

Delaware PASRR

Quarterly Provider Newsletter: July 2026 Training Materials and Survey | Assessment Best Practice Tips & Reminders | Review AssessmentPro Updates



REVIEW: July 2026 Training Materials Now Available

The Delaware PASRR team would like to **thank everyone who attended last week's Annual Provider Training sessions**. Session slides and recordings are now available on the DE PASRR Tools & Resources site. **Use the links below to review the training materials** that apply to your role:

- [Annual DE PASRR Provider Training for MCOs, Acute Care Hospitals, and Other Providers - July 2026 | Slides](#)
- [Annual DE PASRR Provider Training for MCOs, Acute Care Hospitals, and Other Providers - July 2026 | Recording](#)
- [Annual DE PASRR Provider Training for Nursing Facilities - July 2026 | Slides](#)
- [Annual DE PASRR Provider Training for Nursing Facilities - July 2026 | Recording](#)

Additionally, we hope you'll review a new [Q&A document containing your questions from the end of the training session](#).

REQUEST: Take a Brief Training Survey and Share Your Thoughts

Please **click the links below** to share your input about the training. By completing the feedback survey, you help us understand what we are doing well and where we can improve.



Your responses provide valuable insights that help us enhance our services and better meet the needs of the individuals and facilities we serve. **Your feedback makes a difference.**

- [Training survey for Nursing Facilities](#)
 - [Training Survey for MCOs, Acute Care Hospitals, Other Providers](#)
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1

Review Outage Protocols

[Click here to access a handout](#) designed to help re-familiarize Providers with what to do when AssessmentPro, internet, email, or fax access is unavailable.

2

Keep System Information Current

Reminder to **keep the Pathtracker census, AssessmentPro coordinator, user and ServiceMatters Respondent roles up-to-date**, and call the DE PASRR Help Desk (833.357.2777) if you need assistance.

3

Short-Term PASRR Approvals and Timely Discharge Planning

Short-term PASRR approvals support individuals with serious mental illness, intellectual disabilities, or related conditions who require a temporary nursing facility stay. **Effective discharge planning should begin upon admission** to ensure the member transitions to the least restrictive and most appropriate setting as soon as clinically appropriate.

Key considerations include:

- **Early identification of discharge needs** and expected length of stay.
- **Regular interdisciplinary team reviews** to monitor progress and barriers.
- **Coordination with community providers, caregivers, and support services** before discharge.
- **Ongoing PASRR monitoring** to ensure the stay remains medically necessary and within approved timeframes.
- **Timely referrals** for housing, home and community-based services, behavioral health services, and follow-up care to prevent unnecessary institutionalization.
- **Clear discharge goals** and target dates communicated to all stakeholders.

The overall objective is to **maximize community integration, promote continuity of care, and avoid extended nursing facility stays** when community-based alternatives are available and appropriate.

4

Miscellaneous Specialized Services Reminders

- **Review the PASRR Level II recommendations and include them in the resident's care plan, as appropriate.**
- If Specialized Services are recommended, **coordinate with the appropriate agency or provider and document the services.**
- A significant change in a resident's condition **may require a new PASRR review.**
- If you have questions about a resident's PASRR-recommended Specialized Services, please **coordinate with the resident's assigned MCO & appropriate authority DSAMH and or DDDS.**
- Keep documentation of PASRR recommendations and any Specialized Services provided or coordinated in the medical record along with care plan.

IT ALERT: New AssessmentPro Password Requirement Now in Place

Please be aware that there is a new AssessmentPro password requirement. The application now compares the user's selected password against a list of **commonly used, expected, and compromised passwords**. This may include but is not limited to:



- dictionary words
- commonly-used passwords
- repetitive or sequential characters
- context-specific words (e.g., company name, application name, or username)
- passwords that have been compromised in a known data breach.

If a proposed password is compromised, AssessmentPro will inform the user that the password cannot be accepted via the following message:

"The password you entered is too common or has appeared in a known data breach. For your security, please choose a different, unique password."

If you have any questions about updated password requirements, please reach out to the [DE PASRR Help Desk](#).

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

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