Acentra HEALTH

Accelerating Better Outcomes

Lead the Way | September 25, 2023

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Meet Our Company

CNSI + Kepro

With over six decades of combined experience, CNSI and Kepro have **come together to become:**

Acentra HEALTH

Our purpose is to accelerate better health outcomes through quality healthcare

Our vision is to be the vital partner for healthcare solutions in the public sector

Our mission is to continually innovate solutions that deliver maximum value and impact to those we serve

Acentra Health Overview

2023

Founded

Acentra Health was formed following the merger of CNSI and Kepro

3K

Employees

Skilled clinicians, technology experts, and industry leaders

45+

States

Serve 45 state agencies and 5 federal agencies

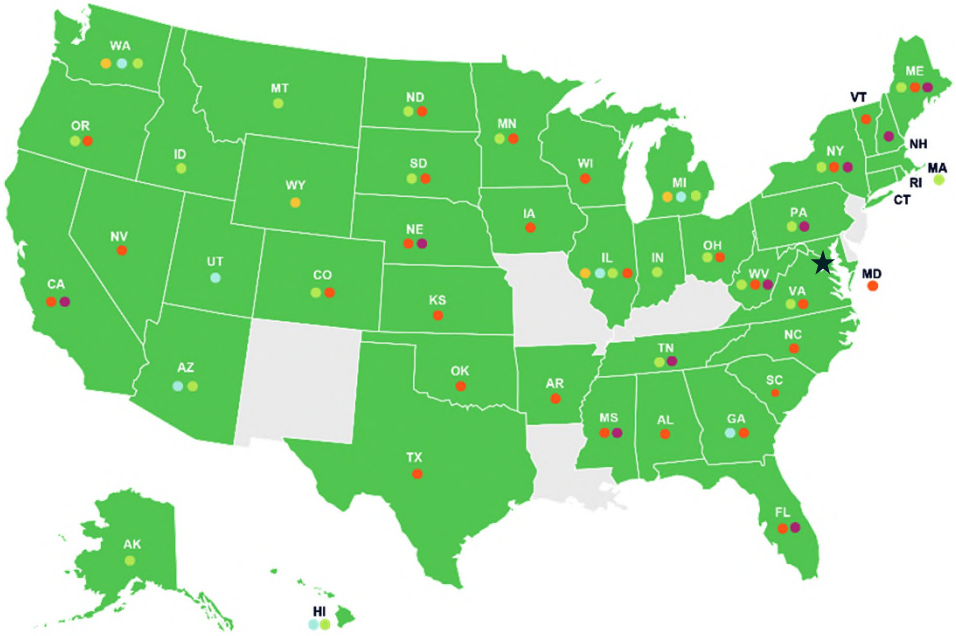
33

Locations

Headquartered in McLean, VA with 32 total company locations nationwide and a location in India

★ U.S. federal agencies we are partnered with:

- Centers for Medicare & Medicaid Services
- Department of Health & Human Services
- Department of Health Resources & Services Administration
- Department of Labor
- Department of Veterans Affairs



STATE CLIENTS
PROVIDER
CARE MANAGEMENT
CORE CLAIMS
QUALITY OVERSIGHT
ASSESSMENTS & CLINICAL ELIGIBILITY

By the Numbers

HELPED TO IMPROVE THE LIVES OF OVER **140M** **BENEFICIARIES NATIONWIDE**

CMS CERTIFIED FOR CLAIMS, PROVIDER, & CARE MGMT.

44 CURRENT STATE GOVERNMENT CLIENTS SERVED

1 OUT OF 10 **EMPLOYEES** ACTIVELY INVOLVED IN INNOVATION

$26B **PAYMENTS** DISBURSED ANNUALLY BY MISSION-CRITICAL SYSTEMS

312K ASSESSMENTS COMPLETED ANNUALLY

5.7M PRIOR AUTHORIZATIONS PROCESSED ANNUALLY

1.4B CLAIMS PROCESSED ANNUALLY

URAC ACCREDITED IN HEALTH UTILIZATION MGMT., CASE MGMT., DISEASE MGMT. & INDEPENDENT REVIEW ORGANIZATION

NC PASRR Team

MICHELLE MARKS | SENIOR VICE PRESIDENT, OPERATIONS

JOHN HENNESSEY | VICE PRESIDENT, OPERATIONS

ELLEN OLSEN | VICE PRESIDENT OF OPERATIONS, PASRR

TIFFANY BROOKS | DIRECTOR OF CALL CENTER OPERATIONS

AMEE HURLOCKER| PASRR PROGRAM LEAD

We provide PASRR services in 5 other states, including FL, NE, CA, NH, and WV.

Stakeholder Collaboration and Communication

- Continue to meet key stakeholders and develop relationships to understand their unique needs and concerns.

