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Quarterly Provider Newsletter: Register for 3/01 Stakeholder Call | Review New FAQs | Process + Support Reminders

For the **Maine ASA Newsletter** for Winter 2021, we cover several important topics that are critical for providers. Be sure to review these useful updates and reminders shown below, which include:

- Register: Upcoming 3/01 ME ASA Stakeholder Call
- FAQs: Frequently Asked Questions to the Help Desk
- Process: Checking Status of Level I Screens
- Support: Review Important Web Resources

REGISTER: Upcoming ME ASA Stakeholder Call

Be sure to join the Maine ASA Support Team on **Monday, March 1st at 10:00 a.m. EST** for the next program Stakeholder Call.

This training is designed to give new PASRR program staff a solid foundation in how the program works. It is also appropriate for staffers who wish to refresh their understanding of PASRR.

- **Register for Maine ASA Stakeholder Call | 10 a.m. EST Monday, 3/01/21**

After registering, you will receive a confirmation email containing information about joining the meeting.

FAQs: Frequently Asked Questions to the Help Desk

Q: I've left out a diagnosis or medication on my Level I screen. What do I do?

A: If the Level I is still under review, let the clinical reviewer know this through the communicator. If the outcome has already been finalized, a new Level I will be needed. Check your Level I, however, because when the clinical reviewer finds discrepancies between the submitted documents and the screen, the screen will often be updated by the clinical reviewer. Your omitted information my have been updated by the clinical reviewer.

Q: Where do I find training materials for AssessmentPro?

A: The Provider Training Checklist can be **found here**. This contains user guides and short, helpful videos that cover a broad range of AssessmentPro activities.

Q: How do I get a copy of an individual's Level I?

A: For Nursing Home users, you'll need to be sure to admit the individual through PathTracker. Once admitted, the individual should be in your census, and you can access their profile through the census. More information on this can be **found here**, and navigating to the Admitting an Individual in PathTracker and Accessing Records for Individuals Residing in your Facility User Guides.

Q: The demographic information for an individual in AssessmentPro is wrong. How can this be fixed?

A: The Demographic information can be updated by clicking on the pencil icon in the individual's profile. More information on this can be **found here**, and navigating to the Updating an Individual's Demographic Information User Guide

Q: What is a status change or change in condition?

A: More information on this can be found on the PASRR Technical Assistance Center's (PTAC) website, **www.pasrrassist.org**. Navigate to a section specific to change in condition using **this link**.

PROCESS: Checking Status of Level I Screens

Be sure to log into AssessmentPro and check on the status of Level I screens often. Screens in Draft status have not been submitted, and won't be processed until submitted (see graphic below).

SUPPORT: Review Important Web Resources

Keep up with all of the latest COVID-19 updates, resource materials, and general program information by visiting the **OADS Resources website** regularly. Also, be sure to check out the **Maine ASA Tools and Resources** site often, scrolling down to check for new guides, forms and educational content.

Lastly, be sure to check the **PTAC site** often. They have a spring PASRR 101 webinar planned for 1 p.m. - 2 p.m. ET on Wednesday, April 28th, as well as other offerings on their calendar, many which offer FREE CEUs.

CONTACT: Your Maine ASA Resources

Referral & General Questions: 833.525.5784
Fax a Referral: 844.356.7500
Fax PASRR Materials: 877.431.9568
Email Referrals: Maine-ASA@maximus.com
Web Resources: ME ASA Tools and Resources

5/28/2021

Quarterly Provider Newsletter: AssessmentPro Queue System Change to Launch 6/02 | Review FAQs + New PASRR Glossary of Terms

In this **Spring 2021** edition of the **Maine ASA Quarterly Newsletter** we cover a few important topics, state providers may find useful. These include details on an **AssessmentPro system update** planned for **June 2nd**, a helpful new **Glossary of Terms** resource for the Maine PASRR program, as well as a closer look at some of the Help Desk's most frequently asked questions (**FAQs**) about program processes and procedures.

