

11/19/2024

DE PASRR Program - Quarterly Provider Newsletter: Assessment Best Practice Reminders | Review Resources Available on the Delaware PASRR Tools & Resources Site

BEST PRACTICES: Assessment Tips & Reminders

1. Please keep in mind that as of **Monday, November 18**, the AssessmentPro System has been updated to include connection to the Delaware Medicaid Enterprise System (**DMES**).

Going forward, it is essential that Providers **closely monitor the PathTracker Admittance Queue** and ensure the queue remains up-to-date. Keep in mind that PathTracker will be directly linked to your payment, so it's essential that Providers **closely monitor the PathTracker Admittance Queue and regularly update PathTracker** to reflect who is in your facility every time a client admits to or discharges from your facility.

Click the links below for a quick refresher on how to use PathTracker.

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

For payment or claim issues, please reach out to:

- DMMA_PASRR@delaware.gov
 - State Of Delaware - PASRR Unit: **302.424.7120**
2. If you are a ServiceMatters Respondent (this can be identified under user roles on your AssessmentPro profile), please **review the ServiceMatters Review tab frequently**, and update as needed. If you would like to be added as a ServiceMatters Respondent, please contact the [DE PASRR Help Desk](#).
 3. Remember to **submit a resident review status change for any short-term approvals**.

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:

- [Annual DE PASRR Provider Training for Nursing Facilities - July 2024 | Recording](#)
- [Annual DE PASRR Provider Training for Nursing Facilities - July 2024 | Slides](#)
- [Annual DE PASRR Provider Training for Hospitals and MCOs - July 2024 | Recording](#)
- [Annual DE PASRR Provider Training for Hospitals and MCOs - July 2024 | Slides](#)

- [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 team for more information:

- Phone: 833.357.2777
- Email: DEPASRR@maximus.com

11/14/2024

DE PASRR Program - Important Provider Update: Go-Live Date for the AssessmentPro Interface With Delaware Medicaid Enterprise System (DMES) Scheduled for Monday November 18

Please be aware that beginning **Monday, November 18**, the AssessmentPro System will be updated to include connection to the Delaware Medicaid Enterprise System (**DMES**).

What does this mean for me?

Going forward, **it is essential that Providers closely monitor the PathTracker Admittance Queue** and ensure the queue remains up-to-date. Keep in mind that **PathTracker will be 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. Likewise, we ask Providers to ensure the Census Queue reflects who is currently in the facility.

Click the links below for a quick refresher on how to use PathTracker.

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

For payment or claim issues, please reach out to:

- DMMA_PASRR@delaware.gov
- State Of Delaware - PASRR Unit: **302.424.7120**

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

7/31/2024

DE PASRR Program - Quarterly Provider Newsletter: PathTracker and ServiceMatters Best Practices

1. Effective August 1, 2024, Nursing Facility users completing an admission record in PathTracker will be **required to attest that your facility is prepared to provide the services listed in the PASRR** (if applicable) before you can proceed with the admission form.

This requires that you have **obtained a copy of the PASRR Level I or II notice and reviewed it** prior to completing the admission.

2. It is essential that Providers **closely monitor the PathTracker Admittance Queue** and ensure the queue remains up-to-date. Keep in mind that **PathTracker will be 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.

Likewise, we ask that Providers **ensure the Census Queue reflects who is currently in the facility**.

3. If you are a **ServiceMatters Respondent** (this can be identified under user roles on your AssessmentPro profile), please review the ServiceMatters Review tab frequently, and update as needed. If you would like to be added as a ServiceMatters Respondent, please contact 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:

- Phone: 833.357.2777
- Email: DEPASRR@maximus.com

7/12/2024

DE PASRR Program - Provider Updates and Reminders: Attestation Addition Coming to AssessmentPro Beginning August 1 | Register for Annual Provider Training

PROCESS UPDATE: Attestation Addition Coming to AssessmentPro Beginning August 1

Please be aware that as of August 1, 2024, Providers will be required to acknowledge an attestation when submitting a new referral. Before each submission, you will be prompted to read and acknowledge. The attestation box must be checked to allow the submission to continue (see below).

☐ Select the assessment for this admission:

AID	Type	Outcome	LOS	Determination ... ↑	End Date	Submitting Facility

☐ Assessment not listed
☐ Date of assessment not known
☐ No assessment was submitted for this admission

Date of determination:

Completed by: Amy Provider Phone: Date:

Admission Id :

☐ By admitting this person in the PathTracker Census, the Nursing Facility commits to providing the services outlined in the PASRR pre-admission assessment and any subsequent assessments, as long as this person remains a resident.

