



Iowa PASRR  
2016 – 2024 Web Announcement Archive

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**Iowa PASRR ServiceMatters Three-Part Webinar Series: ServiceMatters Walkthrough & DHS Follow Up**  
NF Staff and PASRR Providers with questions about ServiceMatters should attend the upcoming three- part training webinar series. The sessions will walk Providers through the entire ServiceMatters process and discuss what happens if you are determined to be non-compliant after two ServiceMatters reviews with Ascend.

The webinars will include: 1) Opportunity for questions, 2) Tips for success when preparing for ServiceMatters reviews, 3) Information on what will happen during technical assistance calls with Tammy, and 4) Information on what happens if Ascend reports possible non-compliance to DHS. Use the links below to register.

Part 1: ServiceMatters Process Walkthrough  
Tuesday 5/17/16 | 2-3 PM CT | [Click here to register](#)

Part 2: "Time with Tammy," How to Prepare, Who and What to Bring to the Technical Assistance Call  
Tuesday 5/31/16 | 2-3 PM CT | [Click here to register](#)

Part 3: Beyond ServiceMatters - What Happens Next with DHS?  
Tuesday 6/14/16 | 2-3 PM CT | [Click here to register](#)

6 / 02 / 2016

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**NEW DATES: Iowa PASRR ServiceMatters Three-Part Webinar Series: ServiceMatters Walkthrough and DHS Follow Up**

Nursing Faculty Staff and PASRR Providers are strongly encouraged to attend the upcoming three-part training webinar series on care planning and the service monitoring process. This three part series was begun on 5/17/16, but was interrupted by a fire drill, so Ascend and DHS have decided to start it again, from the beginning in an effort to make all three parts more fully available to a broader audience.

The sessions will walk Providers through the entire ServiceMatters process and discuss what happens if you are determined to be non-compliant after two ServiceMatters reviews with Ascend.

The webinars will include: 1) Opportunity for questions, 2) Tips for success when preparing for ServiceMatters reviews, 3) Information on what will happen during technical assistance calls with Tammy, and 4) Information on what happens if Ascend reports possible non-compliance to DHS. Use the links below to register.

**Part 1: ServiceMatters Process Walkthrough** | Tuesday 6/14/16 | 2-3 PM CT | [Click here to register](#)

**Part 2: "Time with Tammy," How to Prepare, Who and What to Bring to the Technical Assistance Call**  
| Tuesday 6/28//16 | 2-3 PM CT | [Click here to register](#)

**Part 3: Beyond ServiceMatters - What Happens Next with DHS?** | Tuesday 7/12/16 | 2-3 PM CT | [Click here to register](#)

**PLEASE NOTE:** If you were already pre-registered for the webinars on 5/31/16 and 6/14/16, your registration will be carried over to the newly planned Technical Assistance event for that date.

We will also hold a Technical assistance webinar on Tuesday, 5/31/16, where we will offer an overview of frequently asked questions, how to effectively utilize the PASRR Providers website, and tools available to NF staff and other PASRR providers for assistance with care planning, development of crisis intervention and safety plans, and a discussion of behaviorally based treatment plans.

6 / 22 / 201 6

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Iowa PASRR ServiceMatters Three-Part Webinar Series: ServiceMatters Walkthrough and DHS Follow- Up Nursing Faculty Staff and PASRR Providers are strongly encouraged to attend the second webinar in the three-part training webinar series on care planning and the service monitoring process.

The sessions will walk Providers through the entire ServiceMatters process and discuss what happens if you are determined to be non-compliant after two ServiceMatters reviews with Ascend.

The webinars include: 1) Opportunity for questions, 2) Tips for success when preparing for ServiceMatters reviews, 3) Information on what will happen during technical assistance calls with Tammy, and 4) Information on what happens if Ascend reports possible non-compliance to DHS. Use the links below to register.

**Part 2: "Time with Tammy," How to Prepare, Who and What to Bring to the Technical Assistance Call**  
| Tuesday 6/28//16 | 2-3 PM CT | [Click here to register](#)

**Part 3: Beyond ServiceMatters - What Happens Next with DHS?** | Tuesday 7/12/16 | 2-3 PM CT | [Click here to register](#)

7 / 08 / 20 16

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Iowa PASRR ServiceMatters Webinar Series Part 3: Beyond ServiceMatters  
Nursing Faculty Staff and PASRR Providers are strongly encouraged to attend the third webinar in the three-part training webinar series on care planning and the service monitoring process.

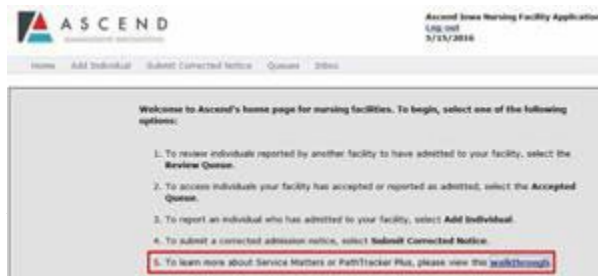
The presentation materials for the two sessions on ServiceMatters (Part 1, "ServiceMatters Process Walkthrough" and Part 2, "Time with Tammy: How to Prepare, Who and What to bring to the Technical Assistance Call,") can be found under your provider login on the Iowa PASRR Web-Based Home Page. Providers are encouraged to view Parts 1 and 2 prior to Part 3, if possible and convenient. However, participation in Parts 1 and 2 is not a prerequisite to being able to benefit from Part 3. If your facility has received one or more letters from DHS about possible noncompliance any time in the past two years, you are very strongly encouraged to participate in Part 3 as we believe the technical assistance offered will be

Session 3 will walk Providers through the entire process utilized by the Iowa Department of Human Services (DHS), in the Division of Mental Health and Disability Services (MHDS) whenever your care plan or service delivery are determined to be non-compliant after two ServiceMatters reviews with Ascend. DHS also utilizes this process any time they receive complaints of possible PASRR non-compliance from the Department of Inspections and Appeals (DIA) or others.

The webinars will include: 1) Opportunity for questions, 2) Tips for success when preparing for ServiceMatters reviews, 3) Information on what will happen during technical assistance calls with Tammy, and 4) Information on what happens if Ascend reports possible non-compliance to DHS. Use the links below to register.

Part 3: Beyond Service Matters - What Happens Next with DHS?  
Tuesday 7/12/16 | 2:00 - 3:00 PM CT | [Click here to register](#)

7 / 13 / 2016



of Human Services and Ascend, a MAXIMUS  
are not been utilizing Ascend PathTracker Plus, with  
s not yet entered 100% of your residents into  
PathTracker Plus system and the entry of all residents  
1/2016.

and urged to utilize PathTracker Plus in February of

**All current residents are required to be entered into PathTracker Plus.** along with original date of admission, regardless of payer source and regardless of PASRR Level I or PASRR Level II status.

Training about the implementation of PathTracker Plus was provided via live webinar on eleven occasions from January 25, 2016 - February 9, 2016.

A recording of this session has been available since January and can be found after [logging into](#) the Ascend system for your Nursing Facility, as pictured at left (see item #5).

If you have questions about system use of PathTracker, please contact the Iowa Helpdesk at Ascend for assistance. Ascend Iowa Help Desk: 1- 877-431-1388 ext. 3403 or [iowapasrr@ascendami.com](mailto:iowapasrr@ascendami.com).

Part 3: Beyond Service Matters - What Happens Next with DHS?  
Tuesday 7/12/16 | 2:00 - 3:00 PM CT | [Click here to register](#)

7 / 21 / 2016

**Iowa PASRR ServiceMatters & Beyond Recap of Three-Part Webinar Series with Questions and Answers** Nursing Faculty Staff and PASRR Providers are strongly encouraged to attend this recap of the three-part training webinar series on care planning, the ServiceMatters process, and DHS follow up.

