NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

Referral Screening Verification Process – Frequently Asked Questions

What is the purpose of the Referral Screening Verification Process (RSVP)?
RSVP has replaced Pre-Admission Screening Resident Review (PASRR) for Adult Care Homes, providing a more streamlined and effective process to screen Transition to Community Living Initiative (TCLI) target populations.

Who should be referred?
- All Medicaid-eligible individuals who are being considered for admission to an Adult Care Home (ACH) licensed under G.S. 131D-2.4, with the exception of group homes (Population Category 5)
- All Medicaid-eligible individuals requesting Personal Care Services (PCS). *Beneficiaries will not be assessed for Personal Care Services (PCS) without a Referral Screening ID.*

Who should NOT be referred?
- Individuals who are NOT Medicaid-eligible
- Individuals that do not meet bullet criteria stated in "Who Should be referred"
- Individuals seeking admission into a Skilled Nursing Facility. SNF PASSR is still required.
- Individuals who have a previous ACH PASRR prior to 11/1/18 for an ACH and enter a medical or psychiatric hospital, an acute or sub-acute rehabilitation facility, or a long-term acute care hospital for medical or psychiatric treatment and return to the ACH after treatment. They do not need an additional screen through the RSVP unless there has been a significant change in psychiatric or medical status (for those with SMI/SPMI).
- Individuals who requested to transfer from one ACH to another AND already have an ACH PASRR prior to 11/1/18. They can transfer if they are medically and psychiatrically stable.

Who can make a referral?
Anyone (i.e., Individual consumers, guardians, family members, advocates, providers, hospitals and LME/MCO staff) may submit a referral using RSVP.

Is this a housing program?
No, this is not a housing program. It is for any individual is being considered for admission to an adult care home. The purpose of completing this referral is to initiate a screening for TCLI.

Does an individual's guardian need to be informed to make a referral?
If the individual has a guardian that is considered a "guardian of the person or general guardian" but NOT the "guardian of the estate," that guardian MUST be notified BEFORE making the referral.

How do you make a referral?
- Option #1: URL https://www.socialserve.com/nc/rsvp
- Option #2: Paper version can be mailed or faxed to the following locations. To ONLY be used if internet access is not available:

        Mailing Address: Attention Mental Health Section - RSVP
                           Mail Service Center 3001
                           Raleigh, NC 27699-3001
        FAX#:   919-508-0953

- If paper version is submitted, there will be a delay in receiving the Referral ID #. DHHS staff will enter the paper referral into RSVP within 24 business hours of receipt of the mailed or faxed referral. It is the responsibility of the referral to contact DHHS at 984-236-5154, to obtain the referral ID #.

What information is needed to complete a referral?
- Referrer role
- Does individual being referred have a guardian?
- Referrer name (first/last) and phone #
- Guardian name (first/last) and phone # (if applicable)
- Individual name (first/last), date of birth, gender, and phone # **(DOB FORMAT: MM/DD/YYY) *You must use "/" and not "-"**
- **Referral location type (this is the current location of the individual at the time of the referral)**
- Name of facility, hospital, or shelter (required if type is facility, state psychiatric hospital, community hospital or incarcerated; otherwise optional). If the facility is a licensed through DHSR, the facility information will begin to appear after the first few letters are entered. If the referring location is not a licensed facility, you can manually enter the name
- Referral location address – this is the location where the individual being referred is currently located (this information will pre-fill if facility is licensed by DHSR and is chosen from the drop-down menu; otherwise, you must enter the information manually
- Potential behavioral health diagnosis
- Is the individual potentially eligible for Medicaid?
- Medicaid number or last four digits of their social security number
- Medicaid county of origin or county of residence

When should the referral be completed?
During hospital admission discharge planning and **prior to** the admission of a Medicaid-eligible individual into an ACH or **prior to** assessment for PCS.

Is there an RSVP training?
There is a demonstration webinar that has been posted on YouTube and the DHHS-TCLI webpage. See RSVP Resource links at the bottom of the page.

Will we need to purchase or install software?
No, RSVP is web-based and only requires access to the internet to complete an online referral. The link to submit referrals is public. It is recommended that the URL is accessed using the following Internet Browsers: IE11 or newer, Google Chrome, Microsoft Edge, or Mozilla Firefox. Internet explorer versions older than IE11 are not compatible.

