



## Kepro SAM Scheduling Portal

<https://pasis.kepro.com/>

### Submitting Expedited Requests

Expedited SIS assessment requests are made for the following reasons.:

- First SIS – the individual is new to waiver services or has left and is re-entering waiver services and a new assessment is being requested.
- Significant Life Change – the individual has had a significant life change that may be due to a documented increase/decrease in medical, behavioral and or general support needs and the individual is not yet due for his/her regular 5-year assessment. The change should be expected to be long-term and requires a different level of support than what is currently in place – either increased or decreased needs.
- Other - this option is currently not in use.

SCs and SC Supervisors can submit Expedited Requests.

To submit an Expedited SIS Assessment request, you must login to the Kepro SAM scheduling portal. Using Google Chrome as your browser, you can access the Kepro SAM scheduling portal by clicking on the hyperlink: <https://pasis.kepro.com/> or via the Kepro PA Needs Assessment homepage: <http://mysupport.kepro.com> and clicking on the tab "Schedule an Assessment."

Once logged in, your work queue will open. On the top left of this page, click on "Create New Expedited Request".

CREATE NEW EXPEDITED REQUEST >

A blank record will open where information needed to complete the request is entered. Under "Consumer Information" enter the demographic information. All items with a red (\*) must be completed.

**⚠ NOTE:** *The information in this section of the record is for the individual. It is NOT the same of the SC or person to contact when scheduling.*

**⚠ NOTE:** *If submitting a request for an individual who lives out of state, please enter the individual's name but list the address as that of the SCO of registration so that it goes to the correct AE for approval. DO NOT ENTER THE OUT-OF-STATE ADDRESS AS IT WILL NOT BE RECOGNIZED IN THE SYSTEM.*

In the Intepeter section of the record indicate whether or not an interpreter is needed by selecting "Yes" or "No." If yes, in the text box indicate the language needed, e.g., Spanish, ASL, Bengali, etc.

INTERPRETER NEEDED? \* IF YES, LANGUAGE \*

Yes  No

[Text box for language]

Next move on to the Residential Services section of the record. Indicate whether or not the individual receives residential services by selecting "Yes" or "No." If yes, enter the type of residential services in text box (agency name followed by group home, lifesharing, etc). Also add the residential contact person (Program Specialist is ideal) along with their contact phone number and email.

RECEIVING RESIDENTIAL SERVICES? \* IF YES, PLEASE DESCRIBE \*

Yes  No

[Text box for description]

CONTACT NAME \* CONTACT PHONE \* CONTACT EMAIL

[Text boxes for contact information]

Next is the Scheduling Information section of the record. In the best time for scheduling, please indicate a preferred time if needed. Currently, we are only completing remote assessments using Microsoft Teams, so a desired meeting location is not necessary.

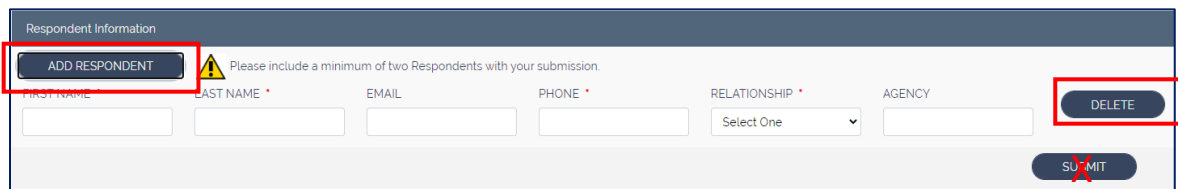
The Special Notes section is a good place to list any special circumstances that the scheduler and/or interviewer should be aware of when scheduling or at the time of the interview/ For example, if the individual could be upset if certain things are discussed

during the assessment, it would be important to note that the assessor should talk with the SC prior to the interview. Other information that may be important to note is if an interpreter is needed, will he/she be required for the length of the interview, or only to meet the individual as this is helpful to know when arranging for interpreting services as well as who the interpreter is for (e.g., individual, parent, etc.)



The screenshot shows a form titled "Scheduling Information". It contains several input fields: "BEST TIME FOR SCHEDULING" with a dropdown menu showing "Select One", "DESIRED MEETING LOCATION", and "SPECIAL NOTES". The "SPECIAL NOTES" field is highlighted with a red rectangular box.

You are now ready to proceed to Respondent Information where you can enter information for those respondents you wish to participate in the assessment. This is done by clicking on "Add Respondent" which will open fields in which the information can be entered.



The screenshot shows a form titled "Respondent Information". At the top, there is a warning icon and the text "Please include a minimum of two Respondents with your submission." Below this, there are several input fields: "FIRST NAME", "LAST NAME" (with a red asterisk), "EMAIL", "PHONE" (with a red asterisk), "RELATIONSHIP" (with a dropdown menu showing "Select One" and a red asterisk), and "AGENCY". There are two buttons: "ADD RESPONDENT" on the left and "DELETE" on the right, both highlighted with red boxes. At the bottom right, there is a "SUBMIT" button with a red 'X' over it.

All fields with a red (\*) must be completed.

**!** **NOTE:** The SC should be listed as a respondent and that a minimum of two respondents are required. The Legal Guardian must be included where applicable.

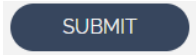
When you have entered information for your first respondent, click "Add Respondent" again, to populate fields to add the next person you wish to attend the assessment, and so on until you have all potential respondents listed. Do **NOT** click submit to add a respondent.

**NOTE:** If residential services are provided, please be sure to list all residential contacts with their name, phone number, email and agency name that you wish to attend the assessment.

When choosing the relationship from the dropdown menu, please try to select the type that best corresponds to the relationship/service. In all cases, please include the agency name, if applicable, as well as the email if available.

If you have added a respondent in error, click on the "Delete" button to remove the entry.

Only after you have entered all respondent information should you click "Submit" in the lower right-hand corner of the record. Once submitted the record closes and moves to Kepro for scheduling. You cannot reopen the record to add or change information.



Once the request is made, you will receive a request ID. Please document that number in the event you need to do a search for the request in the future.

Expedited Requests go through a two-step approval process. The request will first go to the AE for approval and then on to the PA ODP Regional SIS Lead for approval. The status of the assessment in Kepro SAM will say "SIS Pending," meaning it is awaiting action at the AE or ODP level.

Either the AE or ODP can approve, deny, or request additional information. If the assessment has been marked Pending Additional Research a dialog box will indicate what information the AE or ODP is seeking. Note that this information cannot be submitted through Kepro SAM. You must contact the AE or ODP directly to provide what is needed.

If assessment is denied, you will receive notification via email, but due to HIPAA, will need to log into Kepro SAM to view the reason. Likewise, if the assessment has been approved; you will also be notified via email.

Sample email notifications are from [PAODPAssessments@kepro.com](mailto:PAODPAssessments@kepro.com) and are as follows:

