

3/14/2022

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## Learning Opportunities: Register for Upcoming Spring Training Series | April 26 - 27

TennCare and Maximus continue planning the next sessions in the popular **Tennessee PASRR Provider Webinar Series!** Be sure to join the Training team for the special events linked below to learn more about the PASRR process from the convenience of your own device.

### APRIL 26 | PASRR 101

This session will introduce learners to the purpose, process and goals of PASRR.

9:00-10:45 AM CT | Tuesday, 4/26/22

[Click Here to Sign Up](#)

### APRIL 26 | LOC and Payer Source 101

Participants will walk away from the training with a working knowledge of the Level of Care/PAE purpose, active processes and intent.

1:00 - 2:30 PM CT | Tuesday, 4/26/22

[Click Here to Sign Up](#)

### APRIL 27 | Hospital Exemption and Categorical Determinations and Status Changes

This more advanced session will highlight the Level I and Level II status change process and offer key highlights for providers to keep in mind for future submission.

9:00 - 10:30 AM CT | Wednesday, 4/27/22

[Click Here to Sign Up](#)

### APRIL 27 | Safety Determinations, ERC, and Skilled Services

Participants will walk away from the training with a working knowledge of the Level of Care/PAE purpose, active processes and intent.

1:00 - 2:30 PM CT | Wednesday, 4/27/22

[Click Here to Sign Up](#)

***There will be no CEUs offered for these sessions. Certificates of Attendance will be available.***

**SUPPORT: Contact the Tennessee PASRR Help Desk**

Have questions about the updates listed above, PASRR processes, or a recent referral? Contact the TN PASRR Help Desk team:

- Email: [Ascend-TNPASRR@maximus.com](mailto:Ascend-TNPASRR@maximus.com)
- Phone: 833.617.2777

4/4/2022

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## TN PASRR Quarterly Newsletter: Changes Coming to Level II Tool | Register for April Training Sessions | Best Practice Reminders

### PROGRAM UPDATE: Changes Planned for PASRR Level II Assessment Tool

**Individual choice** is essential to a successful placement and to the overall PASRR process. TennCare offers an array of community-based services through the Choices program, and CMS and TennCare are committed to **offering alternatives to inpatient care**.

With this in mind, the **PASRR Level II Assessment Tool** is getting a facelift later this spring, upgraded to provide more focus on **community-informed choice** for each PASRR Level II referral, as well as specialized services for each individual. Be on the lookout for more information regarding these changes in the coming months.

### EVENT REMINDER: Register for Spring Training Sessions | April 26 - 27, 2022

Be sure to join the TN PASRR Training team for the special events linked below to learn more about the PASRR process from the convenience of your own device. **Note:** *There will be no CEUs offered for these sessions. Certificates of Attendance will be available.*

#### PASRR 101

This session will introduce learners to the purpose, process and goals of PASRR.

9:00-10:45 AM CT | Tuesday, 4/26/22

[Click Here to Sign Up](#)

#### LOC and Payer Source 101

Participants will walk away from this training with a working knowledge of the Level of Care/PAE purpose, active processes and intent.

1:00 - 2:30 PM CT | Tuesday, 4/26/22

[Click Here to Sign Up](#)

## **Hospital Exemption and Categorical Determinations and Status Changes**

This more advanced session will highlight the Level I and Level II status change process, as well as offering key highlights for providers to keep in mind for future submission.

9:00 - 10:30 AM CT | Wednesday, 4/27/22

[Click Here to Sign Up](#)

## **Safety Determinations, ERC, and Skilled Services**

Participants in this training will gain a working knowledge of the Level of Care/PAE purpose, active processes and intent.

1:00 - 2:30 PM CT | Wednesday, 4/27/22

[Click Here to Sign Up](#)

## **BEST PRACTICE: Supporting Documentation Tips**

Make sure to **always send in the most relevant and pertinent documentation** related to the individual's current condition impacting Nursing Facility treatment. Do not submit old supporting documentation and extra pages of non-essential information.

Remember to **fill out all sections on the PAE Certification form**, leaving nothing blank.

## **SUPPORT: Contact the Tennessee PASRR Help Desk**

Have questions about the updates listed above, PASRR processes, or a recent referral? Contact the TN PASRR Help Desk team:

- Email: [Ascend-TNPASRR@maximus.com](mailto:Ascend-TNPASRR@maximus.com)
- Phone: 833.617.2777

6/2/2022

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## **TN PASRR Learning Opportunities: Register for Upcoming Training Sessions in August and October 2022 | Best Practices + Branding Update Notice**

TennCare and Maximus continue planning the next sessions in the popular **Tennessee PASRR Provider Webinar Series!** Be sure to join the Training team for the special events linked below to learn more about the PASRR process from the convenience of your own device.