- Provide regular communication to inform and engage stakeholders in program implementation
  - Provide contact information including general email
  - Regular meetings (virtual and in-person)
  - Direct telephonic and email communication
  - Indirect communication through stakeholder channels (e.g., newsletters, trainings, events, websites)
  - Web-based informational resources.

- Develop and deliver trainings and educations sessions for PASRR promoting understanding of program structure, processes and requirements.

- Seek actional feedback from the representative groups of stakeholders

- Administer annual surveys for providers and stakeholders

Purpose of PASRR

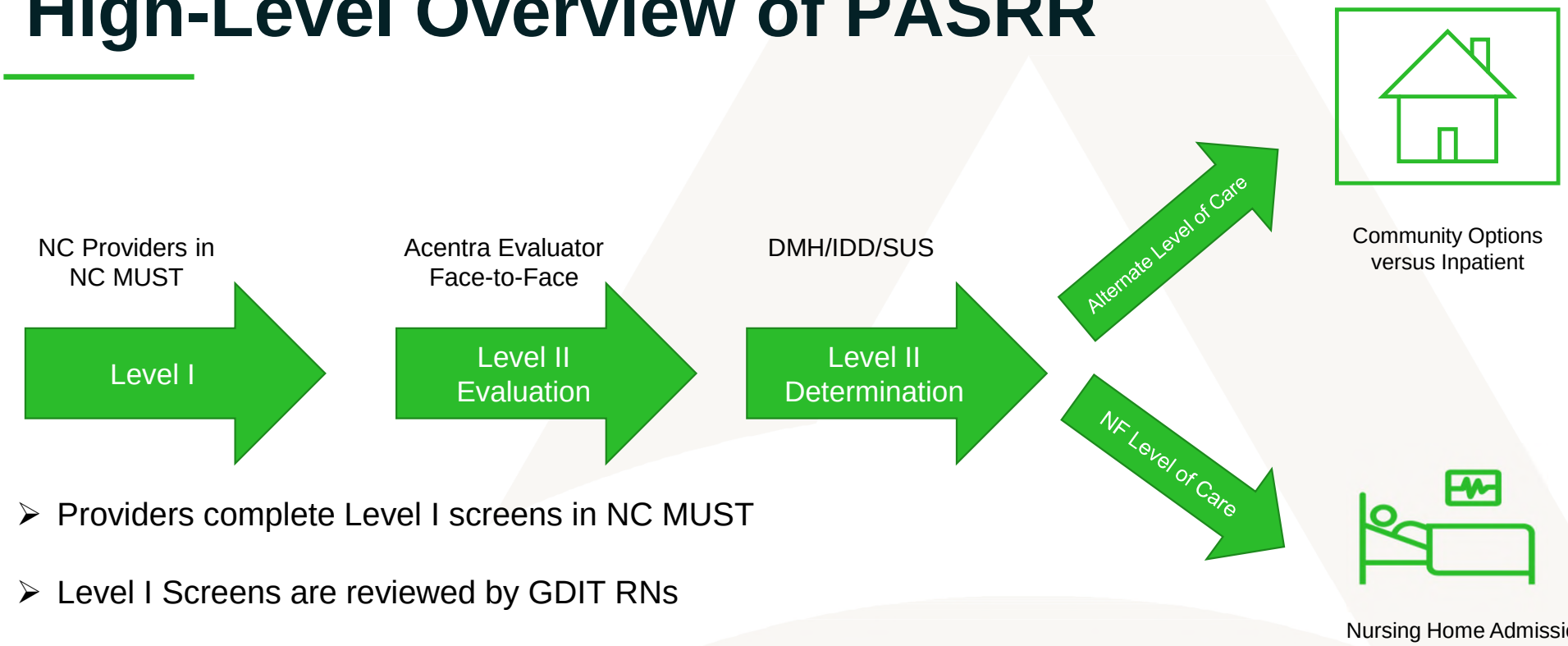
- Pre-Admission Screening and Resident Review (PASRR) is a federal requirement mandated by the Social Security Act, Title 42, Subpart C, Sections 483.100 through 483.138, Code of Federal Regulations.

- PASRR is intended to ensure that Medicaid-certified NF applicants and residents with possible serious mental illness (SMI), intellectual disabilities (ID), or related conditions (RC), are identified and evaluated for the need for nursing facility level of services and other specialized services.

