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Colorado PASRR Program: The Colorado Department of Health Care Policy and Financing (HCPF) Announces Preadmission Screening and Resident Review (PASRR) Program Transition to New State Partner, Maximus

The Colorado Department of Health Care Policy and Financing (HCPF) has selected a new partner, Maximus, to perform **Preadmission Screening and Resident Review (PASRR)** Level I Identification Screens and Level II Evaluations for individuals who are applying to or residents of Medicaid-certified nursing facilities. These planned changes to the PASRR program will go into effect on **July 1, 2025.**

The primary goal of the federally mandated PASRR assessment is to determine whether the nursing facility setting is appropriate for individuals with serious mental illness (SMI), intellectual disabilities (ID), or related conditions (RC). PASRR also works as a critical function to help match individuals with the care and any disability-specific services they need.

As we take steps toward the July 1 transition date, we want to ensure that you are comfortable with updated processes. It's also important to have accounts set up in **AssessmentPro**, the Maximus online system for assessment management, and be ready to perform PASRR-related functions.

WHAT'S NEXT? Ensure Your Team is Ready for the Transition

Learn more about next steps. Continue below for insights into the PASRR transition process, including:

- Register for **PASRR learning opportunities**
- Intro to the program **help desk**
- Learn more about new State partner, **Maximus**

Maximus and the State team leading this transition know that you and our other community partners bring invaluable expertise to the PASRR process and your continued partnership in this exciting next phase will help ensure a positive impact for the people we serve together across Colorado.

In future communications you will learn more about your critical role in PASRR, as we share more details on planned process changes, learning opportunities, and the introduction of helpful new program resources.

LEARNING: Register for CMAs-Geared Project Introduction Webinar

It's important that all PASRR stakeholders are ready for changes ahead of the July 1 transition. Join the Maximus – Colorado program support team for an informative Project Introduction session to learn more about key topics related to the PASRR transition including guidance on updated processes, as well as details on the AssessmentPro, the program's new assessment management system.

Join Maximus to learn about some coming changes to the CO PASRR program. We will discuss how to register for AssessmentPro, the new PASRR system of record, and talk about the project timeline. This session is for all people who will be submitting PASRR screens or who need to access PASRR determinations or tracking information.

- **Register: Colorado PASRR Transition – Project Introduction | 1 p.m. MT, Tuesday, June 3, 2025**

After registering, you will receive a confirmation email which contains information about joining the webinar.

LEARNING: Register for Additional Training Series

Join the Maximus – Colorado program support team for a series of informative sessions that are optional for CMAs, where you will learn more about key topics related to the PASRR transition including guidance on new and updated program processes, as well as important training on using AssessmentPro, the program's assessment management system.

Choose a date to attend each of the five sessions. Review and click the links below to register for the date/time that works best with your schedule for each of the five topics listed.

After registering, you will receive a confirmation email for each session which contains information about joining the webinars.

SESSION 1: Project Introduction – Overview of Planned PASRR Changes

Join Maximus to learn about some coming changes to the CO PASRR program. We will discuss how to register for AssessmentPro, the new PASRR system of record, and talk about the project timeline. This session is for all people who will be submitting PASRR screens or who need to access PASRR determinations or tracking information.

- **Register: Session 1 – Option #1 | 10 a.m. MT Tuesday, May 20, 2025**
- **Register: Session 1 – Option #2 | 2 p.m. MT Wednesday, May 21, 2025**
- **Register: Session 1 – Option#3 | 12 p.m. MT Thursday, May 22, 2025**

SESSION 2: PASRR Foundations

Join Maximus to learn about PASRR. We will discuss state and federal requirements, the program process, and how Maximus will support PASRR in Colorado. This session is for all people who will be working with PASRR.

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SESSION 3: AssessmentPro Walkthrough – System Basics, Completing Common Tasks

Join Maximus to learn about AssessmentPro, the new PASRR system of record for Colorado. This session will serve as a tour through the system to show how you will complete your work related to PASRR. There is no practice environment available to you, so we encourage you to attend to see how the system works. This session is for all people who will be working with PASRR.

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SESSION 5: Program Refresher – Pre-Transition Walkthrough of AssessmentPro and PASRR Processes

Join Maximus as we review the important points of AssessmentPro and PASRR for the changes starting on July 1, 2025. This is a refresher of the information provided throughout May and June. This session is for all people who will be working with PASRR.

