Maryland
DEPARTMENT OF HEALTH

Provider FAQ Regarding PASRR

1. What is PASRR and what does it stand for? Preadmission Screening and Resident Review (PASRR) is a federal requirement to help ensure that individuals are not inappropriately placed in nursing facilities for long term care. PASRR requires that Medicaid-certified nursing facilities:

   - Evaluate all applicants for serious mental illness (SMI) and/or intellectual disability (ID)

   - Offer all applicants the most appropriate setting for their needs (in the community, a nursing facility, or acute care settings)

   - Provide all applicants the services they need in those settings

   Additional information can be found on the MDH PASRR website:
   https://health.maryland.gov/mmcp/longtermcare/pages/pasrr.aspx

2. Are the slides from the training for electronic PASRRs available? Yes, the slides are posted. All of the training materials can be found at:
   https://telligenmd.qualitrac.com/education-training/

3. Are all PASRRs to be completed electronically in Qualitrac? Yes, all PASRR Level I assessments must be done electronically in Qualitrac effective September 3, 2024.

4. When will providers be required to complete the PASRR using the electronic submission process in Qualitrac as opposed to e-faxing, faxing, or emailing them? As of September 3, 2024, PASRR should be submitted electronically.

5. Do providers have to follow this new process even if they are not requesting Medical Assistance coverage? Yes, the electronic PASRR submission process replaces the paper process for both those with and without Medical Assistance. PASRR is a federal requirement that applies to anyone applying for admission to or residing in a Medicaid-certified nursing facility, regardless of their payment source.

6. If a participant needs six weeks in a SNF, will the provider only need to upload a face sheet? If a participant is expected to be in the nursing facility longer than 30 days, they would need to have a standard PASRR level I completed rather than an exempt hospital discharge. A face sheet upload is sufficient in this scenario.

7. Is the new electronic submission process something providers complete for long term care (LTC) residents? Yes, any time a LTC resident needs a PASRR, it should be completed using the new electronic submission process.

8. What is an exempted hospital discharge form? The Exempt Hospital Discharge (EHD) form is a separate document signed by the participant's attending physician at the hospital and included with the new electronic PASRR questionnaire as a mandatory upload. With it, the physician indicates that they believe the participant will need nursing facility services less than 30 days.

9. What is the definition of a provisional admission? A provisional admission is another name for an Exempt Hospital Discharge (EHD) to a nursing facility. With the EHD, the attending physician indicates that they believe the participant will need nursing facility services less than 30 days.

10. Is the hospital physician signing the form? The standard PASRR can be submitted and electronically signed by any designated staff at the facility; they do not need to be a physician. If the request is for an Exempt Hospital Discharge (EHD), the EHD form is also required, which must be signed by the attending physician, nurse practitioner, or physician assistant at the hospital. The EHD form is a PDF.

11. Where can we find the Exempt Hospital Discharge forms? The EHD form can be found here: https://telligenmd.qualitrac.com/document-library/

12. How are Exempt Hospital Discharge forms submitted? The EHD form is a downloadable PDF given to the attending physician to be signed, and uploaded to Qualitrac with the PASRR submission.

13. If the hospital does an EHD form, but the participant stays in the facility for more than 30 days, does the nursing facility need to complete a new PASRR? Yes. The EHD is intended for participants who will likely stay at the facility less than 30 days. Since this is completed in advance, it is possible for the participant to stay longer and a PASRR for a long term stay, completed by the nursing facility, would be necessary in that case. According to federal regulations [42 CFR §483.106(b)(2)], if the participant is required to stay longer than 30 days, a new PASRR is required within 40 calendar days of admission.

14. Do nursing facility providers have to wait the full 30 days before they do another PASRR in a SNF? The nursing facility is not required to wait 30 days to complete a new PASRR following an Exempt Hospital Discharge (EHD) if the participant is expected to remain beyond 30 days, but they should submit one within 40 days of admission to remain in compliance.

15. If someone is admitted to a nursing facility as an EHD, and then they stay longer than 30 days, will we be getting an automated reminder email from Telligen that a new PASRR needs to be completed? There will not be an automated notification from the system that the PASRR needs to be updated. If the participant is required to stay longer than 30 days, a new PASRR is required within 40 calendar days of admission.

16. When a hospital completes the EHD, does the hospital still need to complete the PASRR Level II if the stay is less than 30 days? A PASRR Level II should be completed if, after filling out the questionnaire, the response to the submission indicates that a level II is needed.

17. What timing should I use for PASRR? If the request is for a future start date, the request will be prospective. For example, a hospital making a request for a person who will be transferring to a nursing facility will use prospective. If the request is for the present time and services have not concluded, the request should be marked "concurrent." For example, if the participant is already in the nursing facility and will be remaining there, the request should be labeled concurrent. Unless, given specific instructions, retrospective requests would not be appropriate for PASRR.

18. If someone is admitted Friday night and the provider is entering the request on Monday, what time frame should the provider use, given a discharge date is not known at the time? If the request is being entered by a nursing facility, the request would be entered as "Concurrent" because the participant remains at your facility. If the request is being made by a hospital, and the participant is intended to transfer to a nursing facility, it will be "Prospective."

