Maryland UCA:
Nursing Facility CSR Training

March 2025

Agenda

- Purpose
- Housekeeping
- Qualitrac Task and Cases Tab
- Discharge Status Task
- Submitting a Continued Stay Review
- Questions

Purpose

- To provide an understanding of the Task and Cases tab
- To provide an understanding of when to complete the Discharge Status task
- To provide step-by-step instructions to submit a CSR

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**: https://Telligenmd.Qualitrac.com
  - Located in Education/Training

Qualitrac Task Queue

Task Queue

- Go to https://telligenmd.qualitrac.com/
- Log in to Qualitrac
- Once at the Landing page click on start tasks

Utilization Management

| ▶ Start Tasks | Q Search | ✿ Portal |
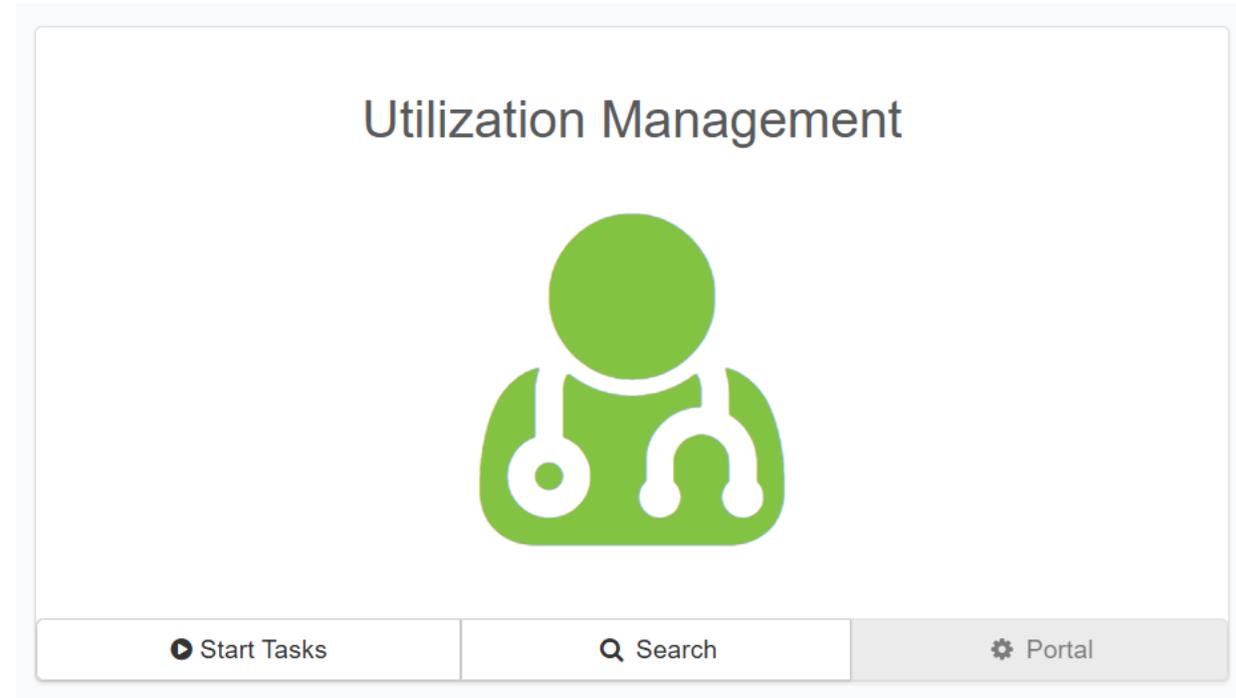
Task Queue

- Can be sorted by Task Type
- Request for information
  - Reviews where additional information is required to complete a review

Task Queue

- Task Type: Discharge Status
  - When a CSR is completed a discharge status task is created
  - This can be completed at any point the individual is no longer in the nursing facility

Click the ellipsis by the request and click start

Task Queue
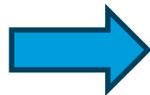
Discharge Status Task

- Go down to the Discharge info section
- The terminology can be a little confusing as this section is used for both hospital and nursing facility reviews

Discharge Info

Is the Patient still in the Hospital? *

No

Actual Discharge Date *

03/04/2025

Discharge Disposition *

20 - Expired

Is the resident still in the nursing facility?

