

Colorado PASRR

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 AssessmentPro 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.

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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