QUESTIONS	ANSWERS
Contact Information and Resource Access	
How do I contact the Delaware PASRR Help Desk at Maximus?	Contact by phone: 83.DEL.PASRR (833.357.2777) Contact by email: **DEPASRR@maximus.com** Additional resources: **https://maximusclinicalservices.com/svcs/delaware_pasrr**
How does our facility get on the communication distribution list?	For questions regarding the status of a review, sign into your Maximus AssessmentPro system account and check your two-week history. For difficulties associated with on-line submissions, assistance with logging in, becoming a Web-Administrator, questions about a pending Level I Screen, or other general questions, contact the Delaware PASRR Help Desk at: 83.DEL.PASRR (833.357.2777) or by email: **DEPASRR@maximus.com**. To be added to the Delaware PASRR email distribution list, email a request to **DEPASRR@maximus.com** with the subject line: "Please add my email to the DE PASRR Contact List." This communication should include your name, title, agency/facility, email address, and contact phone number.
Who should I contact with any questions about the referral process?	To find answers to your referral process questions, call Delaware PASRR Help Desk: 833.357.2777 or email: **DEPASRR@maximus.com**
When I leave a voicemail for the Delaware PASRR Help Desk team at Maximus, what turnaround time should I expect for a call-back?	We thank you for your patience as we address calls in the order we receive them. Our standard practice is to return them as soon as the next helpdesk agent is available, and within the same business day for calls received before 4:00 PM EST. Calls received after 4:00 PM EST will be resolved the next business day.
Where can I find Delaware PASRR support materials online?	Explore the Delaware PASRR Tools & Resources page, which has a growing list of content that will eventually include a broad range of support content, including contact information, recent announcements, helpful guides and training materials, and relevant state links. You can find these resources at: **https://maximusclinicalservices.com/svcs/delaware_pasrr**
Does Maximus have introductory AssessmentPro training resources available, which can be viewed by new staff who will be completing PASRR screens?	Yes, the Delaware PASRR Tools & Resources page has training materials accessible for review: **https://maximusclinicalservices.com/svcs/delaware_pasrr**. Individual system usage questions can also be fielded to the DE PASRR Help Desk team: **DEPASRR@maximus.com**
How do I obtain my AssessmentPro username and password?	Contact your facility's web supervisor to obtain your username and password. If you are the Administrator and forgot your username and password, contact the DE PASRR Help Desk by phone: 83.DEL.PASRR or email to: **DEPASRR@maximus.com**. If you need to register as your facility's first web Administrator, contact the DE PASRR Help Desk.
Can my coworkers and I share a username and password on AssessmentPro?	For HIPAA and security purposes, each user must have his/her own unique username and password. Use of another person's username/password can result in termination of system privileges.

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Is the Help Desk service available for submitters on the weekends?	Help Desk staff are not available to return calls on the weekends, however all support resources are always available for review through AssessmentPro and the Delaware PASRR Tools and Resources page.
I would like to review a resource file on the Delaware PASRR Tools and Resources web page, but it has a "lock" icon next to it and doesn't appear to be accessible. How do I access it?	Some training materials on the Delaware PASRR Tools & Resources page are password protected. If you see a "lock" icon next to a particular item, take the following steps to open it: 1. Click the link and when prompted, enter your AssessmentPro system Username (your email address), Password 2. Click Log In, which will unlock and open the file 3. All pw-protected content will now be available for your review for the duration of your web session without any additional log ins
Referral Submissions & the Assessment Process	
What is the credentialing required in order to fill out and submit PASRR?	The state's preference is that the submitter is someone who knows the individual best. A non-clinical person can enter some of the information ie.) demographics. However, someone with the proper degree/accreditations would be needed for final submission.
Can multiple staff work on the submission?	Yes, multiple people can work on a PASRR draft to prepare it for submission. 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.
What happens if you make a mistake on a PASRR submission – or accidentally leave out important information?	Nothing punitive will occur if mistakes are made on the PASRR submission. If you realize error(s) have been made, you can reach out to the Clinical Reviewer, if needed. However, if the omission is something that would cause a Status Change, a new PASRR submission would be required. *If the error is due to a lack of training on a particular PASRR process or AssessmentPro functionality, the Help Desk team are happy to provide training or training resources.
For each new PASRR submitted, will the system default to the current facility so that we do not have to update it each time?	Yes, AssessmentPro will default to your facility.
Who is responsible for completing the PASRR when the individual is admitting from home?	The MCO, the admitting NF or the State of Delaware PreAdmission Screening RN if applying for long term care Medicaid would be responsible for submission in cases of a from home admission.
Can the submitter upload the H&P with the MAR, instead of typing in the diagnosis and medications.	No, this information will all need to be typed into the system.