Goal of PASRR

- Provide services to individuals with SMI/ID/RC while receiving nursing facility care
- Support community setting options for vulnerable populations

High-Level Overview of PASRR



- Providers complete Level I screens in NC MUST
- Level I Screens are reviewed by GDIT RNs
- Evaluations are completed by master's level clinicians, licensed in the state of NC
- Evaluations are uploaded to NC MUST for DMH Review
- Determinations and notifications are completed by DMH/IDD/SUS

Documentation for Level II Referral

- ✓Start the PASRR process as early as possible
- ✓Upload complete referral packets, including psychiatric documentation if applicable
- ✓When we call to confirm the location, let us know of any additional documentation, such as medical certifications

Level I Form (completed within NC MUST system)

NC Medicaid Long Term Care FL2 Form

History and Physical (H&P)

Medication List (MAR)

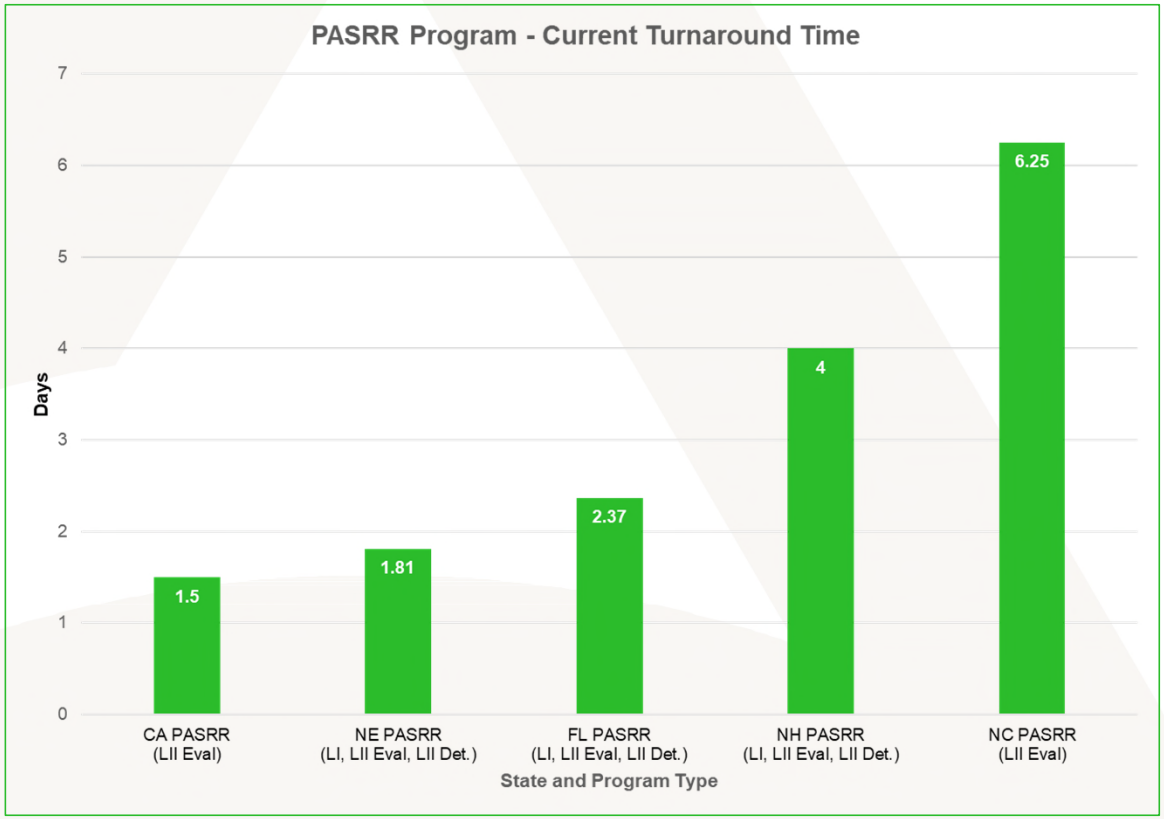
Relevant Treatment & Psych Notes

PASRR Level II Evaluation

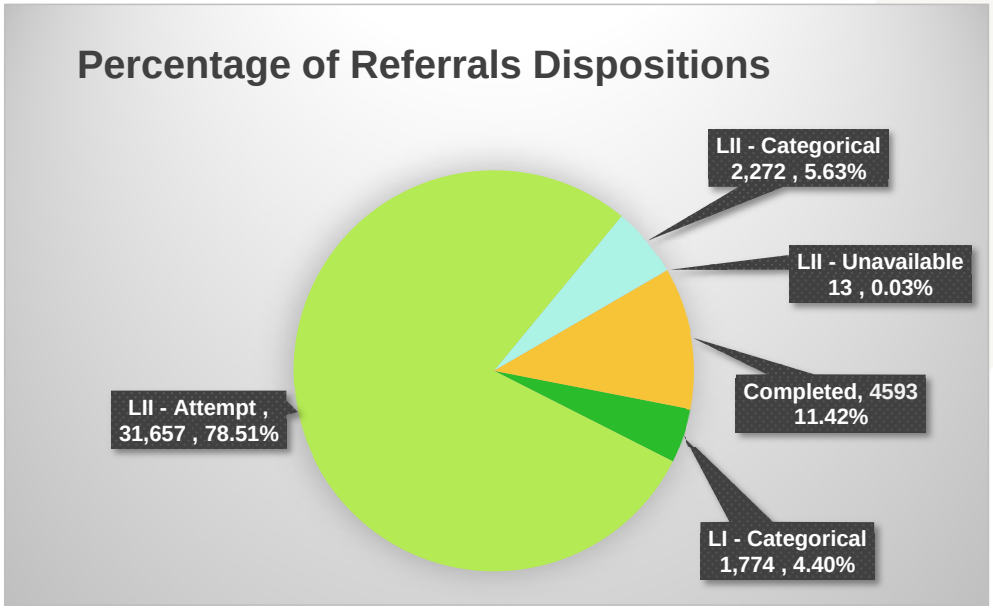
