

2/24/2020

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## **Improvements to Current PASRR System & Processes Coming Soon | Best Practice Reminders | New Web Resources to Replace PASRR.com on 2/25**

We're pleased to introduce you to **AssessmentPro**, a game-changing, gold standard web tool slated to replace the state's current PASRR online system later this year. Developed for strict adherence to state compliance guidelines, AssessmentPro is already making a big impact in other PASRR programs across the country. Below is a brief overview of next steps and instructional content you'll begin receiving in the coming weeks about this important transition. Also, check out some important provider best practice reminders and an update on the new CT PASRR Provider Tools and Resource page.

### **Sneak Peek: New PASRR System Coming Later in 2020!**

As we move toward the launch of AssessmentPro, the industry leading online system for management of the PASRR assessment process, keeping you connected with transition updates and resources is one of our most critical goals. Stay tuned in the coming weeks for the more information on next steps, including:

- **Process Guides:** Understand what's changing, with a helpful overview of AssessmentPro processes and procedures.
- **System Benefits:** Walk-through of the positive impact this new tool can have for the provider community and most importantly, those we serve together across Connecticut.
- **Account Registration:** Step-by-step instructions to create your new account for the new system
- **Learning Opportunities:** Dates and registration details for both webinars and on-site events

### **Best Practices: Reminders for Facility Staff**

**TIP 1:** Be sure to plan as early as possible to assure a safe, orderly discharge. The PASRR review process should not be used in lieu of discharging a person who no longer meets medical necessity for continued stay.

**TIP 2:** Remember to contact Department of Mental Health and Addiction Services (DMHAS) for assistance with community transition for individuals with serious mental illness or substance use diagnoses.

### **Process Update: New Maximus.com Tools and Resources Page to Replace PASRR.com Tomorrow, 2/25**

As shared in earlier communications, a new Provider Tools and Resources page was launched in fall 2019 on the Maximus.com site. Featuring a more user-friendly, responsive layout and formatting easily viewable on mobile and hand-held devices, this new resource can be found here:

<https://maximus.com/svcs/connecticut>

Be sure to review and [bookmark this new link](https://maximus.com/svcs/connecticut) as soon as possible. Beginning tomorrow evening, **Tuesday, February 25th**, the CT PASRR page currently found on pasrr.com will be decommissioned and attempts to reach that page will redirect you to the new site listed above.

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## **System Transition to AssessmentPro Announced for November 2<sup>nd</sup> | Learn More About Preparing Your Facility for This Upcoming Change**

As shared in late February's Quarterly Provider Newsletter, the State of Connecticut, through the Department of Social Services has made the decision to migrate from its current system processes for Preadmission Screening and Resident Review (PASRR) submissions over to the web-based AssessmentPro system. Already making an impact in other PASRR assessment management programs across the country, AssessmentPro is currently targeted for a Monday, November 2<sup>nd</sup> launch date.

Developed with strict adherence to state and federal compliance guidelines, this gold standard tool will bring some important changes to the PASRR program. Over the next several months, we will be sharing all the **process updates, training opportunities** and **resource materials** needed to prepare you for launch, including:

- AssessmentPro benefits for Providers
- Preview of upcoming learning sessions
- Next steps in the system transition
- Connecticut PASRR Help Desk contacts

### **Benefits: A Closer Look at AssessmentPro**

As part of the upcoming transition, changes to assessors' processes will benefit those we serve, resulting in assessments that paint a **more defined picture of each individual's service needs**.

Though AssessmentPro brings **expanded options** and a more **intuitive, streamlined package**, Connecticut providers will only see minimal changes to their existing PASRR processes. Below are a couple of key benefits for providers and other system users.

1. **Simplified Processes**  
Providers who work for **multiple facilities** will only need one AssessmentPro login to access the system. You will simply toggle to the appropriate facility as necessary.
2. **Expanded Resources**  
Providers will have access to a large array of detailed **system training and support materials** behind the AssessmentPro system login.

### **Sneak Peek: AssessmentPro Training Opportunities**

In the weeks ahead of the planned transition, we will share registration details for multiple **learning sessions and webinars** covering a wide range of topics to ensure that your facility is ready to begin using this new online system on day one.

- User Roles & Account Setup
- AssessmentPro User Basics
- PASRR Overview

## Next Steps: Bringing the Pieces Together

**Keeping you informed** will remain a vital responsibility for MAXIMUS throughout the transition process. As more details become available in the coming weeks, we will continue to reach out with updates as we move toward the **June 8th AssessmentPro migration** - sharing timely updates, learning opportunities, as well as more instructional details on process changes and new support resources.

We appreciate your continued partnership, feedback, and most importantly, the critical role you play in the assessment process for the thousands of individuals **positively impacted** by these programs each year.

