

2/24/2020

---

## **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](#) 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.

3 / 25 / 2020

---

## **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)

05/11/2020

---

## 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

### **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)

8/11/2020

---

## 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

## 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)

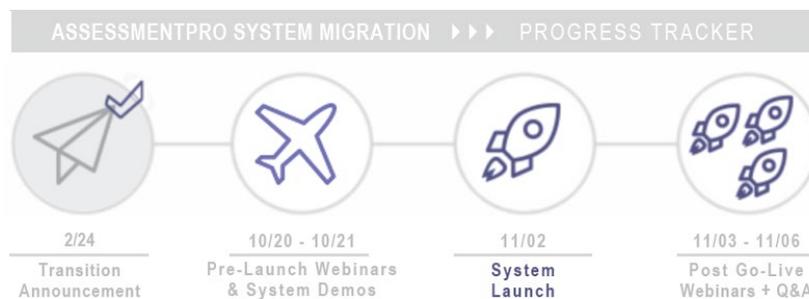
9/08/2020

---

## Be Ready for the Planned November 2nd PASRR System Implementation - Register for AssessmentPro Training Today!

We're now two months away from the State of Connecticut Department of of Social Services' (DSS) planned November 2nd transition to the AssessmentPro (AP) system for online management of all PASRR Level I screen's and Level II evaluations. There are some critical next steps you'll need to take to be ready for this change and ensure that you're prepped to begin using the AP without any delays, once it launches. We've got you covered on all things training, with some important items below to review:

### AP Webinar Registration | Account Roles + Sign Up Preview | CT PASRR Help Desk Support



## TRAINING: Register for Upcoming Webinars

Connecticut providers should plan to attend one of the planned Training Webinars listed below. These insightful **two-hour sessions** will introduce you to our gold standard assessment system, **AssessmentPro**. During each session, the Maximus CT PASRR Training team will cover a broad range of topics, including:

- AssessmentPro System Tour
- User Roles & System Registration
- Walkthroughs - Level I, Level of Care, & PathTracker
- PASRR Process Overview

Be sure to **review the dates/times and register** for one of the sessions listed below. Note: The content will be identical during both webinars, so you will only need to register for one session.

Click below to register for the webinar that works best for you:

[AssessmentPro Training | 2 pm - 4 pm ET Tuesday, October 20, 2020](#)

[AssessmentPro Overview | 9 am - 11 am ET Wednesday, October 21, 2020](#)

*After registering, you will receive a confirmation email and a reminder message an hour before the session is scheduled to begin.*

## ACCOUNT SETUP: Identifying User Roles + Sign Up Preview

The **system user roles and sign up instructions** listed below will be covered in the upcoming AssessmentPro webinars, but be sure to review it closely ahead of your scheduled session, so you can field any questions to the Training team that you may have.

### REVIEW: Choose Your AssessmentPro Role

Your team should determine all necessary AssessmentPro system users who will need access and choose the appropriate role for each (list shown below). Note: The first users set up should be the facility's designated **AP Administrators**, as these individuals are responsible for approving for your other facility users.

- **AP Administrator:** Responsible for review and approval of all other facility users.
- **Clinical User:** Any individuals who can begin and submit a Level I PASRR screen.
- **Non-Clinical User:** Someone who can begin, but cannot submit a Level I screen.

*\*You can sign up for multiple roles. For example, an AP Administrator can also be a Clinical User.*

### HOW TO: Sign Up Instructions Preview

When you attend one of the webinar sessions mentioned above, the Training team will provide you with more information on selecting the appropriate user role, as well as the instructions and URL details to sign up for your individual AssessmentPro account. Below is a sneak peek at these critical steps, so that you can begin to become familiar with the process

1. Visit the URL provided by the Training team > **Click New User?**
2. Complete **Registration Form** > Hover over circled i for more info
3. Click **Save** to proceed > As you enter data into the fields depicted at right and select Connecticut (even if your facility is in a different state) from the **State** drop-down, an additional field will appear

for **Facility** \*Note: If you plan to choose the Administrator role, be sure to select the checkbox under Facility, which says "Request Access Coordinator Access"

4. Return to the URL provided by the Training team > **Enter your Login: Email & Password** (UserName will always be your email address)
5. Review **User Agreement** before first login > Click **Log in**

## SUPPORT: Connecticut PASRR Help Desk

Do you have questions about the upcoming system transition or a current referral? Contact the Connecticut PASRR Help Desk:

Email: [Ascend-CTHelpDesk@maximus.com](mailto:Ascend-CTHelpDesk@maximus.com)  
Phone: 833.92.PASRR (833.927.2777)

*Sign up for our Mailing List: Are you or someone on your team not currently on our email list? Contact: [Ascend-CTHelpDesk@maximus.com](mailto:Ascend-CTHelpDesk@maximus.com) with the subject line "Please add me to the CT PASRR contact list" and include full name, title, facility name and email address.*

9/24/2020

---

## Learn More About AssessmentPro Ahead of November 2nd System Transition | Register for Upcoming Webinars | Preview User Sign-Up | Download Provider Transition Guide

We're now roughly six weeks from the planned November 2nd migration to AssessmentPro, for management of PASRR assessments for the State of Connecticut Department of Social Services (DSS). As we move toward go-live, one of the Connecticut PASRR Program Team's primary goals is to provide all the necessary training and resources you'll need to be prepared for the transition. Below you'll find some helpful information to explore, including:

Registration details for the 10/20-21 training webinars  
Overview of AssessmentPro user roles and account sign-up  
Download the Provider Transition Guide  
Reminder to always check submissions for merging data  
What's Next? Continue to stay posted for future announcements, covering additional insights into the AssessmentPro system, PASRR process changes, new learning opportunities, and additional training tools and materials.

LEARN MORE: Register for Training Opportunities  
Sessions Coming on October 20th & 21st

Sign up to join the Connecticut PASRR Training team for one of their informative AssessmentPro Webinars - taking place on Tuesday, 10/20 or Wednesday, 10/21. Content will be identical for both sessions, so you'll only need to attend one. Topics to be discussed during each two-hour session include:

AssessmentPro System Tour  
User Roles & System Registration  
Walkthroughs - Level I, Level of Care, & PathTracker

## PASRR Process Overview

Choose a time/date below that works best with your schedule and click the link to sign up.