- Federally compliant PASRR system and process utilizes, collects, and tracks required Level II evaluation data elements, such as:
  - History and Physical
  - Substance abuse history
  - Psychosocial evaluation
  - Psychiatric history
  - Functional assessment
- Person-centered, face-to-face assessment emphasizes:
  - Strengths, abilities, interests, supports
  - Medical, physical, and developmental needs
  - Prior services/living arrangements
  - Person’s preference for care and inclusion activities
  - Options for receiving services within a community setting

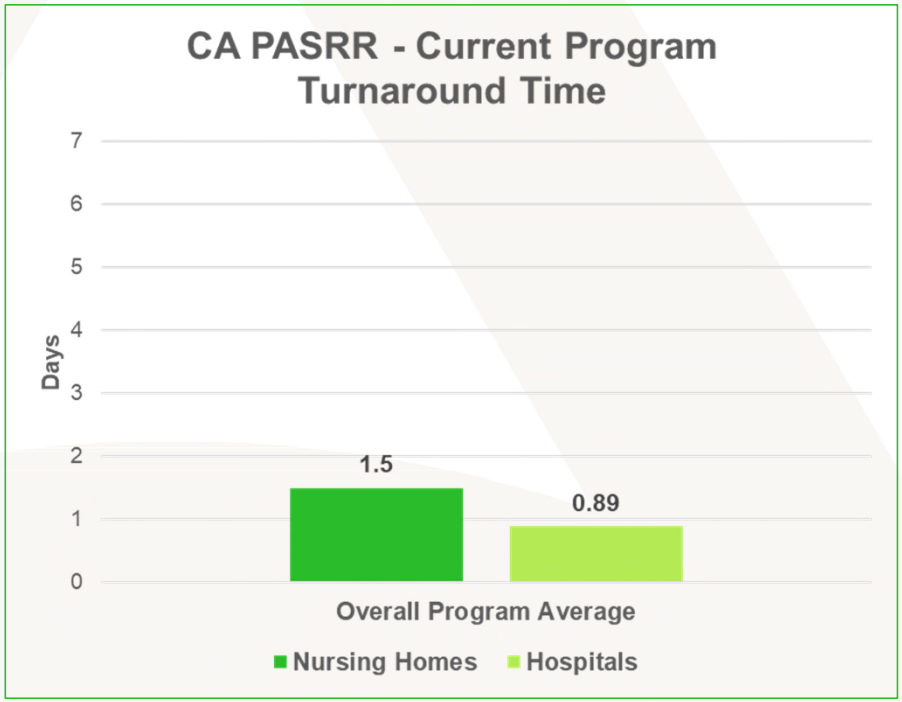
Acentra's PASRR Programs: CA, FL, NC, NE, NH

- Outcomes and Highlights:
  - First Annual Joint Training with Nebraska's State Surveyors and Nursing Homes
  - Quality Improvement Project (QIP) focusing on SMI determinations
  - QIP for turnaround time
  - QIP for Administrative Closures (due to missing documentation)
  - Reconstruction of state mental health evaluation tool and definition for SMI
  - Proposed Rule - CMS-2418-P Workgroup

