

WORK PROCESS

DEPARTMENT: Medical Management	REFERENCE NUMBER: LA.CM.33.01
EFFECTIVE DATE: 5/14/2019	POLICY NAME: PASRR Level II Evaluations
REVIEWED/REVISED DATE: <u>2/20,11/20</u>	RETIRED DATE: N/A

SCOPE:

This work process applies to Louisiana Healthcare Connections (LHCC) Medical Management Behavioral Health Department employees.

PURPOSE:

The purpose of this work process is to outline the State guidelines for LHCC's oversight for Pre-Admission Screening and Resident Review (PASRR) evaluations, and to develop a process on how Licensed Mental Health Professionals (LMHP) will perform PASRR Level II evaluations to assess the need for nursing facility placement and services.

WORK PROCESS:

1. Behavioral Health Care Coordinator (BHCC) Procedure;
 - PASRR evaluation requests will be received from Office of Behavioral Health (OBH) in the form of a secure email titled "OBH PASRR", to PASRR@Louisianahealthconnect.com, BHCC Manager & PASRR Coordinator.
 - BHCC will verify enrollee's eligibility with LHCC, if the enrollee is ineligible or is enrolled with another health plan, OBH officials are notified by email OBHPASRR@LA.GOV
 - **If member is eligible, the PASRR Coordinator opens a CC Pending case in TruCare**
 - The PASRR Coordinator confirms the location of the enrollee, and attempts to locate an Independent LMHP in the area in which the enrollee is located using the **"Contracted/ Trained Provider list"**, located at <https://cnet.centene.com/sites/LHCC/Contracting/SitePages/PASRR.aspx>. Or the **PASRR Coordinator notifies BHCM Manager to CC may** assign the PASRR to an internal PASRR trained LMHP.
 - PASRR request documents are emailed to LMHP.
 - The PASRR Coordinator tracks **all PASRR requests, regardless if member was ineligible**, on the PASRR SharePoint site located at: <https://cnet.centene.com/sites/LHCC/Med%20Mgmt/BehavioralHealthProgramSite/Lists/2016%20PASRR/AllItems.aspx>.
 - **The All PASRR request information, regardless if member was ineligible, is documented in the clinical documentation system using the LA PASRR Note.**

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2. **PASRR Level II Assessment Process** [AD1][ALM2][AD3][ALM4]

- Training includes ensuring evaluators are familiar with the complete array of home and community-based services, waiver services, and services specific to enrollee's condition that are available to enrollees and offer community options in a meaningful way to enrollees, providing education about the services available to them as an alternative to nursing home placement
- The LMHP contacts the enrollee or Nursing Facility (NF) to schedule PASRR appointment and confirms that the appointment has been scheduled by email to the PASRR coordinator.
- In conducting the assessment, the LMHP will utilize the PASRR level II standardized evaluation form provided by Louisiana Department of Health (LDH) and the Level of Care Utilization System (LOCUS) form.
- If the assessment concludes that the nursing facility is the least restrictive setting for the enrollee, the LMHP will offer alternative services and/or waiver services, if the enrollee qualifies. The LMHP documents the recommendation of those services to the enrollee and whether the enrollee agrees or refuses services. If enrollee agrees, the internal LMHP assists enrollee with obtaining services and enrolls the enrollee into case management. If enrollee refuses services, the LMHP continues with the PASRR level II assessment.
- For those individuals without sufficient documentation to establish the validity of a primary dementia diagnosis, this may include authorizing additional professional evaluation to ensure appropriate diagnosis and differentiation. If additional testing is requested, the Plan will assist with coordinating testing and services if the enrollee has full Medicaid coverage. If enrollee has Medicare coverage, the LMHP will

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collaborate with the SSD at the nursing facility to coordinate these services and notify the transition coordinator of the Medicare status to secure the services through a Medicare provider.

- The LMHP returns the assessment, LOCUS and supplemental documentation to the PASRR Coordinator by email by the third (3rd) business day, from the date of request from OBH.
- In the event the LMHP cannot locate the enrollee, the LMHP will notify the PASRR coordinator. The coordinator will complete the OBH PASRR Level II Unable to Conduct Evaluation form and submit it to OBH Officials at OBH.PASRR@LA.GOV.
- In the event the enrollee declines NF placement or enrollee refuses assessment, the care managerLMHP will notify the PASRR Coordinator. The PASRR coordinator will notify OBH and BHCC PASRR Manager, then track the occurrence on the PASRR SharePoint site.
- Manager or PASRR coordinator reviews PASRR documents for completeness and accuracy, blank line items and required supplemental documentation. If corrections are required- the assessment is to be returned to the assessor to complete and/or request additional documents. If any information is incomplete or inaccurate, the Manager or PASRR Coordinator submits the documents back to the LMHP to correct.
- Once the packet is complete, the PASRR Manager completes a clinical review for accuracy in diagnosis, symptomatology, medical, mental status and other documentation, including reviewing for contradictory information. If further explanation is required, the PASRR Manager contacts the LMHP to review and request edits if required.
- Once the clinical review is complete, the outpatient utilization management department reviews for

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appropriateness of the recommendation. If further information is required such as additional supplemental documentation, the PASRR Manager or coordinator is contacted to provide the requested documentation.