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Note: *All PASRR stakeholders are encouraged to attend these informative live sessions. For those unable to join, links to on-demand training videos will be provided in future communications and hosted on the new CO PASRR website launching later this summer.*

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Do you have questions on Colorado PASRR policy or procedures?
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NEXT STEPS: Take Critical Actions to Prep for the Upcoming Transition

Learn more about next steps. Continue below for insights into the PASRR transition process, including:

- Review the **Progress Tracker** Transition Timeline
- Register for **PASRR learning opportunities**
- Check AssessmentPro **browser requirements**
- Download new **Glossary of Common Terms**
- Save program **Help Desk contacts**
- Explore details on State partner, **Maximus**

Maximus and the State team leading this transition know that you and our other community partners bring invaluable expertise to the PASRR process. Your continued partnership in this exciting next phase will help ensure a positive impact for the people we serve together across Colorado.

The next Program Newsletter will provide more insights into your critical role in the PASRR process, including insights into the **AssessmentPro** assessment management system. Links to additional resource guides and the new program website will also be introduced.

Colorado PASRR Program >>> Progress Tracker

Mid May - Mid June 2025

PASRR Training
Webinars

Early July 2025

Maximus post-launch
Q&A sessions

May 2, 2025

HCPF announces
program transition

July 1, 2025

State anticipated PASRR
go-live

ASSESSMENTPRO: Preparing to Create Your Account

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maximus

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The Maximus Colorado PASRR team is developing some helpful Provider resources to aid you in the program transition, including a **Glossary of Common Terms** to get you acquainted with some common names, acronyms and other abbreviations associated with the program.

Use the link below to review and download this resource guide. Note that this guide and other program information will be available on the **new Colorado PASRR website, slated for a launch in early June**. Stay posted for the link and other details on this new online resource in our next PASRR newsletter!

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SUPPORT: Colorado PASRR Help Desk to Launch June 23

Do you have questions on Colorado PASRR policy or procedures?
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INSIGHTS: About Maximus

Maximus assists state partners across the country in the management of complex programs to help ensure that individuals with intellectual, behavioral health and developmental disabilities and complex medical conditions receive the appropriate care and supports they need. The company has provided PASRR assessment services for over 20 years and has extensive experience providing federally compliant PASRR programs in 16 states.

Learn more about Maximus services and capabilities.

6 / 9 / 2025
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Colorado PASRR Program: Register for Training Series ahead of July 1 PASRR Program Launch | Learn About AssessmentPro User Roles | Explore New Program Website | Download Resource Guides

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As we take steps toward the July 1 transition date, it is essential that you are comfortable with updated processes, including the use of **AssessmentPro**, the Maximus online system for the performance and management of all PASRR-related functions.

ACTION ITEMS: Take Key Steps Ahead of Program Launch

Learn more about next steps. Continue below for insights into the PASRR transition process, including:

- Review the **Progress Tracker** transition timeline
- Register for **PASRR learning opportunities**
- Check **AssessmentPro** browser requirements and learn about user roles
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Colorado PASRR Program >>> Progress Tracker

Mid May - Mid June 2025
PASRR Training
Webinars

Early July 2025
Maximus post-launch
Q&A sessions

May 2, 2025
HCPF announces
program transition

July 1, 2025
PASRR
go-live

ASSESSMENTPRO: Ensuring Browser Capability and Understanding User Roles

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To ensure optimum system performance and maintain HIPAA-compliant data security standards, the AssessmentPro system supports the two most recent versions of Microsoft Edge and Google Chrome. If you don't have the right browser, contact your IT Department for assistance ahead of the upcoming training sessions to ensure you can get access.

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Note: *After **June 11**, users requiring an AssessmentPro user account should contact their facility's Access Coordinator to coordinate the set up and approval of your new account. Refer to the user guides for support in becoming an AssessmentPro Access Coordinator.*

SYSTEM: Setting Up Your AssessmentPro Access

A critical next step in prepping for the upcoming transition is to ensure you and others involved in PASRR processes at your facility are registered with the appropriate user role in AssessmentPro. Review the guides and videos below, which will help to walk you through role selection and setup.