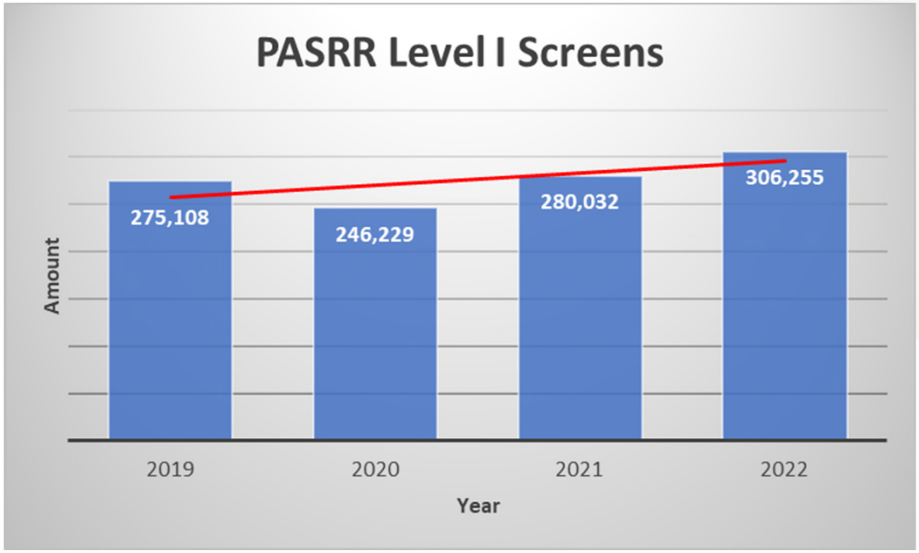


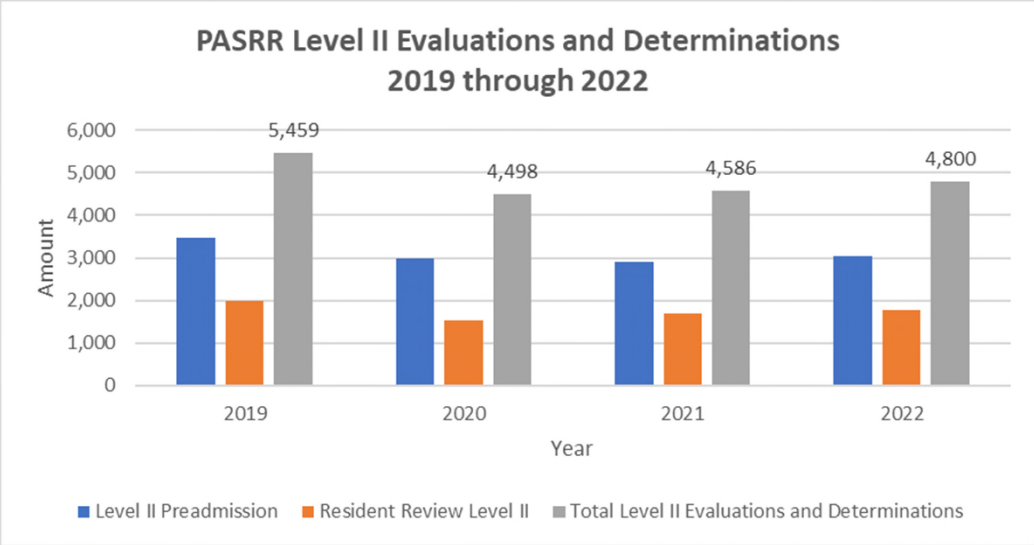
PASRR Program Outcomes – California



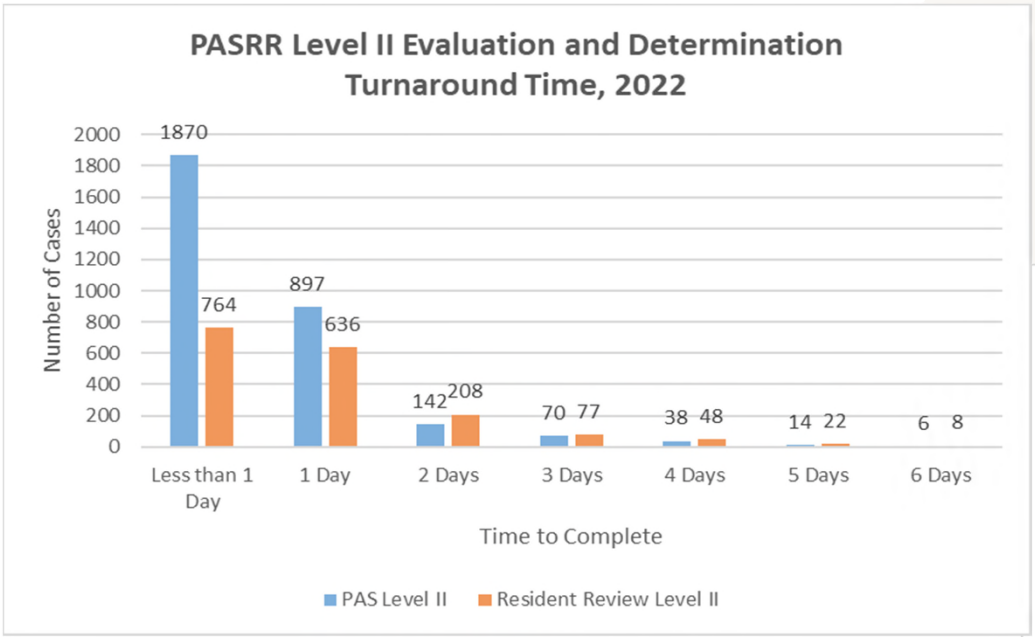


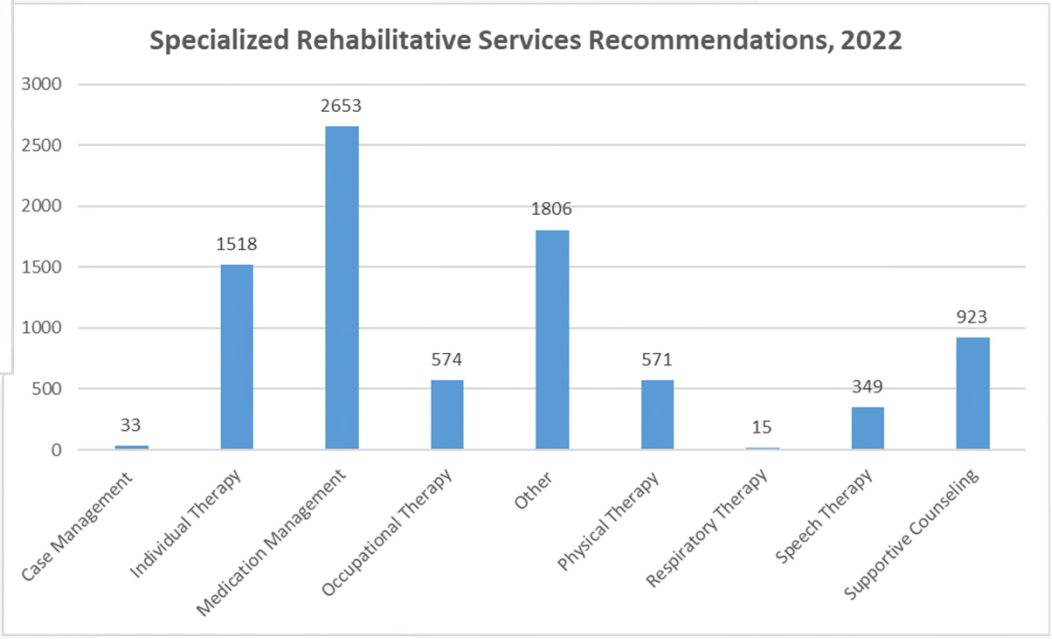