The Recap will walk Providers through the ServiceMatters process and the process utilized by the Iowa Department of Human Services (DHS), in the Division of Mental Health and Disability Services (MHDS) whenever your care plan or service delivery are determined to be non-compliant after two ServiceMatters reviews with Ascend. DHS also utilizes this process any time they receive complaints of possible PASRR non-compliance from the Department of Inspections and Appeals (DIA) or others.

The webinars include:

- > The ServiceMatters Review Process,
- > Tips for success when preparing for reviews,
- > How to recognize when non-compliance can't be repaired,
- > Information on what will happen during the DHS review process with Lila Starr,
- > What happens if MHDS reports PASRR non-compliance to DHS-Iowa Medicaid Enterprise,
- > And . . . time for Questions and Answers! Use the link below to register:

Recap: ServiceMatters and Beyond - What Happens Next with DHS?

Tuesday 7/26/16 | 2:00 - 3:00 PM CT | [Click here to register](#)

8 / 3 / 2016

## 2016 Technical Assistance (TA) Webinars - Registration Now Open

To assist you in planning your learning calendar for the rest of 2016, we have opened registration for our Iowa PASRR Technical Assistance webinars. This is your chance to learn with DHS and Ascend, ask questions, and understand more about PASRR, care planning, ServiceMatters, Ascend/DHS service monitoring, and PathTracker.

These 1-hour sessions will take place on the dates and times listed below. Click the links below to register:

8/9/16 | 2 - 3 PM | Topic: *PASRR 101 - The Basics of Preadmission Screening & Resident Review* | [Click to register](#)

8/23/16 | 2 - 3 PM | Topic: *PathTracker with Links to Payments - System Updates* | [Click to register](#) 9/13/16 | 2 - 3 PM | Topic: *How to Optimize Use of the Iowa PASRR Providers Website - Walkthrough of PASRR.com* | [Click to register](#)

9/27/16 | 2 - 3 PM | Topic: *Updates about the Iowa PASRR Process* | [Click to register](#) 11/8/16 | 2 - 3 PM | Topic: *Onsite Training Follow Up - Q&A* | [Click to register](#)

11/22/16 | 2 - 3 PM | Topic: *Part 1 - ServiceMatters (Ascend Care Plan and Service Monitoring) Process Walkthrough* | [Click to register](#)

12/6/16 | 2 - 3 PM | Topic: *Part 2 - Time with Tammy - How to Prepare, Who, and What to Bring to the TA Call* | [Click to register](#)

12/20/16 | 2 - 3 PM | Topic: *Part 3 - Beyond ServiceMatters - What Happens Next with DHS? (DHS Care Plan and Service Monitoring)* | [Click to register](#)

8 / 22 / 2016

## Technical Assistance Webinar Topic Change 8/23/16 and 9/13/16

To accommodate a necessary programming change, we have switched the Topic of our IA Technical Assistance webinar on August 23, 2016 to *How to optimize use of the Iowa PASRR providers website: Walkthrough of PASRR.com*, which was originally scheduled for the webinar on September 13. The new topic for the September 13, 2016 webinar is: *PathTracker with Links to Payments - System Updates*, which was originally scheduled for the webinar on August 23.

If you are already registered for the webinar on 8/23 or 9/13 and remain interested in attending for the new topics, you need not do anything - your registration remains active.

If you are interested in registering for the webinar based on the new topic, please register using the links below.

If you are registered and no longer wish to attend, simply do not log into the webinar. There is no need to notify us of a cancellation.

These 1-hour sessions will take place on the dates and times listed below. Click the links below to register:

8/23/16 | 2 - 3 PM | Topic: *PathTracker with Links to Payments - System Updates* | [Click to register](#) 9/13/16 | 2 - 3 PM | Topic: *How to Optimize Use of the Iowa PASRR Providers Website - Walkthrough of PASRR.com* | [Click to register](#)  
9/27/16 | 2 - 3 PM | Topic: *Updates about the Iowa PASRR Process* | [Click to register](#) 11/8/16 | 2 - 3 PM | Topic: *Onsite Training Follow Up - Q&A* | [Click to register](#)  
11/22/16 | 2 - 3 PM | Topic: *Part 1 - ServiceMatters (Ascend Care Plan and Service Monitoring) Process Walkthrough* | [Click to register](#)  
12/6/16 | 2 - 3 PM | Topic: *Part 2 - Time with Tammy - How to Prepare, Who, and What to Bring to the TA Call* | [Click to register](#)  
12/20/16 | 2 - 3 PM | Topic: *Part 3 - Beyond ServiceMatters - What Happens Next with DHS? (DHS Care Plan and Service Monitoring)* | [Click to register](#)

8 / 31 / 2016

## 2016 Technical Assistance (TA) Webinars - Registration Now Open

To assist you in planning your learning calendar for the rest of 2016, we have opened registration for our Iowa PASRR Technical Assistance webinars. This is your chance to learn with DHS and Ascend, ask questions, and understand more about PASRR, care planning, ServiceMatters, Ascend/DHS service monitoring, and PathTracker.

These 1-hour sessions will take place on the dates and times listed below. *Note the topic change for 9/13/16.* Click the links below to register:

9/13/16 | 2 - 3 PM | Topic: *PathTracker with Links to Payments - System Updates* | [Click to register](#)

9/27/16 | 2 - 3 PM | Topic: *Updates about the Iowa PASRR Process* | [Click to register](#) 11/8/16 | 2 - 3 PM | Topic: *Onsite Training Follow Up - Q&A* | [Click to register](#)

11/22/16 | 2 - 3 PM | Topic: *Part 1 - ServiceMatters (Ascend Care Plan and Service Monitoring) Process Walkthrough* | [Click to register](#)

12/6/16 | 2 - 3 PM | Topic: *Part 2 - Time with Tammy - How to Prepare, Who, and What to Bring to the TA Call* | [Click to register](#)

12/20/16 | 2 - 3 PM | Topic: *Part 3 - Beyond ServiceMatters - What Happens Next with DHS? (DHS Care Plan and Service Monitoring)* | [Click to register](#)

9 / 23 / 201 6

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### *Looking to the Future by Strengthening our Foundation*

Join us at one of the Ascend, A MAXIMUS Company, and the Iowa Department of Human Services FREE training events around the state offering valuable information regarding the Preadmission Screening and Resident Review (PASRR) process, ServiceMatters, Care Planning, and important changes and innovations.

The upcoming trainings include the opportunity to earn Registered Nurse (RN) CEUs (certificates of attendance provided upon request for other licensure/certifications)

A return to PASRR basics - great information for those new to working with PASRR and a refresher for our seasoned PASRR providers

Using PathTracker Plus and Links to Payment - what PathTracker is and why you must use it

ServiceMatters - what it is and why it matters

Using the Care Planning tools - everything you need to know about developing a PASRR- compliant care plan

Questions and Answers about PASRR in Iowa - looking to the future by strengthening our foundation

### LEARNING OBJECTIVES

By the end of this training, providers will:

Recognize the purpose and function of PASRR, including the history

Define the difference between Rehab and Specialized Services

Recognize the varying Level I and Level II outcome possibilities

Recall the function and purpose of PathTracker

Implement the foundational skills for creating PASRR-compliant care plans

### WHO SHOULD ATTEND

Nurses

Social Workers

PASRR providers

Case Managers  
Hospital Discharge Planners  
Long-term Care & RCF Providers  
Behavioral health services providers  
Anyone else vested in the future of IA PASRR

## TRAINING DATES

Tuesday, October 18, 2016: Sioux City - Hilton Garden Inn Riverfront Wednesday, October 19, 2016: Des Moines - Grand View College Thursday, October 20, 2016: Waterloo - Allen College  
Friday, October 21, 2016: Iowa City - University of IA Hospital and Clinics Attend an event in your community!