ASSESSMENTPRO UPDATE: Print Letters Functionality

A minor change is planned to launch on **Wednesday, June 2nd** for the AssessmentPro system's queue, which is viewable to Hospital and Nursing Facility users.

What's changing?
Currently when a provider prints a letter from the Recent Outcomes queue (pictured below), the printer button in the Print Letters column disappears, and the Unprinted Letters column displays a No. To reprint letters, the provider must open the assessment record.

   After the update, when a provider prints a letter from the *Recent Outcomes* queue, the printer button in the *Print Letters* column will remain, and the *Unprinted Letters* column will display a *No*. So providers will need to rely on the *Unprinted Letters* column to tell them whether they've already printed outcome letters. To reprint letters, the provider can use the Print Letters button again to print directly from the queue.

How does this update help your current process?
This change will make life easier for providers if they need to reprint letters they've already printed.

NEW RESOURCE: Maine PASRR Glossary of Terms

For those new to PASRR or maybe just needing a refresher, here's a handy reference guide covering some of the most common terms related to this important program. **Click here to review**.

FAQs: Common Questions to the Help Desk

Q: Can I combine multiple referrals into one fax?

A: It is best practice to send referrals separately, rather than combine multiple referrals into one fax. When a single fax transmission is received with multiple referrals, it results in the need to digitally separate each individual referral. Sending each referral in a separate fax transmission reduces the risk of potential HIPAA violation and speeds up the intake process.

Q: What is the expected turnaround time for a LTC MED assessment?

A: Expected turnaround times for LTC MED Assessments depends upon referral type

- Hospitals are expected within 24-hours of referral
- Reassessments for community based programs are 21-business days from referral
- Reassessments with service need requests have a 5-business day turnaround
- For Nursing Facility with a first non-Skilled Nursing Facility (SNF) day cannot be completed prior to the first non SNF date
- 20-day copay assessments are not completed before the 20th Medicare day
- All other referrals have a 5-business day turnaround time

Q: Can I admit someone to the nursing facility without a PASRR determination letter?

A: No. In accordance with state and federal regulations, you must have a completed PASRR determination letter in place prior to nursing facility admission. Without this letter, your nursing facility is out of compliance and risks non-payment for services rendered.

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Email General Questions: Ask-MaineASA@maximus.com

6/7/2021

Maine ASA - Quarterly Provider Newsletter: AssessmentPro Queue System Change Launched 6/02 | Review FAQs + New Glossary of Terms

In this latest edition of the **Maine ASA Quarterly Newsletter** we cover a few important topics, state providers may find useful. These include details on an AssessmentPro system update launched on **June 2nd**, a helpful new **Glossary of Terms** resource for the Maine PASRR program, as well as a closer look at some of the Help Desk's most frequently asked questions (**FAQs**) about program processes and procedures.

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Post update, when a provider prints a letter from the Recent Outcomes queue, the printer button in the Print Letters column will remain, and the Unprinted Letters column will display a No. So providers will need to rely on the Unprinted Letters column to tell them whether they've already printed outcome letters. To reprint letters, the provider can use the Print Letters button again to print directly from the queue.

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Q: What is the expected turnaround time for a LTC MED assessment?

A: Expected turnaround times for LTC MED Assessments depends upon referral type:

- Hospitals are expected within 24-hours of referral
- Reassessments are due on or before the reassessment due date, if referred timely
- For Nursing Facility with a first non-Skilled Nursing Facility (SNF) day cannot be completed prior to the first non SNF date
- 20-day copay assessments are not completed before the 20th Medicare day
- All other referrals have a 5-business day turnaround time

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8/23/2021

Maine ASA - Quarterly Provider Newsletter: Review AssessmentPro Uploading Tips | Supporting Documentation List Reminders

In this latest edition of the **Maine ASA Quarterly Newsletter** we cover a few important topics that providers across the state may find useful. These include some **AssessmentPro tips** on uploading files to the system, as well as some important best practice reminders on the **submission of all necessary supporting documentation** and a tip about the **PASRR referral form**.

