

# Frequently Asked Questions (FAQs)

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Last updated 1/29/2010

The following are Frequently Asked Questions (FAQs) associated with Connecticut Level of Care and PASRR Level I/II processes. Red indicates questions which have been updated or added.

## Implementation Questions

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- (added 1/25/10) [Will I need to type each medication for the Level I and Level of Care screens or may I attach an MAR or other form of medication list?](#)
- (added 1/25/10) [When is a physician signature required on screening information and how should that signature be forwarded to Ascend?](#)
- (updated 1/27/10) [Will I be the only one from my agency that can view online screens I submitted?](#)
- (added 1/25/10) [How will I know the status of a screen I submitted to Ascend?](#)
- (added 1/25/10) [If a screen has been approved, what information will I receive from Ascend to verify the approval?](#)
- [If both a Level I and a Level of Care are required, will demographics auto populate from one screen type into the other?](#)
- (updated 1/25/10) [What are the procedures for admitting someone from out-of-state to a Connecticut NF?](#)
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- ***What is the contact information for Ascend?***

For questions about the status of a review, call 877.431.1388, extension 3281, to speak to an Ascend CT Project Support Specialist. For difficulties associated with on-line submission at [www.pasrr.com](http://www.pasrr.com), call 877.431.1388, extension 3358, to speak with help desk staff. For questions about procedures, call 877.431.1388, extension 3213, to speak with the project manager.

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- ***What happens to Level I/II reviews that are in process?***

Existing procedures will be followed for processing Level I/II screens and evaluations prior to the February 1, 2010 procedure change date. Any Level II evaluations initiated by ABH prior to February 1 will also be completed by ABH.

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- ***What happens to Level of Care reviews that are already in process?***

ACU will process all screening requests received prior to February 1, 2010. ACU will complete all W10 reviews through April 30. All NF staff are strongly encouraged to work with ACU to complete any outstanding reviews.

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- ***Who can complete a Level I screen?***

A health care professional, such as a nurse, social worker, physician, or home health agency, **must** complete the clinical portions of the screen. Health care professionals must be working in a professional or clinical capacity and may include LPNs, RNs, and social workers with a B.S. degree or higher. Social service staff is not required to be licensed to submit information.

The health care professional may be employed by a hospital, nursing facility, or social service agency. Authorized administrative staff from the facility is permitted to complete **only** the demographic portions of the screen.

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- ***What is the timeframe permitted to Ascend to complete Level I Screens and Level II evaluations?***

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The Department of Social Services contracted with Ascend to complete Level I and Level of Care screens within 5 business hours of receipt of information needed to conduct the review. If additional information is needed to complete the review and the screen is submitted via the web, the Ascend reviewer will identify the information needed to complete the screen at [www.pasrr.com](http://www.pasrr.com). Otherwise, the request for additional information will be made by phone. Once all necessary information is received, a Level I outcome will be determined by the Ascend nurse reviewer. Outcomes will be posted at [www.pasrr.com](http://www.pasrr.com) if the screen was submitted on-line. Otherwise, outcomes will be communicated by phone. Level I outcomes will be either: Level I approval (meaning that the individual is not subject to PASRR), completion of a PASRR categorical or exemption decision (meaning that part or all of the PASRR decision can be made through an abbreviated process), or referral for an onsite Level II evaluation. Once or if an onsite Level II evaluation occurs, the onsite evaluation and subsequent determination report must be completed by Ascend within five business days.

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- ***Do nursing homes need to sign the Level I form when they admit the person?***

A signature by nursing home staff on the Level I form is not required. However, the admitting nursing home staff must ensure that appropriate Level I/II screening has been completed and that the individual was approved by Ascend for admission. The individual who submits the screen (e.g., the discharging hospital) may print copies of all approved screening forms directly from pasrr.com for up to 14 days after submitting screening information and may forward approval forms to the admitting facility to show proof of screening. In addition, the admitting nursing home may submit a 'tracking' request to Ascend at pasrr.com. This will trigger Ascend to forward a copy of applicable screening forms.

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- ***Is a release of information required for a Level I?***

No release of information is required for Level I screens.

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- ***Does Ascend have a release of information that the Level II reviewers will use?***

Yes, Level II evaluators have been provided with a Release of Information (ROI). However, if a facility procedure requires use of its internal ROI form, Ascend's assessors will most willingly use those in lieu of the Ascend ROI.

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- ***Is the name of the admitting NF definitely required on a Level I if there is no need for a Level II?***

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No, the admitting NF name is required only if the individual has a Level II condition.

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- ***If a current NF resident goes to the ED for a psychiatric exacerbation, what needs to happen before they can return to the NF?***

A current NF resident may be readmitted to the NF following an ED visit for psychiatric exacerbation or an admission to an inpatient psychiatric unit without a PASRR evaluation. However, once the individual is readmitted, NF staff must contact Ascend to report the symptom exacerbation and to determine whether a status change Resident Review evaluation must be conducted. This information must be reported through submitting an updated Level I screen at pasrr.com or via fax to Ascend at 877.431.9568.

