



INDIANA LCAR: PREADMISSION SCREENING AND RESIDENT REVIEW (PASRR) FREQUENTLY ASKED QUESTIONS FOR PROVIDERS

QUESTIONS	ANSWERS
Contact Information and Resources	
What is LCAR?	<p>LCAR stands for Level of Care Assessment Representative. The Indiana Family and Social Services Administration (FSSA), in partnership with various entities, conducts federally required Level of Care (LOC) assessment and determination services and intake counseling for PathWays individuals in need of a Nursing Facility Level of Care (NFLOC) for nursing facility (NF) admission or Home- and Community-Based Services (HCBS) Waiver programs.</p> <p>On July 1, 2024, the LCAR began Preadmission Screening and Resident Review (PASRR) and level of care determinations for individuals entering or residing in a skilled nursing facility.</p> <p>Beginning July 1, 2025, the LCAR will provide:</p> <ul style="list-style-type: none"> • PASRR • Level of Care (LOC) assessments, and renewals • LOC determination (outcome) recommendations and re-determinations • Intake counseling for the PathWays 60+ population • Medicaid application assistance <p>These services apply to the PathWays for Aging, Health & Wellness, and Traumatic Brain Injury Waivers.</p>
Who is Maximus?	<p>Maximus is the vendor selected by the State of Indiana to coordinate Indiana Level of Care Assessment Representative (LCAR).</p> <p>Maximus contracts with the State for several different program services. You can learn more about Maximus here: https://maximus.com</p>
How do I contact the Indiana LCAR – Maximus Help Desk for questions about PASRR processes?	<p>Contact by phone: 833.597.2777</p> <p>Contact by email: PASRR@fssa.IN.gov</p> <p>Additional resources: https://www.inlcar.com</p> <p>Help Desk hours: Help Desk staff are available for phone inquiries from 8 am to 6 pm EST Monday-Friday.</p>
Accessing AssessmentPro	



INDIANA LCAR: PREADMISSION SCREENING AND RESIDENT REVIEW (PASRR)
FREQUENTLY ASKED QUESTIONS FOR PROVIDERS

QUESTIONS	ANSWERS
Who should I contact about AssessmentPro or my system account?	For questions regarding online submissions, assistance with logging in, becoming an Assessment Pro Administrator, questions about pending Level I Screens, or other general questions, please contact the Indiana LCAR – Maximus Help Desk at 833.597.2777.
How do I access AssessmentPro to submit a PASRR Level I screen?	<p>The Maximus AssessmentPro web system is available 24 hours a day, 7 days a week at www.assessmentpro.com. If you work at a hospital, you will use this website to complete and submit the Pre-Admission Screening and Resident Review (PASRR) Level I screens (and LOC assessments).</p> <p>To ensure compliance with the Health Insurance Portability and Accountability Act (HIPAA), login access to AssessmentPro has security requirements. Each facility or agency that should have access to AssessmentPro will be asked to designate 1 to 3 Facility Access Administrators who will manage user access for their facility or agency. Facility Access Administrators will be verified and must provide proof of their employment on their facility or agency letterhead.</p>
I work at a hospital, nursing facility, or other agency or program that should have access to AssessmentPro to submit PASRR Level I screens. I have not been designated as a Facility Access Administrator. How can I obtain a login and password privileges?	Go to www.assessmentpro.com . Locate the New User link under the login box. Follow that link and complete the registration form. You will receive an email from AssessmentPro requesting you to confirm your email address. The Facility Access Administrator for your facility or agency will review your registration form and decide whether to approve your access. You will receive another email from AssessmentPro to alert you if your access is approved.
I work at more than one hospital or nursing facility. Can I sign up as a user for multiple facilities? Do I need to have a separate email address for each location?	Yes, your login may be associated with multiple facilities. You may use the same email address for each, or you may designate a separate email address for each. To sign up for an additional facility, first login to www.assessmentpro.com . Locate your name to the top right of the screen, just above the search bar. Click on your name to navigate to your profile. On the right side of your profile, select Add a Facility. Select your contract and facility. The Facility Access Administrator for that facility will review your request and decide whether to approve your access.



INDIANA LCAR: PREADMISSION SCREENING AND RESIDENT REVIEW (PASRR)
FREQUENTLY ASKED QUESTIONS FOR PROVIDERS

QUESTIONS	ANSWERS
I don't remember my AssessmentPro password. What should I do?	Go to www.assessmentpro.com . Locate the Forgot Password link under the login box. Follow that link and enter the email address you use to login to AssessmentPro. You will receive an email from AssessmentPro to reset your password.
Can I share a username and password with someone else at my facility or agency?	No. For HIPAA and security purposes, each user must have their own unique username and password. Use of another person's username or password can result in termination of system privileges.
How many users are allowed for each facility or agency?	AssessmentPro has no limit on the number of users allowed for each facility or agency. We encourage everyone who needs access to register; however, the Facility Access Administrator is responsible for ensuring that the list remains accurate. This means that if a member of the staff leaves, their AssessmentPro access should be terminated by the Facility Access Administrator.
To maintain my account, how often do I need to log in to AssessmentPro?	You should log in to AssessmentPro at least once a month to avoid becoming inactive/terminated. After 6 months of inactivity, your account will be terminated. If this occurs, you must contact the Help Desk to be reinstated.
I started a PASRR Level I screen in AssessmentPro but I will not be able to finish it. Can someone else finish it for me?	Yes. Users within the same facility or agency will be able to access their facility or agency's pending and saved referrals or assessments (regardless of who began them) to complete and submit to Maximus. They will also be able to access completed assessments and determinations submitted by others in their facility or agency.
I can't add an additional facility to my account. What should I do?	You must confirm your email address by clicking the link sent to you in the confirmation email during the account set-up for your first facility before adding an additional facility. After confirming your email, click your name in the upper right-hand corner to access your user profile and add the facility.
The link on the confirmation email expired and now I can't access my account. What should I do?	Click the Forgot Password link on the login page to resend an activation email to your email address listed on the account.
Will nursing facilities be able to access PASRR information for individuals when a	Nursing facilities will only have access to PASRR information for people on the current census for their facility. Once a person has been admitted to the nursing facility in the PathTracker census system, the nursing facility will be able to view and print PASRR outcome determinations.