PASRR Program Outcomes – Florida



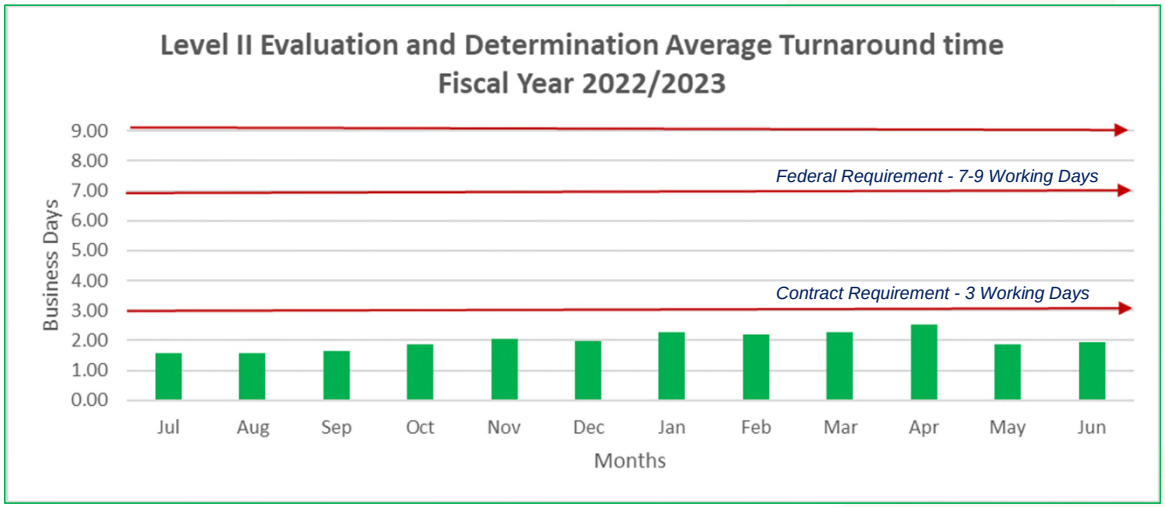


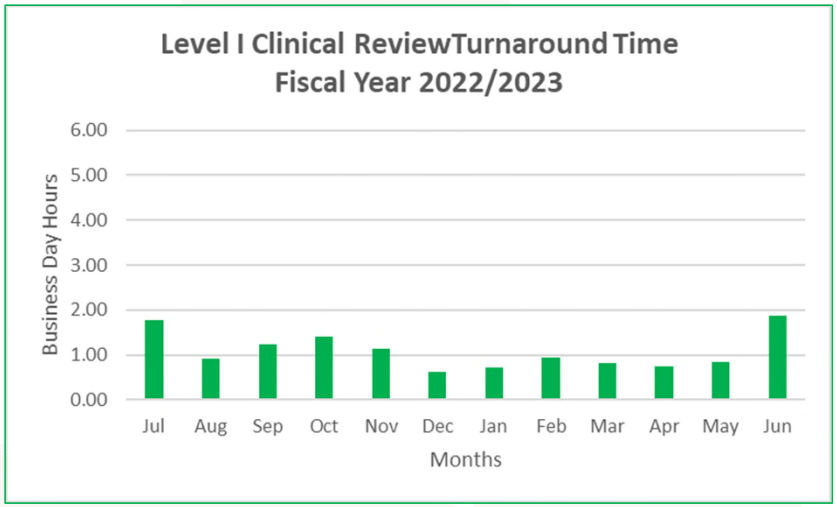
PASRR Program Outcomes – Florida



