

11/9/2023

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## **Quarterly Provider Newsletter: Program Management Update | Important PathTracker Reminders | Review Resources Available on the Delaware PASRR Provider Site**

### **TEAM UPDATE: New Maximus Program Manager for Delaware PASRR**

Maximus is excited to announce the addition of Senior Clinical Program Manager, Jamie Bailey to its Delaware PASRR program. With over 15 years at Maximus, Jamie brings a wealth of PASRR expertise to this leadership role. Feel free to reach out to her with any questions you may have at: [JamieBailey@maximus.com](mailto:JamieBailey@maximus.com).

**Melanie Wilson** will continue to be involved with the DE PASRR program in a Project Advisor role.

### **REVIEW: Important PathTracker Reminders**

AssessmentPro's PathTracker tool allows nursing facilities to be more proactive, and allows accessibility from multiple locations. The tool tracks admissions, discharges and transfers, and is available to clinical and non-clinical users.

If you've yet to do so, or would like a helpful refresher, be sure to check out the PathTracker presentation and recording linked below.

- [PathTracker Presentation | Slides](#)
- [PathTracker Presentation | Recording](#)

### **BEST PRACTICE: Update PathTracker Regularly**

Additionally, keep in mind that PathTracker is directly linked to your payment, so be sure to **regularly update PathTracker to reflect who is in your facility** every time a client admits to or discharges from your facility.

### **TOOLKIT: Helpful Guides and Training Materials Available on the Provider Tools & Resources Site**

Keep in mind that the Delaware PASRR Provider Site is full of helpful guides, manuals, and training materials that you can view or download 24/7. Some key resources are linked below:

- [Delaware PASRR Hospital MCO Provider Training 7.20.23 - Slides](#)
- [Delaware PASRR Hospital MCO Provider Training 7.20.23 - Recording](#)
- [ServiceMatters for NF Providers - September 2022 - Slides](#)

- [ServiceMatters for NF Providers - September 2022 - Recording](#)
- [Delaware PASRR - Specialized Services Resource Guide](#)
- [AssessmentPro System Training Checklist + Session Recording Link](#)

## 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:

- Phone: **833.357.2777**
- Email: [DEPASRR@maximus.com](mailto:DEPASRR@maximus.com)

9/19/2023

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## Provider Updates and Reminders: Review New Specialized Services Resource Guide | Assessment Best Practice Tips

### New Resource: Specialized Services Resource Guide

A new document has been added to the Delaware PASRR Tools & Resources site, entitled **Delaware PASRR - Specialized Services Resource Guide**. This handy resource can be used to help understand what is required when a specialized service is indicated in a client's summary of findings, which will help maintain compliance when completing ServiceMatters reviews.

Be sure to [download the Specialized Services Resource Guide](#) at your earliest convenience.

### BEST PRACTICES: Assessment Tips & Reminders

1. AssessmentPro's **PathTracker** tool allows nursing facilities to be more proactive, and allows accessibility from multiple locations. If you've yet to do so, or would like a helpful refresher, be sure to **check out the PathTracker presentation and recording linked below**. These are also available under the "Education & Training" section of the Delaware PASRR Tools & Resources page.

#### [PathTracker Presentation | Slides](#)

#### [PathTracker Presentation | Recording](#)

Additionally, keep in mind that PathTracker is directly linked to your payment, so be sure to **regularly update PathTracker** to reflect who is in your facility **every** time a client admits to or discharges from your facility.

2. When completing the ServiceMatters form, always indicate the **service frequency**. There is an option for a "one time no repeat", which should be used for **specialized services such as Psychiatric Provider**

**Evaluation** within 30 days of admission (as shown in the example below).

## Care Plan and Delivery of Services/Supports

The lists below indicate all services and supports identified for this individual on the completed PASRR Summary of Findings report. Please provide all requested information to complete the ServiceMatters review.

### SPECIALIZED SERVICES\*

Psychiatric Provider Evaluation within 30 days of admissions

Service/Support  
Status (choose one)\*

Delivering as listed in PASRR Summary of Findings

Start Date

07/27/2023

End Date

07/27/2023

Service/Support  
Frequency (choose one):\*

Once with no repeat

☐ Name of Provider Agency

☐ Name of Certified Mental Health Peer Support Specialist

☒ Name of Provider

Specify\*

### 3. General Faxing Reminders:

- Use a **new fax coversheet** every time you send a fax to Maximus.
- Never include information for **multiple people** in the same fax.
- **Illegible faxes will be deleted** if we are unable to match them to the correct record or determine the sender.
- **Do not re-use fax coversheets for multiple people** or multiple assessments for the same person. They are person-specific and assessment-specific.