- **Register as an Access Coordinator guide**
- **Register as an Access Coordinator video – 1:53 mins**
- **Add System Users guide**
- **Add System Users (video) – 0:56 mins**
- **Create Password after Access Coordinator Establishes System Access guide**
- **Create Password after Access Coordinator Establishes System Access (video) – 1:16 mins**

ON-DEMAND LEARNING: Review CMA-Geared Project Overview and "PASRR Foundations" Session Materials

Thanks to everyone who attended the CMA-focused Project Overview session on June 4. If you were unable to attend or would like a refresher on the topics presented, **use the links below to review the presentation materials**. Note: on-demand learning materials will continue to be provided for other sessions for those unable to attend them.

- **On-Demand Learning – CMA Training and Registration Session 1: Project Overview | Video – 52:33 mins**

- **On-Demand Learning Session 2: PASRR Foundations | Video - 61:39 mins**

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LEARNING: Register for Additional Training Series

It's critical that your team is ready for the changes coming with this transition to avoid any delays in the submission of PASRR screens. Be sure to join the Maximus – Colorado program support team for the rest of the informative program training series to learn more about key topics related to the PASRR transition including guidance on new and updated program processes, as well as important training on using AssessmentPro, the program's assessment management system.

Choose a date to attend each of the remaining sessions. Review and click the links below to register for the date/time that works best with your schedule for each of the five topics listed.

*After registering, you will receive a confirmation e*mail for each session which contains information about joining the webinars.

SESSION 3: AssessmentPro Walkthrough – System Basics, Completing Common Tasks

maximus

Join Maximus to learn about AssessmentPro, the new PASRR system of record for Colorado. This session will serve as a tour through the system to show how you will complete your work related to PASRR. There is no practice environment available to you, so we encourage you to attend to see how the system works. This session is for all people who will be working with PASRR.

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Join Maximus to learn about the new Level I screen and PathTracker, the NF census tracker feature within AssessmentPro. We will discuss what to include on the screen, how to submit the form, and the benefits of the expanded information requested. This session is for all people who will be working with PASRR.

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SESSION 5: Program Refresher – Pre-Transition Walkthrough of AssessmentPro and PASRR Processes

Join Maximus as we review the important points of AssessmentPro and PASRR for the changes starting on July 1, 2025. This is a refresher of the information provided throughout May and June. This session is for all people who will be working with PASRR.

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Q&A SESSIONS

After the July 1 launch, several open-forum **Q&A sessions** are planned to support LCAR stakeholders. These optional hour-long sessions will be available to provide an opportunity to ask any remaining questions you have about new processes. Registration details will be provided in future communications.

Note: All PASRR stakeholders are encouraged to attend these informative live sessions. For those unable to join, links to on-demand training videos will be provided in future communications and hosted on the new CO PASRR website launching later this summer.

WEBSITE: Colorado PASRR Launches Online Program Resource Hub

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Click the link to begin exploring the site: **https://www.copasrr.maximusclinicalservices.com**.

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ACTION ITEMS: Take Key Steps Ahead of Program Launch

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- **Establishing Access as an AssessmentPro System User How to Register guide**
- **How to Register (video) – 1:53 mins**
- **Register as an Access Coordinator guide**
- **Register as an Access Coordinator (video) – 2:27 mins**
- **Approving Access as an AssessmentPro Access Coordinator for System Users guide**
- **Approving Access as an AssessmentPro Access Coordinator for System Users (video) – 1:03 mins**

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Colorado PASRR Program: Explore Helpful Resources and Review Important Tips and Reminders

It's been almost a month since Pre-Admission Screening and Resident Review (PASRR) processes transitioned to management through state partner, Maximus. We thank you for your role in making this important change a success. One of our key goals is to provide your team with whatever support is needed to understand these changes and where to access any information you need. Don't hesitate to contact us with any questions you may have about the recent process changes or system how to's.

Continue below for links to many useful learning **program resources**, important **process tips and reminders** on how to reach the CO PASRR **Help Desk** team.

TOP TIPS: Reminders on PASRR and AssessmentPro Processes

Key tips when submitting a Level I Screen:

- Facility location: If an individual is currently in the observation unit, emergency room, or emergency department, in the *Current Location Type* dropdown menu, always choose ED/ER. **Note:** For a person who is on observation status or in the ER/ED, you are not able to request an Exempted Hospital Discharge (EHD).

- If you are requesting an EHD or a Convalescent Care Categorical, you must also submit a **Physician Certification form** signed by an MD when uploading documents to the Level I.

- In the *Reason for Screening* section…consider if the individual is a Nursing Facility applicant or resident.

- If the person will be a new NF resident, choose Nursing Facility applicant.

