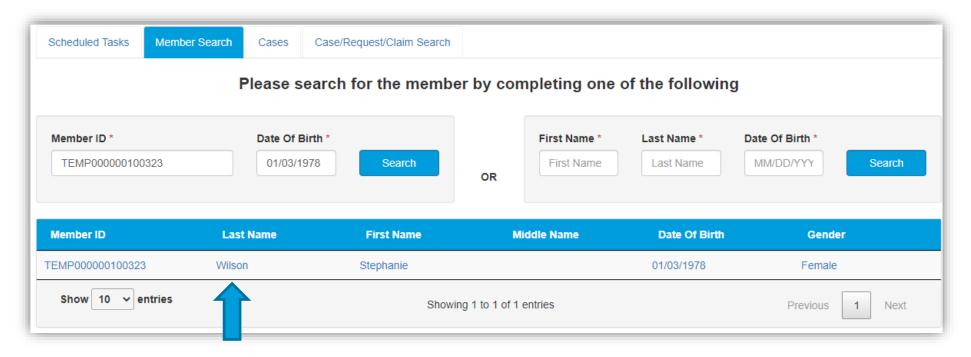




# Telligen Provider Portal – Adding a New Review



- The member(s) matching the criteria entered will populate
- Select the appropriate member
  - Click on any of the data fields in blue to access the member information or to start a new review for the member.





# Adding a Member to Qualitrac



If you search for a patient and they are not found in Qualitrac, you can click "Add Member."

Member ID * Date Of Birth *		Sauch		First Name *	Last Name *	Date Of Birth *  05/05/1974 Search				
Member ID	MM/DD/YYYY	Search	OR	Lacey	Dalton	05/05/1974	earch			
Member ID	Last Name	First Name	Mid	dle Name	Date Of Birth	Gender				
	Member Not Found.									
		Try se	earching ag	ain or						
♣ Add Member										
Show 10 v entries		Showing	0 to 0 of 0 ent	ries		Previous	Next			







You will need to complete this screen with the member information. After this is completed, you will be taken to the Member Hub.

Add Member					×
Demographics					
First Name *	Middle Name			Last Name *	
Lacey				Dalton	
Client *	Birth Date *			Gender *	
MARYLAND ~	05/05/1974			Female	~
Identifiers					
Social Security Number *		Member Id *			
333-33-3333					✓ N/A *
Relationship To Subscriber *					
Self	~	-			
Contact Information					
Address Line 1 *				Address Line 2	
City *	State *			Zip *	
	State		~	£1p	
Phone	Phone Type				

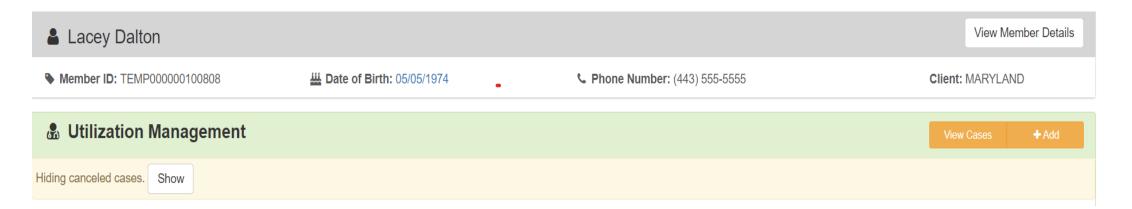


# Telligen Provider Portal – Adding a new review



#### The Member Hub:

- The Telligen Provider Portal allows you to view information related to this member based on rights of your role.
- You will be able to see their contact information
- You will be able to see any reviews that have been submitted for them on behalf of your organization.

