

2/22/2022

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

AssessmentPro system security updates are planned for later this evening - **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 these 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](http://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.

An unexpected error has been encountered.  
Please contact your administrator or try again.

[Return to homepage](#)

6/9/2022

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## 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](http://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](http://www.AssessmentPro.com)

New IP Address: 40.86.113.36

8/2/2022

## SFN 824 Aftercare Documentation Update



**To:** CFS Field Service Specialists  
Human Service Zones Division of  
Juvenile Services Tribal Social Services

**From:** Brittany Fode, Licensing and Level of Care Administrator

**Date:** 7/27/2022

**Re:** SFN 824, and Supporting Documentation

The North Dakota Department of Human Services, Children and Family Services issues this memo as notice regarding two fields added to the SFN 824 which will include information gathered by the custodial agency. The data is specific to information needed only if a child was placed in a QRTP within the past 6 months and readmission is requested within the 6-month period.

The custodial case manager shall complete in its entirety a Universal Application (SFN 824), and submit supporting documents that also include all aftercare documentation, community supports, and services provided to the child and family only if the child was previously placed in a QRTP and readmission is requested within the last 6 month from discharge:

If the child was placed in a QRTP within the last six months please describe in detail what community services and supports have been provided to the child and family and what about these services has not met need:

At the bottom of the form, case managers will be asked to ensure details of aftercare services are attached for the assessment. If case managers need additional information regarding aftercare services offered by the QRTP, please contact the previous QRTP to collect that information prior to submission.

- ☐ Child and family team meeting notes or most recent permanency plan/case (if in public custody);
- ☐ Any recent discharge information (if previously placed in a facility/treatment setting);
- ☐ Any assessment, testing, IEP, medication list, diagnosis detail, or specialist evaluations;
- ☐ Any progress notes specific to therapeutic intervention.
- ☐ No previous history to share. Attach a narrative with any pertinent information known and detail why treatment is being requested.
- ☐ If the child was placed in a QRTP in the past 6 months attach all aftercare documentation.

SFN 824 can be located online at: <https://www.nd.gov/eforms/Doc/sfn00824.pdf>

8/9/2022

## ND FFPSA - Q RTP Program - Quarterly Newsletter: Review Updated SFN 824 Form | Best Practice Reminder | Branding Updates Notice

### REVIEW: Download Updated SFN 824 Form

Licensing and Level of Care Administrator, Brittany Fode recently sent a communication to CFS Field Service Specialists, Human Service Zones, Division of Juvenile Services, Tribal Social Services regarding the updated SFN 824, and Supporting Documentation. Please note that moving forward, Maximus can only accept the [updated version of the SFN 824 dated 7/2022, linked here](#), and review the State Memo below:



**To:** CFS Field Service Specialists  
Human Service Zones  
Division of Juvenile Services  
Tribal Social Services

**From:** Brittany Fode, Licensing and Level of Care Administrator

**Date:** 7/27/2022

**Re:** SFN 824, and Supporting Documentation

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If the child was placed in a Q RTP within the last six months please describe in detail what community services and supports have been provided to the child and family and what about these services has not met need.

At the bottom of the form, case managers will be asked to ensure details of aftercare services are attached for the assessment. If case managers need additional information regarding aftercare services offered by the Q RTP, please contact the previous Q RTP to collect that information prior to submission.

- ☐ Child and family team meeting notes or most recent permanency plan/case (if in public custody);
- ☐ Any recent discharge information (if previously placed in a facility/treatment setting);
- ☐ Any assessment, testing, IEP, medication list, diagnosis detail, or specialist evaluations;
- ☐ Any progress notes specific to therapeutic intervention.
- ☐ No previous history to share. Attach a narrative with any pertinent information known and detail why treatment is being requested.
- ☐ If the child was placed in a Q RTP in the past 6 months attach all aftercare documentation.

SFN 824 can be located online at: <https://www.nd.gov/efrms/Doc/sfn00824.pdf>

## BEST PRACTICES: SFN 824 Form Reminders

### 1. FC Case Number

In the Universal Application, be sure to always fill out the FC Case Number, which should also be the child's Frame Number. This section should never be left blank. If the child does not have a frame number, please use the Social Security Number – this would be applicable to children that are VTP and Tribal 638.