AssessmentPro Training | 2 pm - 4 pm ET Tuesday, October 20th

AssessmentPro Overview | 9 am - 11 am ET Wednesday, October 21st

\*Once registered, you will receive a confirmation email containing more details regarding how to join the webinar and a reminder message an hour before your session is scheduled to begin.

## PROCESS PREVIEW: Understanding AssessmentPro User Roles

After you've begun the training process in the upcoming webinars mentioned above, setting up a facility account in AssessmentPro and choosing appropriate system user roles for your team members will then be two important next steps. Below is a brief preview of the various roles available - the most important of which are AssessmentPro (AP) Administrators. These should be the first accounts to sign up, as these individuals will then review and approve all other users who sign up for system accounts from your facility.

### AssessmentPro User Roles

#### **AP Administrator**

This role must be set up first. Responsible for review and approval of all other facility users.

It's recommended that multiple AP Administrators be selected to ensure continuity.

#### **Clinical User**

This role applies to individuals who can begin and submit a Level I screen.

#### **Non-Clinical User**

Applies to individuals who can begin but cannot submit a Level I screen.

\*You can sign up for multiple roles. For example, an AP Administrator can also be a Clinical User.

## PROCESS PREVIEW: Creating Your User Account

Once you've determined the correct role(s), based on your activities in the PASRR process, follow the instructions below to complete this important task. All users can sign themselves up for an account. Your facility's AP Administrator(s) will then be notified through AssessmentPro of the new account request.

1. Visit AssessmentPro.com. Click New User?

2. Complete Registration Form

Hover over circled i for more info

Click Save to proceed

As you enter data into the fields depicted at right and select Connecticut (even if your facility is in a different state) from the State dropdown, an additional field will appear for Facility.

\*Note: If you plan to choose the AP Administrator role, be sure to select the checkbox under Facility,

which says "Request AssessmentPro Administrator Access"

### 3. Return to AssessmentPro.com

Enter your Login: Email & Password

Review User Agreement before first login

Click Log in

\*Reminder: Your UserName will always be your email address.

### NEW RESOURCE: Provider Transition Guide

As you prep for the November 2nd launch, be sure to check out a handy new reference, developed for everyone involved in the PASRR process. The Provider Transition Guide is chock-full of helpful reminders about the AssessmentPro transition, ways to maximize the new system, and tips to help your team successfully navigate this impactful change. Click the link under Education and Training to access the guide.

### REMINDER: Check Submissions for Merging of Data

Even as we move toward the upcoming transition, be sure to remain mindful of best practices using the current PASRR system. Before faxing in any materials, please review the document to ensure there are no pages containing another person's name and/or information. This includes fax cover sheets.

### SUPPORT: Connecticut PASRR Help Desk Contacts

Phone: 833.927.2777

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

Fax: 877.431.9568

Web Resources: <https://maximusclinicalservices.com/svcs/connecticut>

10/5/2020

---

### One Month Countdown Until AssessmentPro Implementation | Register for Upcoming Webinars | Review System Roles + Sign-up Process Preview | Download FAQs

We're now **one month away** from the Connecticut Department of Social Services' (**DSS**) planned **November 2nd** transition to the **AssessmentPro (AP)** system for online management of all PASRR Level I and Level of Care screens and Level II evaluations. There are several steps that you must take to ensure that you can continue to submit Level I and LOC screens, and that no delays are experienced for individuals receiving Level II evaluations, once the AssessmentPro system launches the beginning of next month.

**Not sure where to begin prepping for this change?** We've got you covered, with some important items below to review, including:

## AP Webinar Registration | Choose Account Role(s) + Sign Up | Download FAQs



### TRAINING: Register for Upcoming Webinars

The CT PASRR Training team is excited for the kick-off of new **learning opportunities**, which will be taking place later this month, ahead of the AssessmentPro implementation process. These insightful, **two-hour webinars** will cover a broad range of topics including:

- **AssessmentPro System Tour**
- **User Roles & System Registration**
- **Walkthroughs - Level I, Level of Care, & PathTracker**
- **PASRR Process Overview**

Select a link below for the time/date that works best for you to register.

[AssessmentPro Training | 2 pm - 4 pm ET Tuesday, October 20th](#)

[AssessmentPro Overview | 9 am - 11 am ET Wednesday, October 21st](#)

*\*Once registered, you will receive a confirmation email containing more details regarding how to join the webinar and a reminder message an hour before your session is scheduled to begin.*

### ACCOUNT SETUP: Identify User Roles + System Sign Up

The **system user roles and sign up instructions** are important next action items for each provider who will be using the AssessmentPro system. Review those steps below.

***\*Account sign-up on the AssessmentPro.com site will be available to Connecticut users beginning next Wednesday, 10/07.***

### DEFINE: Choose Your AssessmentPro Role

Your team should determine all necessary AssessmentPro system users who will need access and choose the appropriate role for each (list shown below). Note: **The first users set up should be the facility's designated AssessmentPro (AP) Administrator**, as these individuals are responsible for approving for your other facility users.

- **AP Administrator:** Responsible for review and approval of all other facility users.
  - **Clinical User:** Any individuals who can begin and submit a Level I PASRR screen.
  - **Non-Clinical User:** Someone who can begin, but cannot submit a Level I screen.
- \*You can sign up for multiple roles. For example, an AP Administrator can also be a Clinical User.

## CREATE: Sign Up for Your AssessmentPro Account

After selecting appropriate user role(s), the next step is for all members of your PASRR team to set up their own individual AssessmentPro accounts. **Review these critical steps below.**

1. Visit [AssessmentPro.com](https://www.assessmentpro.com) > Click **New User?**
2. Complete **Registration Form** > Hover over circled i for more info
3. Click **Save** to proceed > As you enter data into the fields depicted at right and select Connecticut (even if your facility is in a different state) from the **State** drop-down, an additional field will appear for **Facility**  
\*Note: If you plan to choose the Administrator role, be sure to select the checkbox under **Facility**, which says "Request AP Administrator Access"
4. Return to [AssessmentPro.com](https://www.assessmentpro.com) > Enter your **Login: Email & Password** (UserName will always be your email address)
5. Review **User Agreement** before first login > Click **Log in**

