

7/29/2020

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## Learning Opportunities: Find Answers to Your Questions About Newly Launched AssessmentPro, Web Based PASRR System

We are now two weeks past the July 15th launch of Delaware's new web-based PASRR system, AssessmentPro. Thanks again to each of you for your continued engagement during this summer's training efforts and invaluable feedback throughout the transition process.

Do you still need answers to AssessmentPro questions? The Delaware PASRR program team has you covered, with additional reference materials, reminders, several Question and Answers sessions, as well as an upcoming System Overview training. Check out more information below on these helpful resources:

- **Register:** Upcoming Overview and Q&A Webinars
- **Resources:** Download a series of training content
- **FAQs:** Your top most asked questions
- **Support:** How to contact the Help Desk

### REGISTER: System Overview and Q&A Sessions

If you missed the recent training webinars, its not too late! Join us for tomorrow's System Overview, led by **Delaware PASRR Program Manager, Melanie Wilson**. This informative two-hour session includes a helpful walk-through of the **PASRR process** and a practical guide to using the state's new web-based tool, AssessmentPro. There is also a series of informative Question and Answer sessions planned for the next few weeks, where you can share your toughest system questions. Sign up below:

[System Overview Training | 11 a.m. Thursday, July 30th](#)

Register in advance for this session. Once registered, you will receive a confirmation email with more details.

[8/04 DE PASRR Provider Q&A Session | Join Zoom Meeting](#)

Time/Date: 10 a.m. - 11 a.m. ET, August 4, 2020

Call in Number: 877.853.5257 US Toll-free

Meeting ID: 975 2535 4864

[8/06 DE PASRR Provider Q&A Session | Join Zoom Meeting](#)

Time/Date: 1 p.m. ET - 2 p.m. ET, August 6, 2020

Call in Number: 877.853.5257 US Toll-free

Meeting ID: 992 3342 9075

## [8/11 DE PASRR Provider Q&A Session | Join Zoom Meeting](#)

Time/Date: 1 p.m. ET - 2 p.m. ET, August 11, 2020

Call in Number: 877.853.5257 US Toll-free

Meeting ID: 994 9404 8070

### **REMINDER: Preventing Duplication Submissions**

If you're unsure whether someone else on your team has **already submitted a screen** for an individual, you are able to look that up in AssessmentPro. Save time and prevent duplication by taking the following steps before beginning a new screen:

**Step 1:** Search for the individual in AssessmentPro

**Step 2:** Check in Assessment History for existing records

### **FAQs: Tackling Your AssessmentPro Questions**

Over the next several emails you receive from us, we'll be sharing some of the most commonly asked questions we're hearing from Delaware 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: Can multiple staff work on the same submission?***

**A:** Yes, multiple people can work on a PASRR draft to prepare it for submission. However, only one person from a facility can edit the screen at a time. On the provider's landing page in AssessmentPro, there is a tab for Draft screens. Within that tab, there will be two sub-tabs: My Screens and Facility Screens. If the provider opens the Facility Screens sub tab, they will be able to access the draft screens within their facility. Once they open a draft screen, they can complete and submit it to Maximus.

***Q: If the hospital does not know which NF a patient is discharging to, is there another way to get the PASRR determination to the NF?***

**A:** You can print the outcome and send it to the nursing facility that is chosen. The NF should read and review the PASRR before accepting the person to ensure they can meet their needs there (if this is a full Level II).

### **RESOURCE: AssessmentPro Guides**

Helpful resources have been developed to get you up to speed with AssessmentPro and maximizing it's many capabilities. Below are some useful reference guides to help you navigate this new web-based system.

AssessmentPro Guide for MCO/AAA Users | [Request - NEW!](#)  
This latest guide covers the steps to add an Agency user to the system.

Checklist - AssessmentPro Training | [Request](#)  
This must-have guide contains links to video tutorials and instructional PDFs on all the major features you'll need to know about AssessmentPro.

Recording - AssessmentPro Training | [Listen](#)  
Unable to attend the recent System Overview sessions? Walk through a recent presentation by the DE PASRR program team.

Presentation - Provider Training | [Request](#)  
Miss the recent System Overview sessions? Ask the Help Desk for a copy of this useful presentation, chock-full of invaluable information on the PASRR process and AssessmentPro.

Frequently Asked Questions | [Download](#)  
Explore some of the questions most often fielded about the PASRR process and using the AssessmentPro system.