Enter the discharge date and disposition

Task Queue

Discharge Status Task

- Other dispositions include:

1 - Discharged to home/self care "routine charge".

2 - Discharged/transferred to other short term general hospital for inpatient care.

3 - Discharged/transferred to skilled nursing facility "SNF" with Medicare certification in anticipation of covered skilled care

4 - Discharged/transferred to intermediate care facility "ICF".

5 - Discharged/transferred to another type of institution for inpatient care "including distinct parts".

6 - Discharged/transferred to home care of organized home health service organization.

7 - Left against medical advice or discontinued care.

9 - Admitted as an inpatient to this hospital

Task Queue

Discharge Status Task

- Scroll down to the Diagnosis Panel
- Identify the Final Diagnosis

Diagnosis						+ Add
Seq.	Code	Description	Final Dx	POA	NOS	Action
1	G80	CEREBRAL PALSY	●	☐	G80	

Task Queue

Discharge Status Task

Click Close Case
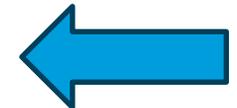
- This should only be completed when someone is discharged from the facility
- This will **STOP** the CSR Workflow

Qualitrac Cases Tab

Cases Tab

- Shows all review types that were submitted for your facility
- Has multiple fields that can be used to narrow down what shows in the tab

Cases Tab

Case ID	Member ID	Member Last Name	Member First Name	Review Type	Timing	Date Request Received	Treating Facility NPI	Requested Start Date	Case Status	Outcome
Case	Member ID	Last Na	First Na	Review	Timing	Date Rec	Treating	Requested	Case St	Outcome

- This tab can be sorted by:
  - Case ID
  - Member ID
  - Last Name/First Name
  - Review Type
  - Treating Facility NPI
  - Case Status
  - Outcome

Cases Tab

Case ID	Member ID	Member Last Name	Member First Name	Review Type	Timing	Date Request Received	Treating Facility NPI	Requested Start Date	Case Status	Outcome
Case I	Member ID	Last Nan	First Nar	Review 1	Timing	Date Requ	1700831401	Requested	Case St	Outcome
41330	30342750000	Moonen	Kristle	Ambulance Air	Retrospective	01/27/2025 10:37 pm	1700831401	12/25/2024 12:00 am	Complete	Denied
41202	30342750000	Moonen	Kristle	Ambulance Air	Retrospective	01/20/2025 06:55 pm	1700831401	12/25/2024 12:00 am	Case Creation	

- Entering the Treating Facility NPI will display all reviews for that facility
- By entering Not Submitted in the Case status field will show only the cases that need CSRs submitted for that facility

Cases Tab

Case ID	Member ID	Member Last Name	Member First Name	Review Type	Timing	Date Request Received	Treating Facility NPI	Requested Start Date	Case Status	Outcome
Case	Member ID	Last Nar	First Nai	Review	Timing	Date Req	Treating F	Requested	not	Outcome
34276	TEMP000000100791	Maryland	Nelson	Nursing Facility	Continued Stay Review	02/25/2025 01:20 pm	1750699906	06/18/2024 12:00 am	Not Submitted	

- Entering in the Case Status—Not submitted
  - Shows all the cases that have CSRS to submit

Cases Tab

- Search for Nursing facility or PASRR in "Review Type" to show a specific type of review
- Adding in a specific facility will narrow down the results even more