INDIANA LCAR: PREADMISSION SCREENING AND RESIDENT REVIEW (PASRR) FREQUENTLY ASKED QUESTIONS FOR PROVIDERS

QUESTIONS	ANSWERS
hospital submitted the PASRR Level I screen?	
I am attempting to upload supporting documents with my PASRR Level I screen, but the system won't let me. What should I do?	If you have already submitted the PASRR Level I screen, the system locks down to prevent further editing. If you need to upload documents, you can wait until the clinical reviewer requests this information from you. Also, confirm that your documents are in .PDF format. To prevent delays, be sure to include supporting documentation before you submit the PASRR Level I screen.
How long will it take to receive the results of my submitted PASRR Level I?	If there are no indicators that additional review is required, you should receive an immediate web reviewed approval. If a clinical review is required, you will receive the outcome within 6 business hours of your referral, unless there is a corresponding LOC determination that needs to occur. If a LOC determination is also needed, the PASRR Level I review will be placed on hold until the LOC determination can be made.
What documentation is needed with my PASRR Level I screen?	If the PASRR Level I screen requires clinical review, a History and Physical (H&P) will be required, along with a Medication Administration Record (MAR) and psychiatric evaluations/consult or progress notes, as available. If an automatic web approval outcome is not given, these documents will be requested. If you suspect or know that the individual likely has serious mental illness (SMI) or an intellectual or developmental disability (IDD), you may upload these documents at the time of submission to avoid delays.
How long is the PASRR Level I screen valid?	If the individual does not immediately admit to a NF, the PASRR Level I is valid for 90 days from the date of review, as long as there has been no significant change. If a significant change in status has occurred since the last PASRR outcome, a new PASRR Level I screen is required.
When is a new PASRR Level I needed for a nursing facility resident who admitted with a negative PASRR Level I outcome?	A negative PASRR Level I screen is valid indefinitely, as long as there has been no change in status or identification of a PASRR condition that was not identified on the admission PASRR Level I screen.
What is a PASRR Exempted Hospital Discharge (EHD)?	PASRR federal regulations allow for one true 'exemption', if certain criteria is met. EHD criteria is met for individuals with PASRR conditions who are admitting to a nursing facility from a hospital for treatment of the same issue for which the person was being treated for in the hospital, and a physician has certified that they are expected to discharge from the nursing facility within 30 days. Individuals with



INDIANA LCAR: PREADMISSION SCREENING AND RESIDENT REVIEW (PASRR) FREQUENTLY ASKED QUESTIONS FOR PROVIDERS

QUESTIONS	ANSWERS
	admissions expected to be longer than 30 days will not be eligible for an EHD.
Who will complete the PASRR Level I for someone planning to admit to the nursing facility from home and not from a hospital setting?	A Maximus team member will complete the PASRR Level I for anyone receiving a nursing facility Level of Care (NF LOC) assessment in a home setting that indicates a preference for nursing home admission.
If a PASRR Level II is required how long does that process take?	This process can take up to 6 business days.
Does an individual who is transferring from one nursing facility directly to another require a new PASRR Level I screen?	A new PASRR Level I is not required if the individual is transferring from one nursing facility to another without interruption in the level of service; in other words, no discharge to the community or lower level of care. Nursing facilities will be able to update dischargers, transfers, and admissions in PathTracker. If a person discharges from a nursing facility to the community and then is seeking to return to a nursing facility setting, a new PASRR Level I would be required.
What happens if a nursing facility admits a person without a completed PASRR Level I screen?	To be in compliance with state and federal regulations, all nursing facilities must have a completed PASRR Level I screen, and PASRR Level II evaluation as appropriate. Failure to comply with these regulations can result in financial penalties and loss of Medicaid certification.
I received notification of a positive PASRR Level I screen outcome and that the person is being referred for a Level II. What do I need to do?	Maximus will complete the PASRR Level II evaluation process and you will be able to access the outcome of the Level II evaluation when it is complete.
I submitted both a nursing facility Level of Care (NF LOC) (or NF LOC Assessment Request) and a PASRR Level I for someone.	A nursing facility Level of Care (NF LOC) that receives a potential denial outcome by a Maximus clinical reviewer is then reviewed by a Maximus physician. If the Maximus physician agrees with the denial, it is then reviewed by Division of Aging, who makes the final determination. The PASRR Level I remains on hold until the final determination is complete. If the final determination is a Denial, the associated Level I will be



INDIANA LCAR: PREADMISSION SCREENING AND RESIDENT REVIEW (PASRR)
FREQUENTLY ASKED QUESTIONS FOR PROVIDERS

QUESTIONS	ANSWERS
What happens if the NF LOC is a denial?	cancelled.
What is the process for completing an IDD Level II evaluation for someone out of state?	If a person is out of state and is planning to admit to an IN nursing facility and is determined to need a Level II evaluation due to an IDD, Maximus will complete a Document Based Review (DBR) as a Preadmission Screening Level II evaluation. We will review the person's medical records and interview, via phone, staff who are currently working with the person. If the person appears to meet medical necessity for NF admission, Maximus will recommend an approval period of no longer than 90 days. The Bureau of Disability Services (BDS) will review for authorization. If approved, the person will require an in-person Level II evaluation if longer than the initial 90-day approval period is requested.