Status change reporting is required under federal law for NF residents with mental illness, mental retardation, and related conditions/developmental disabilities. A status change may include any or all of the following:

1. A resident who demonstrates increased **behavioral, psychiatric, or mood-related symptoms regardless of whether s/he was previously assessed through the PASRR process**. This would include an individual with MI, MR, and/or RC which was not identified at the Level I screen process, and whose condition later emerged or was discovered.
2. A **resident with MI and/or MR/RC whose behavioral, psychiatric, or mood related symptoms have not responded to NF treatment**.
3. A resident with known or suspected MI and/or MR/RC who experiences an **improved medical condition**, such that the resident's plan of care or placement recommendations may require modifications.
4. A resident **whose condition or treatment is significantly different than what was described in the resident's most recent PASRR Level II evaluation and determination**.
5. **If an individual with MI, MR, or RC who was approved under a time limit is expected to stay beyond the approved timeframe**. This would apply to individuals approved under a time limited exemption or categorical decision or through a Level II outcome that resulted in a time limited approval.
6. If a *Level II PASRR evaluation* of an individual resulted in a decision requiring inpatient psychiatric treatment and, **following delivery of inpatient psychiatric services, an update to the Level II is needed to confirm appropriateness for NF placement**.

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- ***Who can complete the Level of Care screen?***

A health care professional, such as a nurse, social worker, physician, or home health agency, **must** complete the clinical portions of the screen. Health care professionals must be working in a professional or clinical capacity and may include LPNs, RNs, and social workers with a B.S. degree or higher. Social service staff is not required to be licensed to submit information.

The health care professional may be employed by a hospital, nursing facility, or social service agency. Authorized administrative staff from the facility is permitted to complete **only** the demographic portions of the screen.

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- ***What is the timeframe permitted to Ascend to complete Level of Care Screens?***

The Department of Social Services contracted with Ascend for clinical reviewers to complete Level of Care screens within 5 business hours of receipt of information necessary to conduct the review. Within that timeframe an outcome will be determined by the Ascend nurse reviewer. If additional information is needed and the screen was submitted via the web, the Ascend reviewer will identify the information needed to complete the screen on WEBSTARS™ at [www.pasrr.com](http://www.pasrr.com). Level of Care outcomes will be posted at [www.pasrr.com](http://www.pasrr.com) if the screen was submitted on-line. Otherwise, outcomes will be communicated by phone. Outcomes will be the following: Level of Care approval (meaning that the individual meets NF level of care criteria and all required information has been submitted to Ascend), Level of Care Pending Approval (meaning that the individual meets NF level of care criteria but all required information, such as the MD signature on the Level of Care form, has not been submitted to Ascend), or; Potential Denial/MD Deferral (meaning that the submitted information does not appear to meet NF level of care criteria and an Ascend physician reviewer will make the final determination).

- ***Must all Level I and Level of Care screening information be submitted on-line at [www.pasrr.com](http://www.pasrr.com)?***

All hospitals and nursing facilities with web-access are required to submit online screening information unless technical difficulties are experienced by the submitter. In the event of technical difficulties, the submitter should contact Ascend toll free at 877.431.1388, extension 3358. Facilities without web-access may submit screening information via facsimile to 877.431.9568.

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- ***Will I need to type each medication for the Level I and Level of Care screens or may I attach an MAR or other form of medication list?***

You may upload and attach an MAR for the **Level of Care** screen only. However, it is important that the **Level I screen** contain all psychoactive/antidepressant medications prescribed for the individual in order to enable the database to determine need for further screening. The Level I, however, contains drop-down options to help expedite that process for you.

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- ***When is a physician signature required on screening information and how should that signature be forwarded to Ascend?***

An MD, APRN, or PA signature is **required** in the following circumstances:

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- 1) **Level of Care/LOC:** on the LOC form, Section VI, under Attestation. A pdf of the signature page (page 4) may be uploaded and attached to the patient's file at pasrr.com once the screen is complete or faxed to 1-877-431-9568.
- 2) **Level I:** Only if a request for Exempted Hospital Discharge (item 22) is made. In such cases, the physician's statement (which **can be provided in a progress note or other physician signed document**) must affirm that the individual's need for NF is not expected to exceed 30 calendar days. To qualify for Exempted Hospital Discharge, the individual must be discharging from a hospital to a NF and a physician must certify that: 1) the NF will be needed 30 or fewer days, and; 2) the NF stay is primarily for the purposes of convalescing for the same condition treated in the hospital.

Note that the History and Physical, MD notes or other corroborative information may also be required as part of the Level I/LOC screening processes to confirm that presenting information meets reported criteria. A pdf of any requested information may be uploaded and attached to patient's file at pasrr.com once the screen is complete or faxed to 1-877-431-9568.