- If the person is already a NF resident, choose Nursing Facility resident who is not currently in an inpatient psychiatric hospital/unit.

- In the medication section, include all psychotropic medications from the individual's MAR.

- If the person is being referred for a Level II, it is best to print a copy of the Level I determination and provide it to the individual and/or their legal guardian. This alerts them to the process and that a Maximus assessor will be completing the Level II assessment.

Level of Care Determination LOC best practices:

- For all Medicaid Members: a ULTC 100.2 determination is required for anyone who requires a Level II Preadmission assessment. When submitting a Level I, upload the 100.2 or for Hospital/community providers, make sure to start the request to obtain the 100.2 from the CMA.

- For all others: A statement from the MD must indicate the individual needs NF LOC and must be included with the Level I submission

PathTracker Admissions reminders:

- When admitting someone in PathTracker and you have an existing PASRR for the person, do not submit a new Level I. If you're unsure how to admit a person in PathTracker, log into the **AssessmentPro Training Checklist** and review the resource: Admitting an

Individual in PathTracker. **Note:** Per HCPF, each Nursing Facility must admit their entire census in PathTracker no later than 10/01/2025.

Tip for CMAs Setting Up an AssessmentPro Accounts:

- An important reminder for Case Management Agencies (CMAs) – your organization's AssessmentPro Access Coordinator must create the accounts for all other system users on their team. If you have anyone who still needs to be added as a user in AssessmentPro, contact the Help Desk at: **COPASRR@maximus.com** or 833.588.7787. Information will need to be provided for each newly requested system user, including:

  - Full name
  - Title Facility
  - Email address
  - Phone number
  - Desired AssessmentPro user role

TOOLKIT: Review On-Demand Learning + Program Resources

Do you still have questions about AssessmentPro or PASRR processes since the recent implementation? Explore the helpful videos, guides and other resources that the Program Training team have developed below.

- **On-Demand Learning - Case Management Agencies (CMAs) Only – Training and Registration: Project Overview | Video – 52:33 mins**

- **On-Demand Learning – Hospitals/NFs Training and Registration: Project Overview | Video – 57:34 mins**

- **On-Demand Learning Session 1: Intro to Maximus and AssessmentPro | Slides**

- **On-Demand Learning Session 2: PASRR Foundations | Video - 61:39 mins**

- **On-Demand Learning Session 2: PASRR Foundations | Guide**

The system training videos below are password protected. To open these items, please use this password to access each: **Copasrr-2025**

- **On-Demand Learning Session 3: AssessmentPro Walkthrough | Video – 60:12 mins**

- **On-Demand Learning Session 4: All About Level I and PathTracker | Video - 93:06 mins**

- **On-Demand Learning Session 5: Program Refresher – Pre-Transition Walkthrough of AssessmentPro and PASRR Processes | Slides and Video – 61:49 mins**

- **CO PASRR – Provider Training Checklist**

Download some handy resources below that cover commonly asked questions, an overview of PASRR processes and common terms. Also be sure to check back often to the CO PASRR website for access to other guides, important announcements or other timely program updates: **https://www.copasrr.maximusclinicalservices.com**.

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o **Download: PASRR Glossary of Common Terms**

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Colorado PASRR Program: Register for Upcoming Webinars on August 5 to Learn More About PASRR Processes and Meet Our Team

We invite you to join Maximus and HCPF on **Tuesday, August 5** for what we hope will be an opportunity for you to connect with our PASRR team, gain some additional insights, along with having some time to ask questions about the new PASRR process.

Please find meeting links below, along with a brief outline of some topics we plan to cover at each of the meetings.

For all meetings, we plan to review the following:

1. What's the different between a Preadmission Level I and a Resident Review when submitting in AssessmentPro?
2. What's in the NOD packet?

We will also cover some additional topics as outlined below for each meeting.

LEARN MORE: Webinar Topics + Registration Details

These **hour-long sessions** will also cover some additional topics as outlined below for each meeting. Click the link below at the time noted to join the session.

