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Quarterly Newsletter: Assessment Best Practice Reminders | ServiceMatters Refresher

Happy New Year! For this first Delaware PASRR Provider Newsletter of 2023, we cover some **important best practice reminders**, and share an insightful **overview of ServiceMatters**. As always, **thank you** for all you do to improve the lives of those we serve across the state.

BEST PRACTICES: Assessment Tips & Reminders

1. Be sure to look for emails from Maximus regarding ServiceMatters Reviews, and review the [ServiceMatters training slides](#) located in the resources tab in AssessmentPro.
2. Occasionally Maximus will **email your facility regarding location of clients** after the Level II PASRR is completed. Please respond to these emails as quickly as possible.
3. Remember to **always submit a resident review** before the short term approval expires. Ideally, Providers should submit a resident review **10 days before** the PASRR expiration date.

PROCESS: ServiceMatters Overview

DE PASRR has implemented ServiceMatters reviews for any client that receives a **Level II PASRR and has been recommended for Specialized Services**. These ServiceMatters reviews ensure that the Specialized Services are being received in the nursing facility. Providers outside of the nursing facility should be aware that **if you had a client receive a Level II PASRR, you may receive an email or phone call from Maximus** asking where the client is currently located.

Maximus asks for this information to ensure that the ServiceMatters review is sent to the correct nursing facility. **Nursing facility Providers must consistently keep PathTracker up-to-date** with current clients in your facility. Likewise, ServiceMatters users in AssessmentPro should be on the lookout for **emails from Maximus regarding ServiceMatters reviews**, and **check AssessmentPro to view and complete ServiceMatters reviews**.

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)