

## Provider Portal Access

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### How do I register my facility?

A facility only needs to be registered one time, by one person. Once that has occurred, then that person, the account administrator, would create accounts for any additional users in the system.

## KEPRO Provider Portal

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### What if we missed PASRR training?

Additional educational and training materials as well as information regarding future trainings can be found at Kepro's website at <http://nepasrr.Kepro.com>

### How do we register if we are the Administrator over a hospital group with more than one National Provider Identifier (NPI) or if we are over multiple facilities?

Accounts can remain separate or combined, depending on preference. The admin over the account can decide if they want one login for all facilities or one login per facility. Account registration is thoroughly explained in the recorded training segment on registration. Feel free to contact Kepro if you would like an individualized PASRR training at [nepasrr@kepro.com](mailto:nepasrr@kepro.com).

### What happens if the system goes down for some unexpected reason?

Kepro will notify all users, in advance, of any scheduled maintenance. Typically, scheduled maintenance is performed during off hours, such as midnight on a Sunday. If the system goes down unexpectedly for some other reason, providers are encouraged to call Kepro so that we can work together to enter the Level I screening or Level II request.

## Level I and II Information

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### What is the process for nursing homes receiving an individual from out of state?

The Level I assessment must be completed prior to admission. If the individual is determined to require a Level II evaluation, the Level II determination must be completed before the applicant may be admitted. In circumstances where Kepro is unable to arrange an onsite evaluation in the transferring individual's home state, Kepro will request medical records and complete a telephonic evaluation and determination.

### What documents are required for a PASRR Level II evaluation and determination and/or Resident Review?

- Level I or Resident Review (completed in the system).
- MC-OBRA-8
- Relevant Treatment Notes (H&P, MAR, Current Nursing, Medical, Case notes, and Psychiatric, Psychological evaluation or notes if available)
- Minimum Data Set (MDS) for Resident Reviews only
- Proof of guardianship if applicable

## Resident Review

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### Who is able to complete a Resident Review for significant change?

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, social workers with a B.S. degree or higher. Social service staff are not required to be licensed to submit information. The health care professional may be employed by a hospital, nursing facility, or social service agency.

## Level I Review

### **What should a nursing facility do if a Level I is received and it is discovered that information was missing from the screening?**

Our system will eliminate many of these problems because it has required fields. However, if information is missing, such as a mental health diagnosis, then a new Level I would need to be completed. This can be completed by the hospital or by the nursing facility. Keep the original and the new Level I screening in the individual's file. It is important that any error be found very quickly, within days.

### **What should a nursing facility do if a Level I is received and it was correct upon admission but new information has been discovered?**

If new information has been discovered, such as a history of a major mental illness, and this new information is significant, then the nursing facility should complete a Resident Review for significant change and request a PASRR Level II evaluation and determination.

### **Who is able to complete a Level I screening?**

A health care professional, such as a nurse, social worker, physician, or home health agency, is able to complete the Level I 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 are not required to be licensed to submit information. The health care professional may be employed by a hospital, nursing facility, or social service agency.

### **Are nursing facility staff able to complete the PASRR Level I screening outside of the nursing facility setting?**

Yes. PASRR should always be completed prior to admission. Appropriately credentialed nursing facility staff are able to complete the screening anywhere, including at a hospice home, an assisted living facility, or even a hospital setting.

### **Can you complete a Level I screen if you do not have the Social Security Number (SSN) of the individual being screened?**

At this time, no, you are not able to create a screen without a valid SSN. If the individual does not have a valid SSN, please contact Kepro to let us know at 833-840-9945 and choose option 1 or email us for assistance at [nepasrr@kepro.com](mailto:nepasrr@kepro.com).

### **Does the Level I screener need to physically sign the Level I form after printing the form from the PASRR Provider Portal?**

No. If the Level I is completed in the PASRR provider portal, the electronic entry of the Level I Screener's name and credentials is sufficient. A handwritten signature is not required.

### **Will the system provide automatic determinations for the Level I screen?**

Yes, the system will provide an immediate response, regardless of the Level I outcome.

### **If I complete the PASRR Level I screen for a coworker, are they able to log in and view or print the Level I afterwards?**

Yes, anyone who works for your facility and has their own private account (username and password) can log in, search, view, and print any of the outcomes from the system associated with your facility.

## Level I Review

### Will a diagnosis of dementia trigger a Level II?

A diagnosis of dementia will never trigger a Level II by itself. Individuals with mental illness and moderate to severe dementia are unlikely to benefit from Specialized Services. Kepro will complete a Level I Clinical Review to see if the evaluation is required and let you know within six business hours.

### What is an exempted hospital discharge?

Federal regulations offer an exemption from the Level II PASRR process for individuals with serious mental illness, intellectual disability or related conditions who are being discharged from the hospital to the nursing facility (NF) for a nursing facility (NF) stay which is expected to not exceed 30 calendar days. The hospital must complete the Categorical Determinations and Exemptions form with a physician's certification to indicate necessity. Qualifying criteria for the exempted hospital discharge exemption are as follows:

- The individual meets criteria for serious mental illness or intellectual disability or a related condition as described in this chapter.
- The individual is being admitted to a nursing facility (NF) directly from a hospital after receiving acute inpatient medical care at the hospital, excluding inpatient psychiatric care;
- The individual requires nursing facility (NF) services for the condition for which they received care; and
- The individual's attending physician has certified on the hospital discharge orders or the nursing facility (NF) admission orders that admission to the nursing facility (NF) is likely to require less than 30 days of nursing facility (NF) services.

Please see 471 NAC 12 for additional information.

### If you are not sure if the patient requires an exempted hospital discharge or a categorical at the time of completing the level 1, can you make that change later?

You can make any changes to the Level I screening, or questionnaire, as long as you have not clicked on **“Mark as Complete.”** You are able to leave the questionnaire and come back later to add to it or make changes at any time as long as you have **not** yet clicked on **“Mark as Complete.”**

### Can we make a change to the Level I screen after submitting?

Once a Level I has been completed and submitted to the system, you cannot make a change. If you need to make a change, then you will need to complete a new screen.

### Will the assessment tell you if you need a categorical exemption or do we need to be aware of what the qualifiers are?

The questionnaire provides a list of the categorical choices, including exempted hospital discharge, and you may select one that is accurate for the individual. You only need a categorical or exemption if the Level I is likely to be positive but the system will handle this for you if you are not sure. Simply answer all of the questions accurately for the individual. The system will not provide an exempted or categorical outcome if it is not needed based on the choices in the screen (outcome is negative).

Some helpful definitions as defined in 471 NAC 12:

- **Positive Level I screen** means results of a Level I screen which indicate that an individual falls within federal requirements for a mandatory Level II evaluation.
- **Negative Level I screen** means the results of a Level I screen that indicates the individual does not require a Level II evaluation.
- **Questionable screens** - Kepro will complete a Level I Clinical Review in cases where information suggests the possibility of SMI/ID/RC but it is unclear if a Level II evaluation is required, the referral source must submit medical records/information to clarify the presence or absence of the suspected disorder.