Hospitals

Additional topics to be covered:

- Turnaround Times for completion of Level I Clinical Reviews and Level II assessments
- LOC Requirements for Medicaid and Non-Medicaid Members
  - Current stats on 100.2 completion.
  - What do I do if the CMA doesn't have a 100.2 completed for an individual yet?
- Timely submission of Level I referrals

Join the Hospital PASRR Stakeholder Session - 9:30 a.m. MT Tuesday, August 5, 2025

Join by phone
(US) **+1 423-657-0187**
PIN: 895984335

Nursing Facilities

Additional topics to be covered:

- PathTracker demo:
    - How do I admit residents to my PT census?
    - What's the timeline to admit all my residents to the PT census?
    - How does this impact the need for submission of the Quarterly Psych Census?
- NF-NF transfers

Join the Nursing Facility Staff PASRR Stakeholder Session - 11:00 a.m. MT Tuesday, August 5, 2025

Join by phone
(US) **+1 484-430-1541**
PIN: 123101700

Case Management Agencies (CMAs)

Additional topics to be covered:

- Review the 100.2 request process as it relates to PASRR
- Maximus's DDD Referral Process

Join the CMAs PASRR Stakeholder Session - 1:00 p.m. MT Tuesday, August 5, 2025

Join by phone:
(US) **+1 405-389-1073**
PIN: 821365562

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CORRECTION -- Colorado PASRR Program: Register for Upcoming Webinars Ahead of October 1 ServiceMatters Launch

ServiceMatters will begin on October 1, 2025 for Colorado Nursing Facility Providers:

Join us to learn about ServiceMatters for CO PASRR NFs. During these hour-long sessions, we will review the intent and the process of this important follow up review for persons with Level II PASRR services identified. There will be time at the end for Q&A with our CO PASRR team.

These informative webinars will be hosted on Tuesday, September 16 and Wednesday, September 17, 2025. Content will be identical in both events, so choose the date/time that works best with your schedule from the registration links below.

- **Register: ServiceMatters for CO PASRR NF Providers | 1:00 p.m. MT Tuesday, September 16, 2025**

- **Register: ServiceMatters for CO PASRR NF Providers | 10:00 a.m. MT Wednesday, September 17, 2025**

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ServiceMatters will begin on October 1, 2025 for Colorado Nursing Facility Providers:

Join us to learn about ServiceMatters for CO PASRR NFs. During these hour-long sessions, we will review the intent and the process of this important follow up review for persons with Level II PASRR services identified. There will be time at the end for Q&A with our CO PASRR team.

These informative webinars will be hosted this Tuesday, September 16 and Wednesday, September 17, 2025. Content will be identical in both events, so choose the date/time that works best with your schedule from the registration links below.

- **Register: ServiceMatters for CO PASRR NF Providers | 1:00 p.m. MT Tuesday, September 16, 2025**

- **Register: ServiceMatters for CO PASRR NF Providers | 10:00 a.m. MT Wednesday, September 17, 2025**

Note: The recording will be available after the session for those who can't attend.

CONTACT: Maximus - Colorado PASRR Help Desk

Do you have questions on Colorado PASRR policy or procedures?
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://maximusclinicalservices.com/svcs/co/pasrr**

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Provider Newsletter: Register for Upcoming Webinars on October 7, 2025 to Learn More About PASRR Processes and Connect With Our Team | Assessment Best Practice Tips & Reminders

EVENT REMINDER: Join Upcoming Stakeholder Webinar Sessions Taking Place on Tuesday, October 7

We invite you to join Maximus and HCPF on **Tuesday, October 7** for what we hope will be an opportunity for you to connect with our PASRR team, gain some additional insights, along with having some time to ask questions about the PASRR process.

Please find meeting links below, along with a brief outline of some topics we plan to cover at each of the meetings.

For all meetings, we plan to review the following:

1. CO PASRR Provider Website: access to training materials
2. What is PAQA?
3. What's in the NOD packet?
4. Attaching Documentation to a Level I Referral

We will also cover some additional topics as outlined below for each meeting.

Hospitals - Additional Topics to be Covered:

- Turnaround Times for completion of Level I Clinical Reviews and Level II assessments
- LOC Requirements for Medicaid and Non-Medicaid Members
- Timely submission of Level I referrals
- What is a person is on a Civil Certification at time of referral

Log in to Join the Hospital PASRR Stakeholder Session - 9:30 a.m. MT Tuesday, October 7, 2025

Or join by phone: (US) +1 423-657-0187 PIN: 895 984 335#
More phone numbers: **https://tel.meet/hhv-xsit-sfj?pin=4758996964514**

Nursing Facilities - Additional Topics to be Covered:

- PathTracker census admissions
- Where to find training materials related to PathTracker
- How does this impact the need for submission of the Quarterly Psych Census?
- NF-NF transfers
- What is Service Matters?
- Resident Review Submissions – identifying reason for submission