Delaware PASRR Tools & Resources | [Explore](#)  
Stay up-to-date with all the program's latest announcement, forms, guides and relevant state links.

## **SUPPORT: Contacting the Help Desk**

Have questions on a recent submission? We'd like to hear from you! Contact the Delaware PASRR Help Desk:

[DEPASRR@maximus.com](mailto:DEPASRR@maximus.com) | 83.DEL.PASRR (833.357.2777)

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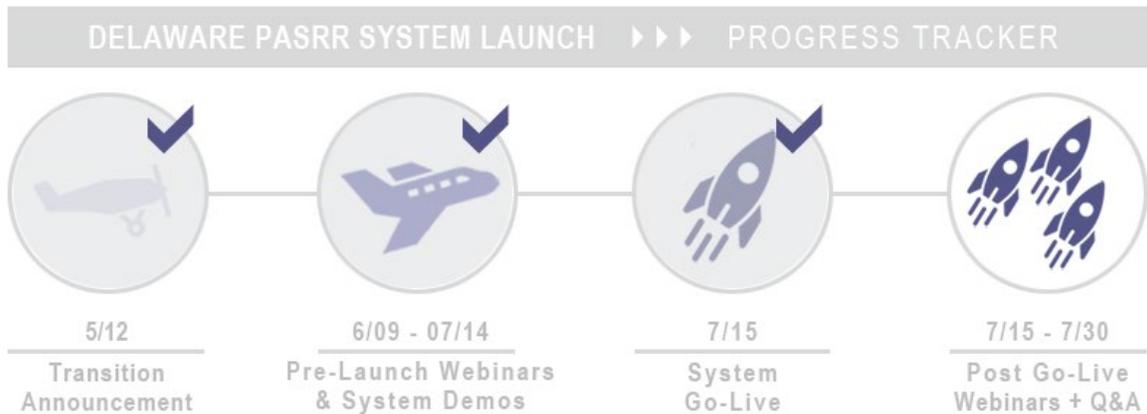
## **Review Helpful System Tips, Explore New Resources, & Register for Upcoming Webinars**

**It's finally here!** Earlier this week on July 15th we celebrated the official launch of Delaware's new **web-based PASRR system, AssessmentPro**. Thank you for taking the steps necessary to make this transition a reality. We look forward to partnering with you to make a lasting impact in your community.

As you begin to familiarize yourself with process changes and the various AssessmentPro tools available, we know you'll have questions on how to maximize the system. Over the next few weeks, the Delaware PASRR program team at Maximus will provide several informative **Q&A Sessions**, as well as **System Overviews**, for those who might've missed the webinars in June and early July. There's also plenty of resources to quickly get you up to speed in using AssessmentPro, such as:

- [AssessmentPro Training Checklist](#)
- [Training Session Recording](#)
- [PASRR & AssessmentPro FAQs](#)
- [PASRR Tools & Resources Web Portal](#)

Learn more about these helpful options below, as well as an important reminder on **COVID-19 accommodations** now in place and details on contacting the **Delaware PASRR Help Desk**.



## ASSESSMENTPRO GUIDE: Training Resources & Reminders

Toolkit: Your AssessmentPro Essentials

Empowering your team with the right resources is one of the biggest keys to success for yesterday's AssessmentPro implementation. Check out our top tools to get you moving!

### [NEW! Frequently Asked Questions \(FAQs\) | Request](#)

This handy resource covers the questions most often fielded about the PASRR process and using the AssessmentPro system.

### [Assessment Training Checklist | Request](#)

This must-have guide contains links to video tutorials and instructional PDFs on all the major features you'll need to know about **AssessmentPro**.

### [Assessment Training Recording | Request](#)

Unable to attend the recent System Overview sessions? Listen to **Program Manager, Melanie Wilson**, walk you through the key things you'll need to know.

### [Provider Training Presentation | Request](#)

Miss some of the important items covered during the **System Overview** sessions? Ask the Help Desk for a copy of this useful presentation, chock-full of invaluable information on the PASRR process and AssessmentPro.

## LEARN: System Overviews + Q&A Webinars

The Delaware PASRR program team has kicked off a new series of **post-launch Q&A sessions** and additional System Overview training events. Choose the session and date/time that works best for you!