ASSESSMENTPRO TIP: Uploading Files Directly to the System

AssessmentPro simplifies the submission process, making uploading both easier and faster than faxing. A few advantages of direct system submission of supporting documentation include:

1. **Immediate receipt confirmation**
   The moment you upload, you can see the documents on the individual's assessment record. This allows you to confirm receipt of those materials by Maximus in real time.
2. **Speed up the process**
   Documents get to Maximus more quickly, reducing delays for you and the individuals you're serving.
3. **Avoid potential fax issues**
   Direct system upload allows AssessmentPro users to avoid any potential issues with fax receipt or document clarity. If a fax line goes down, users who upload do not experience any delays.

Uploaded documents do not have distorted text, which can potentially occur with a fax.

BEST PRACTICE: Submitting Referral Documentation

Providing all appropriate documentation at the time of each referral can help to ensure a speedy assessment process and also reduce the number of potential call-backs your staff may receive from the assessor requesting additional information.

For a facility assessment, the following documentation will be needed:

- ROI
- Face Sheet
- Guardianship/POA documentation
- History & Physical and/or Discharge Summary
- Current MD orders
- MD progress notes for last 72hours (as available)
- Nurses Notes for the last 72hrs (as available)
- Active Medication Summary-include date/time prn's received in the for the last 7 days (for example sliding scale insulin)
- Initial Therapy evaluation (PT, OT, ST)
- If currently receiving therapy Progress notes for last 3 visits
- Treatment Administration records for the last 7 days (include oxygen, wound care, tube feedings, IV's)

Nursing Facilities, please include this additional documentation:

- Activities of daily living (ADL) flow sheets for the last 7 days

Interview Reminder: *The assessor will also ask to speak with a staff member who is familiar with the individual's care needs, in addition to speaking with the individual being assessed.*

REMINDER: Maine ASA Site - Fax Form for PASRR Referral Only

In recent months, some MED referrals have been mistakenly submitted using the Fax referral form linked on the **Maine ASA site**, found under the Resources header. This specific form is intended for **PASRR referral submissions only**.

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9/16/2021

Maine ASA - Referral Process Update Regarding Supporting Documentation

The Maine ASA program requires certain documents from the submitting facility to proceed with an assessment. These items include:

- Face sheet
- Guardianship documentation
- History and physical or discharge summary
- Current MD orders
- MD progress note for previous 72 hours
- Nurse's note for previous 72 hours
- Active medication summary- include date/time prn's received in the for the last 7 days (e.g. sliding scale insulin)
- Initial therapy evaluation (PT, OT, ST)
- (if currently receiving therapy) Progress notes for last 3 visits, treatment administration records for the last 7 days (include oxygen, wound care, tube feedings, IV's)
- CNA documentation of ADLs (activities of daily living) needs for previous 7 days

Effective beginning from **September 13, 2021 through December 31, 2021**, a new temporary process change is in place for the Maine ASA program.

When preparing for an assessment, the assigned RN Assessor will make **three (3) telephone call attempts** to facilities for needed documents.

- **First call attempt**: Performed 24 hours of the referral or the last business day prior to assessment due date

- **Second call attempt**: Performed on the assessment due date

- **Third call attempt**: Performed the next business day following the assessment due date.

If documents are not received by **5:00 p.m. ET** on the next business day following the third call, the assessment will be cancelled in MeCare. The facility will be required to submit a new referral if determined the assessment is still necessary. Please note:

- **If the original referral was not a late referral** - The new referral will not be listed as "late and eligibility will be back-dated.

- **If the original referral was a late referral** - The new referral will be listed as "late" and eligibility will be the date of the assessment.