## CLICK THE DATE TO REGISTER

[Tuesday, October 18, 2016: Sioux City](#) [Wednesday, October 19, 2016: Des Moines](#) [Thursday, October 20, 2016: Waterloo](#) [Friday, October 21, 2016: Iowa City](#)

## TRAINING SCHEDULE

8:00 AM - Registration opens  
9:00 AM - Hospital and NF provider sessions begin promptly  
12:00 PM - Break for lunch (on your own), Hospital providers finish  
*Hospital providers are welcome to stay for the NF-specific information in the afternoon*  
4:00 PM - NF providers finish

No charge for attendance or CEUs!

IBON Provider #94 - AM session will award 0.33 CEUs, full day will award 0.66 CEUs  
*No partial CEUs will be provided.*  
*Certificates of Attendance available upon request.*







1 / 12 / 2017

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## 2017 Technical Assistance (TA) Webinars - Registration Now Open

To assist you in planning your learning calendar for the start of 2017, we have opened registration for our Iowa PASRR Technical Assistance webinars. This is your chance to learn with DHS and Ascend, ask questions, and understand more about PASRR, care planning, ServiceMatters, Ascend/DHS service monitoring, and PathTracker.

These 1-hour sessions will take place on the dates and times listed below. Note the topic change for 9/13/16. Click the links below to register:

January 10 | 2 - 3 PM | **Topic: PASRR 101: Why We Do PASRR**  
 January 24 | 2 - 3 PM | **Topic: PASRR Level I**  
 February 7 | 2 - 3 PM | **Topic: PASRR Level II**  
 February 21 | 2 - 3 PM | **Topic: Chat with Ascend and DHS: Open Q&A Session**

1 / 30 / 2017

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As Iowa nursing facility providers are aware, Iowa DHS and Ascend have developed several **optional Iowa-specific tools** for use in development of **PASRR-compliant care plans**. Many providers have offered feedback that a video about how to use the tool would be a useful addition to the tools previously available. The [Iowa PASRR NF Level II Care Planning Tool Training video](#) provides visual instruction on navigating and using the original Care Planning Tool. It assists providers in learning how to effectively and efficiently develop PASRR-compliant nursing facility care plans. It is our hope that these tools will assist in the timely scheduling and delivery of PASRR-identified Specialized Services, Rehabilitative Services, and Community Placement Supports that providers find listed in the PASRR Summary of Findings for the individuals they serve.

2 / 03 / 2017

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Iowa Medicaid Enterprise has just released [Information Letter 1760-MC-FFS](#) which is intended to address questions and hopefully clarify policy surrounding PASRR-related care planning and the delivery of PASRR identified services. Information contained in this letter will continue to be shared with providers through Webinars and face to face training delivered by Ascend and DHS.

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The Iowa Geriatric Education Center, based at the University of Iowa Carver College of Medicine, is sponsoring the 2017 Geriatric Lecture Series. This educational opportunity will focus on cognitive decline and dementia. CEUs are available for participation in this online lecture series at NO COST to participants. Individuals wishing to participate may pull up these lectures at their convenience each month, beginning in March through December 2017.

A new lecture is available the 1st working day of each month at: <http://www.healthcare.uiowa.edu/igec/e-learning/geriatric-lecture-series>

The schedule is also available online at: [http://www.healthcare.uiowa.edu/igec/e-learning/geriatric-lectureseries/gls\\_schedule.asp](http://www.healthcare.uiowa.edu/igec/e-learning/geriatric-lectureseries/gls_schedule.asp)

For more information, including presenters and subjects of each monthly lecture, please review the online schedule referenced above, or open the flyer, which can be found in the Education Tools section of the Iowa PASRR Provider [website](#).

We hope that Iowa's healthcare professionals will be able to utilize this important series, which has been made available for free throughout 2017 to federal grant funding.

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## Building Knowledge, Improving Lives

Join us as at one of the Free training events offered by Ascend, a MAXIMUS Company, and the Iowa Department of Human Services. We'll review what we've accomplished in the evolution of Iowa's PASRR program and look forward to where we will go together. You will receive valuable information regarding the Preadmission Screening and Resident Review (PASRR) process, ServiceMatters, Care Planning, and more!

The upcoming trainings include the opportunity to earn Continuing Education Units (CEUs)/Contact Hours and will cover:

A quick review of the PASRR basics - great information for those new to working with PASRR and a refresher for our seasoned PASRR providers

A discussion of how PASRR integrates with the new CMS guidelines for nursing facilities

Using the newly revised functions of PathTracker Plus - what it is and why you must use it

ServiceMatters - what it is, why it matters, and how we're doing so far

PASRR-compliant Care Planning - everything you need to know about planning for delivery of PASRR-identified services

Community Placement Supports and discharge planning - how to use available resources

Delivery of behavioral health services to individuals with significant needs

Behaviorally based treatment plans

Questions and answers about PASRR in Iowa

### Who Should Attend:

PASRR Providers

Nurses  
Social Workers  
Nursing Facility Administrators  
Hospital Social Workers and Discharge Planners  
Case Managers  
Long-Term Care & RCF Providers  
Behavioral health services providers  
Anyone invested in the future of older Iowans, individuals with disabilities, and their long term care needs

**Click the link below to register for a session near you**

[Tuesday, April 4: City of Denison Boulders Conference Center - Boulders Hall](#)

[Wednesday, April 5: Des Moines Hy-Vee Euclid Room](#)

[Thursday, April 6: Waterloo Sullivan Brothers Iowa Veterans Museum - Mess Hall](#)

[Friday, April 7: West Branch Hoover Presidential Library and Museum - Auditorium](#)

*Location addresses and information provided in the registration link.*

[Click here to view the agenda](#)

### Training Presenters

Lila Starr, LBSW | Iowa Department of Human Services, Division of Mental Health & Disability Services  
Joi Shaw, MS | Ascend, a MAXIMUS Company, PASRR Division Manager  
Alice Bernet, RN, PhD, PMHNP-BC | Ascend, a MAXIMUS Company, Clinical Director

No charge for attendance or CEUs!

IBON Provider #94

0.63 CEUs.

Nurses must attend the full day to receive CEUs. No partial CEUs will be awarded.

3/08/2017

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### Topic Change for the 3/28/17 Technical Assistance Webinar

ATTENTION: The topic for the Tuesday, 3/28/17 technical assistance webinar has changed. The new topic is: Planning for Community Discharge and Resources Available.

If you are registered for the 3/28/17 session and would like to cancel, email a reply to the confirmation message you received upon sign-up.

If you are registered and plan to attend the revised session, you can simply disregard this message.

**Click the registration link below to participate, if you have not already registered.**

Tue, March 28 | 2 - 3 PM | REVISED TOPIC: Planning for Community Discharge and Resources Available  
| [Click here to register](#)

4 / 17/2017

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## Thank You for Making Iowa PASRR Provider Training a Success!

We would like to extend a huge note of thanks to all of the attendees for Ascend's recent Iowa PASRR Provider Training Sessions, held throughout the week of April 3rd. Over 300 Providers joined us from diverse backgrounds of expertise, such as Hospitals, Nursing Facilities, Hospice Providers, and MCO Community Based Case Managers. These events were held in multiple cities across the state, including: Des Moines, Denison, Waterloo and West Branch.

We truly appreciate the passion, focus and invaluable input that you contributed to these important sessions. For those unable to attend an event held in your area, or if you're interested in referencing some of the useful information provided, we invite you to click and explore: [Building Knowledge, Improving Lives](#)

This resource, located in Provider Tools, as well as numerous other reference materials are available on your go-to source for all things PASRR: Iowa page on [pasrr.com](http://pasrr.com)

4/ 28/ 2017

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## Important Announcement: Ascend Email Set to Transition to Over to MAXIMUS

### Email Transition 101 - A Primer on What to Expect During the Switch

We are excited to announce that Ascend will take an important step in the coming weeks, kicking off a transition from our current Ascendami.com email addresses to MAXIMUS.com email accounts. This change is scheduled to occur on June 5th.

#### How Will the Transition Affect Me?

Getting up to speed. There's a few things that you will need update to complete the setup process. Here are three simple steps to get you moving:

#### 1. Create New Account

Starting June 5th, we will have a new secure email solution. You will need to create a new account once you receive a secure email from us.

