

1 / 09 / 2025

DE PASRR Program - Important Provider Notice: Program Management Team Update

Maximus is pleased to introduce our new Delaware PASRR Program Manager, **Melissa Lee**. Melissa has been with Maximus since 2015. She has almost 10 years of PASRR experience, as well as 20 years as a nurse. Feel free to contact her with any questions you have about this recent transition:

MelissaLee@maximus.com.

3 / 26 / 2025

DE PASRR Program - Quarterly Newsletter: Maximus Contract Renewed for Management of the PASRR Program | Review Helpful Toolkit of Guides and Resources

[PROGRAM UPDATE: Maximus Contract to Manage PASRR Services Renewed on March 15](#)

The Delaware PASRR team is pleased to announce that as of March 15, **Maximus renewed their contract with DHSS for stewardship of the Delaware PASRR program**. We appreciate your ongoing partnership in recent years, and are excited to continue working with you to help improve the lives of those we serve!

[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](#)

5 / 05 / 2025

DE PASRR Program - Important Process Update: Multi-Factor Authentication for AssessmentPro Goes into Effect on Monday, May 19 | Review Important User Guide Ahead of Upcoming Transition

Beginning **Monday, May 19**, your AssessmentPro login will require a new step: completing **Multi-Factor Authentication (MFA)**. MFA provides an additional layer of security by requiring users to verify their identity via email before login is complete.

This secondary verification email will be sent to the email address listed on your **AssessmentPro User Information profile**, so be sure to **check that the address on your profile is correct** prior to go-live.

The Delaware PASRR team has added a [handy new User Guide on completing MFA](#) to the [DE PASRR Tools & Resources site](#). Please review this new resource at your earliest convenience, and be on the lookout for more communications over the next few weeks as we get closer to launch of this new important process change.

5 / 19 / 2025

DE PASRR Program - Process Update Reminder: Multi-Factor Authentication for AssessmentPro is Now in Effect | Review MFA User Guide If You Haven't Already Done So

Multi-Factor Authentication (MFA) is now in place as a part of the AssessmentPro login process. A secondary verification email will be sent to the email address listed on your **AssessmentPro User Information profile** to complete the verification.

The Delaware PASRR team has added a [handy new User Guide on completing MFA](#) to the [DE PASRR Tools & Resources site](#). If you haven't already, be sure to review this new resource at your earliest convenience, and feel free to reach out to the [DE PASRR Help Desk](#) if you have any lingering questions about this new process.

6 / 06 / 2025

DE PASRR Program - Event Announcement: Register for Annual Delaware PASRR Provider Training to Review All Things PASRR, PASRR Updates, and PASRR Questions

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.

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. We look forward to your participation and to supporting your continued success with PASRR!

[MCO and Hospital Staff - Annual Delaware PASRR Provider Training | 10 a.m. - 12 p.m. ET on Wednesday, July 9](#)

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

7 / 21 / 2025

DE PASRR Program - Provider Updates: Thanks to All Who Attended the July 9-10 Annual Provider Training | Please Review Training Materials and New Training FAQs Doc

The Delaware PASRR team would like to thank everyone who attended the recent **Provider Training sessions that were held on July 9 and 10**. If you were unable to attend the training, or would like a refresher on the topics presented, please **review the training slides and recording linked below**, and keep in mind that these materials are available at any time on the DE PASRR Tools & Resources site:

- [Annual DE PASRR Provider Training for Nursing Facilities - July 2025 | Slides](#)
- [Annual DE PASRR Provider Training for Nursing Facilities - July 2025 | Recording](#)
- [Annual DE PASRR Provider Training for Hospitals and MCOs - July 2025 | Slides](#)
- [Annual DE PASRR Provider Training for Hospitals and MCOs - July 2025 | Recording](#)

Additionally, the team has compiled a comprehensive list of your most frequently asked questions from last week's training sessions. [Click here to review this handy document at your earliest convenience](#). As always, **thank you** for all that you do to improve the lives of citizens across Delaware.