EVENT REMINDER: Register for Annual PASRR Provider Training | Tuesday, July 16 and Thursday, July 18

Don't forget to join the Delaware PASRR team for an important Annual Provider Training opportunity next week to review all things PASRR, PASRR updates, and to answer all your lingering PASRR-related questions.

There will be two separate two-hour training sessions. These include one developed for Nursing Facility staff, and another geared toward 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 16](#)
- [MCO and Hospital Staff - Annual Delaware PASRR Provider Training - MCO and Hospital Staff | 10 a.m. - 12 p.m. ET on Thursday, July 18](#)

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

6/3/2024

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-related questions. There will be **two separate two-hour training sessions**, one for Nursing Facility staff, and another geared toward 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 16**](#)
- [**MCO and Hospital Staff - Annual Delaware PASRR Provider Training - MCO and Hospital Staff | 10 a.m. - 12 p.m. ET on Thursday, July 18**](#)

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

4/18/2024

EVENT ANNOUNCEMENT: Register for Upcoming Level I Provider Training | 12 p.m. ET on Tuesday, May 14

Be sure to join the Maximus Delaware PASRR team and our State partners at **12 p.m. ET on Tuesday May 14** for an informative one-hour session covering critical aspects of the Level I process. The training will include:

- An in-depth review of the **Level I process**
- A live demo of placing a **Level I referral** in AssessmentPro

Click the link below to register in advance for the meeting. After registering, you will receive a confirmation email containing information about joining the webinar.

[**Level I Overview: Delaware PASRR | 12 p.m. ET on May 14, 2024**](#)

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

3/11/2024

Quarterly Provider Newsletter: PathTracker and ServiceMatters Best Practice Reminders Review Resources Available on the Delaware PASRR Provider Site

BEST PRACTICES: PathTracker and ServiceMatters Reminders

1. It is essential that Providers closely monitor the PathTracker Admittance Queue and ensure the queue remains up-to-date. Keep in mind that PathTracker will be 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. Likewise, we ask Providers to **ensure the Census Queue reflects who is currently in the facility**.

Click the following links for a quick overview about how to use PathTracker, and also review the process for admittance and removal below:

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

Admitting an individual:

STEP 1:
Click the **PathTracker** tab.

STEP 2:
Review the partial demographics provided to determine if the person has arrived in your facility.

Click **Admit** if the person has entered your facility.

STEP 3:

Complete the person's **last name** and **social security number**.

Click **Continue** to proceed.

Admit to Facility

The first three letters of the individual's first name, the first three letters of the last name, and the last four digits of the individual's Social Security Number are provided.

Complete the rest of the last name and Social Security Number in order to proceed.

First name: DEM

Last name: DON

Social Security Number: 2555

Please confirm the individual's date of birth: 7/1/1900

Do not repeat information provided.

For example:

Information for last name given = SMI

Enter = TH

To complete the last name = **SMITH**

Information for the SSN = last 4 digits

Enter = First 5 digits

To complete the **9-digit number**

STEP 4:

Enter the **Admission Date** and **Expected Length of Stay**.

Admit to Facility

Individual Name: Demo Donna

Admitting Facility: ALEXANDRIA CARE CENTER

Admitting Facility Address:
XXXXX XXXXX XXXXX
XXXXX, IN 55555

Admission Date:

Removing an individual:

If the person identified in the **Admittance queue** is unfamiliar or is not admitting to your facility:

Select **Remove from Queue**.

Admittance Queue

First Three Letters of First Name	First Three Letters of Last Name	Date of Birth	Identification Type	Last Four of Identification Number	Actions
XXX	LAS	01/01/1900	Social Security Number	1706	<input type="button" value="Admit"/> <input type="button" value="Remove from Queue"/>
XXX	LAS	01/01/1900	Social Security Number	1740	<input type="button" value="Admit"/> <input type="button" value="Remove from Queue"/>

1 - 2 of 2 items

2. If you are a **ServiceMatters Respondent** (this can be identified under user roles on your AssessmentPro profile), please **review the ServiceMatters Review tab frequently and update as needed**. If you would like to be added as a ServiceMatters Respondent, please contact the [DE PASRR Help Desk](#).

maximus

ServiceMatters Reviews

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