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- ***Will I be the only one from my agency that can view online screens I submitted?***

No. Ascend has modified programming to enable two important changes. First, any authorized staff at a facility will have the ability to view screening information for persons at that facility. Staff is authorized by a supervisor at that facility and will be designated by the facility supervisors as either clinical or administrative. Administrative staff may **only** enter demographic screening information. Clinical staff (such as nurses, social workers, physicians) **must** enter all clinical information. When the screen is submitted, a clinical staff member from the facility must review the completed screen and attest to the accuracy of all information entered on the screen.

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- ***How will I know the status of a screen I submitted to Ascend?***

For on-line screens, once all items are complete, press the submit button at the bottom of the form. WEBSTARS™ will determine if the patient will require further review by an Ascend clinician. Some Level I reviews and all LOC reviews will require further involvement by an Ascend clinician.

When you sign onto [www.pasrr.com](http://www.pasrr.com), you will have the ability to view the status of all screens submitted for the previous two week period. The status bar will let you know whether any additional information is needed from you (under *info requests*) and the disposition of the review. When a screen is *approved* under the status, you may print the screening outcome as described in the following question. If the screen was submitted by fax, the outcome will be provided by phone.

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<a href="#">Enter Referral</a>									
<a href="#">Exit</a>									
Activity over the past two weeks									
Type	Last	First	SSN	Medicaid #	Referral	Status	Info Request	Info Request	View/Edit
PASRR	Doe	John	xxx-xx-xxxx	xxx-xx-xxxx	8/29/09	Approved	None	None	<a href="#">View</a>
LOC	Smith	Sally	xxx-xx-xxxx	xxx-xx-xxxx	8/29/09	Referred to nurse	H&P		<a href="#">View</a>

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- ***If a screen has been approved, what information will I receive from Ascend to verify the approval?***

The person who submitted the screen and his/her supervisor should click *view* under *view/edit*. You will then see the approval below.



It is important to use this page to direct any printing. Never use the browser print functionality to print your screen. At the conclusion of the screening process, regardless of the outcome (e.g., Level I/LOC approved, Level II required, denial, etc.), the submitter may print the completed screen for the client's record. If a Level II is required, the same process applies, and the referral source may print the final Level II outcome from WEBSTARS™ once the evaluation is completed.

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The image shows two overlapping screenshots of the Ascend screening forms. The top form is the 'Level I' screening form, and the bottom form is the 'Level II' screening form. Both forms contain various fields for personal information, medical history, and facility details. The forms are titled 'North Dakota Level I & II Form' and 'Ascend'.

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- ***If both a Level I and a Level of Care are required, will demographics auto populate from one screen type into the other?***

Yes. If the submitter selects the “screening type” option of ‘*Level I and Level of Care screens combined*’, all demographics and replicated items from one form will auto populate on the other form.

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- ***What are the procedures for admitting someone from out-of-state to a Connecticut NF?***

The Connecticut Level I screen must be completed and submitted to Ascend for all applicants to Connecticut Medicaid certified nursing facilities. If a Level II is required, Ascend will work with the discharging facility to obtain Level II information.

If the individual is a Connecticut resident age 65 or older and is Medicaid active, eligible or pending, then a CT LOC must also be submitted to Ascend.

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- ***What is the process for weekend admissions?***

The DSS permits weekend admission if the individual does not have a Level II condition and, when a LOC review is required, as long as the individual is prescreened by the admitting facility and believed to meet LOC. The process is as follows:

- 1) **For persons under 65 years of age –and- persons 65 and older who are not currently Medicaid active, eligible or pending:**

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- a. The provider submits the Level I online at [www.pasrr.com](http://www.pasrr.com).
- b. If the Level I is approved by WEBSTARS™, the submitter may print the automated approval notice and forward a copy to the admitting NF to show verification of screening. If WEBSTARS™ indicates further review is required by an Ascend clinician, the admission cannot occur until further notification from Ascend.

2) **For persons 65 years of age and older who are currently Medicaid active, eligible or pending:**

- a. The provider submits the Level I online at [www.pasrr.com](http://www.pasrr.com).
- b. If the Level I is approved by WEBSTARS™, the submitter may print the automated approval notice and forward a copy to the admitting NF to show verification of screening. If WEBSTARS™ indicates further review is required by an Ascend clinician, the admission cannot occur until further notification from Ascend.
- c. The admitting and discharging facility communicate level of care information. The admitting facility accepts responsibility for ensuring that the individual meets state criteria for NF admission.
- d. The discharging facility should complete the LOC and submit to Ascend. For submissions sent after normal business hours, the facility should receive an outcome the next business day. The receiving facility may be requested to provide additional information to Ascend, as needed, in order to complete the LOC.

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