

## Delaware PASRR

### Important Provider Updates: Register for Upcoming Annual PASRR Training Sessions | Faxing Best Practices

#### EVENT ANNOUNCEMENT: Register for Annual PASRR Training Sessions in July



Join the Delaware PASRR team for an important Annual Provider Training opportunity this July, to review all things PASRR, PASRR updates, and to answer all your lingering PASRR-related questions. We'll provide important updates, process clarifications, and guidance to support ongoing PASRR compliance and operations.

There will be two separate two-hour training sessions. These include one developed for Skilled Nursing Facility staff, and another geared toward MCO staff. **Please register for the session that applies to your role below.** We look forward to your participation and to supporting your continued success with PASRR!

- [MCO, Acute Care Hospitals, and Other Providers - Annual Delaware PASRR Training| 10 a.m. - 12 p.m. ET on Wednesday, July 15](#)
- [Nursing Facility Staff - Annual Delaware PASRR Training | 10 a.m. - 12 p.m. ET on Thursday, July 16](#)

#### BEST PRACTICES: Faxing Process Reminders

1

##### Always Submit Documentation Using the Program Fax Coversheet with QR Code

Always be mindful that the system routes any received faxes based on the QR code located on the coversheet. **As such, it is essential to only submit documents only using the fax coversheet that applies to your program and make sure it is always the first page of the faxed documents.**

Do not include either your own or your organization's fax cover sheet to the front of the set of pages you're submitting. Using any other fax cover sheet will only delay how quickly the submitted materials reach the correct support team for your program.

##### Don't have a copy of the program fax coversheet?

If you need a current version of your program's fax coversheet, **check your program's Tools & Resources website, or contact the Help Desk.**

2

### Send Separate Fax Submissions for Each Individual

Whenever you need to submit information for more than one person, **always send separate fax submissions for each individual**. Including documents for more than one person raises several issues including:

- A person's information being incorrectly filed for a different individual
- Potential risk of PHI (Protected Health Information) exposure
- Staff missing the information provided for some of the individuals submitted
- A delay in completing the clinical review for the individual

3

### Make Sure Individual and Program are Visible

Before submitting a fax, always **make sure the individual's name and the program are clearly identified** on the document.

4

### Use Cover Sheet with Scheduling Attestations

When submitting an attestation, **always include a cover sheet**.

5

### Use Scanned Documents

When faxing existing materials such as a handwritten document, **do not use a photo of the document**. In these instances, the document should always be scanned.

## CONTACT: Delaware PASRR Services Help Desk

Do you need clarification on any PASRR processes or have questions regarding a current referral? Contact your **Delaware PASRR Help Desk** for more information:



[DEPASRR@maximus.com](mailto:DEPASRR@maximus.com)



83.DEL.PASRR (833.357.2777)



[DE PASRR Web Tools & Resources](#)

We will continue to reach out via email to provide you with helpful reminders, detailed information on policy, and procedural updates. We invite you to [visit our website](#) to learn more about us.

We are privileged to work with you to ensure individuals across Delaware receive the services and supports they need.



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