#### 2. Whitelist MAXIMUS Domain

You will need to add any "@maximus.com" accounts to the Safe Senders List, also called Whitelisting.

- Large entities, please inform your IT administrator.
- Small entities, [click here](#) for clear setup instructions.

#### 3. Use New Email Addresses

Begin using the new MAXIMUS.com accounts for each of your Ascend contacts in order to send/receive secure messages and schedule meetings. The ascendami.com email addresses will still receive emails, but those will be forwarded to the MAXIMUS.com addresses.



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## **Register Now: Iowa PASRR Technical Assistance Webinars**

The Iowa Department of Human Services (DHS) and Ascend are providing two technical assistance (TA) webinars for ongoing provider education during the month of May. These important sessions will help your facility comply with the latest Iowa PASRR updates. The events provided this month include:  
Frequently Asked Questions from the April 2017 Onsite Training - An informative recap of PASRR basics and common questions.

PASRR Overview and History - If you are new to PASRR, this webinar will provide you with an overview of PASRR and its history.

**Upcoming dates and registration links are available below. Click the links to register:**

[Frequently Asked Questions from the April 2017 Onsite Training](#) - Tuesday 2-3pm 05/16/17

[PASRR Overview and History](#) - Tuesday 2-3pm 05/30/17

6/ 07 / 201 7

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## **Register Now: Iowa Technical Assistance Webinars**

The **Iowa Department of Human Services (DHS) and Ascend** are providing two **technical assistance (TA) webinars** for ongoing provider education during the month of **June**. These important sessions will help your facility comply with the latest Iowa PASRR updates. The events provided this month include:

**Level I PASRR Overview** - if you are new to PASRR or have questions about submitting Level I screens, this webinar is for you.

**Level II PASRR Overview** - if you are new to PASRR, or have questions about the Level II process, determinations, or summary of findings reports this webinar is for you.

Upcoming dates and registration links are available below:

[Level I PASRR Overview](#): Tuesday 2-3pm 06/13/17

[Level II PASRR Overview](#): Tuesday 2-3pm 06/27/17

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## **Register Now: Iowa Technical Assistance Webinars**

The **Iowa Department of Human Services (DHS) and Ascend** are providing two technical assistance (TA) webinars for ongoing provider education during the month of July. These important sessions will help your facility comply with the latest Iowa PASRR updates. The events provided this month include:

**PathTracker Overview** - if you are new to PASRR and have questions about navigating through PathTracker and questions about how to submit admittance and discharge notices this webinar is for you.

**Service Matters Overview** - if you are new to PASRR and have questions about how to create a compliant care plan or how to successfully complete a Service Matters review, this webinar is for you.

[PathTracker Overview](#): Tuesday 2-3pm 07/11/17

[ServiceMatters Overview](#): Tuesday 2-3pm 07/25/17

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### **Register Now: Iowa Technical Assistance Webinar**

Join us for the upcoming August 8th Technical Assistance (TA) call at 2:00 PM. This will be an open **Q&A session** with Ascend, so feel free to bring any questions you may have.

[Q&A Session](#): Tuesday 2-3PM CST 08/08/17

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### **Register Now: Iowa Technical Assistance Webinar**

Join us for the upcoming August 22nd Technical Assistance (TA) call at 2:00 PM to 3:00 PM, August 22nd. The Webinar Topic will be **Common Obstacles and Potential Remedies to Securing Identified Specialized Services Rehabilitation Services and Community Placement Services**.

This will be an open Q&A session with Ascend, so feel free to bring any questions you may have.

[Q&A Session](#): Tuesday 2-3PM CST 08/22/17

9 / 05 / 2017

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## Register Now: Iowa Technical Assistance Webinar

Join us for the upcoming Technical Assistance (TA) call at 2:00 PM to 3:00 PM CST, September 12th. The Webinar Topic will revisit what was discussed in our most recent webinar, **Common Obstacles and Potential Remedies to Securing Identified Specialized Services Rehabilitation Services and Community Placement Services**.

This will be an open Q&A session with Ascend, so feel free to bring any questions you may have.

[Q&A Session:](#) Tuesday 2-3PM CST 08/22/17

9/ 06 / 2017

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## LTCSWI Conference - Fall 2017

Sign up for the informative LTCSWI Fall 2017 Fall Conference. [Click here for a brochure containing more registration details](#). Conference speakers/topics include:

*You're Jumping on My Last Nerve: Dealing with Difficult People*

Celina Peerman, Ph.D.

Organizational Behavior Specialist

*Serving Iowans on Medicare in Nursing Facilities*

Kriss Gross, Director

Iowa Senior Health Insurance Information Program (SHIPP)

*Creating Safe and Welcoming Environments for the LGBTQ Community*

Daniel Hoffman-Zinnel, Executive Director

Keenan Crow, Director of Policy & Advocacy

Iowa One

### The Conference Will be Held:

Friday, October 27, 2017

Gateway Hotel and Conference Center

2100 Green Hills Drive, Ames, IA 50014

*Registration deadline: 10/20/2017*

9 / 20 / 2017

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## **Become a PASRR Superhero! Register Now for a PASRR Training Event Near You:**

The Webinar Topic will revisit what was discussed in our most recent webinar, **Common Obstacles and Potential Remedies to Securing Identified Specialized Services Rehabilitation Services and Community Placement Services**.

Join us at one of the FREE upcoming training events taking place around the state during the month of October. These sessions will offer valuable information regarding the Preadmission Screening and Resident Review (PASRR) process, ServiceMatters, PathTracker Plus, and other innovations. These workshops are brought to you by Ascend, a MAXIMUS Company, in conjunction with the Iowa Department of Human Services, Division of Mental Health and Disability Services (MHDS).

The upcoming full day training events include the opportunity to earn Continuing Education Units (CEUs) for nurses/Certificates of attendance for all others and will cover:

- What is PASRR?
- PASRR Level I screens - who needs one and what information is included?
- PASRR Level II activity and Summary of Findings - How is a Level II different from a Level I and what is a Summary of Findings?
- PASRR-Identified Services and Supports - I have a Level II, now what?
- ServiceMatters - what is it and why does it matter?
- PathTracker Plus - More than just a tool to track you census.
- Questions and Answers about PASRR in Iowa.

[Click Here to View the Agenda](#)

## **LEARNING OBJECTIVES**

By the end of this training, providers will:

- Describe the purpose and function of PASRR
- Define the appropriate occasions for submitting Level I screens
- Apply the process and function of the Level II assessment and Summary of Findings report
- Practice the purpose and function of PathTracker Plus
- Integrate the foundational skills for creating PASRR-compliant care plans

## **WHO SHOULD ATTEND**

- Hospital and Long Term Care Social Workers
- Nurses
- PASRR System Users and Providers
- Case Managers
- Discharge Planners
- Long-Term Care & RCF Providers
- Behavioral Health Service Providers
- Hospice and In-Home Health Care Providers
- Options Counselors
- Providers of Community Placement Support services
- Anyone else vested in the future of Iowa PASRR

## **CLICK THE DATE BELOW TO REGISTER**

Denison: Boulders Conference Center | [Monday, October 16, 2017](#)

Des Moines: Grand View University | [Tuesday, October 17, 2017](#)

Waterloo: Waterloo Center for the Arts | [Wednesday, October 18, 2017](#)

Wilton: Wilton Community Center | [Thursday, October 19, 2017](#)

## **TRAINING SCHEDULE**

8:00 AM Registration Opens  
9:00 AM Session Begins  
12:00 - 1:00 PM Break for Lunch (on your own)  
4:00 PM Session Ends

9 / 21 / 2017

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### **Register Now: Iowa Technical Assistance Webinar**

Join us for the upcoming Technical Assistance (TA) call at 2:00 PM to 3:00 PM CST, October 26th. The Webinar Topic for this session will focus on quick tips to help you navigate and complete PASRR's more efficiently.