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What if you are referring from out-of-state?	If an out-of-state provider is referring an individual to a Nursing Facility in Delaware, they will need to complete the Level I through AssessmentPro. Even though they are in another state, they can still have access to the system.
	If the individual needs a Level II PASRR completed, we would complete the evaluation through a document-based review process – since they are across state lines.
	If the out-of-state provider does not want to register/use AssessmentPro, then the accepting facility would be responsible for completing the Level I (and following through with the Level II process, if needed) in AssessmentPro, prior to the individual admitting to the NF. However, its strongly recommended that facilities making frequent referrals across state lines should set up an account and use the system themselves.
My facility is not located in Delaware. Should I indicate my facility's own state in the State dropdown in setting up my using account or should I select Delaware instead?	Even if your facility is in Pennsylvania or another state, you will still need to select Delaware from the State dropdown when setting up your AssessmentPro user account.
If the individual is at another facility with nowhere to go, can the submitter enter the current address and the Social Worker's contact information?	There is an option to choose in cases where the individual's address is unknown.
In the Payment Source section, if the individual is listed as a short-term respite stay covered under their hospice benefit, what should the submitter select as payment source (since there is no hospice payment source option)?	The submitter would select the Private Pay option.
What is a temporary Resident ID#?	A temporary Resident ID# is granted by the U.S. Citizenship and Immigration Services Department.
How long will it take to receive the results of my submitted Level I?	If there are no indicators 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.

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When must a Level I screen be completed?	A Level I screen must be completed in the following circumstances: When an individual is being newly admitted to a Medicaid Certified Nursing Facility – a Nursing Facility Applicant; When a NF resident has an expiring time-limited approval (e.g., a Short Term Approval or the following Categorical Approvals which all have time limited stays associated with them: Convalescent Care (60 Days), Respite (Up to 14 Days), Terminal Illness (Up to 6 Months), Emergency (Up to 7 Days), Provisional Delirium (Up to 7 Days), and they need to remain in the NF beyond the authorized period; When a resident of a NF has experienced a significant change in status that suggests that a Level II (PASRR) evaluation must be conducted or there has been a significant change in mental health status since the previous LI. Before an individual can return to a Nursing Facility from a Psychiatric setting, a new Level I web-based PASRR must be submitted and completed by Maximus.
How long is the Level I "good?"	The Level I will remain valid for 60 Days, if the individual has not gone to a lower Level of Care (LOC). If they discharge for one night to the community or to a lower LOC setting, then the PASRR is no longer good.
Will the DMMA PAS nurse or hospital requesting NF placement complete Level 1 Form?	Yes – if the individual is applying for a Medicaid payment and is not already set up with another organization.
If there is a gradual increase in a psychotropic medication, is submission of a new Level I required?	A new Level I submission will not be required in this instance, if it is part of their ongoing care. New submission will only be necessary in the case of increased symptoms or behaviors.
When is Status Change review required?	Submit a new Level I screen as a status change whenever there is a change in the person's mental status from the prior Level I review or when a NF resident is reported to have no prior Level I review, or the PASRR is no longer a accurate representation of what is going on clinically with the person, or a psychiatric hospital stay. If there is a psychiatric admission, they must have a Level I PASRR submission as a status change before returning to a NF.
The Level I require formal diagnoses. How do we obtain these when the person is living in a community setting?	The Level I requests formal diagnoses whenever possible. This means that you may need to contact the individual, the person's physicians, case manager, social worker, or family members.
Some individuals will not give out their Social Security Number (SSN). Is there a workaround for these situations?	Currently, submitters are required to provide the person's SSN. Medicare will need it to provide payment for the individual's care. Sometimes this number may already be on file in the system so be sure to check.
If a Level II is required, how long does that process take?	This process can take up to 6 business days. A Level II must be sent to the state within 5 business days and once there, the state has one day to complete it.

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What is the licensing requirement for the independent contractors who perform the PASRR assessments?	The minimum Delaware requirement for the assessors is to be an RN or LCSW.
What is the average wait time for an onsite assessor to assess the individual?	The total turnaround time on a Level II assessment and determination can be up to 5 business days.
Can a person with a Level II condition be admitted to a NF over the weekend?	Before a person can admit to the NF, a level I screen must be completed, including a printed outcome letter notification from the AssessmentPro website. For instances where a person requires a Level II assessment, the Level II must be complete prior to admission.
For PASRRS generated by the hospital, does the accepting NF have access to see the finalized PASRR determination?	The hospital would need to provide the NF with a copy of determination.
With the previous PASRR process, sometimes the hospital would send a note instead of the exemption form. Would a note stating that the patient length of stay does not expect to exceed 30-days be sufficient?	Yes, provided that it is a doctor's note or order.
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?	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 make sure they can meet their needs there (if this is a full Level II)
If a submission was made today for a Level II, is the submitter the only one that will receive an email with the determination in 5 business days?	Any NF can access the determination in the system once it is completed.
If a NF resident was recently psychiatrically admitted and then psychiatrically admitted again within a short period of time, does the client need a new PASRR completed before returning to the NF?	When the client is ready to return to the NF from any psychiatric admission, a new PASRR must always be completed.
If a resident is sent to the ER for SI or increased behaviors, but the resident is not admitted and then returns to the NF – will the NF require them to submit a new PASRR?	Yes, due to increased behaviors, a Status Change would need to be submitted.