When did RSVP go live?
The implementation date for RSVP was 11/1/18

Will there be a staggered roll-out or grace period for starting the new tool?
No, there will not be a staggered roll-out or grace period for the RSVP.

Why do I need to do RSVP?
To obtain a RSVP referral ID # for an individual that is being considered for ACH Admission, to initiate screening for Transitions to Community Living Initiative (TCLI) and for Personal Care Services (PCS). *The RSVP Referral ID # has replaced the ACH PASRR #.*

How do I obtain a RSVP Referral ID?
The referral ID # is displayed on the final submission page of the RSVP referral on the top left side just underneath the notice that the Referral has been submitted which is in green.

It is HIGHLY recommended that you print the final submission page that contains the RSVP Referral ID # because RSVP does not provide the ability to sign in after the referral has been submitted to look up the Referral ID #.

If a RSVP Referral ID # is needed for Personal Care Services (PCS) for an individual being considered for ACH admission, what Referral option needs to be checked on the referral?
Check <u>ALL</u> applicable Reasons for Referral boxes. For instance, if the individual has a Mental Health diagnosis, Medical diagnosis, and needs a Referral ID # for PCS, you will need to check the Mental Health box (and choose from the list of diagnosis) AND check the Medical box (and enter the primary medical diagnosis),

There is no longer an option to check PCS Only. You must check at least one (1) other reason for referral (medical or a behavioral health reason) in order to submit a referral for PCS. Liberty Healthcare will be able to view all RSVPs submitted with a PCS Reason for Referral. If you have completed a previous RSVP referral and did not add PCS as a reason for referral, please email Stacey.lee@dhhs.nc.gov with the existing RSVP # in order to have PCS added to the existing RSVP. PLEASE DO NOT CREATE A NEW REFERRAL AS THIS WILL CREATE MULTIPLE RSVP #'s FOR AN INDIVIDUAL.

How do I obtain "consent" from the individual or guardian in order to complete an RSVP referral?
The consent should ideally be written, but there could be circumstances where verbal consent is faster. If verbal consent is obtained, then the referrer will need to internally document the verbal consent.

Once my referral has been submitted, can I make changes/edits?
No. RSVP is a public URL access domain. In order to protect and comply with HIPAA and PHI, RSVP is a write only system meaning that once the referral has been submitted the information is no longer accessible. Prior to hitting the "COMPLETE" button, RSVP does allow you to review all the information entered in order to ensure that the information is correct. From this review page, you can use the "BACK" button to return to any previous screen to change information. Once information has been changed, you will have the opportunity to again review to ensure the information is correct before submitting the referral by hitting "COMPLETE".

Will I receive an approval after I complete RSVP?
No. An approval letter is no longer needed, and no letter will be sent. You will receive the RSVP Referral ID # on the final submission page. This RSVP Referral ID # replaces the ACH PASRR # that you previously received via a PASRR Letter. It is highly recommended that you print the final submission page of the referral that contains the RSVP # for your patient records.

If I forgot to print the final submission page or have misplaced the RSVP #, how can I retrieve this #?
For RSVP Medical Reasons for referral, you can contact the DHHS RSVP # at 984-236-5154 or email stacey.lee@dhhs.nc.gov. For RSVP Behavioral Health Reasons for referral (mental health, substance abuse, IDD and TBI), you should contact the assigned LME-MCO indicated on your printed final submission page.

Where can I access additional information regarding RSVP?
The following links contain information regarding RSVP:

https://www.socialserve.com/nc/rsvp (RSVP Referral webpage)

https://youtu.be/Txp7uUaIz3E (RSVP YouTube Webinar)

https://medicaid.ncdhhs.gov/providers/clinical-coverage-policies/community-based-services-clinical-coverage-policies
(N.C. Medicaid Clinical Coverage Policy 3L – Personal Care Services)

https://www.ncdhhs.gov/about/department-initiatives/transitions-community-living-initiative (DHHS-TCLI Webpage)

Who do we contact if we have questions regarding RSVP?
For RSVP website technical assistance, please email TCLD.Support@dhhs.nc.gov

For RSVP Medical only referrals, please contact DHHS RSVP at 984-236-5154 or email stacey.lee@dhhs.nc.gov.

For RSVP Behavioral Health (Mental Health, Substance Abuse, TBI and IDD) referrals please contact the LME-MCO that is listed on the printed final submission page.