

Questions	Answers
Contact Information and Resource Access	
How do I contact the North Dakota U21 Help Desk at Maximus?	<p>Contact by phone: 844.933.3772</p> <p>Contact by email: NDUnder21@maximus.com</p> <p>Additional resources: https://maximusclinicalservices.com/svcs/north_dakota_under_21</p>
How does our facility get on the communication distribution list?	To be added to the North Dakota Under21 email distribution list, email a request to NDUnder21@maximus.com with the subject line: "Please add my email to the ND Under21 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 North Dakota Under 21 Help Desk: 844.933.3772 or email: NDUnder21@maximus.com .
When I leave a voicemail for the North Dakota U21 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 Help Desk agent is available, and within the same business day for calls received before 3:00 PM CST. Calls received after 3:00 PM CST will be resolved the next business day.
Where can I find North Dakota U21 support materials online?	Explore the North Dakota Under 21 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/north_dakota_under_21 .
Does Maximus have introductory AssessmentPro training resources available, which can be viewed by new staff who will be completing U21 screens?	Yes, the North Dakota U21 Tools & Resources page has training materials accessible for review: https://maximusclinicalservices.com/svcs/north_dakota_under_21 . Individual system usage questions can also be fielded to the North Dakota U21 Help Desk team: NDUnder21@maximus.com .
How do I obtain my AssessmentPro username and password?	<p>If you forgot your username and password, contact the North Dakota U21 Help Desk by phone: 844.933.3772 or email to: NDUnder21@maximus.com.</p> <p>If you need to register as a new user please go to AssessmentPro.com and click New User.</p> <p>If you have forgotten your password, click the forgot password button.</p>
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.
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 North Dakota Under21 Tools and Resources page.

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I would like to review a resource file on the North Dakota Under21 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?	<p>Some training materials on the North Dakota Under 21 Tools & Resources page are password protected. If you see a “lock” icon next to a particular item, take the following steps to open it:</p> <ol style="list-style-type: none"> 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
AssessmentPro – General System Use Questions	
What is the credentialing required in order to fill out and submit Under21 referrals?	Supervisors are responsible for oversight of facility staff who will submit screening information through AssessmentPro and are designated to manage sign-on privileges for all subordinate staff at the facility that will complete referrals. Maximus does not control this.
Can multiple staff work on the submission?	Yes, multiple people can work on a Under 21 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 Under21 submission – or accidentally leave out important information?	<p>Nothing punitive will occur if mistakes are made on the Under 21 submission. If you realize error(s) have been made, you can reach out to the Utilization Reviewer, if needed.</p> <p>*If the error is due to a lack of training on a particular process or AssessmentPro functionality, the Help Desk team are happy to provide training or training resources.</p>
For each new Under21 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.
How long will it take to receive the results of my submitted referral?	For emergency, elective, or continued stay referrals you will receive an outcome within 9 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.
I cannot login to my AssessmentPro account	Please reach out to the ND U21 Help Desk to ask them to review the issue. As a reminder, if you have not logged into your account in 90 days, you will be deactivated and Maximus staff must reactivate you. If you have not logged into your account in 180 days, you will be terminated and Maximus staff must reactivate you.

