



PASRR Submission FAQs

1. **If the submitted review does not trigger a level I review, do we still submit the clinical documentation?**
 - a. Providers with non-trigger requests will submit the [Pre-Admission PASRR Level 1 Form](#) to eQSuite®. Clinical documentation is not needed. The Provider that completed the Pre-Admission PASRR Level 1 Form and completed the filing with eQSuite® will pass that form onto the Accepting Nursing Facility. No review is required, and no follow-up will be provided.
2. **Please clarify the weekend submission timeline.**
 - a. Submission of reviews after 5 p.m. MST on Friday will receive a response on the next business day.
3. **Will the Notice of Determination (NOD)'s be emailed to the facility?**
 - a. The Provider that completed the Pre-Admission PASRR Level 1 Form and completed the filing with eQSuite® will pass the NOD onto the Accepting Nursing Facility.
4. **If everyone in the department is assigned a username, will the system allow the same email for all the users?**
 - a. Yes. You can have a single e-mail account for all users signed up underneath that same Provider ID.
5. **If a patient does have a MMI or an IDD diagnosis, but is not needing LTC, and is only going for a short term rehab and then returning to a prior living situation, will a full Level II need to be completed (up to 9 days review), or will there still be “convalescent approvals” (up to 60 days while in rehab)?**
 - a. Categorical approvals will still be applied (i.e. convalescent, respite for PACE, etc.), as is appropriate.
6. **With other online systems we have used in the past, there was an automatic approval for non-triggered PASRR, (no MI DD or other issues), a non-trigger could still take up to 6 hours?**
 - a. Non-triggers will be submitted to eQSuite® then passed onto the Accepting Nursing Facility by the provider that completed it. No review is required and no follow-up will be provided
7. **We normally do not get the physician notes. What do we do in those situations? It is difficult to get information to the case managers for OLTC.**
 - a. Obtain and submit any and all documentation you can access to support the facts described in your Level I screening. Continue submitting

everything you have submitted previously but be prepared if additional supporting documentation is required.

8. **Do we need to attach our 100.2 with the PASRR review?**
 - a. Please submit the 100.2, if it is available.

9. **Long term Medicaid does not have ID numbers, do we call the NH to get them?**
 - a. Yes, you will request the Medicaid ID number from the nursing facility.

10. **Does the facility register as a whole agency and have 1 portal, or do we register individually?**
 - a. Your facility will assign a System Administrator to sign them up. The System Administrator will then assign additional usernames and passwords out to any other employees who need access to eQSuite®

11. **Does the mean that SEP agencies no longer need to complete a PASRR for clients going for the hospital to a NF?**
 - a. SEPs are primarily responsible for completing Level I assessments for all Medicaid clients seeking admission to nursing facility. However, they can work in collaboration with hospitals and nursing facilities to complete Level Is for clients seeking admission to Medicaid certified nursing facilities.

12. **Please give examples of supportive documentation.**
 - a. Clinical Notes (including most recent and H&P)
 - b. Face Sheet
 - c. Labs
 - d. Nurses notes regarding behavior
 - e. Behavioral Health Notes
 - f. Medication List
 - g. Psych Hospitals – initial admit note and last 4-5 days of psychiatry notes, including notes from staff working on the floor with the patient
 - h. Most recent GDS and score and/or most recent PHQ and score
 - i. Most recent SLUMS, MOCA, or BIMS

13. **We typically fax the “non-triggers” to HCPF, do we still need to do this?**
 - a. Please enter in all non-trigger reviews.
 - b. Non-triggers are entered into eQSuite®, however nursing facilities must maintain a copy of the non-triggered PASRR screening

14. **How early can we begin a PASRR review prior to the hospital admission?**
 - a. PASRR reviews should not be entered until 3 days prior to anticipated discharge.

15. Is the criteria for triggering a level II the same as it is now?

- a. Criteria for Level II evaluations did not change.

16. Is there any way to expedite the Level II to prevent a prolonged hospital stay? Our length of stay averages 1.7 days.

- a. There are currently no processes for expedited reviews. Categorical determinations still apply.

17. Can the nursing facility complete the PASRR?

- a. Per [Colorado PASRR training](#), Level I screens should be submitted as follows:

- ✓ **SEP:** Level I screen for Medicaid clients
- ✓ **Nursing facility:** Non-Medicaid clients from community or pay source change
- ✓ **Hospital:** Non-Medicaid clients admitted from hospital

18. Where do we find a copy of the slide show?

- a. You can find a copy of the slide show [here](#).

19. When do we use the fax cover sheet?

- a. You will use the principal bar-coded fax cover sheet when you are submitting documentation via fax for your review requests.

20. If we already use the portal for other types of PAR's do we need to re-register for the PASRR? And does it need a different username and password?

- a. Yes. Please fill out a Request for Access to eQSuite® form so you can gain access to the PASRR section of eQSuite®

21. What about the PACE programs from clinic or home to the SNF? Do they need a PASRR?

- a. PASRR requirements did not change during this transition. Any admission to a Medicaid-funded nursing facility requires a PASRR determination

22. Will all users under the same provider number be able to see the PASRR's submitted?

- a. All users under the same provider number will be able to see all PASRR's that have submitted. Other Providers will not be able to see your requests.

