



Colorado PASRR

Important Process Update: DDD Referrals Process Moves to AssessmentPro Effective December 8

Hello CMA Providers,

We are excited to share that, effective **Monday, December 8, 2025**, we will launch our updated DDD referral process to make this easier for everyone!

We are moving the process into AssessmentPro (APRO) **so you can now locate all referrals in one location**. Instead of receiving an email from the Help Desk with the referral information when there's a new referral for a DDD, **you will receive an auto-generated email from APRO**. This message will prompt you to login for details and to acknowledge the new DDD referral.

PROCESS REMINDER: Claiming a Referral in AssessmentPro



As noted in the document, Completing the DDD, **these referrals will be found in the *Unassigned Referrals* queue in APRO**. [Be sure to review these simple instructions linked here](#). These are also available on the [Training page of the CO PASRR Tools & Resources website](#).

When you claim the referral in APRO, this is your acknowledgement of receipt. Once you have the DDD outcome completed, immediately input the outcome directly into APRO. If you don't claim the referral **within 7 days of the original email notice**, you will receive another email reminder (like we've been doing manually).

Important: All CMAs must identify at least one (preferably two) specific contacts to manage DDD referral requests. Maximus is unable to set up a general email inbox in APRO. If necessary, please forward this email to whomever that employee would be (and/or their supervisor) to ensure we have a contact for your agency. Otherwise, those will timeout and not be completed within the required time frame of 90 days. Once a contact is identified, have them contact the CO PASRR Help Desk, so we can ensure they have an account created in APRO.

If you have questions about this process, don't hesitate to reach out to the CO PASRR Help Desk and they will be glad to help.

CONTACT: Maximus - Colorado PASRR Help Desk



The Maximus – Colorado PASRR Help Desk team is available to assist you by email and phone with any questions about the program or specific referrals and assessments.

- Email: COPASRR@maximus.com
 - Phone: **833.588.7787**
 - Colorado PASRR Tools and Resources Site:
<https://www.maximusclinicalservices.com/svcs/co/pasrr/resources>
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