

1/14/2022

Quarterly Newsletter: Year in Review | PathTracker Resources | Process Tips | FAQs | Team Spotlight

Over this past year of 2021, Delaware maintained full PASRR compliance. **DMMA** is also pleased to announce that on **May 26, 2021**, Delaware PASRR and the Maximus web-based system, **AssessmentPro** achieved full **CMS Certification**.

Because of submitters like you we also completed the following for Delawareans:

Number of PASRRs completed:

7,878 Web-Based Level I Instant Approvals
3,758 Level I Clinical Reviews
459 Level II

Total Reviews for Delaware PASRR completed in 2021 - 12,095

We held an Annual Training for all providers in July of 2021, which included Pathtracker Training for Nursing Facilities. Stay tuned for dates of future trainings and please also know that these trainings are available on the DE PASRR website: https://maximusclinicalservices.com/svcs/delaware_pasrr

Virtual assessments continue to be utilized for the in-depth Level II Assessment. We are constantly assessing the vaccination rates and outbreak rates to determine when we will begin in – person assessments. We will provide providers at least a 30 day notice before we begin to send assessors out to conduct in person visits.

Looking ahead to 2022, we are planning to implement an **enhancement to AssessmentPro** which will help ensure individuals are getting the Specialized Services that are recommended and accurate and timely processing of the PASRR date into Delaware Medicaid Enterprise System (**DMES**).

RESOURCE: PathTracker Training

The PathTracker feature in AssessmentPro allows Nursing Facilities to be more proactive and allows accessibility from multiple locations. If you'd like a refresher on this helpful tool, be sure to check out the PathTracker presentation and recording listed below. These and other support resources are also available under the "Education & Training" section of the [Delaware PASRR web resources page](#).

[PathTracker Presentation | Slides](#)

[PathTracker Presentation | Recording](#)

PROCESS: Help Avoid PASRR Determination Delays

When a person is receiving psychiatric services in the hospital, in order to not delay the PASRR determination, please submit as soon as there is a Doctor's note that speaks to the stability or readiness to discharge.

FAQ: Common Account Access Issues

Q: Why can't I log in to my account?

A: If you have been inactive for a certain amount of days your account will become inactive. It is important that you do not try to create a new user account. Please email or call the **Delaware PASRR Help Desk** (DEPASRR@maximus.com/ 833.357.2777) and ask for assistance with logging in. The Help Desk can reactivate your AssessmentPro account.

TEAM SPOTLIGHT: Melanie Wilson

Melanie Wilson is the Maximus Program Manager for the Delaware PASRR Program. She enjoys working with the providers in Delaware and is passionate about advocating for persons with Intellectual Disabilities, Developmental Disabilities and Mental Illness.

Melanie's leadership experience also includes serving as a Supervisor for another PASRR program, being an Independent Assessor for Specialty Assessments, serving as a State Abuse and Neglect Investigator, Medical and Legal Conservator, Program Director for a Residential Agency for persons with Intellectual and Developmental Disabilities and an Assistant Residential Director for a School for Persons with Intellectual and Developmental Disabilities.

Have PASRR related questions? Feel free to contact Melanie directly at the DE PASRR Help Desk DEPASRR@maximus.com or MelanieWilson@maximus.com.

SUPPORT: Delaware PASRR Help Desk Contacts

Phone: 833.DEL.PASRR | 833.357.2777

Email: DEPASRR@maximus.com

SHARE YOUR FEEDBACK: We Want to Hear From You!

Do you have questions about a PASRR-related topic you would like to see covered in a future edition of the Quarterly Newsletter or maybe in an upcoming PASRR webinar? – **email us with questions or suggestions.**

Have you hired a new staff person who would benefit from reviewing PASRR overview or system training? Program support resources, including helpful guides as well as training checklists and recordings of previous sessions are available for reference through our [website](#).

If you have new staff members, we want to ensure that they're kept current with all the **latest PASRR program news and updates**. Ask them to simply send a message to DEPASRR@maximus.com with the subject line "I'd like to receive Delaware PASRR Program Updates" to be added to our mailing list.

2/21/2022

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

AssessmentPro system security updates are planned for the evening of **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 Tuesday's 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.