## RESOURCE: AssessmentPro Frequently Asked Questions

As the Connecticut provider community begins to become familiar with the ins and outs of AssessmentPro over the next several weeks, our goal is to provide as many helpful resources as possible. With that in mind, we'd like to introduce you to the new **AssessmentPro Frequently Asked Questions (FAQs)**. This handy reference guide will become one of your go-to resources after you begin using the system - covering both **AssessmentPro how tos** and **PASRR process basics**. Click the link below to review:

[Download AssessmentPro Frequently Asked Questions \(FAQs\)](#)

## SUPPORT: Contact Connecticut PASRR Help Desk

Have questions about the upcoming system transition or a current referral? Contact the **Connecticut PASRR Help Desk**:

[Ascend-CTHelpDesk@maximus.com](mailto:Ascend-CTHelpDesk@maximus.com) | 833.927.2777

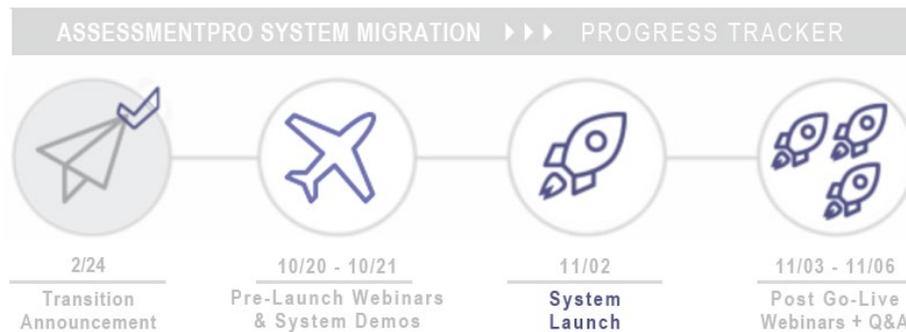
*Sign up for our Mailing List: Is there someone on your team who's involved in the PASRR process who's not currently on our email contact list? Contact: [Ascend-CTHelpDesk@maximus.com](mailto:Ascend-CTHelpDesk@maximus.com) with the subject line "Please add me to the CT PASRR contact list" and include full name, title, facility name and email address.*

10/9/2020

## Complete Your AssessmentPro Countdown Checklist Ahead of 11/02 Implementation | Register for Upcoming Webinars | Review System User Roles | Download FAQs

The countdown continues! We're just over three weeks away from the **November 2nd launch** of Connecticut's new **AssessmentPro** system for the management of all **PASRR** Level I and Level of Care screens, and Level II evaluations. Follow the helpful steps laid out in the **Countdown Checklist** below to ensure your team is ready for this important change and avoids any potential LI submission delays on or after the go-live date. These next steps include:

- Registration for AssessmentPro **training webinar**
- **User roles** selection and system **account sign up** guidance
- Review **helpful resources** and **program supports**



### ASSESSMENTPRO COUNTDOWN CHECKLIS

#### 1.) REGISTER: AssessmentPro Training Webinars

The Connecticut PASRR support team will kick off their **AssessmentPro training webinars** later this month on **October 20 & 21**, with the goal of ensuring that you're fully prepped with the information and support tools needed for the **11/02** system launch. These informative sessions listed below will cover a broad range of topics, including:

- **AssessmentPro Tour**
- **User Roles & System Registration**
- **Walkthroughs: Level I, Level of Care, & PathTracker**
- **PASRR Process Overview**

Once registered, you will receive a confirmation email containing more details regarding how to join the webinar and a reminder message an hour before your session is scheduled to begin. **Choose the time/date that works best with your schedule.**

[AssessmentPro Training | 2 pm - 4 pm ET Tuesday, October 20th](#)

[AssessmentPro Overview | 9 am - 11 am ET Wednesday, October 21st](#)

**Note:** Material covered will be identical in both sessions, so only one session is necessary - unless you'd like to go through the information a second time.

## 2.) SELECT: AssessmentPro User Role(s)

Your next step will be to select the appropriate user roles for each member of your team involved in the PASRR process.

- **AP Administrator**  
This role type should be your facility's **first account registered**, as the Administrator(s) will then be responsible for **review and approval of all your other users**.  
*\*We strongly recommend you select multiple AP Administrators. This helps to ensure continuity if one is unavailable or leaves the position before a replacement AP Administrator can be registered in the system.*
- **Clinical User**  
This role is for individuals who **can begin** and **submit a Level I** screen.
- **Non-Clinical User**  
This role applies to individuals who **can begin, but cannot submit a Level I** PASRR screen, but may submit PathTracker Plus information for the facility.

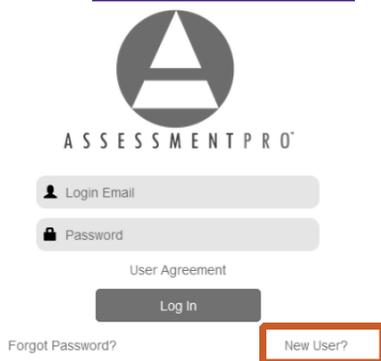
### NOTE:

You can sign up for more than one role listed above. For example, an AP Administrator can also be a Clinical User.

## 3.) CREATE: AssessmentPro Account Sign Up Process

After determining the correct user role(s), based on individual activities in the PASRR process, your team should then individually complete the account sign up process laid out below. It will take just a few easy steps to create an AssessmentPro account. After the initial steps above are completed, follow the instructions below to complete this important task:

- A. Visit [AssessmentPro.com](https://www.assessmentpro.com). Click **New User?**



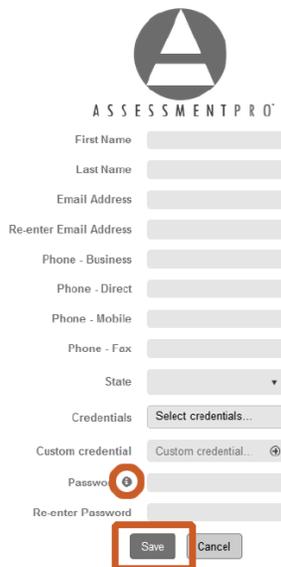
- **B. Complete Registration Form**

Hover over ***circled i*** for more info

Click **Save** to proceed > As enter data into the fields depicted at right and select Connecticut (even if your facility is in a different state) from the **State** drop-down, an additional field will appear for **Facility**

You will receive an activation link in your email that is valid for ONLY 72 hours. Follow the emailed instructions to activate your login.

