2/22/2022

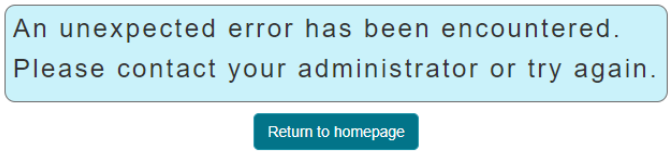
AssessmentPro Update - System Updates Coming 2/22 | New Action Required to Access the Site

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** 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.



3/08/2022

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.

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4/12/2022

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

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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

6/02/2022

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.**

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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

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Phone: 833.927.2777
Email: Ascend-CTHelpDesk@maximus.com

6/09/2022

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. 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**

New IP Address: 40.86.113.36

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