CONTACT: Delaware PASRR Services Help Desk

Do you have PASRR process questions or need to ask about a current referral? Contact your Delaware PASRR Help Desk for more information:

Phone: 83.DEL.PASRR | 833.357.2777

Email: DEPASRR@maximus.com

5/25/2022

PROCESS UPDATE: Return to In-Person Assessment Model on June 15, 2022

With recent changes in COVID-19 case numbers and hospitalizations, the State of Delaware - Department of Health and Social Services, Division of Medicaid and Medical Assistance (**DHSS/DMMA**) has made the decision to transition away from virtual-only assessments to a hybrid model emphasizing **in-person assessments**, as the preferred interview option. Independent Contractor **Assessors** working through state partner, Maximus will transition to this new model on **June 15, 2022**.

Please be aware that moving forward from June 15, Assessors will attempt to schedule face-to-face interviews.

CONTACT: Delaware PASRR Services Help Desk

Do you need clarification on any PASRR processes or questions regarding a current referral? Contact your Delaware PASRR Help Desk for more information:

Email: DEPASRR@maximus.com
Phone: 83.DEL.PASRR (833.357.2777)

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](https://www.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

6/30/2022

EVENT ANNOUNCEMENT: Register for Upcoming PASRR Provider Training | 10 a.m. ET on Tue, 7/19 for Facility Staff | 10 a.m. on Thu, 7/21 for Hospital Staff

Be sure to register for the upcoming **Annual Delaware PASRR AssessmentPro Provider Training**, taking place at **10 a.m. on Tuesday, July 19** for facility staff, and **Thursday, July 21 at 10 a.m. ET** for hospital staff. Use the links below to register for the date and time that applies to your specific role.

[Annual PASRR Training for Facility Staff | Tue, 7/19 at 10 a.m. ET](#)

[Annual PASRR Training for Hospital Staff | Thu, 7/21 at 10 a.m. ET](#)

UPDATE: New Maximus Branding

You may notice some small changes to recent communications, as well as revisions made to the Delaware PASRR Tools & 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.

CONTACT: Delaware PASRR Services Help Desk

Do you need clarification on any PASRR processes or questions regarding a current referral? Contact your Delaware PASRR Help Desk for more information:

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

Email: DEPASRR@maximus.com

8/16/2022

EVENT ANNOUNCEMENT: Register for Important ServiceMatters Facility Provider Training | Tuesday, August 23 at 10:00 ET

Be sure to register for the upcoming **Nursing Facility Provider Training on Tuesday, August 23 at 10:00 a.m. ET** on ServiceMatters, an essential tracking mechanism for Specialized Services. Facility staff are highly encouraged to attend this important, informative session, in which the team will discuss:

- Introduction to ServiceMatters
- Purpose and function
- Adding ServiceMatters to facility role
- Live demo of ServiceMatters

Use the link below to register in advance for this informative session.

[ServiceMatters Provider Training | Tuesday, 8/23 at 10 a.m. ET](#)

8/31/2022

LEARNING EVENT: Register for Important ServiceMatters Facility Provider Training | Tuesday, September 13 at 11:30 a.m. ET

Be sure to register for the upcoming Nursing Facility Provider Training taking place **Tuesday, September 13 at 11:30 a.m. ET** on ServiceMatters, an essential tracking mechanism for Specialized Services Facility staff are highly encouraged to attend this important, informative session, in which the team will discuss:

- Introduction to ServiceMatters
- Purpose and function
- Adding ServiceMatters to facility role
- Live demo of ServiceMatters

Use the link below to register in advance for this informative session.

***Note:** for any that may have already attended the recent Training Webinar on August 23, please note the topics covered during this upcoming session are identical.*

[ServiceMatters Provider Training | Tuesday, 9/13 at 11:30 a.m. ET](#)

CONTACT: Delaware PASRR Services Help Desk

Do you need clarification on any PASRR processes or questions regarding a current referral? Contact your Delaware PASRR Help Desk for more information:

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

Email: DEPASRR@maximus.com

10/05/2022

Quarterly Newsletter: Take DE PASRR Satisfaction Survey | Check ServiceMatters Respondent Role in AssessmentPro | Review Important Training Materials

SHARE FEEDBACK: DE PASRR Satisfaction Survey

There are multiple ways to access the [Satisfaction Survey](#) for Providers and clients to give their feedback about the DE PASRR program. The Satisfaction Survey can be found on the **DE Resources Page in AssessmentPro**, as well as on each client PASRR outcome letter.