[Q&A Session:](#) Tuesday 2-3PM CST 10/26/17

10 / 31 / 2017

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### **AmeriHealth Caritas Iowa, Inc., Announces Plans to Withdraw From the IA Health Link Program**

AmeriHealth Caritas Iowa Inc. is withdrawing from the IA Health Link managed care program. AmeriHealth Caritas will withdraw from the program effective Nov. 30, 2017. AmeriHealth Caritas members' coverage with their new MCO will begin on December 1, 2017. They should watch their mail for more information, which will arrive soon. Learn more by reading the [sample member letter](#).

For more information read the [Press Release](#) and the [Stakeholder Questions and Answers \(Q&A\)](#).

Updated information will be posted online as it is available. Please check the DHS website regularly:  
<http://dhs.iowa.gov/>

11 / 13 / 2017

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## **Register Now: Iowa Technical Assistance Webinar**

Join us for the upcoming Technical Assistance (TA) call at 2:00 PM to 3:00 PM CST, November 28th. The Webinar Topic for this informative session will focus on completing a Level I screening without adding a person into your PathTracker Census, as well as a basic over of PathTracker Plus.

**Click below to register:**

[Complete Level I Screening | PathTracker Plus Overview](#): Tuesday 2-3PM CST 11/28/17

12 / 01 / 2017

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## **Easy 1-2-3 Step Instructions for Completing Level I Screen**

A link for instructions guide for completing a Level I Screen was sent to Iowa Providers via email, on Friday, 12/01/17.















2 / 21 / 2018

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## **Training Opportunity Available: 2018 Geriatric Lecture Series**

The Iowa Geriatric Education Center, based at the University of Iowa Carver College of Medicine, is sponsoring the 2018 Geriatric Lecture Series. This educational opportunity will focus on depression and cognitive decline. The series of presentations are approved for continuing education credit for physicians/physician assistants (CME), and nurses/nurse practitioners (CEU).

The presentations and schedule can be accessed online at the following address, which will take you to the User Account Login page: <https://igec.uiowa.edu/user>

To walk through setting up registration for the Geriatric Lecture Series, [click here to access detailed instructions](#).

3 / 16 / 2018

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## **Register Now: Upcoming 4/03 Webinar**

[Everything You Wanted to Know About PASRR Status Changes & When to Complete Them](#)

2 PM - 3 PM CST, Tuesday, 04/03/18

4/02 / 2018

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## **Iowa PASRR On-Site Training Events - April 25 - 27, 2018**

[Click here to view the agenda](#)

[Tuesday, April 24, 2018 | Denison | Boulders Conference Center](#)

[Wednesday, April 25, 2018 | Waterloo | Waterloo Center for the Arts](#)

[Thursday, April 26, 2018 | Davenport | SteepleGate Inn](#)

[Friday, April 27, 2018 | Des Moines | Grand View University](#)

5/11/2018

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**Register Now: Upcoming 5/15 Webinar**

[How to Successfully Complete a Level I PASRR Submission](#)

2:00 p.m. - 3:00 p.m. CST, Tuesday, May 15, 2018

5/22 / 201 8

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**Register Now: Upcoming Tue, 5/29 Webinar**

[PASRR Status Changes & When to Complete Them](#)

2:00 p.m. - 3:00 p.m. CST, Tuesday, May 29, 2018

6/7/ 201 8

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**Register Now: Upcoming Webinar Learning Opportunities | June 2018 - October 2018**

**All Webinars are scheduled for 2:00 p.m. - 3:00 p.m. CST**

10/02/18

How and When to Utilize the Specialized Service of: [Mental Health Peer Support, Delivered by Certified Mental Health Peer Support Specialists](#)

9/18/18

[Guardianships, Conservatorships, and Durable Powers of Attorney - The Iowa Office of Public Guardian](#)

9/4/18

[PASRR Status Changes & When To Complete Them](#)

8/21/18

Develop an understanding of [Lifelong Links - Iowa's Aging and Disability Resource Center and Options Counseling](#) and When to Use These Tools for Community Placement

8/7/18

PathTracker Plus Orientation - [How to Complete Admissions / Discharges / Transfers & Corrective Notices](#)

7/10/18

[How to Successfully Complete a PASRR Service Monitoring - Service Matters Review](#)

6/26/18

How to Understand and Utilize [the Iowa Program for Assistive Technology/Easter Seals](#) When Identified by PASRR

6/12/18

[An In Depth Look into the PASRR Level II Process](#)

10/2 / 2018

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**Register Now: PTAC October 2018 PASRR Webinar**

Tuesday, October 9, 2018 | 1:00 p.m. - 2:30 p.m. EST

[The Relationship Between PASRR and Other Nursing Home Requirements](#)

Speaker: Frank Tetrick, Consultant for the PASRR Technical Assistance Center (PTAC)

[Click here to learn more about this informative event.](#)

10/4/ 2018

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**Register Now: Please Join Us FREE for the Fall 2018 PASRR Roadshow**

Ascend, a MAXIMUS Company and the Iowa Department of Human Services are pleased to offer FREE PASRR training in a city near you.

[Monday, October 22, 2018 | Denison | Boulders Conference Center](#)

[Tuesday, October 23, 2018 | Waterloo | Waterloo Center for the Arts](#)

[Wednesday, October 24, 2018 | Davenport | Hilton Garden Inn, 959 Middle Rd](#)

[Thursday, October 25, 2018 | Des Moines | Baymont Inn & Suites Des Moines](#)

**Training Schedule:**

8:00 a.m. | Registration Opens

9:00 a.m. | Sessions Begin Promptly

12:00 - 1:00 p.m. | Lunch Break (on your own)

4:00 p.m. | Finish

**Presenters:**

Brad Goodin, MDiv | Ascend, a MAXIMUS Company | IA & NE PASRR Program Manager

Becky Laney, MA | Ascend, a MAXIMUS Company | Quality Analyst

Lila Starr, LBSW | Iowa Dept of Human Services | Div of Mental Health & Disability Services

The 2018 FALL PASRR ROAD SHOW trainings will encompass FULL DAY sessions, covering the following topics:

- Orientation to the Iowa PASRR Providers Website and Log On information
- How to submit admissions, transfers, and discharges via PathTracker

- How to develop PASRR Compliant Care Plans on the first try
- Specialized Services, Rehab Services, & Community Placement Supports (what are they, when & how to care plan for them, and making sure they are being delivered!)
- Short Term approvals (Care Planning for successful discharges!)
- Review of Lessons Learned in two plus years of ServiceMatters
- Lessons Learned in Iowa Money Follows the Person Program: Ideas for collaboration and success when planning discharge to the community

## **Learning Objectives**

- Describe the purpose and function of PASRR
- Identify the appropriate use and application of short-term approvals
- Apply the process and function of discharge planning in relation to short-term approvals
- Integrate knowledge of PASRR Compliant care planning and service delivery for success during ServiceMatters reviews and improved outcomes for individuals
- Integrate knowledge of Community Placement Supports with PASRR-compliant care plans and discharge planning

11/19/2018

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## **Register Now: Upcoming Iowa PASRR Webinar Learning Opportunities | November 2018 - December 2018**

**All Webinars are scheduled for 2:00 p.m. - 3:00 p.m. CST**

11/27/18

[How to Successfully Complete a Level I PASRR Submission](#)

12/04/18

[An In-Depth Look Into The PASRR Level II Process](#)

12/18/18

[How to Successfully Complete a PASRR Service Monitoring - Service Matters Review](#)

12/20/2018

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## **Register Now: Upcoming PathTracker Refresher Webinar**

[PathTracker Plus for Nursing Facility Business Office Staff and State CFEU Workers](#)

Tuesday, January 8, 2018 | 2:00 p.m. - 3:00 p.m. CST







1 / 18 / 2019

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## Register Now: Upcoming Iowa PASRR Webinars Announced for January - April 2019

There are several opportunities for Providers to learn more about PathTracker and PASRR in the coming months. Below you'll find several upcoming webinars geared specifically toward different aspects of the PASRR process, and for the different roles people play in helping those we serve. Although these webinars are not required, you are highly encouraged to register and attend one or more these informative events. Click on the title links below to register for each event.

