

2/22/2022

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## **AssessmentPro Update - System Updates Coming 2/22 | New Action Required to Access the Site**

AssessmentPro system security updates are planned for later this evening - **Tuesday, February 22, 2022**. These routine upgrades will result in changes to some existing system URLs.

### **Do I need to take any action?**

Yes. After these updates, any existing AssessmentPro bookmarks you already have saved in your browser will no longer work and should be deleted from your bookmark list.

Moving forward, always begin each site visit by typing [www.AssessmentPro.com](http://www.AssessmentPro.com) into your browser and proceeding to the section of the site you'd like to view, rather than setting up or using bookmarks.

### **What error will I see if my existing bookmark is broken?**

The bookmark will most likely cause an error that makes it appear that the AssessmentPro site is down - see example below.

An unexpected error has been encountered.  
Please contact your administrator or try again.

[Return to homepage](#)

3/08/2022

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## **PROCESS UPDATE: Return to Hybrid Virtual/In-Person Assessment Model on April 4, 2022**

The Connecticut Department of Social Services (DSS) has made the decision to transition away from virtual-only assessments, back to an in-person assessments focused model. This includes:

- State Assessors will resume in person assessments on March 13, 2022.
- Independent Contractor Assessors working through state partner, Maximus will transition to a hybrid virtual/in-person assessment model on **April 4, 2022**.

**Please be aware that from April 4 on, Assessors will attempt to schedule face-to-face interviews.**

4/12/2022

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## CT PASRR Quarterly Newsletter: PathTracker Best Practices + PASRR Reminders + AssessmentPro Tips

### BEST PRACTICE: Using PathTracker

1. Nursing facilities (NFs) are the only facilities that enter information into PathTracker.
2. Do not enter an individual into your census until that individual is in your facility.
3. Please continue to update your PathTracker Census regularly when individuals admit/transfer/discharge/passed away. The state uses these alerts for payment their payment purposes. Delay in entering these notices will result in delay in payment.
4. Do not make any changes to fix a mistake. If any edits are needed to be made other than editing current admission date, please contact the CT PASRR Help Desk for assistance.

### PROCESS: PASRR Reminders

- Remember to always **fill out each Screen** in its entirety.
- **Categorical exemptions** should only be utilized for individual that has a serious mental illness (SMI) or an intellectual/developmental disability (I/DD).
- A **30-day exempted hospital discharge** does not require a Level of Care.
- Refer to the explanation for **Level I and Level of Care Reason** for Screenings in your inbox.
- All significant PASRR **Level I status changes** are to be submitted within 14 days of change.
- All subsequent PASRR **Level II Assessment Screens will need to be submitted no later than 7-10 days** prior to the current approval expiring.
- A subsequent **Level of Care Screen is needed** when the current approval is roughly 7-10 days from expiring.
- **A Level of Care is based on medical necessity, not nursing facility bed type.** If you already have a short-term approval that does not expire for several weeks, but the individual has moved into a long term bed a new LOC does not need to be submitted until that short term approval is about to be 7-10 days from expiring.
- When **documentation is requested by a Clinician**, such as MD note, Physician orders, or Psychiatry notes, please make sure you submit the most recent notes, unless specified by the Clinician.

### ASSESSMENTPRO: Keeping Your Account Active in the System

If you don't submit referrals very often in the system, continue to be mindful that **AssessmentPro will deactivate any account that has not logged in at least once within every 120-day period.** Even

when you don't have a current referral for submission, continue to occasionally log into the system to keep your account active. After 180 days, the system will terminate the account.

## TOP TIP: Hospital Users Entering Demographics Information

Before entering demographics for an individual, be sure to first **perform an advanced search in AssessmentPro**. They may have already been in your facility. Please use the same identifier type that is currently listed in the system. If this is not used correctly, you run the risk of inadvertently making a duplicate record or missing important information.

## SUPPORT: Contact the Connecticut PASRR Help Desk

Have questions about any PASRR processes or a recent referral? Contact the CT PASRR Help Desk team:

Phone: 833.927.2777

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

6/02/2022

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## REGISTER: CT Provider Training - Thu, June 16 at 3 p.m. ET - OR - Wed, June 29 at 10 a.m. ET | Branding Updates Notice

### REGISTER: Connecticut - PASRR Foundations

Thu, June 16 at 3 p.m. ET - or - Wed, June 29 at 10 a.m. ET

Join the Connecticut PASRR program team to learn the foundations of PASRR in Connecticut, and also take a quick tour of AssessmentPro. **Even if you are not new to PASRR, make sure you attend one of the sessions linked below for an important refresher on PASRR processes.** We will also have plenty of time for Q&A with our contract leadership.

*Note: Identical information will be presented during both sessions. Click the link below to register for the date and time that best fits your schedule.*

[PASRR Foundation in Connecticut | Thu, June 16 at 3 p.m. ET - or - Wed, June 29 at 10 a.m. ET](#)

## UPDATE: New Maximus Branding

You may notice some small changes to this communication, as well as revisions coming soon to the CT PASRR Tools and Resources web page. This includes updates to the **company logo, headers, and other graphic elements.**

This evolution of the global Maximus brand is intended to visually emphasize the active partnership we have with program stakeholders like you to positively impact the lives of those we serve together.

## **SUPPORT: Contact the Connecticut PASRR Help Desk**

Have questions about any PASRR processes or a recent referral? Contact the CT PASRR Help Desk team:

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

6/09/2022

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## **System Update: IP Address for AssessmentPro to be Updated on Wednesday, June 15, 2022**

On the evening of **Wednesday, June 15**, the Maximus IT team will **update the IP address** for [AssessmentPro.com](http://AssessmentPro.com). This change is not expected to affect any existing bookmark or site access for the majority of all system users.

