Welcome to REM in PERLSS Webinar!

Agenda

- REM in PERLSS Overview
- Timing
- What is Changing vs. What is <u>NOT</u> Changing
- Submitting REF's
- REM Provider Roles in PERLSS
- Training Needed for PERLSS Accounts
- Contacts
- Q&A

Reportable Event Management (REM)

The Reportable Event Management (REM) program is an important component of an overall approach for ensuring the health, safety, individual freedom, and quality of life of members of Home and Community Based Services (HCBS) and ICF/IID programs.
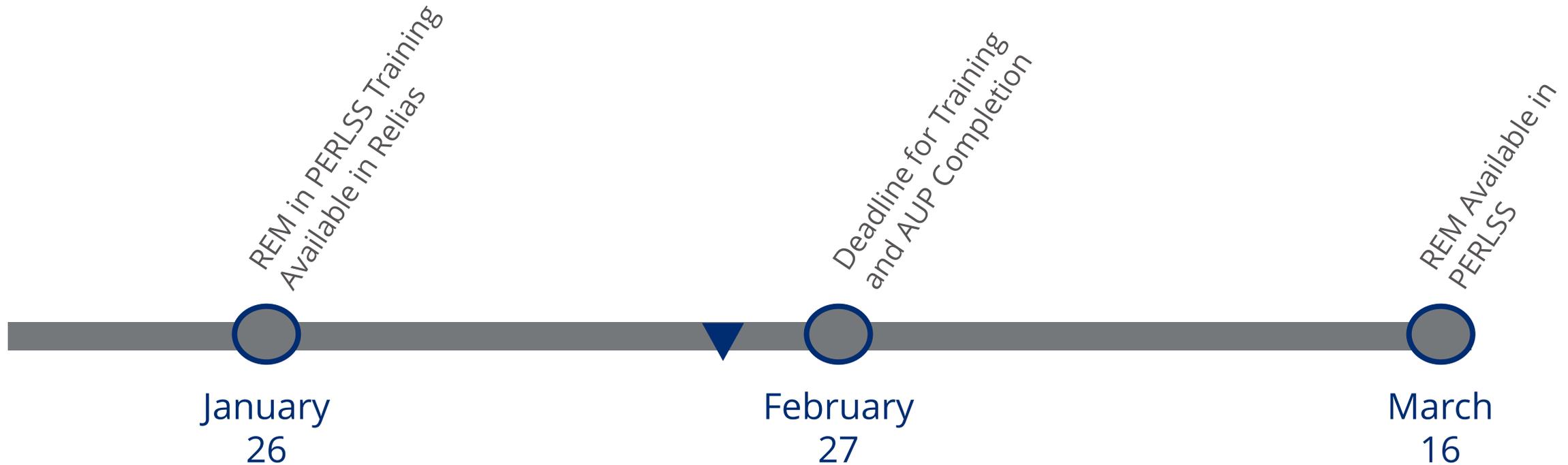
The program ensures individuals and their support system are informed about decision making, tolerable risks, risk mitigation, and reporting an event that compromises the health, safety, freedom, and quality of life of a person supported.

Preadmission Evaluation and Referrals for Long Term Services and Supports (PERLSS)

The Preadmission Evaluation and Referrals for Long Term Services and Supports (PERLSS) system is an integrated platform which allows for improved efficiency, transparency, and ease of use for programs such as REM.

It will provide a centralized platform for completing tasks related to Reportable Events and Investigations while streamlining workflows and notifications.

Timing

REM in PERLSS Training Available in Relias

Deadline for Training and AUP Completion

REM Available in PERLSS

January 26

February 27

March 16

- Complete your assigned training and sign the Acceptable Use Policy (AUP) by February 27 to ensure access to REM in PERLSS once it is available on March 16.
- Training remains available after February 27 but completing it later will delay your access to REM in PERLSS.

Based on the REF and investigation status, use the guidance below:
- **In-progress before March 16**: Use legacy system until closed.
- **Complete**: All completed records are now stored in PERLSS. If changes are required, use the PERLSS system.
- **New**: All new REFs and investigations must be entered and managed in PERLSS.

What is Changing?

Centralized Platform for REM

All REM components—Intake, Investigations, Follow-up, Appeals, and Change Management—along with related role-specific provider tasks, will be completed in PERLSS.

Provider Role-Specific REM Tasks in PERLSS

Provider Investigators, Supervisor, and Event Management Coordinator will use PERLSS to complete REM-related tasks.

Investigation Documentation Submission

All investigation documentation will be submitted through PERLSS.

TN Cloud will no longer be used.

Link for the Reportable Event Form

The Reportable Event Form submission link will be updated, and the look/feel will be different; the process and data collections will remain the same.

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What is <u>NOT</u> Changing?

Reportable Event Form and Final Report

Reportable Event Form and Final Report templates will reman unchanged. Providers will continue to submit REFs via a link and does not require a PERLSS account.

REM Operational Protocol

The REM Operational Protocol will continue to define requirements and responsibilities for reporting and investigating events.

MCO Case Manager and ISC Communication

MCO Case Managers and Independent Support Coordinators will continue to receive communications on investigations and REFS of member's supported from DDA.

Provider Responsibilities

Provider Investigators, Provider Supervisors, EMCs, and other provider staff keep the same responsibilities; only the system used to perform tasks changes.

Submitting REF's

Providers **with** a PERLSS account

Providers operating in PERLSS can submit Reportable Event Forms (REF) within the PERLSS system.

Follow the steps provided in your training.

Providers **without** a PERLSS account

Providers without a PERLSS account can still submit Reportable Event Forms (REF) using an external link.

More information will be provided in March.

REM Provider Roles in PERLSS

PERLSS: Event Management Coordinator

- Submit Reportable Event Forms (REF) within PERLSS

- Complete Investigation Follow-up activities, such as Action Plans

PERLSS: QuILTSS REM Provider Investigator

- Submit Reportable Event Forms (REF) within PERLSS

- Complete Provider Investigations

- Only given to certified Provider Investigators

PERLSS: QuILTSS REM Provider Supervisor

- Submit Reportable Event Forms (REF) within PERLSS

- View Provider Investigations

- Complete REM Supervisor functions such as overseeing and balancing the workload of Provider Investigators

Need Training for PERLSS Access?

Training is delivered through the Relias Learning Management System (LMS) and must be assigned by your Relias Organization Administrator or Supervisor. There are two steps needed to gain access to PERLSS:

1. Sign an AUP to gain access to TennCare system. Check your spam and junk folders for the address adobesign@adobesign.com.
2. Complete your assigned **REM in PERLSS** training through Relias LMS.

An initial group of users has been identified, sent AUP's, and designated for training. If you have not been assigned training or sent an AUP and believe you should be in this group to complete REM workflows in PERLSS, please reach to DDA via DDA.REMHelp@tn.gov.

Notify DDA whenever new Provider Investigators, Provider Supervisors, or Event Management Coordinators join your organization so DDA can initiate new-user setup in PERLSS.

Contacts

- For questions related to PERLSS access requests, AUP requests, training registration, or general REM questions – DDA.REMHelp@tn.gov
  - If you are unable to find your AUP after it is sent, check your spam and junk folders for the address adobesign@adobesign.com.

- For assistance with completing training in Relias – DDA.Relias.HelpDesk@tn.gov

Questions?