*\*Note: If you plan to choose the AP Administrator role, be sure to select the checkbox under Facility, which says "Request Administrator Access"*



The image shows the AssessmentPro registration form. At the top is the AssessmentPro logo, a triangle inside a circle, with the text "ASSESSMENTPRO" below it. The form contains several input fields: First Name, Last Name, Email Address, Re-enter Email Address, Phone - Business, Phone - Direct, Phone - Mobile, Phone - Fax, State (a dropdown menu), Credentials (a button labeled "Select credentials..."), Custom credential (a button labeled "Custom credential..."), Password (with a strength indicator icon), and Re-enter Password. The Password field is circled in red. Below the form are two buttons: "Save" (circled in red) and "Cancel".

- **C. Return to [AssessmentPro.com](https://www.assessmentpro.com)**

Enter your **Login: Email & Password**

Review **User Agreement** before first login

Click **Log in**



The image shows the AssessmentPro login form. At the top is the AssessmentPro logo, a triangle inside a circle, with the text "ASSESSMENTPRO" below it. The form contains two input fields: "Login Email" and "Password". Below these fields is a link for "User Agreement" with an arrow pointing left. Below the User Agreement link is a "Log In" button. At the bottom of the form are two links: "Forgot Password?" and "New User?".

## 4.) DOWNLOAD: Review AssessmentPro Resources

### Provider Transition Guide

This guide contains reminders on the benefits of AssessmentPro, ways to maximize the new system, and tips to help your team successfully navigate this impactful change.

[Click to download](#)

### AssessmentPro System - Frequently Asked Questions

Explore some of the questions most often fielded about the PASRR process and using the AssessmentPro system.

[Click to download](#)

### Connecticut PASRR Tools & Resources Page

Stay up-to-date with the program's latest announcement, guides and relevant state links.

[Explore the site](#)

## 5.) QUESTIONS? Contact Connecticut PASRR Help Desk

If you have questions on any of the steps listed above or other details about the upcoming 11/02/2020 AssessmentPro transition, contact the Connecticut PASRR Help Desk for more information:

[Ascend-CTHelpDesk@maximus.com](mailto:Ascend-CTHelpDesk@maximus.com) | 833.927.2777

Web: <https://maximusclinicalservices.com/svcs/connecticut>

*Sign up for our Mailing List: Is there someone on your team who's involved in the PASRR process who's not currently on our email contact list? Contact: [Ascend-CTHelpDesk@maximus.com](mailto:Ascend-CTHelpDesk@maximus.com) with the subject line "Please add me to the CT PASRR contact list" and include full name, title, facility name and email address.*

10/23/2020

---

## Final Countdown to November 2nd AssessmentPro Migration | Be Prepared - Create System Account, Download Training Checklist, Register for Q&A Session

With just over a week left to go until the planned Monday, November 2nd launch of AssessmentPro (AP) transition for the Connecticut PASRR program, be sure that your facility is ready for the change. Review important next steps and resources listed below, including:

- Register for upcoming AssessmentPro webinars
- Review resources, including the new AssessmentPro Training Checklist
- Process reminders on user role selection & system account setup
- Preview for upcoming post-launch Q&A Sessions
- Support resource reminders

**Important Reminder:** Help the PASRR Program avoid a potential backlog following the AssessmentPro launch. Be sure to continue submission of Level I Screens in the current system up until the end of month, rather than waiting to submit them in AssessmentPro. Any submissions made before that date will continue to be finalized in the existing system after AP launch.



## TRAINING: Post-Launch Q&A Webinars Planned for 11/03-06

Once we arrive at the **11/02** launch date, we know that you may have additional questions once you begin actively using the system. With that in mind, we invite you to join us for a series of **AssessmentPro Post-Launch Q&A Sessions** taking place in the days immediately following the implementation. These hour-long open forums are the ideal place to field your toughest AssessmentPro questions with the experts. We'll also address any general PASRR questions that you have during these sessions.

Click the links below to sign up for as many sessions as you need. The same link will appear for each, simply select the correct date from the dropdown once on the registration page:

- [Post-Launch Q&A Session | 10 a.m. ET Tuesday, November 3, 2020](#)
- [Post-Launch Q&A Session | 10 a.m. ET Wednesday, November 4, 2020](#)
- [Post-Launch Q&A Session | 10 a.m. ET Thursday, November 5, 2020](#)
- [Post-Launch Q&A Session | 10 a.m. ET Friday, November 6, 2020](#)

*After registering for any sessions listed above, you will receive a confirmation email and a reminder message an hour before the session is scheduled to begin.*

## NEW RESOURCE: AssessmentPro Training Checklist + Overview

Helpful resources have been developed to get you up to speed with AssessmentPro and maximizing its numerous tools and features. Below are some useful reference guides to help you navigate this new web-based system - including a brand new Training Checklist, with instructional resources for all major AssessmentPro processes.

### AssessmentPro Training Checklist - NEW

Links to video tutorials and instructional PDFs on all the major features you'll need to know about AssessmentPro.

[Click to download](#)

## AssessmentPro Overview Training (Recording) - NEW

Unable to attend one of the recent training webinars - or maybe need a refresher on something discussed on the call? Click the link below to listen to the previous session. \*Register when prompted on the login page.

[Click to listen | Register when prompted on the login page](#)

Be sure to also review the other helpful resources available below, which provide additional insights into AssessmentPro and some of the typical questions many users have about the system. Click below to download:

## Provider Transition Guide

This guide contains a trove of info on AssessmentPro, including ways to maximize the system and tips to make sure your team is ready for the change.

[Click to download](#)

## AssessmentPro System - Frequently Asked Questions

Explore questions often fielded about the PASRR process and AssessmentPro.

[Click to download](#)

## Connecticut PASRR Tools & Resources Page

Stay connected with the latest announcement, guides and relevant state links.

[Explore the site](#)

## REMINDER: Select AssessmentPro User Role(s) & Create an Account

If any members of your team involved in the PASRR process have yet to do so, it is critical that they **choose appropriate system user roles** and set up an AssessmentPro account. Here are reminders to complete both of those tasks.

- **AP Administrator**  
This role type should be your facility's **first account registered**, as the Administrator(s) will then be responsible for **review and approval of all your other users**.  
*\*We strongly recommend you select multiple AP Administrators. This helps to ensure continuity if one is unavailable or leaves the position before a replacement AP Administrator can be registered in the system.*
- **Clinical User**  
This role is for individuals who **can begin** and **submit a Level I** screen.
- **Non-Clinical User**  
This role applies to individuals who **can begin, but cannot submit a Level I** PASRR screen, but may submit PathTracker Plus information for the facility.

