Acentra Health's Scheduling Portal – Kepro SAM

https://pasis.kepro.com/

Submitting Expedited Requests

Expedited SIS assessment requests are made for the following reasons:

- **First SIS** – the individual is new to waiver services or has left and is re-entering waiver services and has not had an assessment previously.

- **Significant Life Change** – the individual has had a significant life change that may be due to a documented increase/decrease in medical, behavioral and/or general support needs and the individual is not yet due for a routine 5-year assessment. The change in need is **expected to be long-term** and requires a different level of support than what is currently in place – either an increase or decrease in needs.

- **Other** - this option is currently not in use.

SCs and SC Supervisors can submit Expedited Requests as needed.

To submit an Expedited SIS Assessment request, you must log in to the Acentra Health's Kepro SAM scheduling portal. Using Google Chrome as your browser, you can access the portal by clicking on the hyperlink: https://pasis.kepro.com/ or via the Acentra Health PA SIS homepage: http://mysupport.kepro.com and clicking on the tab "Schedule an Assessment."

Once logged in, your work queue will open. On the top left of this page, click on "Create New Expedited Request".

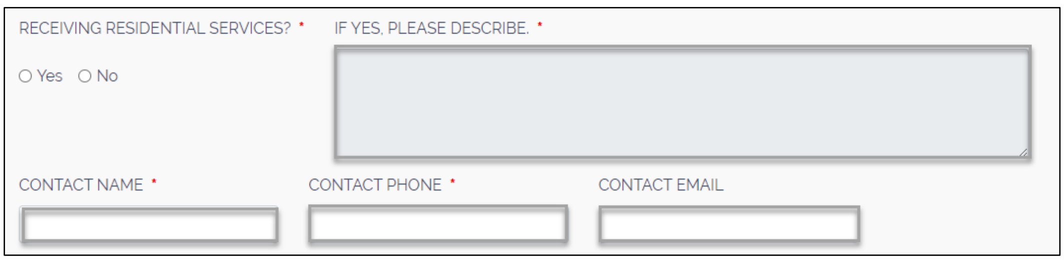
A blank record will open where information needed to complete the request is entered. Under "Consumer Information" enter the demographic information. All items with a red (*) must be completed.

NOTE: ***The information in this section of the record is for the individual. It is NOT the name of the SC or person to contact when scheduling.***

NOTE: If submitting a request for an individual who lives out of state, please enter the individual's name but list the adddress as that of the SCO so that it goes to the correct AE for approval. **Do not enter the out-of-state address as it will not be recognized in the system**.

In the Intepeter section of the record indicate whether or not an interpreter is needed by selecting “Yes” or “No.” If yes, in the text box indicate the language needed, such as Spanish, ASL, Bengali, etc.

In the Residential Services section of the record, indicate whether or not the individual receives residential services by selecting “Yes” or “No.” If yes, enter the type of residential services in text box (agency name followed by group home, lifesharing, etc). Also add the residential contact person (Program Specialist is ideal) along with their contact phone number and email.

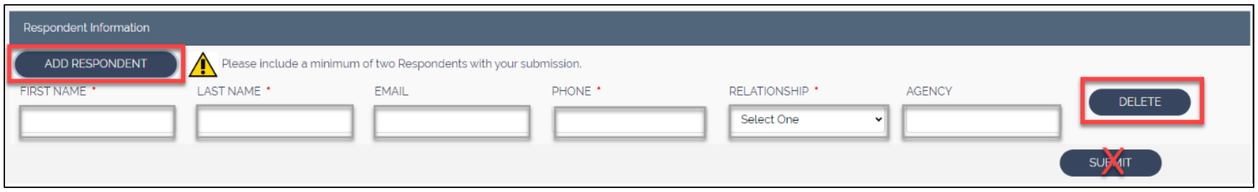


In the Scheduling Information section of the record, you can indicate the best time for the assessment, desired meeting location and any special considerations.

If you have a “Desired Meeting Location,” indicate the location type and address (e.g., Home – 123 Main Street, My Town, PA 12345). This is also where you can also indicate if a virtual meeting is preferred.

The Special Notes section is a good place to list any special curcumstances that the scheduler and/or interviewer should be aware of when scheduling or at the time of the interview. For example, if the individual could be upset if certain things are discussed during the assessment, it would be important to note that the assessor should talk with the SC prior to the interview. Other information that may be important to note is if an interpreter is needed, will they be required for the length of the interview, or only to meet the individual as this is helpful to know when arranging for interpreting services. It is also helpful to know who the interpreter is for, the individual and.or family member.

You are now ready to proceed to the Respondent Information section. Here you can enter information for those respondents you wish to participate in the assessment. This is done by clicking on “Add Respondent” which will open fields in which the information can be entered.



NOTE: A minimum of two respondents who have known the individual for at least months or longer are required in order for the assessment to be completed.

The SC should be listed in the respondent section, even if they do not meet the three-month criteria, to ensure they are invited to the assessment.

In addition, if there is a legal guardian, they should also be listed in the respondent section as well.

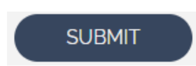
When you have entered information for your first respondent, click “Add Respondent” again, to populate fields to add the next person you wish to attend the assessment. Continue this process until you have added all potential respondents. Do **NOT** click submit to add a respondent.

NOTE: If the individual receives residential services, a representative is required to be at the assessment. List all residential contacts by name, phone number, email, and agency name that you wish to attend the assessment.

When choosing the relationship from the dropdown menu, select the type that best corresponds to the relationship/service for that individual. In all cases, include the agency name, if applicable, as well as an email address, if available.

If you have added a respondent in error, click on the “Delete” button to remove the entry.

Only after you have entered all respondent information should you click “Submit” in the lower right-hand corner of the record. Once submitted the record closes and moves to Acentra Health for scheduling. You cannot reopen the record to add or change information.



Once the request is made, you will receive a request ID indicating the request has been successfully submitted.

Approval Process for Expedited Requests

Expedited Requests go through a two-step approval process. The request will first go to the Administrative Entity (AE) for approval and then on to the PA ODP Regional SIS Lead for approval. The status of the assessment in Kepro SAM will say “*SIS Pending*,” meaning it is awaiting action at the AE or ODP level.

Either the AE or ODP can approve, deny, or request additional information. If the assessment has been marked Pending Additional Research a dialog box will indicate what information the AE or ODP is seeking. Note that this information **cannot** be submitted through the Acentra

Health Kepro SAM scheduling portal. You must contact the AE or ODP directly to provide what is needed.

If the assessment is denied, you will receive notification via email, but due to HIPAA, will need to log into the Acentra Health Kepro SAM portal to view the reason. Likewise, if the assessment has been approved, you will also be notified via email.

Sample email notifications are from PAODPAssessments@kepro.com and are as follows:

Your Expedited SIS has been denied. Please log into Kepro SAM for details (https://pasis.kepro.com/).

Dear Supports Coordinator,

Your Expedited SIS request has been marked “Pending for Additional Research.” Please log into Kepro SAM for details (https://pasis.kepro.com/). If additional information is required, please submit directly to the AE of registration or appropriate ODP Regional Office and not through Kepro SAM.

Thank you.