Log in to Join the Nursing Facility Staff PASRR Stakeholder Session - 11:00 a.m. MT Tuesday, October 7, 2025

Or join by phone: (US) +1 484-430-1541 PIN: 123 101 700#
More phone numbers: **https://tel.meet/sxq-afte-ypx?pin=8558899334696**

Case Management Agencies (CMAs) - Additional Topics to be Covered:

- Review the 100.2 request process as it relates to PASRR
- Maximus's DDD Referral Process
- PACE Provider Role Transition

Log in to Join the CMAs PASRR Stakeholder Session - 1:00 p.m. MT Tuesday, October 7, 2025

Or join by phone: (US) +1 405-389-1073 PIN: 821 365 562#
More phone numbers: **https://tel.meet/kua-jgkm-ceo?pin=1444909990638**

BEST PRACTICES: Assessment Tips & Reminders

1. **ServiceMatters Process for Nursing Facilities *Only***

ServiceMatters is a review process that **validates nursing facility compliance with arranging recommended specialized services** identified in the Level II Notice of Determination. This process was reviewed during our trainings last week.

If you were not able to attend one of these trainings, please take time to **listen to the recording of the training** and **review the slide deck**. We will also review this process during the upcoming PASRR Technical Assistance Call on Tuesday, October 7, 2025.

2. **CO PASRR Provider Website Password Protection Now in Place**

Some training links housed on the **CO PASRR Tools & Resources website** now require your AssessmentPro (APro) login credentials to access those materials. You will also be able to access them

directly from AssessmentPro once you are logged into the system. Just **click on your name in the upper right corner of the AssessmentPro landing page, then click on** *Resources* to access training materials.

3. **What is PAQA?**

PAQA stands for **Post Admission Quality Assurance**. As a contractual requirement, Maximus completes a quality review of Level I screens that were algorithm approved. PAQA reviews both quality of the Level I outcome in APRO (ensuring accuracy based on the information provided) and provider quality to determine accuracy of the Level I screen based on information and documentation included in the Level I.

Maximus only conducts PAQA on a random sample of 10 Level I screens per week which means that there's a low likelihood you will receive one of these requests very often. However, if you do receive a PAQA request, please respond within 7 days.

One of our Maximus Admins will contact you directly to explain the process and the documentation required. Feel free to ask our Admin any questions when they call. The outcome of our PAQA reviews are provided directly to the State on a regular basis.

4. **PACE Providers Access Update**

Maximus has approval to move forward with PACE Providers changing system access to the same as that of the CMAs. This will allow you to view individual PASRR records for Members in your catchment area (by county), in addition, you will maintain the ability to submit Level I assessments for your Members. **We will be contacting PACE Providers separately over the coming weeks to update your access and role.**

5. **Miscellaneous Reminders**

- If a person is on a Civil Certification, please remember to **attach a copy of the Civil Certification and psychiatric documentation** indicating whether or not the person is currently psychiatrically stable. When a Level II is completed, the assessor will gather additional information to determine appropriateness for NF admission.

- When submitting a Resident Review, **clearly identify the reason for the status change**.

- When attaching documents to a Level I, **make sure the documents are for the correct person**. Additionally, the H&P must be dated within the last 12 months, but most recent is helpful.

- Did you forget your AssesmentPro password? If so, please log into **www.assessmentpro.com** and click on the "Forget Password" link. Follow the prompts to create a new password.

- **Attn CMAs:** Following a Level II assessment where a Member has a suspected ID/RC but had not has a developmental disability determination (DDD), Maximus will make a referral to the CMA and they will be given a Contingent disability outcome. **The CMA is responsible for ensuring completion of the DDD (typically within 90 days) and notifying Maximus the DDD is complete**, so the Level II disability determination can be updated accordingly. To view the individual's PASRR record, log into AssessmentPro.

- If a person is transferring from one NF to another NF, you do **not** need to submit another Level I screen unless the person has had a significant change in condition, was discharged to the community or admitted to an inpatient psychiatric unit in between.

- **Attn Nursing Facilities:** Please remember to **admit all NF residents to your Path Tracker Census**. This will eliminate the need to submit the Quarterly Psych Census. Here's a link to the training video, Admitting an Individual in Path Tracker.

Do you have questions on Colorado PASRR policy or procedures?
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Colorado PASRR Program: ATTN CMAs - 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.

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