### [PathTracker Plus Orientation - How to Complete Admission / Discharge / Transfer & Corrected Notices](#)

Tuesday, January 22, 2019 - 2:00 p.m. - 3:00 p.m. CST

### [PASRR and Individuals Who Meet Level of Care for Nursing Facilities for Persons with Mental Illness \(NFMI\)](#)

Tuesday, February 5, 2019 - 2:00 p.m. - 3:00 p.m. CST

### [Overview of PASRR Compliance for Service Matters. Managed Care Organizations \(MCOs\). Iowa Department of Inspections and Appeals](#)

Tuesday, February 19, 2019 - 2:00 p.m. - 3:00 p.m. CST

### [PASRR Status Changes and When to Complete Them](#)

Tuesday, March 5, 2019 - 2:00 p.m. - 3:00 p.m. CST

### [PASRR 101 for Individuals with Interest in Dependent Adult Abuse](#)

Tuesday, March 19, 2019 - 2:00 p.m. - 3:00 p.m. CST

### [PASRR 101 for All. Prerequisite to the PASRR Road Show in Mid-April](#)

Tuesday, April 2, 2019 - 2:00 p.m. - 3:00 p.m. CST

3 / 11 / 2019

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## Save the Date: Iowa PASRR - 2019 Spring Road Show Announced!

Ascend, a MAXIMUS Company and the Iowa Department of Human Services (DHS) are planning our 2019 Spring PASRR Road Show for the week of April 15 in four cities across Iowa. We are excited to announce that we will be joined by representatives from the Department of Inspections and Appeals (DIA) to discuss the intersection of PASRR, licensing surveys, and compliance.

Tuesday, April 16th - Denison

Wednesday, April 17th - Waterloo

Thursday, April 18th - Des Moines

Friday, April 19th - Ottumwa

**Mark your calendars and watch for registration, coming SOON!**

**New to PASRR?**

[Register HERE for our PASRR 101 webinar.](#)

**The focus of this training will be:**

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- A deep dive into PASRR Compliance, ServiceMatters, PASRR Status Change/Resident Reviews, 'NFMI/OR PASRR' outcomes, & PASRR elements that are important when the DIA comes to your facility for survey.
- A recording of PASRR 101 is available on the PASRR providers' website: <http://www.pasrr.com/iowaDefault.aspx>, under provider tools. We are offering a live PASRR 101
- webinar on April 2, 2019. Registration is available on the website.
- If you are experienced in PASRR, this session is for you! If you are new to PASRR, we would love to meet you. As a prerequisite, attend or review PASRR 101 before joining us for one of these informative full day sessions.

*Application for provision of RN CEUs to be made. Certificates of Attendance will be available.*

3 / 25 / 2019

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## **Register Now: Join Us for the Free Spring 2019 PASRR RoadShow**

### **TRAINING SCHEDULE**

8:00 a.m. | Registration Opens  
9:00 a.m. | Sessions Begin Promptly  
12:00 - 1:00 p.m. | Break for Lunch (On Your Own)  
4:00 p.m. | Finish

### **PLACES TO EAT**

You are on your own for lunch, so we listed nearby lunch spots for your convenience.

[Denison](#)  
[Waterloo](#)  
[Des Moines](#)  
[Ottumwa](#)

To build a strong future, we must have a strong foundation.

**Ascend, a MAXIMUS Company** and the **Iowa Department of Human Services** are pleased to offer **FREE PASRR training** in a city near you.

The 2019 Spring PASRR Road Show trainings include the opportunity to earn contact hours/certificates of attendance. These full day sessions will not cover PASRR 101, so all attendees are asked to attend a PASRR 101 webinar prior to attending these events:

- There will be a strong focus on the many ways to reach PASRR Compliance
- The Role of a Reviewer in the Four Questions of PASRR
- The importance of developing PASRR Compliant Care Plans on the first try
- The intersection of PASRR and Individuals with current or past abuse histories
- How hospitals can improve the PASRR process through enhanced understanding of what happens after the Level I submission
- The essentials of compliance with individuals who meet Nursing Facilities for persons with Mental Illness, (NFMI/or) level of care
- How hospitals can evaluate when NFMI Level of Care is an appropriate placement for Non-NFMI Nursing


## Facilities

- Review of Status Change/Resident Review from a fresh perspective
- Review of **Lessons Learned in three years of ServiceMatters**
- **Learn from the IA Department of Inspections and Appeals** about PASRR and nursing facility audits

## CLICK A DATE BELOW TO REGISTER

### DENISON

Boulders Conference Center  
2507 Boulders Drive  
Denison, Iowa 51442

712.263.5577 


[Register for Event: Tuesday, April 16, 2019](#)

[Click here for directions to the Boulders Conference Center](#)

[Click here for lunch options near the Boulders Conference Center](#)

### WATERLOO

Waterloo Center for the Arts  
225 Commercial St  
Waterloo, IA 50701

319.291.4490 

[Register for Event: Wednesday, April 17, 2019](#)

[Click here for directions to the Waterloo Center for the Arts](#)

[Click here for lunch options near the Waterloo Center for the Arts](#)

### DES MOINES

Learning Resource Center  
3550 Mills Civic Parkway  
West Des Moines, IA 50265


[Register for Event: Thursday, April 18, 2019](#)

[Click here for directions to the Learning Resource Center](#)

[Click here for lunch options near the Learning Resource Center](#)

### OTTUMWA

Bridge View Center  
102 Church St  
Ottumwa, IA 52501

641.684.7000 

[Register for Event: Friday, April 19, 2019](#)

[Click here for directions to the Bridge View Center](#)

[Click here for lunch options near the Bridge View Center](#)

## New to PASRR?

[Register HERE for our PASRR 101 webinar.](#)

## Learning Objectives:

- Describe at least five types of PASRR compliance
- Describe why every NF must evaluate whether it wants to meet NFMI level of care
- Demonstrate how the Iowa Department of Inspections and Appeals looks at PASRR during audits of nursing facilities
- Demonstrate the ways that PASRR interacts with Dependent Adult Abuse Assessments
- Distinguish how/when to send in a new PASRR, remembering, "When in Doubt, submit the Status Change"
- Determine how to benefit from enhanced collaboration with MCOs
- Integrate knowledge of PASRR compliance and service delivery for success during ServiceMatters reviews and improved outcomes for individuals

## Who Should Attend:

If you are **new to PASRR**, you should attend this session only after attending PASRR 101 and having a preliminary understanding of PASRR, PathTracker, and ServiceMatters. If you are an experienced PASRR provider, we are hopeful that this will serve as a great intermediate to advanced level training toward a deeper understanding of PASRR. We would love to meet you, share this important information and respond to your questions.

- Nurses
- Social Workers
- PASRR Providers
- Case Managers
- Hospice Staff
- Discharge Planners
- Long-Term Care & RCF Providers
- Behavioral Health Service Providers
- MCO Care Managers
- Anyone else vested in the future of IA PASRR

## Presenters:

**Brad Goodin, MDiv** | Ascend, a MAXIMUS Company | IA & NE PASRR Program Manager

**Becky Laney, MA** | Ascend, a MAXIMUS Company | Quality Manager

**Lila Starr, LBSW** | Iowa Dept of Human Services | Div of Mental Health & Disability Services

**Kathy Kieler** | Bureau Chief, Iowa Department of Inspections and Appeals | Div of Health Facilities

**Mindla White** | Bureau Chief, Iowa Department of Inspections and Appeals | Div of Health Facilities

*\*\*If you need to cancel your registration for any reason, please notify Ascend by email:*

[dustinlelken@maximus.com](mailto:dustinlelken@maximus.com)

5 / 15 / 2019

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## **Register Now: Upcoming Iowa PASRR Technical Assistance Webinar: PathTracker Plus Orientation - How to Complete Admissions / Discharges / Transfers & Corrective Notices**

Please join us on Tuesday, May 21, 2019, at 2:00 pm CST, for an Iowa PASRR Technical Assistance webinar, as part of our continuing education series.

