

The background of the image features a large, stylized 'X' shape formed by two overlapping triangles. The left triangle is solid purple and contains the word 'maximus' in white. The right triangle is white with a purple border, creating a high-contrast, geometric design.

maximus



ServiceMatters Introduction CO PASRR

September 2025

Agenda

- Introduction to ServiceMatters
- Purpose and function
- Adding ServiceMatters role to facility users

X What is ServiceMatters

ServiceMatters is an in-depth review of the care planning and delivery of the identified PASRR Services from the individual's current Summary of Findings

MAXIMUS

PASRR Mercy Harvard Hospital Cr Ctr Aubree Sampleprovider Search site...

Create New Screen

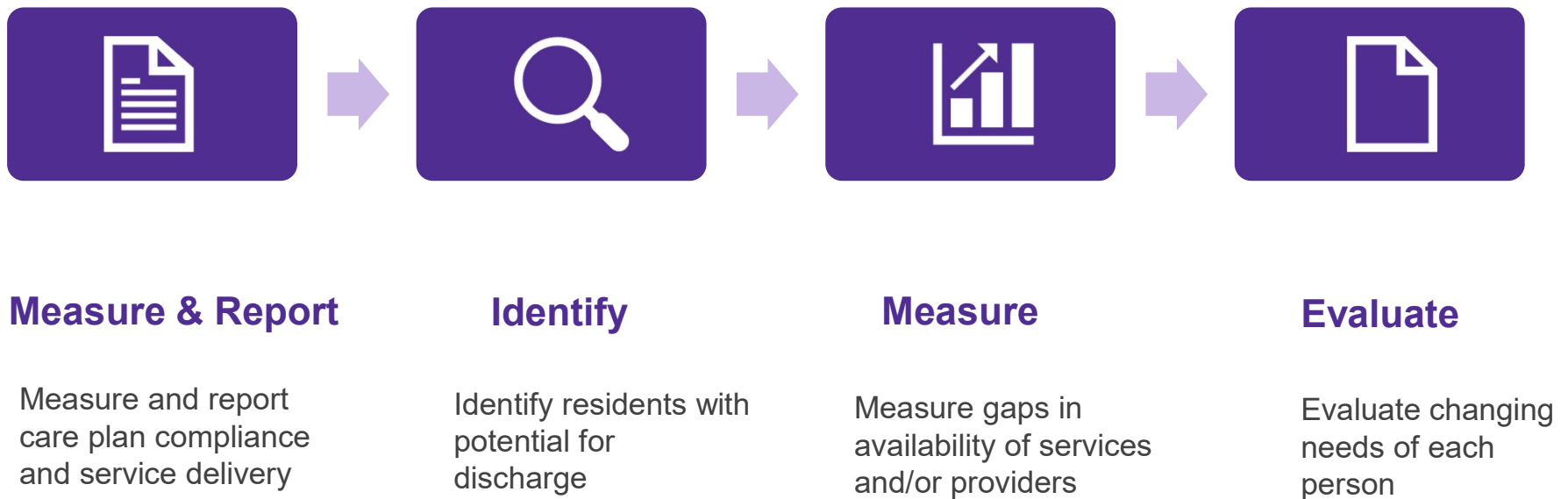
Action Required Drafts ServiceMatters Review Clinical Review Recent Outcomes PathTracker

My Screens Facility Screens

My Action Required Screens

Individual Name	Assessment Type	Expiration Date	Last Updated
No items to display			

X Four Goals of ServiceMatters



X ServiceMatters Process

Maximus team notifies NF a ServiceMatters review is needed

Log into AssessmentPro and complete ServiceMatters review

Maximus Clinical Analyst reviews ServiceMatters form and nursing facility care plan to determine nursing facility compliance with PASRR service delivery

Final report available to nursing facility and State

Nursing facility addresses any compliance needs identified in the Notification of Findings

X Notification Timeframe

- Maximus will contact you **90 days** following completion of Level II or NF admission that a ServiceMatters review is required
- You will also receive reminder notifications within the first week following the 90-day outreach.
- Only for persons who have Specialized Services identified in the Summary of Findings report
 - All PASRR-identified services will be reviewed through ServiceMatters

AssessmentPro sends reminder emails (if not completed and in queue) following the initial request on days 7 and 14 to complete your review.