## Support: Connecticut PASRR Help Desk

Do you have questions about the upcoming system transition to the AssessmentPro web-based tool? Contact your **Connecticut PASRR Help Desk** for more information:

Email: [Ascend-CTHelpDesk@maximus.com](mailto:Ascend-CTHelpDesk@maximus.com)

Phone: **833.92.PASRR (833.927.2777)**

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## Transition to Web Based Assessment Management System, AssessmentPro Now Planned for Fall 2020

Preadmission Screening and Resident Review (PASRR) is critical to safeguard that each an individual seeking admission to a nursing facility receives the care and services that best suit their needs. The State of Connecticut - Department of Social Services is taking important next steps to continue improving this process for the vulnerable populations we serve by transitioning PASRR to the web-based AssessmentPro system.

Originally slated for a June launch date, the planned migration will launch **November 2nd** due to COVID-19. This move ensures that providers have ample time to focus on the learning opportunities and training resources necessary ahead of the transition.

Planning will continue as we move toward the 11/02 go-live date and details on upcoming webinars and training resources will be shared later this summer. In the meantime, be sure to explore some additional insights below about this important transition including:

**[Transition Benefits](#) | [Training Webinar Preview](#) | [CT PASRR Support](#)**

## CT PASRR - ASSESSMENTPRO MIGRATION ▶▶▶ PROGRESS TRACKER



### **BENEFITS: What You Should Expect**

Built on a solid foundation of state and federal best practice guidelines, transitioning to the AssessmentPro system will result in very few changes to your day-to-day PASRR processes, while maximizing impact with several key benefits.

1. In-depth representation of needs  
The most critical improvements with the launch of the new system will be the ability to immediately upload documentation within AssessmentPro to paint an even more well-defined picture of each individual and their needs. Although fax will still be available, uploading will become the preferable method for documentation transmittal.
2. Simplified processes for multi-facility users  
No more logging in and out when changing facilities. Providers working with multiple facilities will only need one AssessmentPro login for system access. Simply toggle to the appropriate facility as necessary, once you're logged in.
3. Expanded resources  
Comprehensive new system training and support materials will be readily available to providers, when logged into the AssessmentPro system.

### **SNEAK PEEK: AssessmentPro Training Opportunities**

Later this summer, look for new communications coming your way with registration details for multiple learning sessions and webinars developed to ensure your facility is comfortable using AssessmentPro - maximizing all its tools and accessing support resources.

- ① User Roles & Account Setup
- ② AssessmentPro User Basics
- ③ PASRR Overview

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## **Start Prepping Your Facility for the Upcoming 11/02 System Transition to AssessmentPro**

The **State of Connecticut - Department of Health and Social Services** and partner, **Maximus**, continue to move forward on the planned **November 2nd** transition from existing PASRR system to the web-based **AssessmentPro** system. Developed to build upon the federally compliant foundations and best practices already established within the CT PASRR program, this new online toolkit provides many **intuitive user features** while maintaining the majority of **PASRR processes you already use** in the current system.

Though we're still a few months away from this important change, keeping you informed with the resources you'll need will remain a vital responsibility throughout the transition process and beyond. With that in mind, we've laid out some useful details below covering a few important **system features**, as well as a preview of upcoming **learning opportunities and resources** coming your way in the weeks leading up to the **11/02** launch.

### **RESOURCES: Upcoming Webinars + Training Materials**

**Webinars:** The Connecticut PASRR Training Team is prepping an extensive **series of training webinars** covering everything you'll need to know to hit the ground running with the new system on day one. Communications coming your way in the next few weeks will provide you with dates/times and registration links for a series of webinars covering both an **overview of PASRR processes** as well as instructions on **user setup** and the tools you'll be using in AssessmentPro.

Once we arrive at the November 2nd implementation date, learning opportunities will continue with a series of daily **Q&A Forums**, where you'll have the opportunity to ask your toughest system questions. Stay tuned for more details!

**Training Materials:** In addition to upcoming learning opportunities, there will also be helpful reference guides provided as we move closer to the implementation. These include a collection of AssessmentPro Frequently Asked **Questions (FAQs)** and a **Provider Transition Guide**, a handy at-a-glance reference to the implementation process and key things you'll need to know about the changes ahead.

### **FIRST LOOK: AssessmentPro Features**

AssessmentPro merges the best tools of the current system with **new functionalities and user-friendly design** - all created to make the PASRR process smoother and bring greater transparency for each individual case. Some key features include:

1. **Instant approvals** for screens that don't require clinical review or Level II assessment (65-75% of screens)
2. **24/7 availability** for providers to submit screening information
3. **Secure queues** for submitters that organize pending and completed screens and enable facility staff to enter, save, place "on hold," and check the status of screens for all referrals and reviewers for your facility

4. **Prioritization** of individuals in emergency departments
5. **Message Center** permits communication between the submitter and Clinical Reviewer
6. **Anyone who submits screens** will no longer have to maintain multiple login credentials - Submitters will move to just one login, with access to better training materials

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