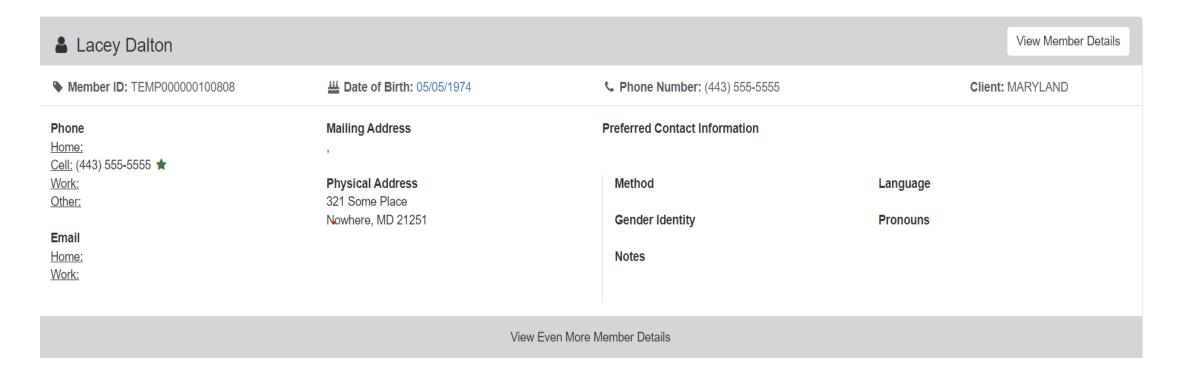




# Telligen Provider Portal – View Member Details



 Clicking on the View Member Details box opens the window to provide the user with more information for the member.





# Telligen Provider Portal – Utilization Management Panel



The **Utilization Management Panel** will contain all information related to all UM reviews submitted for the member on behalf of your organization or those that were shared with your organization through the provider visibility panel

Use the 

| Add | button to start a new request.

♣ Lacey Dalton			View Member Details
<b>♦ Member ID:</b> TEMP000000100808	<b>EXECUTE:</b> Date of Birth: 05/05/1974	<b>C</b> Phone Number: (443) 555-5555	Client: MARYLAND
🕏 Utilization Management			View Cases + Add
Hiding canceled cases. Show			
Show 10 v entries			Search:
Status	Review Type 🌲 Timing	Treating Treating Req. Start Req. Prov./Phys. Facility	q. End • Outcome • Action
		No data available in table	
Showing 0 to 0 of 0 entries			Previous Next



# Telligen Provider Portal – Required sections



The following panels will be required for your request:

- Authorization Request
- Dates of Service
- Coverage
- Providers
- Provider Organization Visibility
- Diagnosis
- Procedures
- Documentation

We will review each of these sections

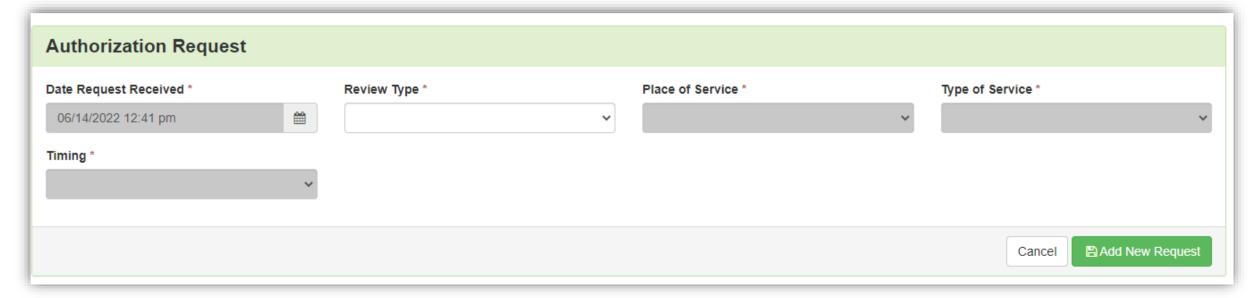






To begin a new request, fill in the **Authorization Request** panel.

Date will prepopulate with the current date



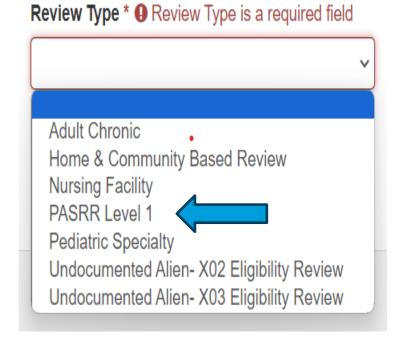


# **Authorization Request Panel- Review Type**



Enter the Review Type: This is where you will select the type of review you are requesting.