You have 30 business days to complete your ServiceMatters review.

X General Questions Section:

When completing your ServiceMatters review, you are required to answer general questions about the individual whose ServiceMatters review is due

1. Is this individual a current or recent resident of your facility?
2. What day did they admit to your facility?
3. Has a care plan been developed, or did they discharge/decease before one could be completed?
4. What is the date of the resident's most recent MDS?
5. On the most recent MDS, what is the response to Section Q, item 0500 for this resident?

The screenshot shows the 'General Questions' section of the ServiceMatters review interface. On the left is a sidebar with a menu containing 'Facility Information', 'General Questions' (highlighted), 'Care Plan and Delivery of Services/Supports', 'Document Upload', and 'Submitter Information'. The main content area is titled 'General Questions' and contains the following questions and options:

- Is this individual a current or recent resident in your facility?***
 - ☐ No, this individual has not resided in my facility
 - ☒ Yes, this individual was admitted to my facility on

Date*
 - ☒ A care plan has been developed
 - ☐ Individual discharged before care plan could be completed
 - ☐ Individual deceased before care plan could be completed
- What is the date of the resident's most recent MDS?***
 - ☐ Not completed yet
 - ☒ Date

Specify*
- On the most recent MDS, what is the response to Section Q, item 0500 for this resident?***
 - ☒ No
 - ☐ Yes
 - ☐ Unknown or uncertain

Navigation buttons '<< Previous' and 'Next >>' are located at the top right and bottom right of the form area. Two large red arrows point from the list items on the left to the 'Date*' field and the 'Specify*' field in the form.

X Care Plan and Delivery of Services/Supports

ID/RC services:

- Assistive Technology
- Behavioral Management and Education
- Behavioral Therapies
- Case Management
- Day Habilitation – Specialized Habilitation
- Day Habilitation – Supported Community Connections
- Dental Services
- Other Public Conveyance (aka Non-Medical Transportation)
- Supported Employment Services
- Vision
- Other Services Recommended

Mental Health Services:

- Medication Review by PCP
- Case Management
- Psychiatry Case Consult
- Psychosocial Case Consultation
- Other Mental Health Professional Case Consultation
- Psychosocial Rehabilitation Services
- Individual Therapy
- Group/Family Therapy
- Behavior Management/Therapy
- Psychoeducation
- Outpatient Mental Health Services
- Day Treatment/Partial Hospitalization
- Crisis Intervention
- Transportation
- Supported Employment
- Other Services Recommended

X Service Status

Facility Information
General Questions
Care Plan and Delivery of Services/Supports
Document Upload
Submitter Information
Clinical Reviewer Assessment
Return to Top

Care Plan and Delivery of Services/Supports

The lists below indicate all services and supports identified for this individual on the completed PASRR Summary of Findings report. Please provide all requested information to complete

SPECIALIZED SERVICES*

Medication Review by PCP

Service/Support

Status (choose one)*



Not yet planned/care plan still being developed

Planned as listed in PASRR Summary of Findings but not yet started

Planned with alternative service or provider but not yet started

Delivering as listed in PASRR Summary of Findings



X Documented Delivery of Specialized Services

1. Who will provide the service(s)



2. The date of the first appointment



3. The anticipated frequency



4. The expected duration of the service



X Nursing Facility Discharge Planning Activities

NF Discharge Planning Activities

Do you need assistance from HCPF with service or discharge planning for this resident?*