### Post-Launch Q&A Sessions

[Post-Launch Q&A Session | 1:00 p.m. ET, TODAY July 17th](#)

**Meeting ID: 988 4608 5853**

**Password: 462179**

[Post-Launch Q&A Session | 10:00 a.m. ET, July 20th](#)

**Meeting ID: 996 6437 7343**

**Password: 009999**

[Post-Launch Q&A Session | 1:00 p.m. ET, July 21st](#)

**Meeting ID: 946 3253 4395**

**Password: 270225**

[Post-Launch Q&A Session | 1:00 p.m. ET, July 24th](#)

**Meeting ID: 939 5322 6079**

**Password: 076754**

[Post-Launch Q&A Session | 1:00 p.m. ET, July 27th](#)

**Meeting ID: 998 7309 2762**

**Password: 928107**

### System Overview Webinars

[System Overview Training | 2:00 p.m. ET, July 22nd](#)

***Register in advance for this session. Once registered you will receive a confirmation email with more details.***

[System Overview Training | 11:00 a.m. ET, July 30th](#)

***Register in advance for this session. Once registered you will receive a confirmation email with more details.***

## REMINDER: COVID-19 Accommodations Now in Place

As of 7/15, the **DHSS/DMMA** decision to employ various telehealth solutions for completion of assessments is now in effect. As an interim solution for the Delaware PASRR program, PASRR assessments will be completed by independent contractor assessors via secured Zoom and telephone.

Ahead of any potential lifting of face-to-face assessment restrictions, the Governor has mandated required **weekly COVID-19 testing** for any vendors entering a state nursing facility. Personal Protective Equipment (**PPE**) and strict usage guidelines will also be supplied to assessors, once in-person assessments resume. Updates on process changes ahead will continue to be shared as they arise.

## SUPPORT: Delaware PASRR Help Desk

Have questions about AssessmentPro and can't find the answer in the resources listed above? Contact the Delaware PASRR Maximus support team for more information:

Email: [DEPASRR@maximus.com](mailto:DEPASRR@maximus.com)

Phone: 83.DEL.PASRR (833.357.2777)

Sign up for our Mailing List: Would you or someone else on your team like to be added to our email list? Contact us at: [DEPASRR@maximus.com](mailto:DEPASRR@maximus.com) with the subject line "Please add me to the DE PASRR contact list" and include full name, title, facility name and email address in the body of the message.

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## Review an FAQ on Level I Submissions, Best Practice Tips & Reminders

In the two-months since the **Delaware PASRR** program's 7/15 transition to the web-based **AssessmentPro** system, the program support team has continued to remain focused on ensuring the provider community has the necessary resources needed to submit referrals and maximize all the features of this industry-leading system. Below are a few topics you might find helpful, including a few **AssessmentPro FAQs**, a best practice tip on **avoiding duplicate referral submissions**, and reminder on **accessing training content**.

### FAQs: Turnaround Times for Level I Submissions

**Q: How long will it take to receive the results of my submitted Level I?**

**A:** If there are no indications that additional review is required, you should receive an immediate web reviewed approval.

If a clinical review is required, you will receive an approval within 8 business hours of your referral, if or once all information is received. Keep in mind that if additional information is required, the review is placed on hold until the information is received; therefore, it is vital that you submit all requested information as to not create any undue delays in processing the review.

**Have other questions?** Check out the [DE PASRR FAQs](#) to learn more.

### BEST PRACTICE: Preventing Duplication Submissions

If you're unsure whether someone else on your team has **already submitted a screen** for an individual, you are able to look that up in AssessmentPro. Save time and **prevent duplication** by taking the following steps before beginning a new screen:

**Step 1:** Search for the individual in AssessmentPro

**Step 2:** Check in Assessment History for existing records

**Step 3:** Be sure to look in your Facility Screens section to see if a coworker has already started a Level I for this person that is in Draft Status.

## REMINDER: Opening PW-Protected Documents

The [Delaware PASRR Tools and Resources](#) site has several useful training resource guides available, if you have "how to" questions about using AssessmentPro. Some of these documents are password-protected, which helps to ensure that we can share all of the in-depth instructional content that you may need.

To open any training file links on the site that are pw-protected (indicated with a "lock" icon next to the link), follow these simple steps:

1. Under the **Education & Training** header, click the file link you would like to open
2. You will be prompted to enter your AssessmentPro system **Username (your email address) and Password**
3. Click **Log In**

You will then have full access to all protected documents located on the Tools and Resources page for the remainder of your web session.