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8/21/2023

### Quarterly Provider Newsletter: Assessment Best Practice Tips & Reminders

1. Keep in mind that clients cannot transfer to a nursing facility if they do not have a **completed PASRR with an applicable outcome**. If you submit a Level I Assessment and the outcome states Refer for Level

If, you must wait for the Level II Assessment to be fully completed with an approval **prior** to transferring the client to a nursing facility.

2. Please inform your clients who receive a Level II Assessment that **someone from Maximus will be coming to visit them for an interview**. This will prepare the client for the assessment, and they will not be surprised when someone from Maximus comes to visit and is asking them questions.

3. Nursing facilities should regularly update their AssessmentPro Census through Pathtracker. The Census should be updated **every time a client is admitted or discharged** from the nursing facility.

This information in AssessmentPro will be directly linked to payment, so please keep it up-to-date. Instructions covering how to update the Census in AssessmentPro are available through the Tools & Resources site, which you can access in the Resources tab in AssessmentPro. If you need additional help, please contact the [DE PASRR Help Desk](#).

Please be sure not to let **short-term approvals** expire. Always submit a new Level I Assessment **10 days prior** to the end date.

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6/21/2023

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## Event Reminder: Register for Annual July Training Sessions

Don't forget to register for an important annual Provider training opportunity this July, to review all things PASRR, PASRR updates, and to answer all of your lingering PASRR questions.

There will be two separate two-hour training sessions, one for Nursing Facility staff, and one for MCO/Hospital staff. Please register for the session that applies to your role below.

[Nursing Facility Staff - Annual Delaware PASRR Provider Training - Nursing Facility Staff | 10 a.m. - 12 p.m. ET on Tuesday, July 18, 2023](#)

[MCO and Hospital Staff - Annual Delaware PASRR Provider Training - MCO and Hospital Staff | 10 a.m. - 12 p.m. ET on Thursday, July 20, 2023](#)

## 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.

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6/8/2023

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## Quarterly Provider Newsletter: Register for Annual July Training Sessions | Reminder - Update PathTracker in AssessmentPro | Best Practice Reminders

### LEARNING EVENT: Register for Annual Provider Training Session

An important reminder that the Delaware PASRR team will host an **important annual Provider training opportunity this July**, to review all things PASRR, PASRR updates, and to answer all of your lingering PASRR questions.

There will be **two separate two-hour training sessions**, one for Nursing Facility staff, and one for MCO/Hospital staff. **Please register for the session that applies to your role below.**

- [Nursing Facility Staff - Annual Delaware PASRR Provider Training - Nursing Facility Staff | 10 a.m. - 12 p.m. ET on Tuesday, July 18, 2023](#)
- [MCO and Hospital Staff - Annual Delaware PASRR Provider Training - MCO and Hospital Staff | 10 a.m. - 12 p.m. ET on Thursday, July 20, 2023](#)

### PROCESS REMINDER: Updating PathTracker in AssessmentPro

**Attention Nursing Facilities:** Be sure to always update PathTracker. Your PathTracker should be updated every time a client admits or discharges from your facility.

**IMPORTANT:** PathTracker is going to be linked to Medicaid payment, and needs to remain up-to-date to receive payment.

To learn how to maintain these important updates in AssessmentPro, review the training resources linked below:

- [Introduction to PathTracker | Slides](#)
- [Introduction to PathTracker | Recording - 33:05 mins](#)(register with name and email to view)

If you have additional questions regarding how to perform Pathtracker updates, please contact the Help Desk at: **833.357.2777** or by email at [DEPASRR@maximus.com](mailto:DEPASRR@maximus.com).

## BEST PRACTICES: Assessment Tips & Reminders

1. For clients with a short-term approval, always submit a new **Level I PASRR at least 10 days prior to the short term expiration date**.
2. Delaware PASRR has implemented ServiceMatters reviews for any client that receives a Level II PASRR and has been recommended for Specialized Services. These ServiceMatters reviews **ensure that the Specialized Services are being received** in the nursing facility. Providers outside of the nursing facility should be aware that if you had a client receive a Level II PASRR, you may receive an email or phone call from Maximus asking where the client is currently located.