CHILD DEMOGRAPHICS AND INFORMATION SOURCES		
Name (First, Last, Middle Initial)		Date of Birth
Gender <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other (specify):	FC Case Number	Court Case File Number
Race and Ethnicity (check one)		
<input type="checkbox"/> Asian	<input type="checkbox"/> Hispanic or Latino	<input type="checkbox"/> White
<input type="checkbox"/> Black/African American	<input type="checkbox"/> Native Hawaiian/Pacific Islander	<input type="checkbox"/> American Indian/Alaska Native (specify Tribal affiliation):
<input type="checkbox"/> Other (specify):		

### 2. Court Case File Number

This section references the most recent and open court case number(s) pertaining to the child. This number is used to file the referral documentation and to upload the determination report with the North Dakota Court System. The majority of the referrals should involve a child who has a court case number and this section should rarely be left blank. Exceptions would be Tribal 638 children, as well as VTP.

CHILD DEMOGRAPHICS AND INFORMATION SOURCES		
Name (First, Last, Middle Initial)		Date of Birth
Gender <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other (specify):	FC Case Number	Court Case File Number
Race and Ethnicity (check one)		
<input type="checkbox"/> Asian	<input type="checkbox"/> Hispanic or Latino	<input type="checkbox"/> White
<input type="checkbox"/> Black/African American	<input type="checkbox"/> Native Hawaiian/Pacific Islander	<input type="checkbox"/> American Indian/Alaska Native (specify Tribal affiliation):
<input type="checkbox"/> Other (specify):		

### 3. Placement History and Anticipated Discharge Planning

The Previous Placement section will always request anticipated discharge planning. This should always be completed, as the item is specifically asking for the potential discharge plan in the event that the child were to go to a treatment setting.

PLACEMENT HISTORY					
Placement History (Beginning with the most current placement, describe the child's placement history)					
Setting Type (e.g. TFC, QRTP, PRTF, Foster Care, Bio Home, etc.)	Provider (if applicable)	Start to End Dates	Reason for Placement	Treatment Plan Completed?	Describe why the placement ended (provide details)
				<input type="checkbox"/> Yes <input type="checkbox"/> No	
				<input type="checkbox"/> Yes <input type="checkbox"/> No	
				<input type="checkbox"/> Yes <input type="checkbox"/> No	
				<input type="checkbox"/> Yes <input type="checkbox"/> No	
If the child is placed in a treatment setting, explain in detail the child's discharge plan:					

## PROCESS: Location Change Reminders

When a North Dakota QRTP Independent Assessment referral is submitted to Maximus, **the current location is provided on the 824/826 Universal Application/Continued Stay Review forms**, as well as the preferred location for the child's interview to take place. Maximus then assigns the referral to a North Dakota Assessor after review and processing, based on the child and interview location specified on the SFN 824/826 .

Maximus understands that a child's location may change in between the time in which the referral is submitted to Maximus and the interview with the referring child takes place. As we continue to strive for interviews with the referring child to be in-person, it's vital to **notify the Help Desk** as soon as a placement location changes (or if there's a projected date for location adjustment) during the assessment period.

Providing this important notification will allow for Maximus to quickly identify whether the assessment should be **transferred to a different Assessor in the updated coverage area** to ensure a face-to-face interview.

**The most efficient way to update Maximus regarding a child's location change would be through the North Dakota Help Desk:**

- Phone: 844.933.3772
- Fax: 877.431.9568
- Email: [ND\\_FFPSA@maximus.com](mailto:ND_FFPSA@maximus.com)

## UPDATE: New Maximus Branding

You may notice some small changes to this communication, as well as revisions recently made to the ND FFPSA - QRTP Tools and 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: North Dakota FFPSA - QRTP Services Help Desk**

Do you need clarification on any processes or questions regarding a current referral? Contact your North Dakota FFPSA - QRTP Help Desk for more information:

- Phone: 844.933.3772
- Fax: 877.431.9568
- Email: [ND\\_FFPSA@maximus.com](mailto:ND_FFPSA@maximus.com)

9/8/2022

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## **Register for Upcoming Case Worker Webinar - Tuesday, September 27 at 11 a.m. CT | Process Reminder: Difference Between Continued Stay Reviews and Extension Requests**

**EVENT ANNOUNCEMENT: Case Worker Webinar: How to Submit a Referral, Continued Stay Reviews, Extension Requests, Reconsiderations, and More | Tuesday, September 27 at 11:00 a.m. CT**

Be sure to join the North Dakota QRTP team for an important Case Worker learning opportunity, taking place on **Tuesday, September 27 at 11:00 a.m. CT**.

**Use the link below** to register for this informative session. After registering, you will receive a confirmation email containing details on how to join the meeting.

**[ND QRTP Case Worker Webinar | Tuesday, 9/27 at 11 a.m. CT](#)**

## **BEST PRACTICE Continued Stay Review vs. Extension Requests**

### **Continued Stay Review**

A **Continued Stay Review** request is made when an extension for a child whose previous placement end date is approaching, and the anticipated discharge is up to 90 days after the expiration of the prior approval period. To submit:

1. Complete the Continued Stay Review form (SFN 826)
2. Gather the required supporting documentation (e.g., treatment notes, Incident Reports, specialist evaluations such as a psychiatric evaluation)
3. Login to [www.assessmentpro.com](http://www.assessmentpro.com) and Create a New Referral through the Provider Portal. Maximus will receive and review and render a determination within 10 business days of receiving the complete referral.