**NOTE:**

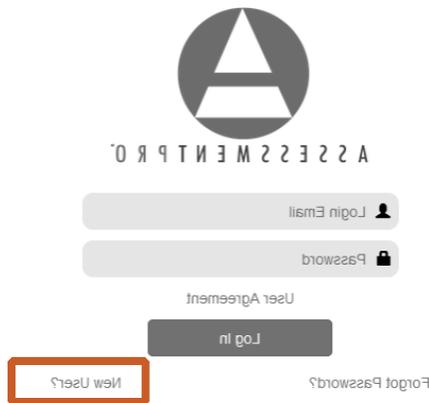
You can sign up for more than one role listed above. For example, an AP Administrator can also be a Clinical User.

## Create Your Account

Once you've determined the correct role(s), based on your activities in the PASRR process, follow the instructions below to complete this important task. All users can sign themselves up for an account. Your facility's AP Administrator(s) will then be notified through AssessmentPro of the new account request.

*Attention - District Office Supervisors: The process and 72-hour registration turnaround time mentioned below do not apply for your account setup. You will be contacted via an AssessmentPro generated message regarding next steps, once your account is ready to move forward.*

- A. Visit [AssessmentPro.com](https://www.assessmentpro.com). Click **New User?**



- B. Complete Registration Form

Hover over ***circled i*** for more info

Click **Save** to proceed > As enter data into the fields depicted at right and select Connecticut (even if your facility is in a different state) from the **State** drop-down, an additional field will appear for **Facility**

You will receive an activation link in your email that is valid for ONLY 72 hours. Follow the emailed instructions to activate your login.

*\*Note: If you plan to choose the AP Administrator role, be sure to select the checkbox under Facility, which says "Request Administrator Access"*

A 2 2 E 2 2 M E N T P R O

First Name

Last Name

Email Address

Re-enter Email Address

Phone - Business

Phone - Direct

Phone - Mobile

Phone - Fax

State

Credentials

Custom credential

Password

Re-enter Password

Save

Cancel

- **C. Return to [AssessmentPro.com](https://www.assessmentpro.com)**

Enter your **Login: Email & Password**

Review **User Agreement** before first login

Click **Log in**

A 2 2 E 2 2 M E N T P R O

Login Email

Password

User Agreement

Log in

New User?

Forgot Password?

## SUPPORT: Connecticut PASRR Help Desk Contacts

If you have questions on any of the steps listed above or other details about the upcoming 11/02/2020 AssessmentPro transition, contact the Connecticut PASRR Help Desk for more information:

[Ascend-CTHelpDesk@maximus.com](mailto:Ascend-CTHelpDesk@maximus.com) | 833.927.2777

Web: <https://maximusclinicalservices.com/svcs/connecticut>

*Sign up for our Mailing List: Is there someone on your team who's involved in the PASRR process who's not currently on our email contact list? Contact: [Ascend-CTHelpDesk@maximus.com](mailto:Ascend-CTHelpDesk@maximus.com) with the subject line "Please add me to the CT PASRR contact list" and include full name, title, facility name and email address.*

11/2/2020

---

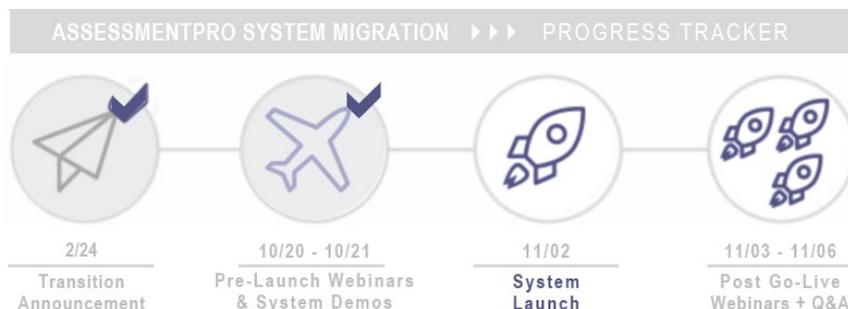
## The 11/02 AssessmentPro Migration is Just a Few Days Away! Review the AssessmentPro Go-Live Checklist

We're almost there! Next **Monday, November 2nd** marks the Connecticut PASRR program's transition to the AssessmentPro system. Is your facility ready for the launch? Avoid potential delays in Level I or Level of Care screen submissions and Level II evaluations once the transition is complete. Be sure to review the AssessmentPro Go-Live Checklist listed below, which covers:

- Upcoming post-launch Q&A sessions
- Training toolkit of available resources
- Reminders on AssessmentPro benefits
- Setting up your team's new system accounts
- Connecticut PASRR Help Desk contacts

**Next steps:** After 5 pm ET **Sunday, November 1st**, new screens will need to be submitted through AssessmentPro. You can still log into the existing PASRR system to access information but you will NOT be able to submit new screens outside of AssessmentPro.

**Additional questions?** Review training materials on the [Connecticut PASRR Tools and Resources page](#), register for an upcoming Q&A session, or contact the Help Desk for other questions not found below: [Ascend-CTHelpDesk@maximus.com](mailto:Ascend-CTHelpDesk@maximus.com)



## AssessmentPro Go-Live Checklist

### REGISTER: Upcoming Post-Launch Q&A Sessions

You may have additional questions following Monday's launch. With that in mind, we will be offering daily Post-Launch Q&A Sessions next Tuesday - Friday, to field your toughest AssessmentPro questions. Click the links below to register for these helpful hour-long sessions.

[Post-Launch Q&A Session | 10 am ET Tuesday, Nov 3, 2020](#)

[Post-Launch Q&A Session | 10 am ET Wednesday, Nov 4, 2020](#)

[Post-Launch Q&A Session | 10 am ET Thursday, Nov 5, 2020](#)

[Post-Launch Q&A Session | 10 am ET Friday, Nov 6, 2020](#)

**Note:** After registering for any sessions listed above, you will receive a confirmation email and a reminder message an hour before the session is scheduled to begin.

### TOOLKIT: AssessmentPro Resources

Check out these important go-to resources below as a first pass for all your AssessmentPro questions.