Maximus asks for this information to ensure that the ServiceMatters review is sent to the correct nursing facility. Nursing facility Providers must consistently **keep PathTracker up-to-date with current clients in your facility**. Likewise, ServiceMatters users in AssessmentPro should be on the lookout for emails from Maximus regarding ServiceMatters reviews, and check AssessmentPro to view and complete ServiceMatters reviews.

Facilities should have **at least two Providers in your facility with the ServiceMatters Respondent role** in AssessmentPro. This role allows for the Provider to review and provide information for the ServiceMatters assessments that have been assigned for clients who require specialized services.

The AssessmentPro Access Coordinator for your facility can assign the ServiceMatters Respondent role to staff in their facility, or you can call/email the [Delaware Help Desk](#) to have this role added to a user.

If you are reviewing a ServiceMatters assessment, remember to **provide the care plan that includes the specialized service** that has been requested, as well as documentation showing that this service has been provided (or efforts made to provide the service).

3. CMS is conducting targeted, off-site audits to determine whether nursing facilities are **accurately assessing and coding individuals with a schizophrenia diagnosis**. Always submit a new Level I assessment when there is a change in client status. This includes:

Changes in mental health diagnoses  
Newly identified PASRR conditions (Mental Illness, Intellectual Disability, or Related Condition)  
Changes in symptoms and behaviors  
The previous PASRR is not accurate  
The client no longer is appropriate for nursing facility care or chooses community placement  
Inpatient psychiatric care was recently needed

4. **Each individual's PASRR needs to be read in its entirety** prior to being admitted to a nursing facility to make sure that the facility can provide the services that have been requested to meet the client's needs. The goal is not to fit the individual to a plan, but to **formulate a plan for the individual based on their specific needs**.

## CONTACT: Delaware PASRR Services Help Desk

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- Phone: **833.357.2777**
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5/15/2023

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## **Event Announcement: Register for Annual Delaware PASRR Provider Training to Review All Things PASRR, PASRR Updates, and PASRR Questions**

The Delaware PASRR team is holding an important annual Provider training opportunity this July, to review all things PASRR, PASRR updates, and to answer all of your lingering PASRR questions.

There will be two separate two-hour training sessions, one for Nursing Facility staff, and one for Hospital staff. Please register for the session that applies to your role below.

- [\*\*Nursing Facility Staff - Annual Delaware PASRR Provider Training - Nursing Facility Staff | 10:00 a.m. - 12:00 p.m. ET on Tuesday, July 18\*\*](#)
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## **CONTACT: Delaware PASRR Services Help Desk**

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1/26/2023

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## **Quarterly Newsletter: Assessment Best Practice Reminders | ServiceMatters Refresher**

**Happy New Year!** For this first Delaware PASRR Provider Newsletter of 2023, we cover some **important *best practice* reminders**, and share an insightful **overview of ServiceMatters**. As always, **thank you** for all you do to improve the lives of those we serve across the state.

## **BEST PRACTICES: Assessment Tips & Reminders**

1. Be sure to look for emails from Maximus regarding ServiceMatters Reviews, and review the [ServiceMatters training slides](#) located in the resources tab in AssessmentPro.
2. Occasionally Maximus will **email your facility regarding location of clients** after the Level II PASRR is completed. Please respond to these emails as quickly as possible.
3. Remember to **always submit a resident review** before the short term approval expires. Ideally, Providers should submit a resident review **10 days before** the PASRR expiration date.

## PROCESS: ServiceMatters Overview

DE PASRR has implemented ServiceMatters reviews for any client that receives a **Level II PASRR and has been recommended for Specialized Services**. These ServiceMatters reviews ensure that the Specialized Services are being received in the nursing facility. Providers outside of the nursing facility should be aware that **if you had a client receive a Level II PASRR, you may receive an email or phone call from Maximus** asking where the client is currently located.

Maximus asks for this information to ensure that the ServiceMatters review is sent to the correct nursing facility. **Nursing facility Providers must consistently keep PathTracker up-to-date** with current clients in your facility. Likewise, ServiceMatters users in AssessmentPro should be on the lookout for **emails from Maximus regarding ServiceMatters reviews**, and **check AssessmentPro to view and complete ServiceMatters reviews**.

## CONTACT: Delaware PASRR Services Help Desk

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

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Phone: **83.DEL.PASRR (833.357.2777)**