☒ None

☐ Service planning

☐ Discharge planning

☐ Other

If a transition plan was required by PASRR, has it begun?*

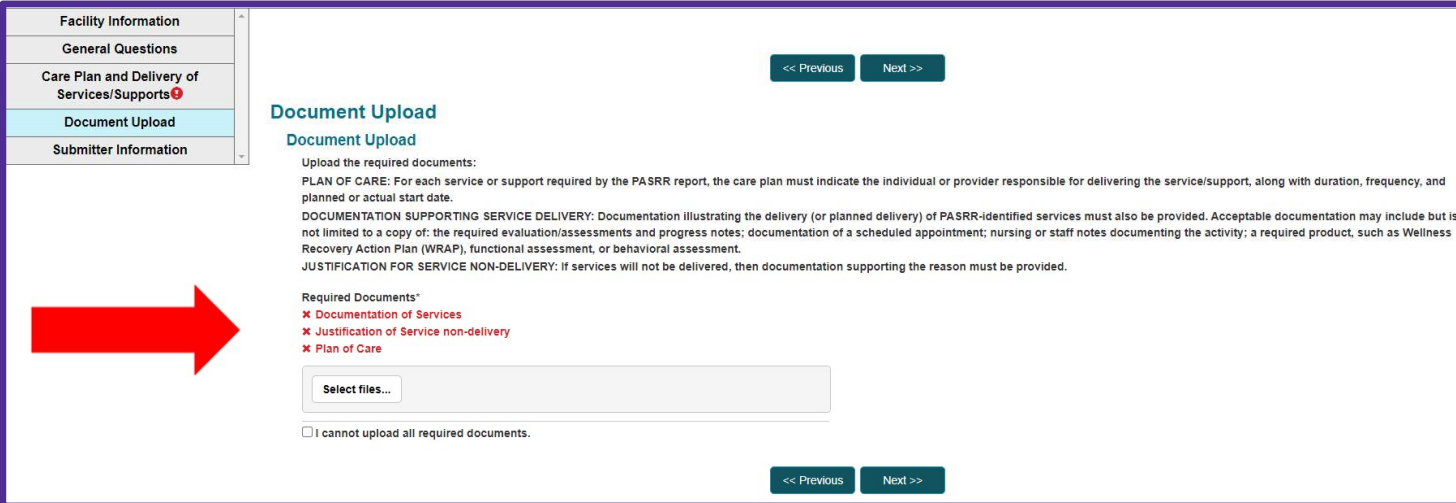
☒ Yes

☐ No

X Required Supporting Documentation

When completing your ServiceMatters review, you will upload (as applicable)

- Section(s) or page(s) of Care Plan documenting services identified through PASRR
- Documentation where individual is declining PASRR-identified services
- Any documentation related to why the individual is not receiving the PASRR-identified services



The screenshot displays the 'Document Upload' interface within the ServiceMatters system. On the left, a sidebar contains navigation links: 'Facility Information', 'General Questions', 'Care Plan and Delivery of Services/Supports' (highlighted with a red circle), 'Document Upload' (highlighted with a blue bar and a red arrow), and 'Submitter Information'. The main content area is titled 'Document Upload' and includes the following text:

Upload the required documents:

PLAN OF CARE: For each service or support required by the PASRR report, the care plan must indicate the individual or provider responsible for delivering the service/support, along with duration, frequency, and planned or actual start date.

DOCUMENTATION SUPPORTING SERVICE DELIVERY: Documentation illustrating the delivery (or planned delivery) of PASRR-identified services must also be provided. Acceptable documentation may include but is not limited to a copy of: the required evaluation/assessments and progress notes; documentation of a scheduled appointment; nursing or staff notes documenting the activity; a required product, such as Wellness Recovery Action Plan (WRAP), functional assessment, or behavioral assessment.

JUSTIFICATION FOR SERVICE NON-DELIVERY: If services will not be delivered, then documentation supporting the reason must be provided.

