

1/26/2023

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## Quarterly Newsletter: Assessment Best Practice Tips & Reminders | AssessmentPro System Sneak Preview

**Happy New Year!** For this first North Dakota Under 21 Provider Newsletter of 2023, we cover some **important best practice reminders**, and share a sneak preview of the new **AssessmentPro system**, which is scheduled to launch later this year.

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. It is essential to provide the best clinical picture of a child's current symptoms and behaviors, as well as previous episodes and incidents. This plays a significant part in Maximus making accurate clinical determinations.

Please **provide the most up-to-date information possible regarding the individual's behaviors and/or moods requiring admission or continued stay**. This should include documentation that has dates and timelines of behaviors and moods.

2. Remember to **always provide current psychotropic medications and update the psychotropic medications** for each continued stay review.

### SNEAK PREVIEW: System Transition Planned for 2023

Exciting things are ahead later this year, as planning moves forward on a system transition for the ND Under 21 program to AssessmentPro, the industry leading online system for the management of Maximus assessments. As we move closer to this launch in the months ahead, we will keep you connected with important updates and resources.

Stay tuned in the coming months for more information on next steps, including:

- **Process Guides:** Understand what's changing, with a helpful overview of AssessmentPro processes and procedures.
- **System Benefits:** Walkthrough of the positive impact this new tool can have for the provider community and most importantly, those we serve together across North Dakota
- **Account Registration:** Step-by-step instructions to create your own account in the new system.
- **Learning Opportunities:** Dates and registration details for any planned webinars and in-person training events.

### CONTACT: North Dakota Under 21 Services Help Desk

*Do you need clarification on any processes or questions regarding a current referral? Contact your North Dakota Under 21 Help Desk for more information:*

Phone: **629.230.5034**

Email: [NDUnder21@maximus.com](mailto:NDUnder21@maximus.com)

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## Quarterly Newsletter: Assessment Best Practice Tips & Reminders | AssessmentPro System Sneak Preview

Maximus is excited to announce that **plans are moving forward on the North Dakota - Under 21 migration to AssessmentPro**, the industry leading online system for the management of Maximus assessments. This migration is slated to take effect on **Tuesday, June 20, 2023**. The transition to AssessmentPro will help to streamline the assessment process, as Providers will be able to access assessment information and documentation directly from AssessmentPro, negating the need for secure email or fax.

As we move closer to this launch in the months ahead, we will keep you connected with important updates and resources, including:

- **Process Guides:** Understand what's changing, with a helpful overview of AssessmentPro processes and procedures.
- **System Benefits:** Walkthrough of the positive impact this new tool can have for program stakeholders and most importantly, those we serve together across North Dakota.
- **Account Registration:** Step-by-step instructions to create your own account in the new system.
- **Learning Opportunities:** Dates and registration details for any planned webinars and in-person training events.

Review some important **technological pre-requisites** for the AssessmentPro system below, and be on the lookout for more information about this important transition, coming your way soon!

## PROCESS REMINDER: Be Mindful of Technology Requirements Ahead of AssessmentPro Transition

To receive and complete assessments via AssessmentPro, **Providers must have a PC with a Windows operating system (Dell, HP, Toshiba, etc.). AssessmentPro is not supported by Apple/Mac computers, or Google Chromebook.** Additionally, Providers will need to **download the latest version of Google Chrome or Microsoft Edge** browsers to access AssessmentPro, as well as Adobe Acrobat Reader.

If you have questions about obtaining these tools, be sure to call the ND Under 21 Help Desk: **629.230.5034**.

## **SUPPORT: Contact the ND Under 21 Help Desk**

Do you have questions about program processes or a current referral? Contact your North Dakota Under 21 Help Desk for more information:

- Phone: **629.230.5034**
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## **Important Provider Reminders: June Training Session Updates | Best Practice Tip | Review System Requirements**

### **EVENT UPDATE: System Training Events Taking Place Across the Month of June**

In preparation for this important system transition, the previously announced training events have been modified to cover more ground, with a Part 1 and Part 2 session for Providers. There will be separate opportunities for both PRTF staff and Acute Care staff.

Be sure to register for both of the sessions listed below, based on your specific facility type. Note: if you are unable to attend the sessions, keep in mind that a recording will be made for you to review at your convenience.