### **AUGUST 16 | Hospital Exemption and Categorical Determinations Case Scenarios**

Participants will engage in a series of case scenarios of the different Level I Outcomes.

**9:00-10:30AM CT | Tuesday, 8/16/22**

[Click Here to Sign Up](#)

### **AUGUST 17 | Payer Sources, Safety Determinations, ERC, and Skilled Services LOC Case Scenarios**

Participants will engage in a series of case scenarios of the different LOC Outcomes

**9:00 - 10:30 AM CT | Wednesday, 8/17/22**

[Click Here to Sign Up](#)

### **OCTOBER 25 | PASRR 101**

This session will introduce learners to the purpose, process, and goal of PASRR.

**9:00 - 10:45 AM CT | Tuesday, 10/25/22**

[Click Here to Sign Up](#)

### **OCTOBER 25 | LOC and Payer Source 101**

This session will introduce learners to the purpose, process, and goal of LOC and Payer Source.

1:00 - 2:30 PM CT | Tuesday, 10/25/22

[Click Here to Sign Up](#)

## OCTOBER 26 | Hospital Exemption and Categorical Determinations and Status Changes

This more advanced session will highlight the Level I and Level II status change process and offer key highlights for providers to keep in mind for future submission.

9:00 - 10:30 AM CT | Wednesday, 10/26/22

[Click Here to Sign Up](#)

## OCTOBER 26 | Safety Determinations, ERC, and Skilled Services

This session will verbalize the safety determinations, ERC, and skilled services process within TennCare.

1:00 - 2:30 PM CT | Wednesday, 4/27/22

[Click Here to Sign Up](#)

*There will be no CEUs offered for these sessions. Certificates of Attendance will be available.*

## BEST PRACTICES: Assessment Tips & Reminders

1. Be sure to review the newest resource on the Tennessee PASRR Provider Tools & Resources site, the [Tennessee PASRR System Training Checklist](#). This checklist is your go-to guide for navigating the online PASRR system.
2. Remember to always **submit the PAE Certification Form with every review that requires a Level of Care**, regardless of payer source.

## UPDATE: New Maximus Branding

You may notice some small changes to this communication, as well as a few revisions coming soon to the TN PASRR 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.

6/8/2022

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## **System Update: IP Address for AscendAMI 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 [AscendAMI.com](https://www.ascendami.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 AscendAMI site and forward the information below so that they can add the information to their list of approved IP addresses.

Web Domain: [www.ascendami.com](https://www.ascendami.com)

New IP Address: 52.176.156.181

9/19/2022

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## **TN PASRR Quarterly Newsletter: Important Process Update | Register for Informative Training Sessions Throughout October | Review Training Sessions on Tools & Resources Site**

### **PROCESS UPDATE: *New Request for Info Workflow***

Please be aware that the **Level of Care (LOC) Nurse is now able to directly request required information from the Provider to complete the LOC.**

If more information is needed after the LOC is submitted, the LOC nurse will request this information via the **PASRR LOC portal**. The Provider can communicate back and upload the required documents via the portal.

Follow the steps illustrated below to communicate using the **PASRR LOC portal**.

### **Workflow for Hospital Providers**

#### **STEP 1:**

Request for information will queue up to provider/facility in Recent Alerts queue for Hospital Providers.

MY SCREENS

Facility Screens

Recent Alerts

Show 10 entries Showing 1 to 1 of 1 entries

Filter:

| Individual Name | Alert Type               | Alert Date          | Action Date | Upload | Submit LOC |
|-----------------|--------------------------|---------------------|-------------|--------|------------|
| John Ward       | Information needed - LOC | 9/6/2022 2:11:24 PM |             |        |            |

First Previous 1 Next Last

Recent Submissions

**STEP 2:**

Hospital Provider clicks on the Information needed – LOC alert type and submits info to CR via the Additional Info page.

