

Level II Referral
MI only or MI w/ ID

Level II PASRR/MI received via online web Provider Portal, fax, secure email, or mail

Complete Packet?

Review placed into **Newly Assigned** Status and identified as PAS or RR. If MI/ID, APD contacted for PASRR II collaboration

"Pend" letter printable via Provider Portal or faxed to referral sources within the **1 day** and **technical assistance** call within **2 days**. Referral held open for up to **7 total business days**.

Reviewers notified immediately of **Under 21/CMAT, PAS, and expedited** reviews

"Closure" letter printable via Provider Portal or faxed to referral sources and notice mailed to consumer/guardian. **Technical assistance** follow up.

All Reviews are self-assigned by Reviewers. Under 21 & Expedites assigned **same day**; PAS assigned within **2 days**; RR in order received

Documents include all available **clinical** information?

- Online web portal checks for complete packet. All submissions must include:**
- LI Form and/or Resident Review Form
 - Assessment from CARES/CMAT or MDS if referred by NF
 - Relevant case notes/MAR
 - 3008 Medical Certification for Medicaid Long-Term Care Services and Patient Transfer Form
 - Informed Consent Form

Face to Face Evaluation (Under 21; SS Recommended; or to confirm Dx)

Determination can be made with desk level review?

Specialized Services (SS) Recommended?

Plan of Care

Ensure SS service delivery and monitor outcome/ Baker Acts/readmissions

Determination Summary Report (with SS Plan of Care if recommended) sent to CARES, CMAT, Primary Physician (if known), Hospital, and Admitting/Retaining Nursing Facility as applicable within 7 business days, 4 business days for CMAT. Notice of Determination letter is mailed to patient/legal guardian. *Providers may view status via web portal at any time during the process.*

Appeal submitted within 90 calendar days?

Department Notified
Documents submitted to Office of Inspector General (procedures per Rule 65-2 F.A.C. and CFOP 180-2 followed) Reconsideration Review completed and any errors rectified. Provide expert testimony in fair hearings as needed.

Processes Tracked and Reports Generated