You can locate this updated form on the state's website: <https://www.nd.gov/eforms/Doc/sfn00826.pdf>



**QUALIFIED RESIDENTIAL TREATMENT PROGRAM (Q RTP)**  
**CONTINUED STAY REVIEW (CSR)**  
NORTH DAKOTA DEPARTMENT OF HUMAN SERVICES  
CHILDREN AND FAMILY SERVICES  
SFN 826 (7-2021)

Clear Fields

**Directions:** This form is completed by the custodian for all children placed in a Q RTP for treatment. The continued stay review form must be completed no greater than 30 days prior to placement expiration and no less than 20 days before the placement approval expires. The Qualified Individual will have 10 days to review the request for the child to continue in a Q RTP. The custodian is responsible to track the placement length of stay and work with the Q RTP to ensure treatment progress is being made.

## Extension Request

An Extension Request is completed when the anticipated discharge date is within 14 days of the end date on the previous review. To submit:

1. Download the Extension Request form located on the Maximus website at: [https://maximusclinicalservices.com/svcs/north\\_dakota\\_ffpsa](https://maximusclinicalservices.com/svcs/north_dakota_ffpsa) prior to the end date and allow for 5 business days for Maximus to render a determination on the extension request.
2. Email the form and any additional supporting documentation to the ND FFPSA Help Desk at: [ND\\_FFPSA@maximus.com](mailto:ND_FFPSA@maximus.com)



## Guides & Forms

North Dakota FFPSA - QRTP Referral Fax Coversheet [↗](#)

North Dakota FFPSA - QRTP Extension Request [↗](#)

North Dakota FFPSA - QRTP Reconsideration Request [↗](#)

North Dakota FFPSA - QRTP - Continued Stay Sample Form [↗](#)

North Dakota FFPSA - QRTP - Universal Application Sample Form [↗](#)



## Education & Training

Child's Name

Client IID

Requests for extension of QRTP approval periods can be made for up to 14 days. If the request requires for an approval longer than 14 days, please submit a Continued Stay Request at [www.AssessmentPro.com](http://www.AssessmentPro.com) along with the completed Continued Stay Review ([SFN 826](#)) form.

In order to be considered for QRTP Extension Request, both of the following must apply:

☐

Discharge Date Identified (specify the updated discharge date, which would be up to 14 days past the original approval period):

☐

Discharge Plan Identified (specify the child's updated and anticipated discharge plan from current QRTP placement):

This request will be reviewed by Maximus and outcome notification will be provided within 5 business days from submission of request.

Requested by:

Email Address:

Request Date:

**CONTACT: North Dakota FFPSA - QRTP Services Help Desk**



Do you need clarification on any processes or questions regarding a current referral? Contact your **North Dakota FFPSA - QRTP Help Desk** for more information:

Phone: **844.933.3772**

Fax: **877.431.9568**

Email: [ND\\_FFPSA@maximus.com](mailto:ND_FFPSA@maximus.com)

11/1/2022

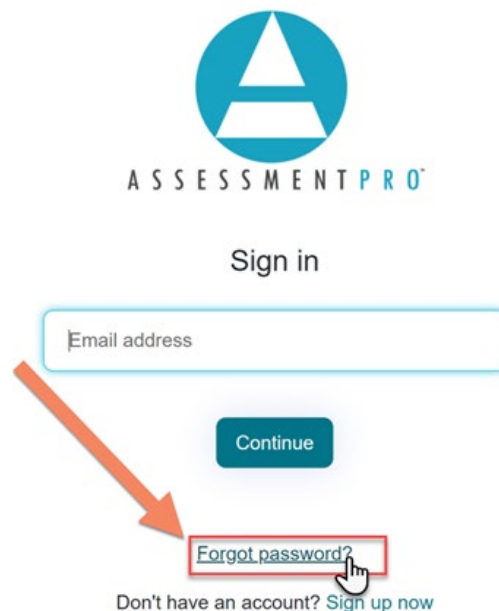
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## **SYSTEM UPDATE: Change Coming to AssessmentPro Login Process Tonight, Tuesday, November 1**

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.