23. The eQSuite® Access Request Form is only for the administrator? Do they add additional users?

- a. Correct. Once your facility assigns a System Administrator, the administrator will go to www.ColoradoPAR.com, locate the [Request for](#)

[eQSuite® Access Form](#). They will then fill out the form, sign and date it, and e-mail it to Provider Relations at co.pr@eghs.com as designated on the form. The System Administrator will then assign usernames, passwords, and user roles based on that employee's job responsibilities.

- 24. Can individuals who did not enter the PASRR be able to view the status?**
- If you have a username and password under that same Provider ID, they will be able to see the review that was entered by another person. If that other user is signed up under a different Provider ID number, they will not see the reviews you entered.
- 25. Can email notifications be sent to more than one email address?**
- Unfortunately, no. Only one e-mail address can be assigned per user account.
- 26. Do we continue to submit post admission updates and status changes?**
- PASRR requirements did not change during this transition. Any admission update or status change within a Medicaid-funded nursing facility requires a PASRR determination.
- 27. If the SNF's, submit a Level II referral for a resident that triggers for MMI such as Schizophrenia and a state evaluator comes evaluate, will we receive an email that the level II eval and NOD are completed and available on the eQsuite® site or do we need to check-in after 9 days?**
- Once a determination has been made, The Notice of Determination (NOD) will be generated and available in eQSuite®. If you have checked to allow e-mail notifications in the Update My Profile Tab, you will receive a notification e-mail stating that there has been a determination made. You will then log into eQSuite® to see what that Letter of Determination states.
- 28. Will the SNF receive the documentation from eQSuite® from the hospital submission, or are the hospitals responsible to send that documentation to the SNF?**
- The Provider who is requesting the service will send the letter of determination to the SNF (Skilled Nursing Facility).
- 29. How do the SEP's get a letter confirming whether the PASRR is approved?**
- The SEP will receive the NOD if they were the agency to submit the Level I. If another agency submitted the Level I, the Accepting Nursing Facility will be tasked with providing the NOD to the SEP.
- 30. Before the SEP can authorize a SNF cert, do we need documentation that the PASRR was approved?**

- a. The SEP will receive the NOD if they were the agency to submit the Level I. If another agency submitted the Level I, the Accepting Nursing Facility will be tasked with providing the NOD to the SEP.
31. **Currently, with OBRA, if there is a resident who is in need of a new Level II evaluation, we contact them, and they send out an evaluator. Will eQHealth Solutions send out an evaluator to the NF?**
- a. Yes.
32. **Prior to this rollout, the process was to fax all level I's to HCPF fax number, is this still a requirement?**
- a. No, please review this training on [submission of PASRR Level I screening](#).
33. **Single entry points have basic diagnoses and medication information to complete a level I assessment, but we do not have access to the nursing notes etc. Will this be a problem with obtaining an authorization?**
- a. The process for submission was established by HCPF and described in their training. Be prepared to submit adequate documentation to substantiate the information in your screening. The SEP can work with the Hospital and/or accepting Nursing Facility to obtain the proper documentation.
34. **Letter II approvals will only be in the eQSuite® portal, and it needs to be sent out to the NF? Is that the only way both the NF and agency will obtain the physical copy of the PAR?**
- a. Yes.
35. **Will there be a direct contact for immediate questions regarding PASRR process while referrals are being completed?**
- a. Please reference our [PASRR Contact Guide](#)
36. **Are PASRR referrals for ID/DD going to eQHeath as well, or are they still going to a separate state ID/DD determiner?**
- a. eQHealth will provide appropriate staffing for the Level II evaluation and the final determination will be approved by the State Mental Health Authority &/or State Intellectual/Developmental Disability Authority.
37. **When the client is in the hospital is it understood that the hospital staff will be able to see the submitted PASRR request and status? How about the SEP or receiving LTC facility?**
- a. All users under the same provider number will be able to see all PASRR's that have been submitted. Other Providers will not be able to see your requests.

38. **Do we need to use a new form to submit a Level 1 Pre-admission Screen or Status Change request?**
- a. HCPF has revised the old forms and can they be found [here](#).
39. **If a client is being admitted to our nursing facility from out of state, can the nursing facility initiate the PASRR review?**
- a. Yes. Please describe the circumstances for the admission within the text boxes.
40. **In hospital settings there is more than one person who may need to follow up on a PASRR, since everything is electronic, will multiple parties have the ability to follow up on any requested documentation?**
- a. All users under the same provider number will be able to see all PASRR's that have been submitted. Other Providers will not be able to see your requests.
41. **How does the receiving provider obtain a provider ID?**
- a. Please visit HCPFs [Provider Enrollment](#) page.
42. **Will notifications of the need for a disability determination now come through eQSuite® to the CCB as well as referrals of OBRA services once the PASRR is completed?**
- a. That notification will be a manual process at this time.

If there are questions relevant to the PASRR program policy please reference:

<https://www.colorado.gov/pacific/hcpf/pre-admission-screening-and-resident-review-program>