NEVADA HEALTH AUTHORITY
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Nevada Medicaid/Nevada Check Up

PASRR and Nursing Facility LOC Frequently Asked Questions

The following Frequently Asked Questions (FAQs) will assist Pre-Admission Screening Resident Review (PASRR) Portal users with answers to the most commonly asked questions regarding submitting PASRR and Nursing Facility Level of Care (LOC) requests online and performing applicant lookups.

1. **Question:** I need to get access to the PASRR Portal so I can submit requests online. What do I need to do?

   Answer: In order to access the PASRR Portal, a user must first be registered for the Provider Web Portal (PWP). The PASRR Portal can be accessed from the PWP My Home Page. Once logged in to the PASRR Portal, the user can request the appropriate role(s) for their organization. After the role(s) have been requested, the user can then contact their organization's PASRR Portal Administrator to have the roles approved. Once the roles have been approved, the user can then perform applicant lookups and submit screens.

   For more information regarding PWP, including registration and verifying recipient eligibility, please refer to the PWP User Manual. For instructions on requesting roles, approving roles, and removing users in the PASRR Portal, please refer to the Instructions for Requesting Roles, Approving Roles and Removing Users in the PASRR Web Portal.

2. **Question:** I am registered for the PWP and have logged into the PASRR Portal, but do not have any roles attached to my account. What do I need to do?

   Answer: The user can request roles as indicated in the previous question and then contact their organization's PASRR Portal Administrator to have the roles approved.

3. **Question:** How do I perform an applicant lookup?

   Answer: Please perform an applicant lookup before performing any other tasks. To perform an applicant lookup, a user must log into the PASRR Portal from the My Home page in the Provider Web Portal (PWP). Use the applicant look up tab and enter at least three (3) identifiers. If a record populates, the user can then select the recipient's last name under the "select an applicant" field.

   If there are no search results, this may indicate that there is no record of the applicant in the system and the user may proceed with submitting a request. Alternatively, a *No results found* message may also indicate that the information that was entered does not match the record on file in the system. A user may also verify the information by contacting the Gainwell Technologies Prior Authorization Department at (800) 525-2395.

4. **Question:** How do I submit a PASRR or LOC screen in the PASRR Portal?

   Answer: Submit a PASRR or LOC screen per the following instructions only if the applicant lookup function (Question 3) does not yield a result. The user will select the "Submit New Screen" from the "Screening Tab" and enter the appropriate information where indicated. For detailed instructions, please visit the Nevada Medicaid PASRR, LOC & Nursing Facility Provider Training presentation located on the Provider Training webpage under Workshop Materials.

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5. **Question:** I am trying to enter a request and receive the following error message: *The information entered does not match our records.* How do I proceed?

   Answer: First, the user needs to verify they are using the correct Social Security Number (SSN), correct spelling of the name, correct Date of Birth (DOB), and correct Medicaid ID (if applicable). If the user has verified that the information entered is correct, they will need to contact the Gainwell Technologies Prior Authorization Department at (800) 525-2395 for assistance.

6. **Question:** My PASRR login does not work anymore. What do I need to do?

   Answer: The user may reset their own password by selecting "Forgot Password?" from the Provider Login (PWP) page. If the user is unable to reset their password, they may contact the Gainwell Technologies Contact Center by calling (877) 638-3472 and selecting Option 4.

7. **Question:** The patient is ready to be discharged to the Nursing Facility today and my request is in Manual Review status. Is there any way that my request can be expedited?

   Answer: Requests are not routinely expedited and are processed in the order that they are received. The status of the request can be checked by accessing the "Screening List" from the "Screening Tab" which will provide additional details or alert the user if there is any additional documentation required.

8. **Question:** I have reviewed the "Screening List" and it indicates that the screen is in *Manual Review – Addl Info Required Status.* How do I view the clinical notes to find out what additional information is required?

   Answer: While viewing the "Screening List" select the appropriate Screening ID on the left hand side of the page. Once the Screening ID is selected, the clinical notes will be viewable and the user will be able to respond in the message text box accordingly in order to submit the screen back to Nevada Medicaid.

   If medical records are requested, the user should upload attachments to the screen in the PASRR Portal.

   The user must also submit the Screening ID back to Nevada Medicaid regardless of whether the records have been faxed or uploaded. **Please note that if the user does not submit the screen back to Nevada Medicaid, it may result in a delay in the processing of the request.**

9. **Question:** My co-worker submitted a request that was pended for additional information, but they are out the office today and the patient is ready for discharge. How can I find out what information is needed and submit the request back to Nevada Medicaid?

   Answer: While viewing the "Screening List" for your organization, select the appropriate Screening ID on the left hand side of the page. Once the Screening ID is selected, the clinical notes will be viewable. In order to proceed, the user must first change the screen assignment to themselves. Once the screen assignment has been changed, the user will then be able to respond in the message text box and submit the screen back to Nevada Medicaid.

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10. **Question:** I performed an applicant lookup and there is a screen in saved status that was submitted by another organization. How do I proceed?

    Answer: The user must contact the Gainwell Technologies Prior Authorization Department at (800) 525-2395 and request that the saved screen be deleted in order for the user to proceed with a new screen submission.

11. **Question:** I performed an applicant lookup and there is a screen in saved status that was submitted by another user in my organization. How do I proceed?

    Answer: You can contact the user in your organization that the screen has been saved under and request that they complete the screen submission or contact the Gainwell Technologies Prior Authorization Department at (800) 525-2395. A request in saved status means that the request has not been submitted, and therefore cannot be transferred from one user to another.

12. **Question:** I am trying to submit a new request, but receive the following message: *A screen has been saved/submitted by Organization for this applicant and we cannot process multiple screening simultaneously*. How do I proceed?

    Answer: If this message is displayed, it means there is already a screen in process. The user must perform an applicant lookup to view the screen status. The screen that is in process must be in completed status before another screen can be submitted.

13. **Question:** There is an old LOC on file. Can the patient be admitted to the Nursing Facility with the old LOC?

    Answer: Yes. However, a new LOC request will need to be submitted by the Nursing Facility and approved before the Nursing Facility tracking form can be submitted.