The review appropriate for this review type is PASRR Level 1

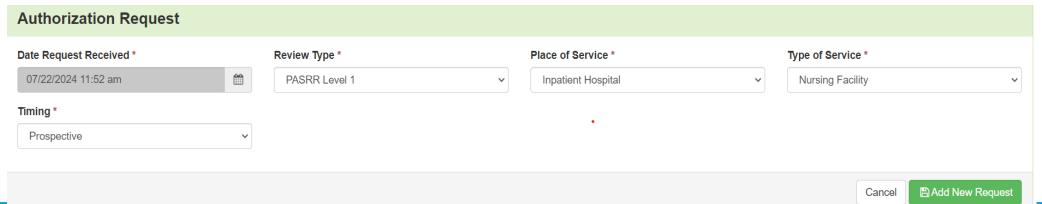




# Authorization Request Panel cont.



- Place of Service: This is where you will select the place where care is being given.
- Type of Service: This Is the type of service being requested.
- Timing: This is where you will select Prospective, Concurrent or Retrospective
- Select Add New Request to complete the process.
  - If the request was entered in error, you can select Cancel to remove the request





# **Timings**

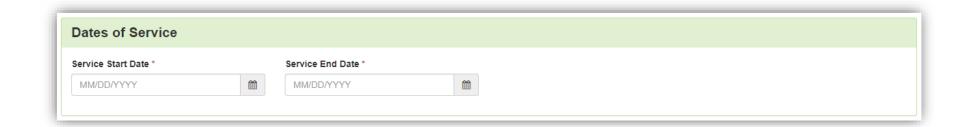


- Prospective This is a review timing that is submitted prior to any services starting or before any type of inpatient stay. The requested start date must be in the future.
   This will be the timing you use for PASRR submission.
- Concurrent This is the first review that is submitted if services have started. The
  requested start date should be the day of the request.
- Retrospective This is a review timing that is submitted after all services have been provided. The start date and the discharge/end date should both be prior to the request date.

### **Dates of Service Panel**



- Once you select Add New Request, the page opens to fill in all the remaining information necessary to process the request.
- Dates of Service Panel is used to enter the Service Start Date and the Service End Date





# **Coverage Panel**



- The Coverage Panel will detail information about the member's eligibility.
- The Medicare Indicator and Third-Party Liability will default to No/Not Supplied unless there is information from MMIS stating that the member has Medicare or other insurance.

#### **▲** Member Not Eligible

This member appears to either not meet eligibility requirements or has multiple coverage plans. We cannot confirm eligibility for the entire span of care. Please provide rationale for continuing with this request.

Group	Section	on	Plan	Start Date	End Date
			No Covera	age Found	
Medicare Indicator *		Third Party Liability *		EPSDT Indicator *	
Yes	~	No	~	○ Yes   No	
Eligibility Comment *					

# Coverage Panel cont.



- There is an Eligibility comment box where you can enter information related to the member's eligibility.
- This will also allow the submitter to override lack of eligibility for those member's whose eligibility may be at a future date and the request is being submitted in advance.

Medicare Indicator *		Third Party Liability *	EPSDT Indicator *	
Not Supplied ~		No	~	○ Yes   No
Eligibility Comment *				
NA				

# **Providers Panel: Physician and Provider Information**



- Providers: This section requires information related to who is ordering and providing the care:
  - Ordering Provider- The person or Organization ordering the care
  - Treating Facility The **organization** providing the care

Providers *								
Туре	Name	NPI	Address	Phone	Primary Taxonomy	PPO Redirect Reason	Comments	Action
Treating Facility *					Not Supplied			+ Add
Ordering Provider *					Not Supplied			+ Add



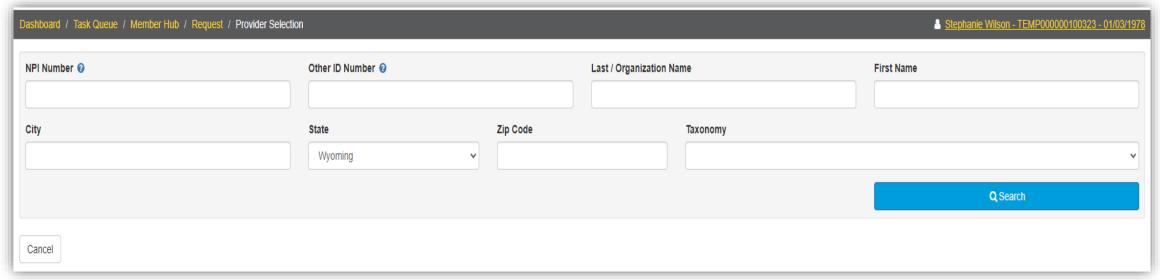
click the Add button on each box to fill in the necessary provider information







- Clicking will open a search box. You can search by entering an NPI number or by filling in any of the information boxes provided if the NPI is not known.
- Once you have entered the necessary information, click search to locate the physician or facility you are looking for.