### **Register - PRTF Staff Trainings:**

#### **[Part 1: PRTF Staff - ND Under 21 Introduction to Updates & AssessmentPro | 11:00 a.m. CT on Thursday, June 8](#)**

*This training will focus on a review of slides covering various topics including general updates for PRTF Providers, registration, and form updates.*

#### **[Part 2: PRTF Staff - ND Under 21 Demonstration of AssessmentPro | 1:00 p.m. CT on Wednesday, June 14](#)**

*This session will take attendees through AssessmentPro walk through, where we actively demonstrate how to register as a user, how to create a screen, and show you the PRTF form live.*

### **Register – Acute Care Staff Trainings:**

#### **[Part 1: Acute Care Staff - ND Under 21 Introduction to Updates & AssessmentPro | 1:00 p.m. CT on Thursday, June 8](#)**

*This training will focus on a review of slides covering various topics including general updates for Acute Providers, registration, and form updates.*

**Part 2: Acute Care Staff - ND Under 21 Demonstration of AssessmentPro | 10:00 a.m. CT on Thursday, June 15**

*This session will take attendees through an AssessmentPro walkthrough, where we actively demonstrate how to register as a user, how to create a screen, and show you the PRTF form live.*

**BEST PRACTICE: Include Medicaid ID Number**

Please keep in mind that the **state of North Dakota has updated the format of the Medicaid ID number**. The old Medicaid ID format started with three zeros (Example: 000xxxxx) whereas the new Medicaid ID format begins with ND (Example: NDxxxxxxx). **Please use the new Medicaid ID format**, this will continue to be important after the transition to AssessmentPro.

**SYSTEM REQUIREMENTS: Review Technology Requirements Ahead of AssessmentPro Transition**

To receive and complete assessments via AssessmentPro, **providers must have a PC with a Windows operating system (Dell, HP, Toshiba, etc.)**. AssessmentPro is not supported by Apple/Mac computers, or Google Chromebook.

Chrome or Microsoft Edge browsers are required to properly access AssessmentPro. **Adobe Acrobat Reader is necessary as well.**

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## Important Provider Reminders: June Training Session Updates | PRTF Criteria | Best Practice Tip | Review System Requirements | System Resources Sneak Peek

Maximus continues to move forward on the North Dakota - Under 21 migration to **AssessmentPro**, the industry leading online system for the management of Maximus assessments. This migration is slated to take effect on **Tuesday, June 20, 2023**. The transition to AssessmentPro will help to streamline the assessment process, as providers across the state will be able to **access assessment information and documentation directly from AssessmentPro**, negating the need for secure email or fax.

In the weeks ahead, we will keep you connected with important updates and resources, including:

- **Provider Resources:** Understand what's changing with a helpful overview of AssessmentPro processes and procedures
- **System Benefits:** Walkthrough of the positive impact this new tool can have for program stakeholders – most importantly, the at-risk populations we serve together across North Dakota
- **Account Registration:** Step-by-step instructions to create your own new system account
- **Learning Opportunities:** Dates and registration details for all planned webinars and Q&A sessions

Read on to **register for one of several important system training sessions taking place in June**, and review some **essential technological prerequisites** for the AssessmentPro system that are listed below. Also included is a **visual progress tracker** for an at-a-glance view of key milestones for the AssessmentPro migration timeline.

### PROGRESS TRACKER: Important Migration Milestones



### UPDATE: Statement Regarding PRTF Criteria

Maximus provided consultation with the state to review and update the PRTF criteria to align with federal initiatives that support youth receiving care in the least restrictive setting and the updated ND PRTF Administrative code. In updating the PRTF criteria there is now a clearer distinction between treatment needs best served in a PRTF and other existing levels of care. The updated criteria will go into effect on June 20, 2023, the same day as the AssessmentPro Migration.

To review the updated criteria, [click here](#).

## **EVENT UPDATE: System Training Events Taking Place Across the Month of June**

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Be sure to register for **both** of the sessions listed below, based on your specific facility type. **Note:** *if you are unable to attend the sessions, keep in mind that a recording will be made for you to review at your convenience.*

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## **COMING SOON: AssessmentPro Support Resources**

Be on the lookout in the coming weeks for some invaluable AssessmentPro resources for Providers, including a helpful **System Training Checklist**, and an AssessmentPro **Frequently Asked Questions (FAQs)** handout. These resources will be available for your reference on the [North Dakota Under 21 Provider site](#).

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