[AssessmentPro Training Checklist | Download](#)

Links to video tutorials and instructional PDFs on all the major features you'll need to know about AssessmentPro.

[System Overview Training Recording | Listen](#)

If you would like a refresher on the content shared, click the link below to review a recording of one of the webinar sessions presented earlier in October. Register to view when prompted on the log-in screen.

[Provider Transition Guide | Download](#)

This guide contains reminders on the benefits of AssessmentPro, ways to maximize the new system, and tips to help your team successfully navigate this impactful change.

[AssessmentPro System - Frequently Asked Questions | Download](#)

Explore some of the questions most often fielded about the PASRR process and using the AssessmentPro system.

## [Connecticut PASRR Tools & Resources Page | Explore](#)

Stay up-to-date with the program's latest announcement, guides and relevant state links. Bookmark this important resource, if you've yet to do so.

### **PROCESS REVIEW: AssessmentPro Account Sign Up**

Any facilities that have yet to set up accounts in AssessmentPro should review the steps below to select the proper user roles for each team member involved in the PASRR process, then create their system accounts.

*Note: If you have additional questions beyond the information listed below, there are detailed instructional guides for the account sign up and user approval processes in the new [AssessmentPro Training Checklist](#).*

#### **AP Administrator**

This role type should be your facility's first account registered, as the AP Administrator(s) will then be responsible for review and approval of all your other users. This role must be set up first and should be the people who use the PASRR system the most frequently, within your facility. These users may also need a second role - as either Clinical or Non-Clinical Users.

Responsible for review and approval of all other facility users. Its strongly recommended that at least two AP Administrators be selected per facility. This helps to ensure continuity if one is unavailable or leaves the position before a replacement AP Administrator can be registered in the system.

#### **Clinical User**

This role is for individuals who can begin and submit a Level I screen.

#### **Non-Clinical User**

This role applies to individuals who can begin, but cannot submit a Level I PASRR screen. This role can submit PathTracker notices for NFs.

### **Log In to Create Your AssessmentPro System Account**

Attention - District Office Supervisors: The process and 72-hour registration turnaround time mentioned below do not apply for your account setup. You will be contacted via an AssessmentPro generated message regarding next steps, once your account is ready to move forward.

#### **A.) Visit [AssessmentPro.com](#)**

Click ***New User?***

#### **B.) Complete Registration Form**

Hover over ***circled i*** for more info

**Click Save** to proceed > As enter data into the fields depicted at right and select Iowa (even if your facility is in a different state) from the State drop-down, an additional field will appear for Facility

**You will receive an email to activate your account. The link will be valid for 72 hours. Follow the instructions in your email.**

*\*Note: If you plan to choose the AP Administrator role, be sure to select the checkbox under Facility, which says "Request AP Administrator Access"*

C.) Return to the **URL provided by the Training team**

**Enter your Login:** Email & Password

Review User Agreement before first login

**Click Log in**

## **BENEFITS: Review AssessmentPro System FAQs**

For most system users, the transition will result in very few changes to your day-to-day PASRR processes, while maximizing impact with several key benefits.

1. **Simplified processes for multi-facility users**  
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.
2. **Expanded resources**  
Additional training and support materials will be readily available to providers, when logged into the AssessmentPro system. Anything on the website that appears with a lock on it, will automatically be unlocked when you are logged in.

## **ASK A QUESTION: Contact Connecticut PASRR Help Desk**

If you have questions or need assistance with anything about the upcoming 11/02/2020 AssessmentPro transition, contact the **CT PASRR Help Desk**:

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

**Phone:** 833.927.2777

**Web:** <https://maximusclinicalservices.com/svcs/connecticut>

11/10/2020

---

## **Thanks for Making the AssessmentPro Migration a Success! | Check Out Helpful FAQs, PathTracker Update & Helpful Resources**

We are now one week past the November 2nd migration to the State of Connecticut's new PASRR system, AssessmentPro. Thank you for your continued engagement and invaluable feedback throughout the recent implementation and training process.

Still need answers to AssessmentPro questions? The Connecticut PASRR program support team has you covered, with important system updates, additional FAQs, as well as registration details on an upcoming learning opportunity. Check out more information below on these helpful resources:

- Update: PathTracker historical records issue
- FAQs: Check out some frequently asked questions
- Register: PASRR & LOC webinar
- Resources: Explore helpful training content
- Support: Contact the CT PASRR Help Desk



## UPDATE: Historical Records Issue Currently Being Addressed

Since Monday's system launch, a technical issue has come to our attention related to the movement of PathTracker historical records of admission, transfer, and discharge notices, from the legacy/old system to the AssessmentPro platform. Some nursing facilities may notice when going into the new platform to review their census, individuals in the facility census who were discharged in the past and don't appear to be discharged now.

We ask, at this time, that you not attempt to address or fix this issue. Our IT staff are working diligently to address the issue, and we hope to have a solution within the next few days. We'll share that solution in an upcoming communication and [website](#) announcements section, as soon as it is available. Thank you for your support and patience as we complete the transition into this new, more intuitive, and more user friendly platform,

## FAQs: Tackling Your AssessmentPro Questions

Over the next several emails you receive from us, we'll be sharing some commonly asked questions we're hearing from Connecticut's AssessmentPro system users. Below are a few important ones to keep in mind. To review more, be sure to download the latest version of the FAQs resource guide here.

### **Q: How do I know someone's LOC became effective?**

A: You can go into the individual's record to view the Level of Care (LOC) effective date.

### **Q: I see duplicates of a few individuals in my queue. What should I do?**

A: The AssessmentPro team will be working to methodically remove any duplicates in the new system. You can ignore these for the interim. NF staff should focus on the versions with the most recent admit date for people still in your facility.

***Q: I don't see a Back button. How do I return to where I was previously in the system?***

A: To return to where you were, you have a few options:

1. Use your browser's back button; or
2. Instead of clicking on a link to open a screen or feature, right click on it and open the item in a new tab. When you are finished, you can close that tab and return to where you started; or
3. Click the home icon to return to the home page and navigate within the system.

***Q: Is there a print option for PathTracker Forms?***

A: There's no need to print the PathTracker Forms, as the state already has access to view them through the system.

## **TRAINING: Register for PASRR & Level of Care Webinar**

Join the CT PASRR Training Team to discuss PASRR and Level of Care fundamentals. If you are new to PASRR/LOC or just want a refresher of the basics and process, this session is for you. Note: We will not be discussing AssessmentPro during this session.