- ~~• , thenOnce the completed documents have been validated for accuracy and completeness, the Manager then forwards the documents to Outpatient Utilization Management Department (OP UM).~~

3. Outpatient Utilization Management (OP UM) Process

OP UM will review the PASRR for appropriateness of the recommendation. UM responds by email with their recommendations, which can be one of three responses:

1. UM agrees with the recommendations of the PASRR.
 - PASRR assessment LOCUS and supplemental documents are uploaded to LDH PASRR submission site at <https://mvaftp.dhh.la.gov/>.
 - PASRR Coordinator/Manager alerts OBH by email to OBH.PASRR@LA.Gov that documents were submitted to the LDH FTP Site. The email should include the UM recommendation statement.
 - The date of PASRR submission to OBH and recommendations are documented on PASRR SharePoint site.
2. UM disagrees with the recommendations of the PASRR, and makes alternative recommendations.
 - PASRR assessment LOCUS and supplemental documents are uploaded to LDH PASRR submission site at <https://mvaftp.dhh.la.gov/>.
 - PASRR Coordinator/Manager alerts OBH by email to OBH.PASRR@LA.Gov that documents were submitted to the LDH FTP Site. The email should include the UM recommendation statement.
 - PASRR submission date and recommendations are documented on PASRR SharePoint site.

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- **LHCC Manager and OBH schedules time to discuss case and alternative options**

3. PASRR assessment needs further corrections/clarification. Corrections are addressed by the PASRR Coordinator/LMHP and the documents are resubmitted to UM for review-then uploaded to LDH site.

4. OBH makes final determination. The determination letter is faxed to BH Fax line 1-866-698-6349 within 7-10 business days of PASRR submission.

—PASRR Coordinator documents the completion of the PASRR and recommendations in Clinical Documentation system **using the LA PASRR Note and attaches documents within the Document Summary**. Also uploads all documents surrounding this PASRR assessment on SharePoint site, and on the LHCC G drive located at **G:\Clinical\UM\Louisiana\PASRRII\Requests and responded_OBH\PASRR Request\Requested**.

5. After the PASRR evaluation has been completed and submitted to OBH, Aa Behavioral Health Care Coordinator (BHCC) contacts Tthe enrollee is assigned to a case manager for follow up to ensure that the recommended services of the PASRR Assessment are implemented to advise them of the results of the their PASRR assessment [AD5][ALM6] and completes the following screenings:-

- **Age Specific HRS**
- **Emergency Preparedness Plan**

6. While awaiting the PASRR determination, the BHCC offers assistance with connecting the enrollee with the recommended services to address the enrollee's physical and behavioral healthcare needs, community resources to ensure their social needs are met, as well as referrals to home and community-based supports intended to assist the enrollee with their activities for daily living (ADLs) and instrumental activities of daily living (IADLs).

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- 7. Once the PASRR determination has been received, The BH CC then closes the CC Pending case and enters a new referral to case management within one (1) business day regardless is enrollee was approved or denied and into TruCare indicates whether the PASRR was approved or Denied decision within the “Description” box in the referral summary. Enrollees denied nursing facility placement are considered part of the special healthcare needs population.**
- 8. BHCC creates a “Referral Task” and assigns the task to the appropriate LMHP**
- 9. The LMHP will contact the enrollee to offer case management services and offer assistance with coordinating the recommended PASRR services. The LMHP will attempt to secure an authorization for the PASRR recommended services within 15 business days of receipt of the determination letter, or within 15 business days of enrollee’s placement within a nursing facility, whichever event occurs first.**
- 10. If the LMHP cannot contact the enrollee after 3 telephonic outreaches, a face to face visit will be attempted.**
- 11. The LMHP will conduct assessments, identify gaps in services and coordinate care for the enrollee.**

~~The LMHP will attempt to secure an authorization for the PASRR recommended services within 15 business days of receipt of the determination letter, or within 15 business days of enrollee’s placement within a nursing facility, whichever event occurs first.~~

~~LMHP will complete a care plan within 30 business days of receipt of the enrollee accepting case management services.~~
- 12. LMHP will continue to provide services as long as the enrollee is engaged and participates. The enrollee has the option to discontinue services at any time. The enrollee may decline to enroll in case management with LHCC.**

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13. In the event the member is currently in a Nursing Home while awaiting the PASRR Assessment results:

- **BHCC/LMHP contacts the enrollee to offer assistance with connecting the enrollee to the recommended services**
- **BHCC/LMHP updates CC Pending case to CC Active case**
- **BHCC/LMHP coordinates recommended services with providers and the provider submits the OTR to LHCC UM Department**
- **If the recommended services meet medical necessity criteria, the BHCC/LMHP notifies the provider and enrollee and documents the outreach within the LA PASRR Note in TruCare**
- **If the recommended services does not meet medical necessity criteria, the BHCC/LMHP works with the provider to find alternative services, if applicable**

REFERENCES:

	OBH PASRR II Unable to Conduct I		Locus-Score-Sheet. pdf		LOCUS Instrument Version 20.pdf		Level II Evaluation - Version 20.17 FINAL 11.20.20.pdf		Level II Evaluation - Final Updated 01.17 FINAL 11.20.20.pdf
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ATTACHMENTS:

DEFINITIONS:

REVISION LOG:	DATE:
Added OBH Revised OBH PASRR Level II Evaluation form Revised language in PASRR process Changed Behavior Health Case Manager (BHCM) to LMHP	2/13/20
<u>Updated to reflect change in process</u>	<u>11/11/2020</u>
<u>Added revised Level II Evaluation Form</u>	

WORK PROCESS APPROVAL

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The electronic approval retained in RSA Archer, the Company's P&P management software, is considered equivalent to a signature.

SVP Population Health: Electronic Approval on File
Chief Medical Officer: Electronic Approval on File