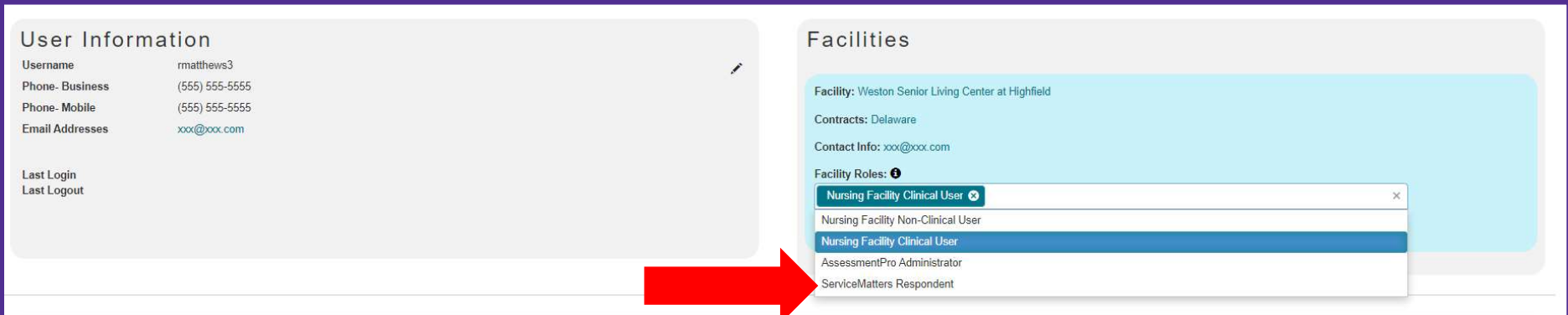
Required Documents*

- X Documentation of Services
- X Justification of Service non-delivery
- X Plan of Care

Below the list is a 'Select files...' button and a checkbox labeled 'I cannot upload all required documents.' Navigation buttons '<< Previous' and 'Next >>' are located at the top and bottom of the main content area.

X Adding ServiceMatters Role

Access Coordinators must add the ServiceMatters Respondent role to identified AssessmentPro users

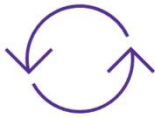


The screenshot displays a user management interface with two main sections: 'User Information' and 'Facilities'. The 'User Information' section on the left contains fields for Username (rmatthews3), Phone-Business ((555) 555-5555), Phone-Mobile ((555) 555-5555), Email Addresses (xxx@xxx.com), Last Login, and Last Logout. The 'Facilities' section on the right contains fields for Facility (Weston Senior Living Center at Highfield), Contracts (Delaware), and Contact Info (xxx@xxx.com). Below these fields is a 'Facility Roles' section with a dropdown menu. The dropdown menu is open, showing a list of roles: 'Nursing Facility Clinical User' (selected), 'Nursing Facility Non-Clinical User', 'Nursing Facility Clinical User', 'AssessmentPro Administrator', and 'ServiceMatters Respondent'. A red arrow points from the 'User Information' section to the 'Facilities' section.

User Information	
Username	rmatthews3
Phone- Business	(555) 555-5555
Phone- Mobile	(555) 555-5555
Email Addresses	xxx@xxx.com
Last Login	
Last Logout	

Facilities	
Facility:	Weston Senior Living Center at Highfield
Contracts:	Delaware
Contact Info:	xxx@xxx.com
Facility Roles:	<div><div>Nursing Facility Clinical User</div><div>Nursing Facility Non-Clinical User</div><div>Nursing Facility Clinical User</div><div>AssessmentPro Administrator</div><div>ServiceMatters Respondent</div></div>

X Prepare Now for ServiceMatters



Update PathTracker

- Make sure your NF census is captured in AssessmentPro



Review the Care Plan

- For anyone who has Specialized Services identified in the summary of findings, they will receive a ServiceMatters review.
- Ensure their care plan address ALL PASRR-identified services.



Add the ServiceMatters Respondent Role

- Contact your Access Coordinator to add this role to your profile
- Resources are available on this process


X Resources & Help

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Contact info

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 Email:
COPASRR@maximus.com

 Business Hours:
8.00 a.m. to 5.00 p.m. MST

<https://maximusclinicalservices.com/svcs/co/pasrr>