Click the links below to sign up for this informative session:

**[PASRR & Level of Care | 10 a.m. ET Thursday, December 3, 2020](#)**

After registering, you will receive a confirmation email and a reminder message an hour before the session is scheduled to begin.

## **ASSESSMENTPRO TOOLKIT**

### **System Training**

**Training Checklist | [Download](#)**

Links to video tutorials and instructional PDFs on all the major features you'll need to know about AssessmentPro.

**Training Recording | [Listen](#)**

If you would like a refresher on the content shared, click the link to review a recording of one of the webinar sessions presented in October. Register to view when prompted on the log-in screen.

### **Reference Guides**

**Provider Guide | [Download](#)**

Developed for the system transition, this guide is still useful for any members of your team who may be new to AssessmentPro or to PASRR. It contains reminders and tips to help understand and maximize the system.

**System FAQs | [Download](#)**

Explore some of the questions most often fielded about the PASRR process and using the AssessmentPro system.

### **Web Resources**

## CT PASRR Web | [Explore](#)

Stay up-to-date with the program's latest announcement, guides and relevant state links. Bookmark this important resource, if you've yet to do so.

### SUPPORT: Connecticut PASRR Help Desk Contacts

**Phone:** 833.927.2777

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

**Fax:** 877.431.9568

**Web:** <https://maximusclinicalservices.com/svcs/connecticut>

11/16/2020

---

## Register for Upcoming Webinars | 11/17 System Outage | Explore Helpful Resources

As we move forward from the recent **AssessmentPro** migration, the Connecticut PASRR support team will continue to offer some informative learning opportunities for providers. Read on below to **register for these webinars, covering a system overview and PASRR + Level of Care (LOC)**, along with an important update about **tomorrow's planned system outage**, as well as some helpful **provider resources**.

### REGISTER: AssessmentPro + PASRR & LOC Webinars

Join the CT PASRR Training Team for two helpful webinars coming up in the next few weeks! Whether you're looking for more information on the AssessmentPro system or specifics about the PASRR process, we've got you covered. Read more about these learning opportunities below, and click the links to register!

#### AssessmentPro Use for CT PASRR Providers | Friday, 11/20

Back by popular demand! Many providers have been asking for more insights into using the AssessmentPro toolkit. Next Friday from 10 a.m. - 12 p.m., we'll be offering another helpful system overview session. During this two-hour webinar, we'll walk you through some important "how to" insights into the state's new online PASRR tool. Similar sessions were also held on 10/20-21. Check out a [recording linked here](#) to review that presentation - register when prompted, to view content.

[Click here to register for this informative session.](#)

#### PASRR & Level of Care | Thursday, 12/03

A topic that often comes up for Providers is PASRR and Level of Care fundamentals. If you are new to PASRR and Level of Care (LOC) or perhaps just like a refresher on process basics, then this session is for you! Note: We will not be discussing AssessmentPro-specific content during this session.

[Click here to register for this informative session.](#)

After registering, you will receive a confirmation email and a reminder message an hour before the session is scheduled to begin.

## UPDATE: Planned System Outage | Tuesday, 11/17

There is an AssessmentPro outage planned for **this Tuesday evening, November 17th from 7 p.m. - 12 a.m. CT/8 p.m. - 1 a.m. ET**, for system upgrades. Please plan any screen submissions and other system activity accordingly.

## RESOURCES: Helpful AssessmentPro Provider Tools

### ASSESSMENTPRO TOOLKIT

#### System Training

##### Training Checklist | [Download](#)

Links to video tutorials and instructional PDFs on all the major features you'll need to know about AssessmentPro.

##### Training Recording | [Listen](#)

If you would like a refresher on the content shared, click the link to review a recording of one of the webinar sessions presented in October. Register to view when prompted on the log-in screen.

#### Reference Guides

##### Provider Guide | [Download](#)

Developed for the system transition, this guide is still useful for any members of your team who may be new to AssessmentPro or to PASRR. It contains reminders and tips to help understand and maximize the system.

##### System FAQs | [Download](#)

Explore some of the questions most often fielded about the PASRR process and using the AssessmentPro system.

#### Web Resources

##### CT PASRR Web | [Explore](#)

Stay up-to-date with the program's latest announcement, guides and relevant state links. Bookmark this important resource, if you've yet to do so.

## SUPPORT: Connecticut PASRR Help Desk Contacts

**Phone:** 833.927.2777

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

**Fax:** 877.431.9568

**Web:** <https://maximusclinicalservices.com/svcs/connecticut>

11/24/2020

---

## **Register for PASRR + LOC Webinar | AssessmentPro Process to Check District Office Approvals | Available Resources**

Access to the right resources is a critical component to your role in the PASRR process and using Connecticut's new AssessmentPro (AP) system. With this goal in mind, the CT PASRR Team has an upcoming training opportunity and some helpful supports available for your reference. These include:

- Register: 12/03 PASRR & Level of Care Training Webinar
- FAQ: Tips to check approval of payment notice in AP
- Resources: Reminders of available system guides

### **REGISTER: PASRR & LOC Webinar | Thu, 12/03**

A topic that often comes up in provider requests for additional training opportunities is **PASRR and Level of Care fundamentals**. If you are new to PASRR and Level of Care (LOC) or perhaps want a broad refresher on process basics, then this session is for you! Note: This session will not focus on any AssessmentPro-specific content.

**Click the link below to register for this informative new session:**

- [PASRR & Level of Care | 10 a.m. ET Thursday, 12/03](#)

After registering, you will receive a confirmation email and a reminder message an hour before the session is scheduled to begin.