19. Is the new electronic submission process something providers submit for every new admission and quarterly? The PASRR level I should be completed with every new admission to a nursing facility. Currently, unless there is a correction, special instruction to get a reassessment on a specific cadence (such as a Level II), or a significant change has occurred, it will not be necessary to complete a new PASRR quarterly. The assessment completed on admission will remain on file.

20. Will managers be able to run reports that show all of the PASRRs submitted during the month? Managers will be able to locate all of the PASRRs they have completed by looking under the "Cases" section of Qualitrac. This list can be filtered by review type "PASRR Level I" and the date received. This list is printable.

21. What is the time frame for LTC providers to create PASRRs and does a new one need to be completed if the hospital one is fully completed? The policies surrounding the timing of PASRRs have not changed with this enhancement. New admissions require a PASRR. If the PASRR level I submitted by a hospital is complete and on file, it will not be necessary for a nursing facility to complete a new one unless it is intended to reflect a change in status.

22. Does the PASRR expire? The PASRR does not expire; however, if the individual has a significant change in status, a new PASRR is required. Please see Nursing Home Transmittal 239 for more information on what a significant change in status entails.

23. When someone goes to the hospital and returns to the nursing facility is the nursing facility required to complete a new PASRR? The policies surrounding the timing of PASRRs have not changed with this enhancement. If there is a significant change, a new PASRR will be required.

24. If a person admits on a Friday (or day someone is off) what is the grace period to upload? The PASRR level I is required before admission to the nursing facility.

25. How will a nursing facility know if a hospital submitted a PASRR and if it is accurate? The hospital will grant the nursing facility the ability to see their PASRR submission via the Provider Organization Visibility panel. The hospital will have up to 10 days after transfer to grant or update this visibility. If the nursing facility is aware that the hospital completed a PASRR but does not see it, they should contact the hospital to give them visibility or a copy for their records. Nursing facilities should contact Telligen (MarylandUCSupport@telligen.com) in the event their facility was not selected as the provider organization after 10 days. If a provider becomes aware of inaccuracies or omissions, a new PASRR should be completed.

26. If the hospital failed to document a mental illness (but it is expected to be negative) do we need to complete a new one? If a provider becomes aware of inaccuracies or omissions, a new PASRR should be completed.

27. Are nursing facilities following the electronic submission process in addition to the hospitals and does this eliminate the need to send the PASRR monthly? Qualitrac will serve as a depository for completed and on file PASRR documentation. If the assessment is complete and on file in Qualitrac, it will not be necessary to complete additional assessments unless there is a correction, special instruction to get a reassessment on a specific cadence (such as a Level II), or a significant change has occurred.

28. When completing a PASRR level I, may providers omit depression or anxiety? To minimize delays in processing, please be sure that the PASRR questionnaire is complete and accurate to the best of your knowledge before submitting a new assessment regardless of its expected outcome.

29. Do the surveyors have access to this? Unless the entity is Telligen, it would be best not to assume other agencies have Qualitrac access. The results of the PASRR are downloadable and printable for the provider's records.

30. How can a provider print their PASRR Outcome? To obtain the full Authorization Request Summary, please complete the following steps:

    From the Member Hub in Qualitrac,
    (1) Click the three dots (**...**) to the right of the PASRR Request,
    (2) Select and click **View Request** from the dropdown, then
    (3) At the bottom of the next page, click **Print Summary** to get the Authorization Request Summary document.

    Please remember to provide AERS with the full Authorization Request Summary and any supporting documentation along with the PASRR Level II request.

31. How does the new electronic submission process apply to business office managers who may be collecting documentation throughout the process. If you are in the business office and collecting forms, beginning September 3, 2024 the PASRR will be retrievable from

Qualitrac under the "Cases" section if already completed. If not already completed, the provider should create a new PASRR submission in Qualitrac.

32. Do hospitals outside of Maryland need to follow the new PASRR process for admissions to Maryland Medicaid enrolled nursing facilities? If a hospital provider is currently enrolled with Maryland Medicaid they will need to follow the new PASRR process in Qualitrac. If the hospital is not enrolled with Maryland Medicaid, they will need to contact Telligen at: MarylandUCSupport@telligen.com

33. What is the member ID that is entered in Qualitrac when you are searching for a patient? The member ID is the field for the participant's Medicaid number or a Temporary ID generated by Qualitrac.

34. What if the participant does not have Medicaid? Some patients do not have Medicaid but they all need a PASRR. Qualitrac will allow you to add a participant and the system will issue a temporary ID, for the purposes of submitting the request. You would just need the participant's name and birthdate to start that process.