Our next Iowa PASRR Webinar is specifically designed for the staff in your NF who are involved in making admission, transfer, and discharge submissions into PathTracker Plus, which is a feature of the PASRR database. Many nursing facilities have assigned these tasks to people in the business offices who do most of the actions involved with admissions, level of care/payment changes, transfers and discharges. Business office staff and administrators who need to understand these functions are strongly encouraged to attend, along with those individuals who typically work in PASRR.

The webinar will include an overview of several critical functionalities of PathTracker Plus, including the when, where, why, and how to submit admissions, transfer, discharge, and corrected notices. The use of PathTracker Plus has been mandatory since February 1, 2016. It is critical that appropriate nursing facility staff are trained and prepared to make necessary entries into the electronic system in a timely manner and to stop all use of paper submissions of Case Activity Reports (CAR forms).

### [PathTracker Plus Orientation - How to Complete Admissions / Discharges / Transfers & Corrective Notices](#)

Tuesday, May 21, 2019, at 2:00 pm CST

5 / 28 / 2019

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## **How to Successfully Complete a PASRR Service Matters Review**

### *Description:*

A function of Iowa's PASRR process is that for every PASRR Level II where an individual in the PASRR population is identified as being in need of one or more Specialized Services, Ascend will monitor whether the NF has developed a PASRR compliant care plan that includes all PASRR identified services, and will ask for specific evidence that documents the delivery of PASRR identified specialized services.

This Iowa PASRR webinar will offer specific guidance on how to successfully complete a PASRR Service Matters Review.

This webinar will provide you specific information on:

- How to write a PASRR Compliant Care Plan
- Where to find the Iowa PASRR NF Level II Care Planning Tool, and how to use it
- How to ensure that PASRR identified services are being provided
- What information is needed to document that PASRR identified Specialized Services (SS) are being delivered
- How to complete the Service Matters Form
- How to ensure full PASRR compliance with regard to service delivery

[How to Successfully Complete a PASRR Service Matters Review](#) - Tuesday, May 28, 2019, at 2:00 pm

CST

6 / 11 / 2019

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## **Event: Functional Assessments and Behaviorally Based Treatment Plans - NFMI/Or Level of Care and Other PASRRs for Challenging Behaviors**

### *Description:*

PASRR identifies a need for Functional Assessments and Behaviorally Based Treatment Plans in cases where individuals may have challenging behaviors, usually arising from issues surrounding their mental illness or intellectual disability. These two services are a part of every PASRR Level II outcome where PASRR has determined that a person meets the level of care for a Nursing Facility for persons with Mental Illness, also known as a NFMI/OR outcome and are designed to be implemented with the assistance of a Licensed/Certified Behavior Analyst. These services can also be identified in cases where individuals are not found to meet NFMI/OR level of care and require a high level of skill in order to implement.

This Iowa PASRR webinar will be presented by Sue Smith, Behavior Analyst, of DHS and the I-TABS program, and will discuss these issues:

- What is a Functional Assessment and how is it conducted?
- What is a Behaviorally Based Treatment Plan and how is one developed while incorporating information from the Functional Assessment?
- What are the differences between a routine and crisis oriented Behaviorally Based Treatment Plan, and when might I need to use them?
- What is the status of behavioral resources to assist with PASRR Functional Assessments and Behaviorally Based Treatment Plans?

If you have an individual who meets the NFMI/OR level of care, then your nursing facility has self-selected into a group of nursing facilities that believe they can meet the needs of individuals with the very highest behavioral health needs. We encourage your administrator, your DON, your MDS Coordinator, and your NF Social Worker to attend. If you have received a PASRR LII that identified a need for Functional Assessment or Behaviorally Based Treatment Plan for an individual, then this webinar is also for you.

**Functional Assessments and Behaviorally Based Treatment Plans - NFMI/Or Level of Care and Other PASRRs for Challenging Behaviors** - Tuesday, June 11, 2019, at 2:00 pm CST

6 / 25 / 2019

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### **Status Change**

**Date: 2:00 p.m. Tuesday, 06/25/19**

### *Description:*

The next Iowa PASRR webinar will take a deep dive into the issues surrounding when to submit a new PASRR based upon Significant Changes in Status. We've been offering training about Iowa PASRR for many years and Status Change is one of the areas that we receive the most questions about, so we know there is a great deal of interest in this topic. On our PASRR Road Show in April of 2019, we were joined by the Iowa Department of Inspections and Appeals, and the DIA staff identified that a failure to submit new

PASRR when Status Change criteria seem to be met, is among the most common F-tags that they site during on site NF surveys.

Submission of status change PASRRs at the right time can really benefit the individual and help to see that their needs are met with the right/best services at the right time. Failure to submit status changes when required can lead to findings of non-compliance as well as a failure to deliver appropriate services when they might have the most impact.

The discussion will provide guidance on:

- What might trigger a need for a Status Change for someone with a previous Negative Level I PASRR?
- What might trigger a need for a Status Change for someone who has previously been identified to be in the PASRR population, with a Level II PASRR?
- Ways to ensure you are compliant with Status Change PASRRs.

[Status Change](#) - Tuesday, June 25, 2019, at 2:00 pm CST

7 / 9 / 2019

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**Event: Iowa Office of the Public Guardian, on POAs for Healthcare and Financial, Guardians and Conservators, Differences, When and How to Obtain/Arrange for Each**  
**Date: 2:00 p.m. Tuesday, 07/09/19**

*Description:*

PASRR frequently identifies a need for individuals to undergo an assessment and/or decision making process about the need for designation of Substitute Decision Makers. This webinar will address the important legal differences between Powers of Attorney for Healthcare and Financial matters, Guardianships, Conservatorships, and when each of these may be appropriate for an individual. Iowa's Office of the Public Guardian will present information to nursing facility and hospital providers to help providers understand what to do when individuals, families, or PASRR identifies a need for consideration of powers of attorney and/or guardians and conservators. We hope it will further empower you to help individuals in Iowa enhance their quality of life! The webinar will be moderated by Ascend Program Manager Brad Goodin, and Lila Starr, PASRR Program Manager for Iowa DHS.

[Iowa Office of the Public Guardian, on POAs for Healthcare and Financial, Guardians and Conservators, Differences, When and How to Obtain/Arrange for Each](#) - Tuesday, July 9, 2019, at 2:00 pm CST

7 / 23 / 2019

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**Event: How to Complete a Level I PASRR Screening**

**Date: 2:00 p.m. Tuesday, 07/23/19**

*Description:*

This very important Iowa PASRR webinar will get into the weeds and address your questions about exactly how to successfully complete a Level I PASRR screen and what documents are needed at the point of submission.

This webinar will provide information on:

- Who gets a Level I PASRR Screening?
- What information is required in Level I Screening?
- Which documents to provide up front in an effort to help the process work as quickly and efficiently as possible?
- What are the best practices to completing thorough and timely screenings?
- What the outcomes are for Level I screenings?

If you are a Hospital Administrator, hospital discharge planner, a nursing facility administrator, nursing facility DON or social worker, then this webinar is for you. If you work with other community based service providers such as community mental health centers, group homes, hospice providers, or others who may have a need to learn how to submit Level I PASRR screens, please help us reach out and invite them as well.

[How to Complete a Level I PASRR Screening](#) - Tuesday, July 23, 2019, at 2:00 pm CST

8 / 6 / 2019

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**Event: Easter Seals, Program for Assistive Technology**

**Date: 2:00 p.m. Tuesday, 08/06/19**

*Description:*

PASRR will frequently identify a need for Assistive Technology, assessment regarding possible Assistive Technology, or review for home modifications, in order to help a person achieve optimal functioning or move to a lower level of care. In such cases, providers who seek to implement these services need to be familiar with how to locate Assistive Technology and/or home modification technologies.

