



## Referral Screening Verification Process – Frequently Asked Questions

### What is the purpose of the Referral Screening Verification Process (RSVP)?

RSVP will replace 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 ACH licensed under G.S. 131D-2.4, with the exception of group homes.
- 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 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.

### 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> (not accessible until 11/1/18)
- Option #2: Paper version

The URL link will be available from multiple websites such as the Division of Mental Health/Developmental Disabilities/Substance Abuse Services (DMH/DD/SAS) and LME/MCOs.

### 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 #
- Referral location type
- Name of facility, hospital, or shelter (required if type is facility, state psychiatric hospital, community hospital or incarcerated; otherwise optional)
- Referral location address (required if type is facility, state psychiatric hospital, community hospital or incarcerated; otherwise optional)
- 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

## NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

### **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.

### **How and When will stakeholders be trained on the new RSVP?**

DMH will be attending various stakeholder meetings and conferences in addition to communication distribution through avenues such as NC Track, NC MUST, DHHS websites. Stakeholder communications will continuous from September 2018 through implementation date on November 1, 2018.

### **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.

### **When will RSVP go live?**

The implementation date for RSVP is 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.

### **Who do we contact if we have questions regarding RSVP?**

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