In the unlikely event this change does affect your ability to access the site after the transition date, please contact your organization's IT support team. Notify them that you require updated access to the AssessmentPro site and forward the detail below so that they can add the information to their list of approved IP addresses.

Web Domain: [www.AssessmentPro.com](http://www.AssessmentPro.com)

New IP Address: 40.86.113.36

8/10/2022

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## **Quarterly Provider Newsletter: Review Recent Training Webinar | Exemption Eligibility Criteria Reminder | Process Best Practice Reminders**

### **RESOURCE: Review Recent Training Webinar**

If you missed the recent PASRR/LOC training event held in June or would like a refresher on the topics discussed, click the links below to review the training presentation and a recording of the session.

[PASRR/LOC Training – Slides](#)

[PASRR/LOC Training – Recording](#) | 86:36 Mins (Register to listen to recording)

### **REMINDER: Exemption Eligibility Criteria**

An exemption can only be given if an individual has a serious mental illness (SMI), or an intellectual/developmental disability (ID/DD), is psychiatrically stable, medically admitted, and requires 30 days or less in a skilled nursing facility for what they were treated for in the hospital. They should mark No to needing an exemption, if they do not have a diagnosis or suspected diagnosis of SMI or ID/DD.

## **BEST PRACTICES: Important Process Reminders**

1. Hospitals need to ensure that the NFs understand what they are using for Identifiers (SSN, Driver's License, etc.). This step helps to avoid the creation of duplicate PASRRs.
2. All significant PASRR **Level I status changes** are to be submitted within 14 days of changes, this is to include any significant changes in status, or any psychiatric hospitalization.
3. For any individual that may experience a medical improvement and has a long-term care approval, please submit a medical improvement LOC screen. The correct reason for screening will be: "**Nursing Facility resident who has had a previous LOC approval, but has had significant medical improvement and the submitting facility is providing an update of that improvement.**" These help to ensure this person's assessment process continues to move smoothly without any delays.
4. Other than the required documents AssessmentPro will require during the initial submission, such as the MD certificate, Providers should wait to submit any needed documents until instructed to do so by a Maximus Clinician.
5. After submitting referrals, be sure to check emails and phone regularly for additional supporting documents and/or clarifying question requests.

Check out additional [Frequently Asked Questions \(FAQs\)](#) and guides on the [CT PASRR Tools and Resources site](#).

## **QUESTIONS? Contact Connecticut PASRR Help Desk**

Phone: 833.927.2777

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

11/1/2022

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## **SYSTEM UPDATE: Change Coming to AssessmentPro Login Process Today, November 1**

Please be aware that this evening, **Tuesday November 1**, Maximus IT will publish **updates to the AssessmentPro system**. With these upgrades comes a new way for users to update their passwords.

Currently, when users click the reset password button, a link will be sent to the email address you use to log into AssessmentPro, prompting you to create a new password.

Going forward, instead of receiving a link, a **verification code will be sent to your email address**, which you will enter on the AssessmentPro site, then create a new password (see below):



ASSESSMENTPRO

### Sign in

Email address

Continue

Forgot password?

Don't have an account? Sign up now

### Reset password

Please click the button below to verify your email address.

test.name@getmail.com

Send verification code

Continue Cancel

### Reset password

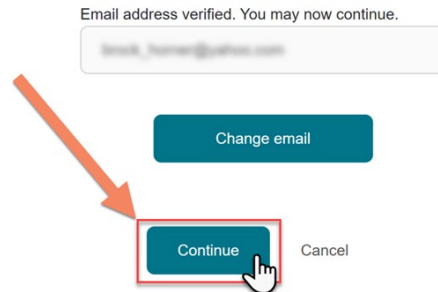
Verification code has been sent to your inbox. Please copy it to the input box below.

test.name@getmail.com

123456

Verify code Send new code

Continue Cancel



If you have any questions about this important process update, please reach out to your program **Help Desk**.

11/29/2022

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## CT PASRR Quarterly Provider Newsletter: Assessment Best Practice Tips & Reminders

1. Keep in mind that we are required by the State to **complete in-person assessments whenever possible**. If there is a sudden outbreak of COVID or Flu, please contact the [CT PASRR Help Desk](#), and let us know so that we can complete a zoom/telephonic assessment.
2. To all Hospital Providers: it is the submitter's responsibility to **provide a copy of the PASRR to the admitted facility** before they can accept an individual. Facilities cannot view the PASRR until the individual is admitted through Assessmentpro.
3. Be sure to **only request an exemption when an individual has a known or suspected SMI, ID or DD/RC**.
4. To request a Retrospective Review, choose the option **NF Resident Without a Previous Level of Care Approval**, which will open up the retro sections.
5. Providers only have **14 days to submit any requested information** or answer any questions a Clinician has requested. When an extension is needed, keep in mind that screens should be submitted **10 days prior** to the end date of the previous approval.
6. **If an individual has a negative PASRR within the last 60 days, a new approval is not needed** - even if the individual has gone to a lower level of care. However, if the individual has a SMI/IDD/RC and has discharged to a lower level of care then a new PASRR is needed.

If an individual is a facility resident a new approval is not required; they can return to the nursing facility with the previous approval.

**QUESTIONS? Contact Connecticut PASRR Help Desk**



Have questions about any PASRR processes or a recent referral? Contact the CT PASRR Help Desk team:

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**Email:** [CTPASRR@maximus.com](mailto:CTPASRR@maximus.com)