The client PASRR outcome letter provides a **QR code and link** to access the satisfaction survey online. Maximus would appreciate your feedback about the DE PASRR program!

BEST PRACTICE: Ensure ServiceMatters Respondent Role is Listed in AssessmentPro

ServiceMatters is now officially live in AssessmentPro, and all nursing facility Providers should make sure they have the **ServiceMatters Respondent Role** in AssessmentPro. If you have clients who receive specialized services, be on the lookout for further communication from Maximus.

RESOURCES: Annual Provider Training + ServicesMatters Training Available

Did you know you can access informative training materials 24/7 via your Delaware PASRR - Provider Tools & Resources site? Be sure to review some important recent updates below:

- [ServiceMatters Training - Slides](#)
- [ServiceMatters Training - Recording](#)
- [Facility Provider Training - Slides](#)
- [Facility Provider Training - Recording \(Passcode: 5tyDT@i#\)](#)

CONTACT: Delaware PASRR Services Help Desk

Do you need clarification on any PASRR processes or questions regarding a current referral? Contact your **Delaware PASRR Help Desk** for more information:

Email: DEPASRR@maximus.com

Phone: 83.DEL.PASRR (833.357.2777)

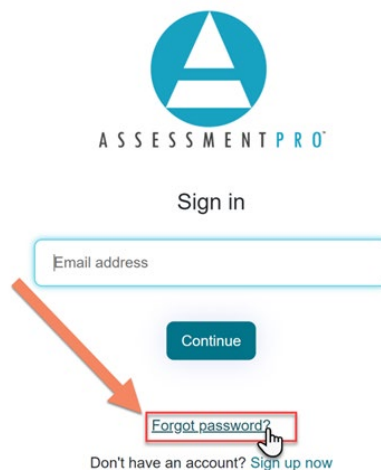
11/01/2022

SYSTEM UPDATE: Change Coming to AssessmentPro Login Process Tonight, Tuesday, 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.

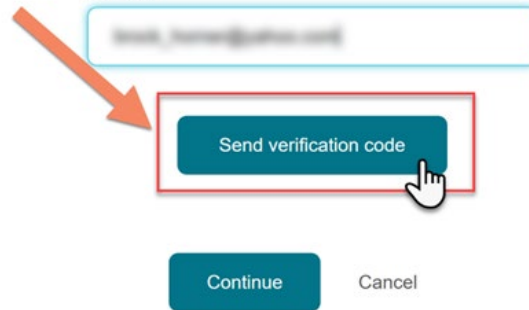
Currently, when users click the reset password button, a link will be sent to the email address you use to log into AssessmentPro, prompting you to create a new password.

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):



Reset password

Please click the button below to verify your email address.

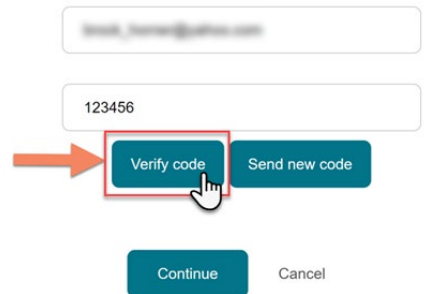


Send verification code

Continue Cancel

Reset password

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

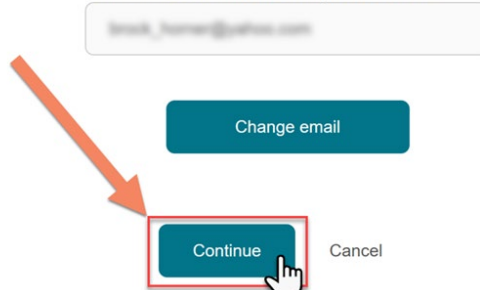


123456

Verify code Send new code

Continue Cancel

Email address verified. You may now continue.



Change email

Continue Cancel



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