# **Entering Physician and Facility Information**



- Clicking search will return all results that meet your entered criteria.
- Click the blue hyperlink in the provider's name to view additional details.
- Check the provider details before selecting, validating the correct provider and the taxonomy ID aligns to the services being requested

Taxonomy					
					Search:
Primary	Taxonomy	•	State	License Number	♦ Source ♦
PRIMARY	282N00000X - General A	Acute Care Hospital			Application
PRIMARY	282N00000X - General A	Acute Care Hospital			NPPES

 Use the green plus box next to the name to select the provider/facility that you need for the review.

Name	NPI	Primary Number	Other ID	Туре	Address	Phone	Primary Taxonomy	Source
MARYLAND GENERAL HOSPITAL INC	1669565180				827 Linden Ave Baltimore, MD, 21201	(410) 225- 8000	General Acute Care Hospital	NPPES



# **Entering Physician and Facility Information**



- You will see the physician's name or facility name and information populated in the corresponding panel.
- You can access the delete button by clicking the 3 dots to the right if selected in error
- You can use the button to search and find a new physician/facility for the one that was deleted.

Providers					
Туре	Name	NPI	Address	Phone	Primary Taxonomy
Treating Physician	🖧 JACKSON, ALLEN		Clinic #: 1 2351 Highway 1 S Greenville, MS, 38701	(662) 344- 1817	General Practice



# **Provider Organization Visibility Panel**



• **Provider Organization Visibility:** This box is required, allowing you to share this review with everyone in your organization.

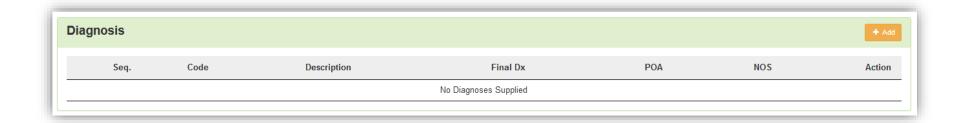
Provider Organization Visibility 2	
Wilson, Stephanie, User	
ST LUKE'S REGIONAL MEDICAL CENTER	



# **Diagnosis Panel**



- Diagnosis Panel: This is where you can enter the diagnosis information related to this review.
- You will use the button to add a new diagnosis to the panel.
- You can enter as many diagnoses as needed.
- You do have the ability to reorder or prioritize the diagnoses using the drag and drop feature.





### **Procedure Panel**



The procedure panel is completed by default. It will automatically populate the procedure for the Level 1 PASRR.

Procedu	ıres							+ Add
Seq.	Code	Description	NOS	Modifiers	Qty.	Frequency	Cost	Action
1	T2010	PASRR LEVL I IDENTIFICATION SCREEN PER SCREEN			1 unit(s)			<b>8 1</b>



## **PASRR** Assessment



_									
	_	_	_	_	_	m	_	100	4
-		9		•	5	ш		ш	ш

Reason For PASRR 1 Submission
Please provide the Credentials of Person Submitting The Level 1 Screening *
O Qualified Mental Health Provider(LCSW, Psych RN, LPC, etc.)
Other
Reporting status change/ Other reason for submitting level I *
○ Pre-admission •
O Admitted without PASRR
OResident initially admitted under exempted hospital discharge (EHD); needs longer NF stay
O Resident initially admitted under other categorical/advance group determination reasons for convalescent care, emergency/protective services, acute delirium, or respite care; needs longer NF stay
○ Missing documentation
O Existing Level 2 no longer represents individual's current condition or new diagnosis/diagnoses found after admission
○ MH diagnosis clarification – (EXAMPLE: Conflicting diagnosis)
O Recent in-patient psychiatric hospitalization, or emergency department evaluation (without admission) including suicidal/homicidal ideation or increase in psychotic behavior – within the last 3 months
O Discovery of possible I/DD condition not previously known
○ Transfer from NF to NF
○ Other reason for submitting Level 1



### **PASRR** Assessment cont.



- The PASRR assessment in Qualitrac is new.
- It has additional questions that ensure the correct information is collected.
- The assessment contains skip logic to ensure only the questions needed are answered.