Case ID	Member ID	Member Last Name	Member First Name	Review Type	Timing	Date Request Received	Treating Facility NPI	Requested Start Date	Case Status	Outcome
Case I	Member ID	Last Nan	First Nan	pasrr	Timing	Date Requ	Treating F	Requested	Case St	Outcome
42037	30342750000	Moonen	Kristle	PASRR Level 1	Prospective	02/27/2025 03:42 pm	1609859107	02/27/2025 12:00 am	Case Creation	
42034	30342750000	Moonen	Kristle	PASRR Level 1	Prospective	02/27/2025 03:37 pm	1609859107	02/27/2025 12:00 am	Case Creation	
41911	30342750000	Moonen	Kristle	PASRR Level 1	Prospective	02/21/2025 08:49 am	1144291899	02/25/2025 12:00 am	Complete	Approved

How to determine the CSR start date

CSR Start Date

- Go to the member hub
- Click on View Cases

CSR Start Date

- Find the request that was decisioned prior to the not submitted CSR
- Click on the ellipsis and "view request"

CSR Start Date

- Go to the Outcomes Panel
- Under Final Recommendations the "Approved End Date" is the CSR Start Date

Outcomes	Review Outcome: Approved
(HCPCS) 99233 - SBSQ HOSPITAL CARE/DAY 35 MINUTES	Outcome: Approved

Requested		Final Recommendation	
Outcome		Outcome	Approved
Authorization Number		Authorization Number	00005948
Start Date	09/13/2024	Start Date	09/13/2024
Discharge Date	09/14/2024	Approved End Date	10/13/2024

Figure out what is the newest MDS you have completed that falls 93 days PRIOR to the CONTINUED STAY START DATE. This is the MDS to use for the "not submitted" review.

CSR Start Date

Things to Remember

- MDH requested Nursing Facilities be notified 60 days before the next CSR is due
    - This was to allow ample time for CSR submissions
- When the next CSR is triggered
    - Submit to Telligen after the next MDS is complete
    - The MDS Assessment Reference Date should be within 93 days of the start date of the CSR

Continued Stay Review Submission

CSR Submission cont.

Click on the case ID, and the system will open the CSR review the system has created for you.

CSR Submission cont.

Once in the review, click on the Action button and click Edit.

Moe Jackson   **Member ID:** 1543931374   **DOB:** 01/18/1957

Phone Number: (594) 022-6274   **Client:** MARYLAND

Authorization Request

Actions ▾

1

2   Edit

Case Id	**Request ID**	**Date Request Received**	**Review Type**	**Place of Service**
36053	36073	07/25/2024 09:47 pm	Nursing Facility	Nursing Facility

Timing
Continued Stay Review

↗ **Extension**

CSR Submission cont

- Under the Assessment Panel (the following must be filled out)
  - MA Conversion Date
    - Date the resident converted to Medicaid as their payor source
  - MDS Assessment Review Date
    - the date on the MDS (ARD-Assessment Reference Date)

Assessment

MA Conversion Date *	MDS Assessment Review Date *
MM/DD/YYYY 🗓	MM/DD/YYYY 🗓

CSR Submission cont

- Under the Assessment Panel (the following must be filled out)
  - Review Type (Defaults to the quarter the CSR is for)
  - MDS Type (Admission, Quarterly, Annual, Significant Change)
  - BIMS Score (enter the score from the MDS)
  - Behaviors (select the one that happens most of the time and add additional ones in the comments)

PASRR On File?	Review Type	MDS Type	BIMS Score
	3rd Quarter		

Behaviors

CSR Submission cont

- Self-care Activity
  - 1 Dependent*
  - 2/3 Extensive Assistance
  - 4 Limited assistance*
  - 5 Supervision
  - 6 Independent
  - (*)indicates HANDS ON assist
- Skilled Services
  - Section O of the MDS
- Comments
  - Include additional behaviors

Self-care Activity	Answer *					
Mobility	○ I (Independent)	○ S (Supervision)	○ LA (Limited Assistance)	○ EA (Extensive Assistance)	○ TD (Totally Dependent)	○ Activity did not occur
Dressing	○ I (Independent)	○ S (Supervision)	○ LA (Limited Assistance)	○ EA (Extensive Assistance)	○ TD (Totally Dependent)	○ Activity did not occur
Eating	○ I (Independent)	○ S (Supervision)	○ LA (Limited Assistance)	○ EA (Extensive Assistance)	○ TD (Totally Dependent)	○ Activity did not occur
Bathing	○ I (Independent)	○ S (Supervision)	○ LA (Limited Assistance)	○ EA (Extensive Assistance)	○ TD (Totally Dependent)	○ Activity did not occur
Toilet Use	○ I (Independent)	○ S (Supervision)	○ LA (Limited Assistance)	○ EA (Extensive Assistance)	○ TD (Totally Dependent)	○ Activity did not occur