## SUPPORT: Contacting the Help Desk

Have questions on a recent submission? We'd like to hear from you! Contact the **Delaware PASRR Help Desk**:

Email: [DEPASRR@maximus.com](mailto:DEPASRR@maximus.com)

Phone: 83.DEL.PASRR (833.357.2777)

Web: [Delaware PASRR Tools and Resources](#)

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## Register for Upcoming AssessmentPro - PathTracker Webinar | 10 a.m. Tuesday, October 6th

We invite you to join the Delaware PASRR Training team for a helpful overview of the **PathTracker** tool in **AssessmentPro** coming up early next month. During this informative one-hour session, attendees will learn more about what PathTracker is, why its a critical tool to use, and all the basics you'll need to know on how to use it.

Some key features of PathTracker that will be covered include:

- Allows nursing facilities to be more proactive
- Accessible from multiple locations

**Who should attend?** This webinar is geared toward nursing facility users.

**Click the link below to register:**

[PathTracker Overview | 10 a.m. Tuesday, October 6, 2020](#)

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## **11/17 System Outage | Determining Need for New PASRR | Review FAQs & Resources**

For this fall 2020 edition of the Delaware PASRR Newsletter, we've gathered some handy guidelines for **determining when a new PASRR is needed**, best practice tips for **fax submission** and a few **recent FAQs** fielded by the Program Support team, as well as other helpful resources to look to when you have AssessmentPro questions. Also, be sure to note the announcement below regarding an **upcoming system outage** planned for next **Tuesday evening**.

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

There is an AssessmentPro outage planned for 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.

### **HOW TO: Determining When a New PASRR is Required**

In most cases, a Nursing Facility (NF) resident's admission to an acute care setting for standard medical treatment does NOT require a PASRR for return to the NF (flu, broken bones, etc.). This is when they are medically admitted from a Nursing Facility, with no behaviors and it is not a psychiatric admission and they will be returning to the Nursing Facility.

A NF resident will need a new PASRR after a return from an acute setting when the individual:

- Demonstrates increased behavioral, psychiatric, or mood-related symptoms
- Exhibits behavioral, psychiatric, or mood-related symptoms that have not responded to ongoing treatment
- Has a significant physical change, but also has behavioral, psychiatric, or mood-related symptoms, or cognitive abilities, that may influence adjustment to an altered pattern of daily living
- Has a condition or treatment that is, or will be, significantly different than described in the resident's most recent PASRR Level II evaluation and determination

### **BEST PRACTICE: Fax Submissions Tips**

When completing a Level I PASRR submission, providers should always plan to upload directly into the system. When you are unable to do so and need to fax instead, here are some reminders on that process.

**STEP 1:** Click the checkbox next to statement "I cannot upload all required documents." > Click the fax icon next to I cannot upload. I will fax.

**STEP 2:** Select all the document types you will include in the fax. \*\*  
You can select more than one document type that you are including in a single fax.

**STEP 3:** Select the document types you will include in the fax. > Click Print Fax Coversheet. > Open the .pdf and include this as the first page of your fax.

More information regarding faxing tips and all key AssessmentPro processes are all available in the [Training Checklist](#) and other support resources on the [Delaware PASRR Tools and Resources](#) page.

**NOTE:** When submitting additional documents for a Level II, they must be faxed over at: **877.431.9568**.

## **FAQs: Tackling Your AssessmentPro Questions**

The Help Desk support team continues to track questions fielded from AssessmentPro system users. Below are a few recent ones to keep in mind. To review more, be sure to download the Delaware PASRR FAQs resource guide here.

***Q: How do I print a copy of a completed Level II?***

A: To print out a completed Level II, you should go to the Facility Screens tab and select Print. It cannot be printed from the My Screens tab for completed reviews.

***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:

- Use your browser's back button; or
- 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
- Click the home icon to return to the home page and navigate within the system.

## **AssessmentPro Toolkit**

Be mindful that several helpful resources are still available for guidance when you have AssessmentPro questions. Download the files shown below for handy reference.

### **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 AssessmentPro, click the link to review a recording of one of the webinar sessions presented earlier this year.

## REFERENCE GUIDES

System FAQs | [Download](#)

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

MCO/AAA Users Guide | [Download](#)

This informative guide walks through each of the steps required to add an Agency user to the system.

## WEB RESOURCES

DE PASRR Web | [Explore](#)

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

## SUPPORT: Contacting the Help Desk

Have questions on a recent submission? We'd like to hear from you! Contact the **Delaware PASRR Help Desk**:

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

**Phone:** 83.DEL.PASRR (833.357.2777)

**Web:** [Delaware PASRR Tools and Resources](#)