### **PASRR** Assessment cont



Telligen does **NOT** perform Level II assessments in Maryland, and these 2 areas are not required and can be skipped.

Who should the Telligen scheduling team contact to schedule the level 2 Assessment (If Applicable)
Name
Additional Scheduling Contact Information
• Additional Name



### **Documentation Panel**



- Documentation Panel is the final panel on the page to submit the review.
- This is where you will upload the Exempted Hospital Discharge form or a copy of the patient's face sheet.





## **Documentation Panel cont.**



#### Category:

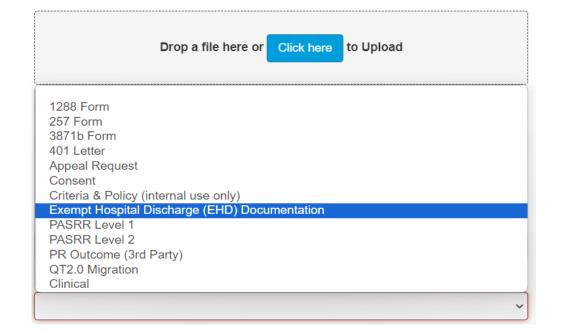
 select from the drop down the type of document that you are attaching.

#### Topic:

- Select from the drop-down type of document being attached.
- Click Upload to attach the information to the review.
- NOTE: This can be repeated as many times as necessary to get all relevant documentation added.

#### **1** File Upload Restrictions

- Extensions: pdf, gif, jpg, jpeg, png, bmp, rtf, doc, docx, xls, xlsx, txt, xps, csv
- · Size: Less than or equal to 300 Mb





# **Exempted Hospital Discharge (EHD)**



- The Exempted Hospital Discharge form is required for all EHD PASRRs. It must be completed and uploaded to the Documentation Panel.
- A physician must sign it.
- It can be found at <a href="http://telligenmd.Qualtrac.com">http://telligenmd.Qualtrac.com</a> located in Forms.

#### Physician Certification of Need for Nursing Facility Services

Applicant Information				
First Name:	Last Name:		M.I.:	
Date of Birth:				
Name of Hospital Discharging From:				
Exempted Hospital Discharge				
Exempted discharge means:				
<ol> <li>The applicant is being admitted to a nursing facili care at the hospital; AND</li> </ol>	Yes No			
<ol><li>The applicant requires nursing facility care for the care in the hospital; AND</li></ol>	Yes No			
3. The attending physician, upon signing this document has certified to the nursing facility that the applicant is likely to require <b>less</b> than thirty (30) days of nursing facility services.				
Note: If you answered "No" to any of the above questions, the individual is not eligible for an Exempted Hospital Discharge according to 42 CFR 483.106(b)(2). Please continue with the Level I screen and Level II Evaluation if needed.				
Attending Physician Signature:		Date:		

# **Completing your Review**



 Once all the panels have been filled out, click Continue in the bottom right of the page to complete the review.

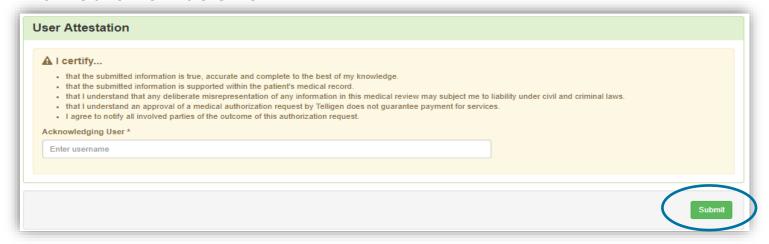
Documentation		+ Add
Show 10 v entries		Search:
Name	Category	
Exempted Hospital Discharge Form-May 2023	Exempt Hospital Discharge (EHD) Documentation	07/22/2024 kreedprovider 🛍
Showing 1 to 1 of 1 entries		Previous 1 Next
		□ Continue
		1



