

QUESTIONS	ANSWERS
Who do I contact for payment or claim issues?	Contact the State of Delaware PASRR Unit: Phone: 302.424.7120 Email: DMMA_PASRR@delaware.gov
Who do I contact for AssessmentPro PathTracker related assistance?	Contact the DE PASRR Help Desk: Phone: 83.DEL.PASRR 833.357.2777 Fax: 877.431.9568 Email: DEPASRR@maximus.com
When did the Delaware Medicaid Enterprise System (DMES) implement?	As of Monday, November 18, 2024, the AssessmentPro System has been updated to connect to the Delaware Medicaid Enterprise System. Going forward, it is essential that Providers closely monitor the PathTracker Admittance and Census Queues and ensure they are up to date. PathTracker will be directly linked to your payment, so it is vital that PathTracker reflects who is in your facility every time a client admits to or discharges from your facility.
What is PathTracker?	It is an AssessmentPro process to track nursing facility residents. This includes admissions, discharges, and transfers.
Who can enter PathTracker information?	Nursing facilities. Also, clinical and non-clinical AssessmentPro users.
What information is needed for Admission Notices?	Full name and complete SSN, admission date, and expected length of stay. You will also need to know where the individual is admitting from and the determination date of the associated PASRR.
What information is needed for Discharge/Transfer/Deceased Notices?	Date of departure, reason for departure, and disposition location if discharged or transferred. ** Make sure you save a copy of any needed PASRR information before completing this option. Once you submit the notice, you will lose access to this individual's information.
What is the difference between the Admittance Queue and Census queues?	The admittance queue is a list of every individual who was identified as going to your nursing facility through the Level I process. The census queue is a list of individuals who are currently residing at your facility.
What if there is an individual in the Admittance Queue and they never admitted to my facility?	You can remove them from your Admittance Queue, select "Remove from Queue."
What if there is an individual in my facility, but they are not	You can click "Individual Not Shown" and it will take you to the PathTracker Search feature. Select search criteria needed and

showing in the Admittance Queue?	select "Admit."
How often do I have to update the PathTracker queues?	Please update the queues as soon as you can after they arrive, discharge, expire, and/or transfer. It is important to keep your queue up to date.
Do we need to admit in PathTracker when residents are only admitted for respite stays?	Yes, it is important to keep your PathTracker queues up to date with accurate admittance and discharge information.
What do I do if I have an individual who admitted to my facility, but they are not in the Admittance Queue and they are showing as being at another facility.	You will need to call the other facility and request them to discharge them from their queue.