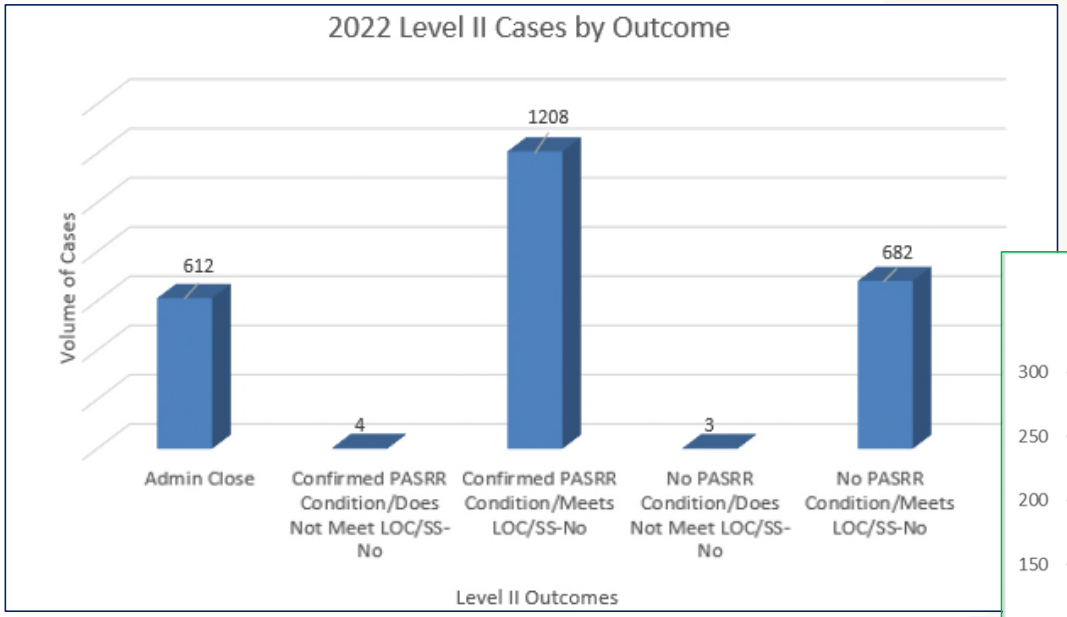


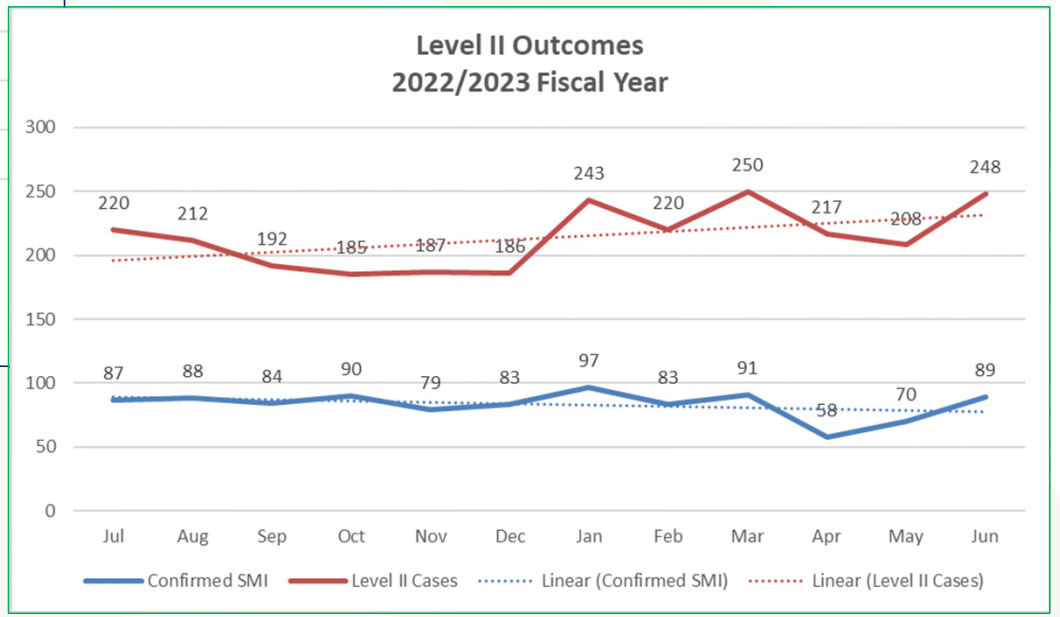
PASRR Program Outcomes – Nebraska



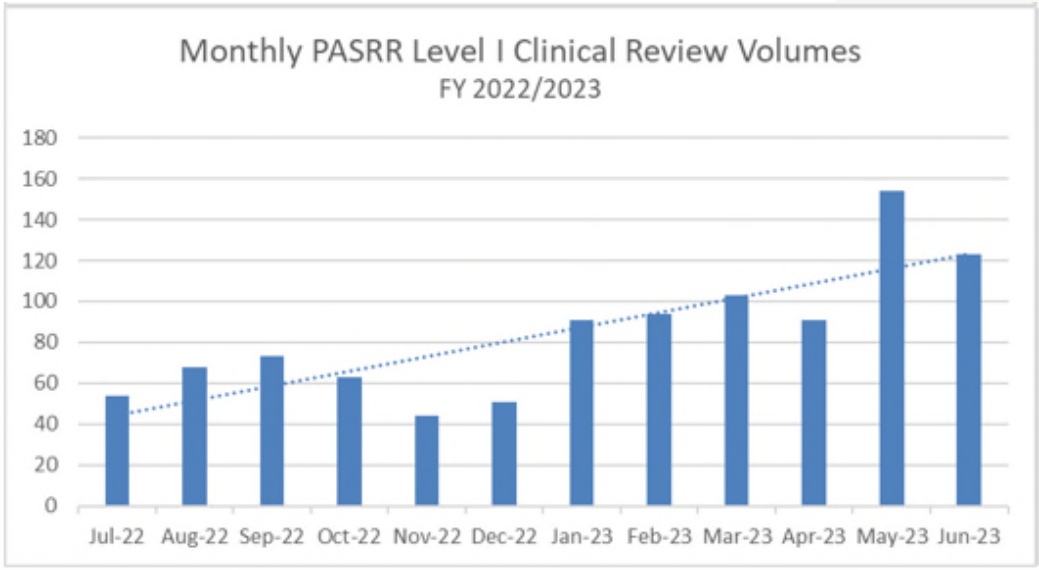


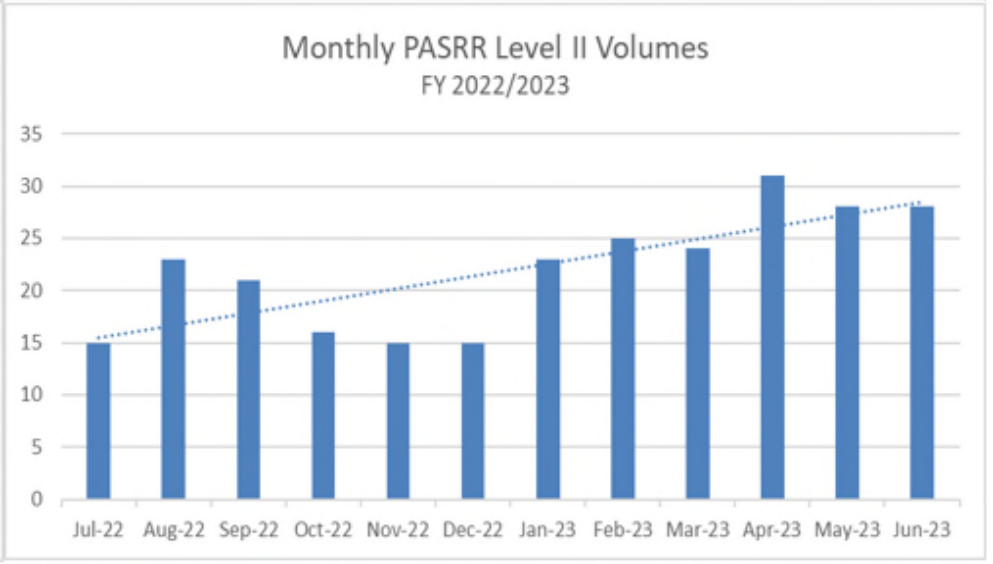
PASRR Program Outcomes – Nebraska





PASRR Program Outcomes – New Hampshire





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Questions and Answers

We love to hear your Questions!