### **Attestation**



The last piece of submission is to enter your <u>Username</u> in the attestation section



- Click the Submit button to send the review to Telligen
- If any information is missing, an error will indicate what is missing
   ① Error saving your Request

There was an error with the following panel(s):

· Documentation - You must have one or more documents



### **Comments**



- Users have the option to add comments to the review before it is sent to Telligen.
- A comments modal will open, and the user can enter additional information related to the review.
- This is not required to complete the review.

nit Review	×
nents	
nments	
Cancel	bmit
Cancel	bmit



# PASRR Level 1 – Auto Approval



The review will be automatically approved if the PASRR meets all requirements for an exempted hospital discharge or a Level 1.

You will see the following message:

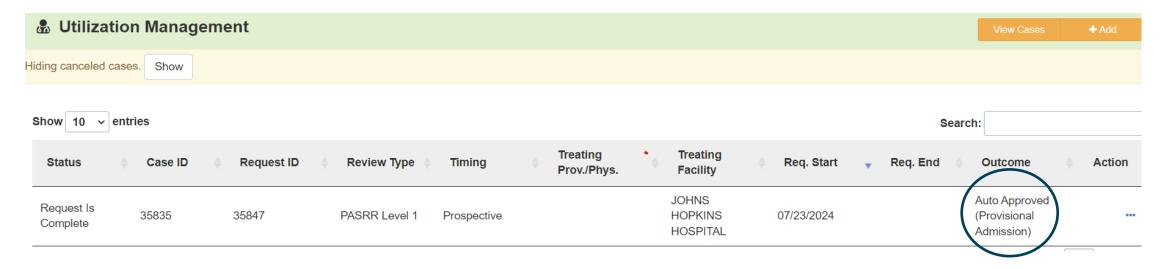
		8	<b>A</b>
•	This request has been automatically decided based on the conditions of the request	×	
	•	ОК	Date Add
	Exempt Hospital Discharge (EHD) Documentation	O	7/22/2024



# **PASRR Level 1 Auto Approvals**



For PASRR Level 1s that are auto-approved, you will see the determination in the Member Hub.





# PASRR Level 1 Auto Approvals cont



You can also find the outcome on the "cases" tab.

Case ID	Member ID	Member Last Name	Member First Name	Review Type	Timing	Date Request Received	Case Status	Outcome
Case ID	Member ID	Last Name	First Name	Review Type	Timing	Date Request I	Case Status	Outcome
35835	TEMP00000100808	Dalton	Lacey	PASRR Level 1	Prospective	07/22/2024 12:39 pm	Complete	Auto Approved



# **Level 1 – Not Auto Approved**



If the PASRR Level 1 is not auto-approved, you will be taken through MCG.

#### Click on Document Clinical

Patient : TEMP000000100808 Name : Dalton, Lacey DOB : 5/5/1974 Gender : Female

Authorization : EPS-00041483 Type : Admission authorization Status : NoDecisionYet

Diagnosis Codes : F01.51(ICD-10 Diagnosis) primary Procedure Codes : T2010(CPT/HCPCS) primary

Diagnosis Code: F01.51 (ICD-10 Diagnosis)

