

Delaware PASRR

Important Process Reminder:

Only Access Coordinators May Edit User Roles in AssessmentPro

Facilities are responsible for managing **ServiceMatters Respondent roles** for their users. However, only individuals with **AssessmentPro Access Coordinator** privileges are authorized to make role additions, deletions, or corrections.



Authorized Actions

Users with the **AssessmentPro Access Coordinator** role may:

- Assign the **ServiceMatters Respondent** role to an eligible facility user
- Remove the **ServiceMatters Respondent** role when it is no longer required

Support and Assistance

While role assignments and removals can be completed by any authorized **AssessmentPro Access Coordinator**, the [DE PASRR Help Desk](#) remains available to provide support or assistance upon request.

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



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.



DELAWARE HEALTH AND SOCIAL SERVICES

Division of Medicaid & Medical Assistance

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