**MAXIMUS** TN Beside Manor - HOSP: TN   
 Switch view Logged in   
 Log out

Home Enter Referral Resources Submit Go To Review

**John Ward** PASRR ADDITIO

Ascend ID: 24429 Medicaid ID: SSN: xxx-xx-1253 DOB: 1/1/1950

**Information Requested:**

- 9/6/2022 2:11:24 PM AnthonyInhouse VeachInhouse - CR Request for information
- 9/6/2022 1:39:33 PM AnthonyInhouse VeachInhouse - Info request 3
- 9/1/2022 10:20:45 AM AnthonyInhouse VeachInhouse - Info request 2
- 9/1/2022 10:17:52 AM AnthonyInhouse VeachInhouse - LOC Info Request 1

**Information Sent:**

- 9/6/2022 1:44:14 PM AnthonyProvider VeachProvider - Info response 3
- 9/6/2022 12:55:51 PM AnthonyProvider VeachProvider - LOC Info Response 2
- 9/1/2022 10:18:56 AM AnthonyProvider VeachProvider - LOC info response 1

**Send Additional Information** CR request for information response. |

**STEP 3:**

Request for Info alert leaves Hospital Recent Alerts queue.

Recent Alerts

Show 10 entries Showing 0 to 0 of 0 entries

Filter:

| Individual Name                  | Alert Type | Alert Date | Action Date | Upload | Submit LOC |
|----------------------------------|------------|------------|-------------|--------|------------|
| There are no records to display. |            |            |             |        |            |

First Previous Next Last

Recent Submissions

**Workflow for Nursing Facility Providers**

**STEP 1:**

LOC (and Level I) requests for info will queue up into the NF Notifications – Info Requested queue on the NF Notification page. (!) icon will display on top 'Notifications' menu item when records exist in the Notifications – Info Requested queue.

| Review Type | Referral/Saving Date | Individual ID | First Name | Last Name | Submitted By                 | Info Requested Date | View Individual                 |
|-------------|----------------------|---------------|------------|-----------|------------------------------|---------------------|---------------------------------|
| LOC         | 9/1/2022             | 24432         | Green      | Paper     | FirstName26063 LastName26063 | 9/1/2022            | <a href="#">View Individual</a> |

**STEP 2:**

NF Provider accesses Individual details via the View Individual hyperlink.

| Review Type | Referral/Saving Date | Individual ID | First Name | Last Name | Submitted By                 | Info Requested Date | View Individual                 |
|-------------|----------------------|---------------|------------|-----------|------------------------------|---------------------|---------------------------------|
| LOC         | 9/1/2022             | 24432         | Green      | Paper     | FirstName26063 LastName26063 | 9/1/2022            | <a href="#">View Individual</a> |

**STEP 3:**

Requests for info will display in the In Process grid on the NF Individual page with a Status/Outcome of Info Requested. NF Providers can enter additional information by clicking on the Submit Additional Info hyperlink in the In Process grid.

| Review Type | Referral/Saving Date | Status/Outcome | Info Requested  | Info Requested Date | Submit Requested Info                  | Create Upload                 |
|-------------|----------------------|----------------|-----------------|---------------------|--|-------------------------------|
| LOC         | 9/1/2022 2:21:14 PM  | Info Requested | Add info please | 9/1/2022 2:21:58 PM | <a href="#">Submit Additional Info</a> | <a href="#">Create Upload</a> |

**STEP 4:**

The NF Additional Info page has been updated to match the Hospital Provider Additional Info page. Same functionality:



## STEP 5:

The LOC record in the In Process queue will return to Pending status.

| Review Type | Referral/Saving Date | Status/Outcome | Info Requested | Info Requested Date | Submit Requested Info | Create Upload |
|-------------|----------------------|----------------|----------------|---------------------|-----------------------|---------------|
| LOC         | 9/1/2022 2:21:14 PM  | Pending        |                |                     |                       |               |

Going forward, be sure to **periodically check your queue** for information requests, and click here to review this new process in full.

## EVENT REMINDER: Register for October Training Events

TennCare and Maximus continue planning the next sessions in the popular Tennessee PASRR Provider Webinar Series! Be sure to join the Training team for the special events taking place on October 25 - 26 linked below to learn more about the PASRR process from the convenience of your own device.

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## **REVIEW: Training Sessions on Tools & Resources Site**

Keep in mind that recordings and slideshows from previous training opportunities are available 24/7 via this site, under the *Education and Training* header. If you haven't already, be sure to review these materials.

## **SUPPORT: Contact the Tennessee PASRR Help Desk**

*Do you have PASRR process or system related questions? Contact the Tennessee PASRR Help Desk team from 7:00 a.m. to 4:00 p.m. CST, Monday - Friday to learn more:*

- Email: [Ascend-TNPASRR@maximus.com](mailto:Ascend-TNPASRR@maximus.com)
- Phone: 833.617.2777