

New Level of Care Process Webinar Training

Questions and Answers

Level One Form

1. Do we need to submit a Level One Form for all residents regardless of Medicaid?

Yes, if they are entering a Medicaid certified bed, please submit an application.

2. If an individual does not have Medicaid, what do we put in the DCN field?

If they do not have Medicaid, leave the DCN field blank.

3. Did this version change the Severe Anxiety Disorder to just Anxiety Disorder?

Yes, it is now listed as Anxiety Disorder on the Level One form.

4. Previously on the DA 124 C form, there was an option for someone coming from a hospital as a prior living arrangement. Do we choose the living situation prior to hospitalization?

The submitter should list where the individual was residing prior to the hospital admission.

5. Will the submitter still have to complete the separate Special Admission Category (SAC) form if the submitter completed the SAC questions within the application?

No, the submitter will not have to complete a supplemental form to process a Special Admission Category (SAC) as in the past.

6. If the submitter has to complete the SAC form will it be electronic or on paper?

The submitter must request the SAC on the application by selecting the SAC that is being requested. When a SAC is chosen, specific questions to each SAC will appear for the submitter to answer. These are the same questions that were listed on the supplemental form. Once the application has been submitted to COMRU for processing, the submitter is able to log back into the application and view whether or not COMRU has approved the SAC.

7. If an individual has a Related Condition diagnosis and only 2 limitations, will that trigger a Level 2?

A Level 2 screening would trigger if the individual has a Related Condition Diagnosis before the age of 22 and has **3 or more** functional limitations per guidelines.

8. If the resident already has a current Level 2, does the nursing facility have to submit a change in condition/status application due to a psych stay?

Change in Condition and Change in Status are two different things. You would submit a Change in Status if the client triggers a significant change on their MDS, or the client was not previously screened for a Level 2.

An example: The client did not previously trigger a Level 2 screening and then the client was admitted to a psychiatric unit. The SNF would have to submit a Change in Status.

If the client has any new behavior that was not previously identified, the SNF would notify DMH of a Change in Condition. This is a different process of submitting to DMH, which is not addressed in this

application. Please refer to the DMH webpage: <https://dmh.mo.gov/dev-disabilities/programs/pasrr-level-ii-assessments>

9. Who is responsible for completing the Level One form?

If the individual is currently in the hospital, the hospital should complete the Level One form.

If the individual is in a community setting (including home, residential care, assisted living, group home, etc.), the physician referring the individual to the nursing home would complete the Level One form, however the nursing facility is encouraged to assist with this.

10. If the hospital starts the online application and does not complete it, should a duplicate form be completed?

We highly discourage duplicate applications. Please work with the submitter to complete the application or provide you with the unique return code.

11. Are we able to start the application process without an identified skilled facility to accept the individual?

An application can be processed (even a Level 2 screening) without an identified skilled nursing facility to accept the individual.

Physician Email/Signature

12. Does the physician have to sign the application electronically?

The physician must sign the application electronically. The application can be accessed on a computer, laptop, tablet, or mobile device.

13. Can the facility Medical Director sign the application if the primary physician is unavailable?

The Medical Director can sign the application if they are collaborating with the individual's care needs. The Medical Director must be a licensed physician.

14. Is there a time frame for the physician to sign the application?

There is no timeframe for the physician to sign the application, however the application cannot be submitted to COMRU for processing until the application is completed, which includes the physician's signature. Please note, all applications will be deleted off the webpage after 30 days.

15. How will the submitter be notified once the physician signs the application?

The submitter can ask that the physician notify him/her once the application has been signed or the submitter can use the unique return code assigned to the application to log in and determine if the physician has completed the signature.

16. If the Level One form is completed and signed by a physician at the hospital and needs a correction, is a new physician's signature required upon changes made?

It is not required for the physician to sign again as long as the same application is submitted, however the signature can be updated at the submitter's or nursing facility physician's discretion.

17. Is the Level One form the only form requiring a physician signature?

Yes.

Level of Care Form

18. Do we have to enter an email address for the designated contact field?

The email address for the designated contact/guardian is not a required field.

19. Do we have to enter an email address for the legal guardian if the individual has a legal guardian?

This is a required field, as the email is used to send a copy of the completed Level 2 screening per federal regulation.

20. Will the Level of Care form be initiated by the hospital?

This form will only be initiated by the hospital if the application triggers a Level 2 screening. Otherwise the skilled nursing facility will complete the Level of Care form.

21. Under the treatment section, do scheduled injections, inhalers, breathing treatments, accuchecks, and insulin injections count as treatments?

Only the listed treatments on the application will be assessed and used under this section.

22. Will the application be rejected if it is not completed correctly?

If the application is missing required information, the system automatically sends the submitter an error message. The application will not highlight the blank fields. All fields are required, except the DCN and comment fields under assessed needs. If the submitted application contains errors/needed corrections, COMRU staff will contact the submitter via email.

23. If at some point a private pay resident in a skilled nursing facility needs Medicaid reimbursement, what must the facility submit?

The skilled nursing facility will need to submit a newly completed online application, as the resident's original Level One form would no longer be accessible.

24. Are there any requirements/qualifications regarding who can complete the application?

The regulations are not specific to qualifications of the submitter, however the submitter must be able to assess the individual and ensure their needs are addressed.

25. How do I find out the status of an application?

The submitter can use the unique return code to view the status by going to the end of the application to the Central Office Use Only field. The submitter can view the Level of Care and print/view the PASRR report if applicable.

26. Who must have a Level of Care application completed?

Any individual seeking Medicaid reimbursement.

Any individual that triggers a Level 2 screening (regardless of payor source).

Unique Return Code

27. How do you obtain the unique return code?

The code will auto-populate when the submitter selects "Save and Return Later" or "Submit". Please ensure you copy the unique return code prior to exiting the application.

28. What if the unique return code does not work or is lost?

The unique return code should be saved prior to exiting the online application, however the original submitter can email COMRU at COMRU@health.mo.gov. Please allow up to 48 hours for COMRU to provide the return code.

Paper/Manual Forms

29. While in transition can we continue to utilize the previous manual forms?

The submitter can use the paper forms (DA 124 A/B and DA 124 C) for clients who are admitted to the facility prior to 10/31/21. If the individual is admitted on or after 10/31/21, the new online application must be submitted to COMRU.

30. Are we able to use the DA 124 C form if an individual applies for Medicaid on or after 10/31/21?

The facility will need to submit the online application.

Printing/Posting of Forms

31. Will we have an option to print the completed and signed forms to have for our records?

You can print the online application by using the Print option in the web browser, however it is only available for approximately 30 days after beginning the application. There is also an option to save the document electronically.

32. Where should facilities maintain the application so that it is accessible?

The facility can make a determination as to where to keep the applications, however the forms must be accessible to state surveyors.

33. What is the process when an active Medicaid recipient transfers from one SNF to another?

This process has not changed. The discharging skilled nursing facility shall provide a copy of the resident's application and Level 2 screening, if indicated, to the admitting facility.