

Iowa PASRR

Quarterly Provider Newsletter:

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EVENT TOMORROW: PASRR Abbreviated Level II Outcomes - The Exempted Hospital Discharge & Categorical Outcomes: Who Can Consider Them? What Do They Mean?

Please join us tomorrow, **Tuesday, February 17, 2026, at 2:00 p.m. CST** for an Iowa PASRR Technical Assistance webinar of up to 90 minutes. This session will address how and when a Level I PASRR screen can be submitted for consideration of an outcome of 30-day Exempted Hospital Discharge (EHD) or any other of several Categorical Outcomes. This webinar will provide information on:

- When is it possible to seek consideration of a temporary hospital exemption (EHD) from the full Level II process?
- When is it possible to explore consideration of the various kinds of temporary and abbreviated Level II outcomes?
- What are the pros and cons of using any of the abbreviated Level II outcomes?
- What are the best practices for completing thorough and timely Level I screens?
- Which documents do I need to provide up front for the process to work as quickly and efficiently as possible?

If you are a potential Level I submitter, (examples include hospital or NF social workers, nurses, discharge planners, nursing facility DONs, in-home health care providers, RCF or assisted living staff members, community mental health services providers, MCO care managers, hospice providers, physician's offices, or others), then this webinar is for you. If you have any colleagues who may need to learn how to submit Level I PASRR screens, or who may need to learn about when it might be acceptable or appropriate to suggest any of the Categorical Outcomes and what they mean, then please invite them to attend.

Click the link below to register:

- [Click to Register | 2:00 p.m. CST on Tuesday, February 17, 2026](#)

REQUEST: Take Our Brief Survey Ahead of Spring PASRR Road Show



We are in the midst of preparations for the upcoming **Spring 2026 Iowa PASRR Road Show, taking place from April 14 - 17**. [Click here to take a brief survey](#) and let us know where you would be most likely to attend the full-day PASRR training events that will be offered during the Road Show. **More registration information is coming soon.**



BEST PRACTICE: "Proof of Guardianship/Conservatorship" Guidance

The State of Iowa requires submission of proof of guardianship and/or conservatorship for those individuals with legal guardians and/or conservators. Since the 2020 change in Iowa law, submission of annual reports to the court are required for all guardians and conservators. There are up to three key documents needed:

1. The **original court order establishing a** guardian or conservator.
2. The **"letters of appointment,"** which is another type of court order that accompanies any new/amended orders for any guardianship/conservatorship.
3. The most recent court **order for continuation of the guardianship/conservatorship** that follows review of annual reports.

FAQs: ServiceMatters Processes



We hope the following information will be a useful response to you frequently asked questions about ServiceMatters processes

Our ServiceMatters outcomes continue to be noncompliant. What can we do to come into compliance with PASRR?

If your facility continues to receive noncompliant ServiceMatters outcomes, please ask the following:

"Have all staff who are assigned to the ServiceMatters role within the Iowa PASRR data base attended training?"

If not, please have them sign up and begin joining us for training as soon as possible. We have found in nearly 15 years of doing PASRR in Iowa, that those who don't attend training will seldom be able to achieve compliance. That is a huge reason why we've offered webinars every other week, on Tuesdays at 2:00 pm, for over a dozen years, and face to face full day training events twice each year in four locations, so that everyone involved in PASRR has an opportunity to get fully plugged into how and why it works as it does, what it is intended to achieve for older adults and people with disabilities, and how to be fully compliant with it.

"Have all staff who are assigned to the ServiceMatters role within the Iowa PASRR Database been using the Iowa Care Planning Tool?"

If so, that's great to hear, but if not, use of it is not required, although we find that very few care plans are compliant if/when the author does not use the tool, or at least use it as a starting point from which to learn how to develop compliant care plans for their residents.

The tool along with the 13-minute video on how to use it and develop a compliant care plan should be the starting place for any or all staff who intend to develop care plans for your residents. The information about how to develop compliant care plans applies to ALL of your residents, and not just those who are in the PASRR population.

"On those cases where you have received an outcome of noncompliance on ServiceMatters reviews, have I downloaded the outcome letters as required, placed them in the individual's file, and thoroughly reviewed them?"

Of all of our discoveries in recent years, this is perhaps the biggest takeaway. We have found an alarming number of NFs are not reading the outcome letters or placing them in the files of the residents. It appears to us that until NFs send their staff to training, they don't understand that extremely

detailed technical assistance and information on exactly which elements of the care planning and/or service delivery process were determined to be out of compliance, is included in those letters. As a matter of fact, the ServiceMatters clinicians have been seeing a huge increase in the numbers of facilities that are requesting assistance following findings of non-compliance, without ever having reviewed the technical assistance they've already been given.

"Do all staff understand that the ServiceMatters outcome letters are part of the individual's PASRR record, and must be contained in the individual's file, whether that is a hard copy file or an electronic file?"

If not, the failure to have these ServiceMatters outcome letters in the person's record is a compliance issue in and of itself, and may be identified as a problem by MCO care managers or staff of the Long Term Care Ombudsman's office, or DIAL survey staff if/when they ask to see the PASRR record, as they are trained to expect to see the ServiceMatters outcome letters, along with the actual PASRR Level I outcomes or Level II Summaries of Findings, all of which need to be in the person's record.

Additionally, you may contact any of the ServiceMatters clinicians at Maximus to seek technical assistance and support about how to achieve compliance with care plans and service delivery. If/when you feel that you've exhausted those efforts, NFs are also free to reach out to Iowa PASRR Program Manager, Lila Starr, with Iowa Department of Health and Human Services for additional support on compliance issues.

SUPPORT: Your Iowa PASRR Provider Resources



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[Provider Tools & Resources](#)

Maximus and HHS will continue to offer many valuable learning opportunities throughout the year. Please make certain to bookmark the [Iowa PASRR Providers website](#), where all Iowa PASRR activity begins, in order to stay current with PASRR in Iowa.

It is our privilege to work with you to ensure individuals in Iowa receive the services and support they need in the least restrictive, most integrated setting, appropriate to their needs and choices.



The logo for Maximus, featuring the word "maximus" in a bold, purple, sans-serif font.