### **FAQ: Checking on Payment Notice Approvals**

**Q: Where should I look to see if the District Office (DO) has approved the notice from PT for payment?**

A: This information is available in AssessmentPro, under the Notes tab. To access it, simply click on the individual record in the PathTracker | Census queue and then navigate to the Notes tab. \*See graphics below

MAXIMUS

You are currently viewing the system as Paula Bloom. Cancel impersonation

Apple Rehab Avon Paula Bloom

Action Required Drafts Clinical Review Recent Outcomes PathTracker

Admittance Queue Census

PathTracker Census

Name	Identification Type	Last 4 of Identification Number	Date of Birth	Date of Admission
LastName108171129, XXXXX	Social Security Number	1129	01/01/1990	12/27/2010
LastName114238510, XXXXX	Social Security Number	8510	01/01/1990	07/03/2018
LastName122117257, XXXXX	Social Security Number	7257	01/01/1990	10/06/2017
LastName122197505, XXXXX	Social Security Number	7505	01/01/1990	07/28/2012
LastName122391313, XXXXX	Social Security Number	1313	01/01/1990	06/18/2019
LastName124121951, XXXXX	Social Security Number	1951	01/01/1990	09/24/2017
LastName127137500, XXXXX	Social Security Number	7500	01/01/1990	09/29/2017
LastName127161833, XXXXX	Social Security Number	1833	01/01/1990	08/18/2020
LastName127166188, XXXXX	Social Security Number	6188	01/01/1990	05/15/2019
LastName133105990, XXXXX	Social Security Number	5990	01/01/1990	08/03/2020

1 - 10 of 74 items

Demographics Episodes Appeals PathTracker Forms Notes

Updated in Payment System  
Alert Type: Deceased  
Alert Date: Thu, Oct 22, 2020 10:15 AM CDT  
Facility: 60 West  
FootSpagnoli Care - Ft. Oct 23, 2020 9:40 AM

New Note  
PathTracker Alerts - Page 1 - Tue, Nov 3, 2020 8:41 AM

Updated in Payment System  
Alert Type: Continuing Stay  
Alert Date: Thu, Oct 22, 2020 10:08 AM CDT  
Facility: 60 West  
PathTracker - Ryan - Wed, Nov 4, 2020 11:46 AM

Updated in Payment System  
Alert Type: Admission  
Alert Date: Thu, Oct 22, 2020 10:14 AM CDT  
Facility: 60 West  
PathTracker - Ryan - Thu, Nov 12, 2020 9:24 AM

Add Note

## RESOURCES: Helpful AssessmentPro Provider Tools

### ASSESSMENTPRO TOOLKIT

#### System Training

#### Training Checklist | [Download](#)

Links to video tutorials and instructional PDFs on all the major features you'll need to know about AssessmentPro.

#### Training Recording | [Listen](#)

If you would like a refresher on the content shared, click the link to review a recording of one of the webinar sessions presented in October. Register to view when prompted on the log-in screen.

#### Reference Guides

#### Provider Guide | [Download](#)

Developed for the system transition, this guide is still useful for any members of your team who may be

new to AssessmentPro or to PASRR. It contains reminders and tips to help understand and maximize the system.

### **System FAQs | [Download](#)**

Explore some of the questions most often fielded about the PASRR process and using the AssessmentPro system.

### **Web Resources**

#### **CT PASRR Web | [Explore](#)**

Stay up-to-date with the program's latest announcement, guides and relevant state links. Bookmark this important resource, if you've yet to do so.

#### **SUPPORT: Connecticut PASRR Help Desk Contacts**

**Phone:** 833.927.2777

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

**Fax:** 877.431.9568

**Web:** <https://maximusclinicalservices.com/svcs/connecticut>

12/21/2020

---

### **Connecticut PASRR Newsletter: Obtaining PASRR Records Prior to Admission | AssessmentPro Upgrades | Browser Support Update**

In this **Quarterly Newsletter**, we've gathered several important system-related updates for Connecticut's provider community. Read on below for best practice information on **obtaining PASRR records prior to admission**, a list of recent **AssessmentPro upgrades**, as well as details on an upcoming change to AssessmentPro's internet **browser support**.

#### **BEST PRACTICE: Obtain PASRR Records Prior to Admission**

Nursing facilities (NFs) **must receive a copy of the finalized PASRR determination**, including applicable summary of findings, prior to a resident's admission. The recently launched Maximus system, **AssessmentPro**, does not allow for electronic access to records for any person who is not a resident or patient of the connected facility.

Although tracking in the previous **legacy system** did not prevent the practice of entering admission notices to obtain the PASRR records, the AssessmentPro blocks attempts to do so - as this does not align with assessment process best practices. Moving forward, NFs should always work closely with their hospital referral partners to obtain completed records.

#### **What is my role in the process?**

**Hospitals** should complete the PASRR and share that completed information to the NF prior to the individual admitting to the NF. The NFs cannot access this through AssessmentPro until the individual is fully admitted. They MAY NOT admit the person without thoroughly reviewing the information first.

**Nursing Facilities** should always review the completed PASRR information prior to accepting the individual for admission. This will help to ensure that your facility can properly meet the person's needs. Remember, PASRR requires the NF to provide information on all needed services and supports for the person's disability needs.

### **Additional Questions?**

Details regarding these important steps and all basics of the PASRR Fundamentals are available on the [Connecticut PASRR Resources](#) page, under the Education & Training section.

### **ASSESSMENTPRO: Recent System Upgrades**

The Connecticut PASRR Program team and Maximus IT support are continually working to make the AssessmentPro system more intuitive and expansive in its capabilities. With that in mind, several helpful updates were recently launched to the system including:

- **Medicaid Provider Number and NPI codes** have been updated and are now displaying in the system for District Office users. *(There is no need for users to manually input the IDs when admitting the individual, as they will display automatically for the selected facility in AssessmentPro).*
- Names now display and are **filterable by Last Name, First Name** for District Office user queues.
- **Full, unmasked SSN and DOB** are now visible for District Office, Hospital, and Nursing Facility users on the Individual Profile page.
- Nursing Facility users can now see when an **individual's admission has been entered** into the payment system in the PathTracker Census queue.
- District Office users now receive a **confirmation message** before an alert is cleared from the Action Required queue.

### **IT UPDATE: Support Change for Internet Explorer & Firefox**

Beginning **January 1st**, Maximus IT support for **Internet Explorer and Firefox** in AssessmentPro system will no longer be offered. Moving forward, user browser support will be supported for one of the two most recent versions of the following browsers: Microsoft Edge or Google Chrome. This change reflects a focus on browser options which provide optimum system performance and usage.

### **REVIEW: Updated AssessmentPro Terms of Use**

The Terms of Use policy for CT PASRR system, AssessmentPro, have recently been updated. [Click here to download and review.](#)

### **SUPPORT: Connecticut PASRR Help Desk Contacts**

**Phone:** 833.927.2777

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

**Fax:** 877.431.9568

**Web:** <https://maximusclinicalservices.com/svcs/connecticut>