Self-control Activity	Answer *				
Bladder Continence	○ AC (Always Continent)	○ OI (Occasionally Incontinent)	○ FI (Frequently Incontinent)	○ AI (Always Incontinent)	○ NR (Not Rated)
Bowel Continence	○ AC (Always Continent)	○ OI (Occasionally Incontinent)	○ FI (Frequently Incontinent)	○ AI (Always Incontinent)	○ NR (Not Rated)

Skilled Services

Comments

CSR Submission cont

Upload the documentation to support your answers on the assessment by clicking the Add button in the Documentation panel.

CSR Documentation

Documentation can include, but not limited to, the following:

- **<mark>The most recent MDS completed within the prior 92 days</mark>**.
- ADL flowsheets from the time of the MDS
- Provide the Level 2 PASRR results if not previously uploaded
- Therapy notes, if applicable
  - Include notes from the initial time of the MDS
  - How long is therapy anticipated
- Physician progress note, if receiving skilled care

CSR Submission cont

Documents can be dragged and dropped into the file or uploaded.

Use the dropdowns to indicate the type of documents that are uploaded.

ℹ 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

Drop a file here or **Click here** to Upload

File Name	Size	Remove
No Files selected for upload		

Name *

Category *

CSR Submission cont

After the documents are uploaded, click continue.

CSR Submission cont.

Like the PASRR submission, the system will require the completion of MCG.
Click Document Guidelines.

Authorization Request ✔ Request Form ► ② Document Clinical ► ③ Submit Request

Patient : 1543931374 **Name :** Jackson, Moe **DOB :** 1/18/1957 **Gender :** Male ⌄ show more

Authorization : EPS-00041589 **Type :** Admission authorization **Status :** NoDecisionYet ⌄ show more
Diagnosis Codes : F01.51(ICD-10 Diagnosis) primary **Procedure Codes :** 99233(CPT/HCPCS) primary

Diagnosis Code: F01.51 (ICD-10 Diagnosis)
Description : VASC DEMENTIA WITH BEHAVIORAL DIST
🔍 Document Clinical

✔ Submit Request

MCG Completion

Click Add next to "No Guideline applies" at the bottom.

Knee Arthroplasty and Dementia - Comorbidity Management	RFC	CMG-012-RF	add
Pneumonia and Dementia - Comorbidity Management	RFC	CMG-018-RF	add
No Guideline Applies			add
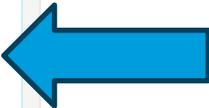
✔ Submit Request

MCG Completion cont.

Enter a comment.

Click Save.

Click Submit Request.

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

Description : VASC DEMENTIA WITH BEHAVIORAL DIST

No Guideline Applies

NA. ← 1
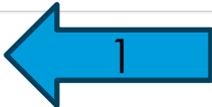
997 characters left for notes.

✔ Save   ✖ Cancel   ← 2

3 →   ✔ Submit Request

CSR Submission cont

The system returns you to the review to complete the attestation. Enter your userID as your electronic signature and click Submit.

CSR Submission cont

The system will take you back to the top of the review. This provides the opportunity to review all entries to ensure the review is accurate. After reviewing the entries, go to the bottom of the review and click Task Queue. This completes the submission process.

Contact Us

Program Director

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Website: https://telligenmd.Qualitrac.com

Maryland Call Center & Provider Help Desk

- Email: *MarylandUCSupport@telligen.com*
- Toll-Free Phone: 888-276-7075

Portal Registration Questions

- Email: qtregistration@telligen.com
- Toll-Free Phone: 888-276-7075

Questions

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