Verification email input field: [redacted]

Buttons: **Send verification code**, Continue, Cancel

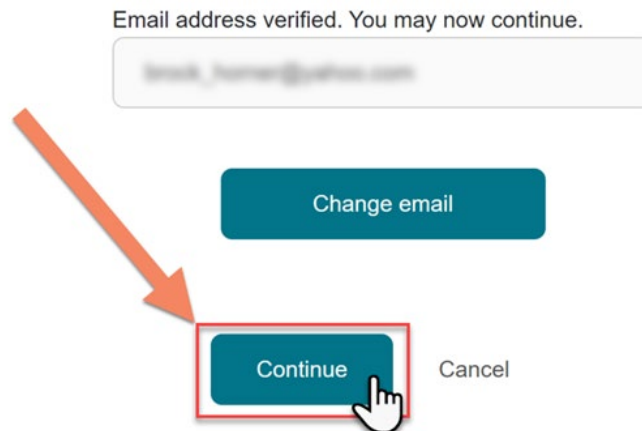
## Reset password

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

Verification email input field: [redacted]

Verification code input field: 123456

Buttons: **Verify code**, Send new code, Continue, Cancel



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

11/23/2022

## ND FFPSA – Q RTP Program – Quarterly Newsletter: Review New General Program Guide | Assessment Best Practice Tips & Reminders

### REVIEW: New Program Tips and Reminders Guide

Maximus has created a helpful Program Tips & Reminders Guide, which provides clarifying information regarding AssessmentPro, referral tips, and general reminders for completing referrals. [Click here to review and download](#) this helpful new guide, and remember that you can access all your Case Worker tools & resources via the North Dakota Q RTP website.

### BEST PRACTICES: Assessment Tips & Reminders

1. Be sure to review important guidelines on when to submit the following:

#### Continued Stay Reviews

This is used when a child requires an **additional 90-day approval period** to continue treatment in the Q RTP level of care. Referrals should be provided to Maximus through [www.AssessmentPro.com](http://www.AssessmentPro.com) with the Continued Stay Review (SFN 826) form.

Per CFS policy, referrals should be submitted to Maximus **no more than 30 days prior to placement expiration, and no less than 20 days before the placement approval expires.**

#### Extension Requests

Requests for extensions of Q RTP approval periods may be made for a period of up to 14 days. [Click](#)

[here to download this form](#) from the ND Q RTP website, and email it the completed version to the Help Desk. If approval is needed for longer than 14 additional days, please complete the Continued Stay Review referral form linked above.

## Reconsideration Requests

This is used if an alternative level of care is recommended with reason to believe additional information should be taken into consideration, or if there has been a change in behavior/symptoms since determination was issued. All Reconsideration Requests must include the [Q RTP Qualified Individual Desk Reconsideration Request Form](#), which is emailed to the ND Q RTP Help Desk.

2. If a child's **location has changed** after Maximus has received the Q RTP referral, be sure to **notify the Help Desk as quickly as possible** with the updated information. In addition, if a child is placed on an emergent basis prior to completion of the Maximus Independent Assessment, **always notify Maximus of the admission date** to ensure placement dates with CFS.

3. **Who participates in the interview process?** For the Initial, Emergent, and 6-Month Continued Stay Reviews, **Maximus will interview the referring child, custodian and all members listed on the Q RTP 824/826 form**. For the 3-month and 9-month Continued Stay Reviews, only the custodian is interviewed and part of the assessment process, as these assessments are considered **document based reviews**.

4. **On the Universal Application (824) and Continued Stay Review Form (826)**, the Informational Sources section indicating primary supports or Child and Family Team (CFT) members must be completed on every form at each point of review. Per CFS policy, this section is necessary for Maximus to proceed with the referral.

**“No information source change since last review”** is only applicable to changes to the Case Manager and Parent Name info—all other items must be completed.

INFORMATION SOURCES				
<input type="checkbox"/> No information source changes since last review <input type="checkbox"/> Changes have occurred and are listed below (only list changes)				
Case Manager (CM) Name			CM Telephone Number	
CM Email Address			CM Fax Number	
Legal Custody Type <input type="checkbox"/> County <input type="checkbox"/> DUS <input type="checkbox"/> Tribe <input type="checkbox"/> Parent			Legal Custodian Name	
Parent's Name			Parent's Telephone Number	
Parent's Name			Parent's Telephone Number	
Include on this chart primary supports or Child and Family Team (CFT) members who are involved in the child's case plan.				
Name of Primary Support or Child & Family Team Member	Relationship to Child (mother, father, sibling, grandparent, guardian ad litem, foster parent, teacher, etc.)	Telephone Number	Involvement 1 = Minimal 2 = Inconsistent 3 = Involvement Pending 4 = Consistent with Limited Engagement 5 = Consistent and Engaged	Types of Supports C = Calls L = Letters V = Visits O = Other (describe)

**CONTACT: North Dakota FFPSA - Q RTP Services Help Desk**

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