35. How do providers add Qualitrac Authorized Officials for the facility? The training slides available here have instructions: https://telligenmd.qualitrac.com/education-training/

36. Did MDH issue a transmittal discussing the change to the PASRR submission process? Yes, the transmittal can be found here: https://health.maryland.gov/mmcp/provider/Documents/Transmittals_FY2025/PT%2030-25%20Preadmission%20Screening%20and%20Resident%20Reviews%20(PASRR).pdf

37. How do I find a provider's NPI number? You can search on Medicaid's Provider Verification System (PVS) for details regarding current Medicaid Enrolled providers, including NPI numbers: https://encrypt.emdhealthchoice.org/searchableProv/main.action

38. Does a printed out version of a PASRR still need to be on the hard chart? Providers may download or print copies of their completed PASRRs for their records or to share as needed, but print copies do not need to be supplied to Telligen.

39. If the PASRR level I goes under review, how long is the waiting time for a nurse to review? The review time can vary. On average, Telligen rendered their determinations within one calendar day, including those PASRRs received on non-business days. The timeframe for PASRR determinations noted in 10.09.30.05 are as follows:

    a. 3 business days for all Geriatric Evaluation Services (GES) and PASRR for individuals transferring from a hospital to a nursing facility;

    b. 5 business days for all other PASRR.

40. Is there a time of the day that Telligen stops reviewing cases? Does Telligen review PASRR on the weekend and on holidays? Under contract, Telligen is required to work during business hours. Normal State business hours are 8:00 a.m. – 5:00 p.m. (EST), Monday through Friday except State Holidays. It is within Telligen's latitude to operate outside of its contractual obligations, but Telligen is not required to.

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41. Can a hospital discharge a participant to a nursing facility while the PASRR is still marked as pending? This would be out of compliance with federal requirements.

42. In what situations would a participant not have a Medical Assistance number when completing a PASRR? Participants will not have a Medical Assistance number if they are newly applying to Medicaid. Commonly, these are nursing facility participants applying for LTC Medical Assistance for the first time and are pending at the time of the initial level of care request and PASRR submission.

43. If the hospital didn't complete a PASRR in Qualitrac and gives the nursing facility a paper copy, does the SNF need to do one immediately to be compliant? Unless given special instruction otherwise, beginning September 3, 2024, paper PASRR should no longer be submitted by hospitals or nursing facilities. If a PASRR was not completed in Qualitrac by the hospital, the nursing facility would need to complete one.

44. Does the discharge status section need to be filled out for Medicare and Medicaid participants? The Continued Stay Review (CSR) process with the corresponding discharge section is for Medicaid participants only. As part of the CSR process, when a Medicaid participant discharges, the facilities should complete the discharge status section.

45. Once our facility provides our social worker with access to Qualitrac, how do they go in and submit an electronic PASRR submission for a LOC request? Is there a new screen within the UM side they will have to access? Once the PASRR is submitted in Qualitrac, there are no further steps to take to associate it with a level of care request. Telligen will have visibility of the PASRR submission.

46. What information needs to be given to the local health department (LHD) when requesting a PASRR Level II? The LHD must be given both the full PASRR Level I results as well as all medical documentation that was submitted with the request. To view and save the Level I results, complete the following steps:

    a. Log into Qualitrac, go to your "cases" tab. Identify the PASRR submitted. Open the review.
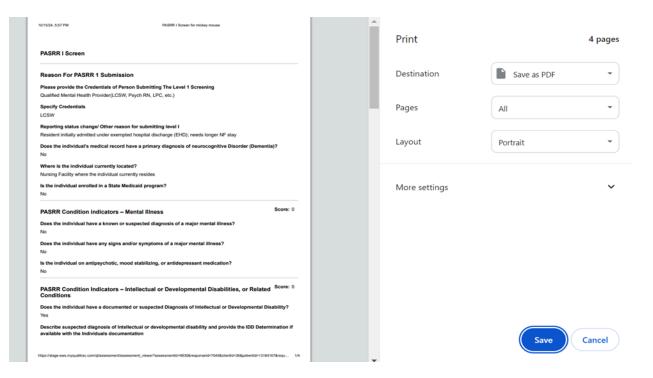
b. Scroll down to the assessment panel. Click on the blue hyperlink to open the assessment.

Assessment

Show 10 ∨ entries   Search: [_____]

Name	Date	Completed By
PASRR I Screen	09/04/2024 12:45 pm	Rhonda McLaughlin

Showing 1 to 1 of 1 entries   Previous 1 Next

c. To the right of the PASRR I Screen click on the blue print button.

Documentation   + Add

Show 10 ∨ entries   Search: [_____]

Name	Category	Date Added	Uploaded By	Action
		No data available in table		

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PASRR I Screen   🖨 Print

Reason For PASRR 1 Submission

d. Save or print out the results.

47. What is the PASRR process for individuals requesting to enter a nursing facility directly from the community and not from a hospital or other institution? If an individual enters the nursing facility directly from the community, the nursing facility must complete the PASRR Level I screen immediately upon admission. The provision of an Initial Level of Care is reliant on the completion of the PASRR; however, the eligibility date requested on the 257 is not tied to the submission date of the PASRR.

48. If an individual is transitioning to a Maryland nursing facility from an out of state institution, may we use their PASRR determination? Yes. Since PASRR is a federal requirement, PASRR determinations from out of state institutions are acceptable.