Description : VASC DEMENTIA WITH BEHAVIORAL DIST

Submit Request



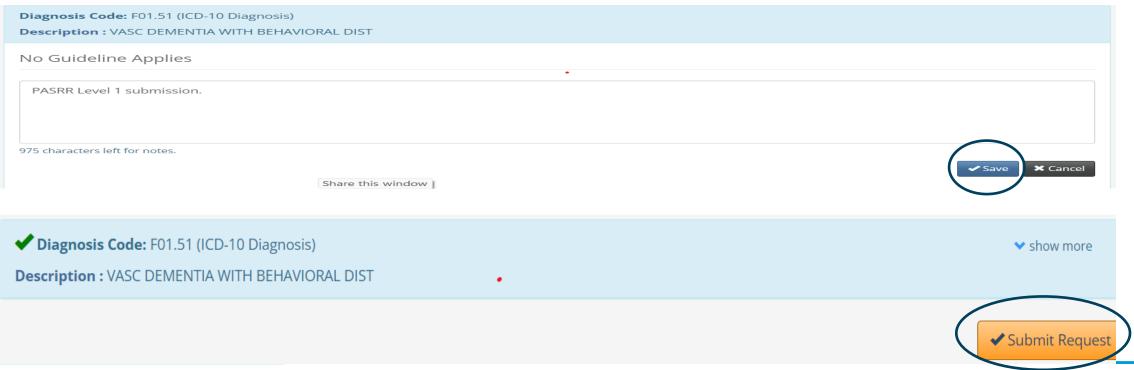
# Level 1 PASRR - Not Auto Approved



Click on No Guideline Applies and enter a comment.

Click on Save.

Click on Submit Request.



#### **PASRR Level 1 Determination**



For PASRRs that are not auto-approved, they will be approved with one of three reasons, which will indicate if a Level II is needed.

RC Recommendation							
Outcome *	Approved						
Outcome Reason *	~						
Authorization Number	Level II Needed						
Start Date *	No Level II Required Provisional Admission						



### **PASRR Level 1 Determination cont**



You can find the outcome for the PASRR level 1 determination on the Outcome screen or in the Member hub.

& Utiliza	ation Manage	ement						View Cases + Add
Hiding canceled	d cases. Show							
Show 10 V	entries							Search:
Status	Case ID	Request ID	Review Type	Timing	Treating Prov./Phys.	Treating •Facility	Req. Start	Req. End Outcome Action
Request Is Complete	35840	35852	PASRR Level 1	Prospective		JOHNS HOPKINS HOSPITAL	07/25/2024	Approved (Level II Needed)



# Level of Care Submission Updates

# **Updates to Levels of Care**



- The biggest impact on the levels of care is for the nursing facilities.
- Facilities will get reminders when their continued stay reviews are due.
- For this to happen, the TREATING FACILITY must be updated.
- Telligen understands that an acute hospital may not know which facility the patient is being transferred to at the time of the request.
- Acute care providers will have <u>one week</u> to update the provider after the level of care is approved.



# **Updating the Treating Facility**



Select the case from the cases tab. This will take you directly to the review.

Scheduled Tasks	Member Search	Cases Case/Request	/Claim Search					
Time Period Last 9	90 Days 🗸 🔻 Clear	Filters						
Case ID	Member ID	Member Last Name	Member First Name	Review Type	Timing	Date Request Received	Case Status	Outcome
Case ID	Member ID	jackson	m	nu	prospective	Date Request F	Case Status	Outcome
34229	1543931374	Jackson	Moe	Nursing Facility	Prospective	06/14/2024 04:32 pm	Discharge Information Required	Approved



# **Updating the Treating Facility cont**



- Scroll down to the Treating Facility pane and click on the ellipses.
- Click replace.

#### **Providers**

Treating Facility FUTU	URE CARE CHESAPEAKE	1174527055	Clinic #: 00 305 College Parkway Arnold, MD, 21012			•••
Ordering Provider FUTU	URE CARE CHESAPEAKE	1174527055	Clinic #: 00 305 College Parkway Arnold, MD, 21012		<b>≓</b> Replace	се



# **Updating the Treating Facility cont**



Search for the new provider and click the add button.

Providers							<b>♦</b> Back
NPI Number ② Other ID Number ②			Organization Name Future Care				
City	State  Maryland	Zip Code	Tax	onomy			~
Search using NPPES ? ON						<b>Q</b> Search	
Show 10 ∨ entries					s	earch:	
Name	▲ NPI <sup>⊕</sup>	Primary Number	Other ID Type	Address	Phone	Primary Taxonomy	Source \$
FUTURE CARE IRVINGTON LLC	1285638908	4004507	4004507	Clinic #: 00 Addr: 22 S Athol Street Baltimore, MD, 21229			Provider File



# **Provider Visibility**



In the provider visibility panel, click edit and then click the dropdown to give the new provider visibility to the level of care. Then click submit.

Provider Organization Visibility ?	<b>⊘</b> Edit
Reed, Kim, User	
Provider Organization Visibility ?	
Reed, Kim, User	
	Cancel Submit
	13

# **Questions**