The Easter Seals, Iowa Program for Assistive Technology helps Iowans learn about and access the assistive technology (AT) or home modification that people need as part of their daily lives in order to live, learn, work, play, and participate in community life safely and independently.

This webinar will introduce you to all the great resources available to individuals and families, and will include information about the types of equipment available:

- The Equipment Loan Program
- The Demonstration Center
- The Lending Library
- The Assistive Technology Exchange Program

Hospital discharge planners, nursing facility social workers, and others who help with discharge planning and implementation of PASRR compliant care plans are strongly encouraged to attend.

[Easter Seals Program for Assistive Technology](#) - Tuesday, August 6, 2019, at 2:00 pm CST

8 / 20 / 201 9

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**Event: PASRR Compliance**

**Date: 2:00 p.m. Tuesday, 08/20/19**

*Description:*

This webinar will offer an in-depth overview of some of the many ways that it is possible to understand compliance and achieve full compliance with PASRR.

The discussion will provide guidance on:

What a Level I Screening is and understanding the Level I Outcomes?

What is a Level II PASRR and how do I review a LII Summary of Findings?

What are the most common Level I Compliance Issues?

What are the most common Level II Compliance Issues?

What is a Status Change PASRR and how does submission of them impact compliance?

What is Service Matters and how does it help me to achieve compliance?

How do DHS/Ascend/DIA and others review NF Care Plans for PASRR compliance?

How and when we do we need to Implement and Verify that Discharge Planning is Occurring?

Attendees will learn to identify many ways that one can be non-compliant with PASRR?

[PASRR Compliance](#) - Tuesday, August 20, 2019, at 2:00 pm CST

10/3/ 201 9

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**Register Now for Free Training: Join Brad Goodin & Jody Zenn - MAXIMUS and Lila Starr of Iowa DHS For the Fall 2019 PASRR Roadshow \*Click to Read More\***

Ascend, a MAXIMUS Company and the Iowa Department of Human Services are pleased to offer FREE PASRR training in a city near you.

The 2019 Fall PASRR Road Show trainings include the opportunity to earn contact hours or certificates of attendance.

**Denison | Boulders Conference Center**

2507 Boulders Drive, Denison, IA 51442

[Tuesday, October 22](#)

**Waterloo | Waterloo Center for the Arts**

225 Commercial Street, Waterloo, IA 50701

[Wednesday, October 23](#)

**Ottumwa | Bridge View Center**

102 Church St, Ottumwa, IA 52501

[Thursday, October 24](#)

## **Des Moines | Learning Resource Center**

3550 Mills Civic Parkway, West Des Moines, IA 50265

[Friday, October 25](#)

### **New to PASRR?**

Assigned to submit PASRRs for the hospital or NF?

This training (morning session in particular) is for YOU!

### **The morning will focus on:**

PASRR basics for individuals who are new to PASRR.

We will cover PASRR 101 with in-depth opportunities for Q&A.

Take a tour of the PASRR provider's website with emphasis on how to use it.

Walk participants through the process of submitting Level I screenings and focus on use of categorical outcomes and other important considerations.

Overview of many specific challenges, communication opportunities, and Q&AA with Level I Quality Reviewer for Iowa, Jody Zenn.

### **Have you been assigned to take on responsibility for PASRR Care Planning?**

Are there people in your SNF/NF or NFMI who don't have a sufficient understanding of PASRR?

Is your facility taking individuals for placement without really understanding what is required by LII PASRR outcomes?

Have you had lots of non-compliant reviews?

### **The afternoon will focus on:**

New PASRR reporting requirements being implemented with MCOs.

How to read/review a Level II outcome - Summary of Findings - prior to placement.

Increasing your knowledge through use of our many training opportunities.

Successful development of compliant PASRR care plans.

Increase understanding of the many types of PASRR compliance.

Achieving care planning and service delivery compliance using ServiceMatters Review Process.

## **Learning Objectives**

By the end of this training, providers will:

Build a solid foundation of understanding Iowa PASRR & Level I submissions.

Understand the use of the website and the Iowa Help Desk.

Know how to complete a Level I PASRR Screening accurately and timely.

Distinguish how/when to send in a new PASRR, remembering, "When in Doubt, submit the Status Change."

Determine how to work effectively with MCOs for success in discharge planning.

Integrate knowledge of PASRR compliance and service delivery for success during ServiceMatters reviews and improved outcomes for individuals.

## **Who Should Attend?**

If you are new to PASRR, know that we will cover PASRR 101 in depth, but you will benefit from attending this training after ALSO viewing the PASRR 101 video/webinar and having a preliminary understanding of PASRR, PathTracker, and ServiceMatters.

## [Click here for PASRR 101 from the PASRR Technical Assistance Center](#)

If you are an experienced PASRR provider, we are hopeful that this will serve as a great review and intermediate level training toward a deeper understanding of PASRR. We would love to meet you, share this important information and respond to your questions.

- Hospital Administrators
- Hospital and Nursing Facility Management
- Hospital and NF Discharge Planners
- Nurses, DONs, and CNAs
- Social Workerstab
- Case Managers
- Hospice Staff
- Long-Term Care & RCF Providers
- Behavioral Health Service Providers
- MCO Care Managers
- Business Office Staff who submit notices
- Anyone else vested in the future of IA PASRR

### Attend an event in your community!

Each session is a single day offering - choose the day that works best for you

#### Click a Date

[Tuesday, October 22, 2019 | Denison](#)

[Wednesday, October 23, 2019 | Waterloo](#)

[Thursday, October 24, 2019 | Ottumwa](#)

[Friday, October 25, 2019 | Des Moines](#)

#### Training Schedule

8:00 a.m. | Registration opens

9:00 a.m. | Sessions begin promptly

12:00 - 1:00 p.m. | Break for lunch (on your own)

4:00 p.m. | Finish

#### Presenters

Brad Goodin, MDiv | Ascend, a MAXIMUS Company | IA & NE PASRR Program Manager

Jody Zenn | Ascend, a MAXIMUS Company | Clinical Reviewer & Operations Lead

Lila Starr, LBSW | Iowa Dept of Human Services | Div of Mental Health & Disability Services

#### No Charge for Attendance or Certificates!

*Application for provision of RN CEUs to be made. Certificates of Attendance will be available.*

10/23/ 201 9

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#### Program Resources Reminder: New Direct Iowa Help Desk Phone Line is Now Available \*Click to Read More\*

The PASRR program transitioned to a **new telecom vendor** on **October 4, 2019**. Now you can get answers to your Iowa PASRR questions faster, with several ways to reach the **Iowa Help Desk** for support:

Call the new Iowa Help Desk direct line, which will automatically route you to the next available support team member: **833.907.2777** (833.90.PASRR)

Dial into our previous number, **877.431.1388**, and follow the prompts to reach the Help Desk. The extension that was associated with this number is no longer available.

The program's Help Desk email has changed: [iowaPASRR@maximus.com](mailto:iowaPASRR@maximus.com)

Messages sent to the previous account, [lowapasrr@ascendami.com](mailto:lowapasrr@ascendami.com) will continue to forward to the new address listed above.

**Note:** *With additional lines being added, this transition will result in greater faxing capacity. The fax number will remain: 877.431.9568.*

11 / 19 / 2019

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## **Functional Assessments and Behaviorally Based Treatment Plans and NFMI/OR Outcomes**

Please join us on 11.19.19 at 2:00 p.m. CST for a special webinar in the Iowa training series regarding individuals who's PASRR indicates that the person meets NFMI Level of Care (Nursing Facilities for persons with Mental Illness). This webinar will provide an overview of what the expectations are for nursing facilities who support individuals who have very high behavioral health needs and meet the NFMI level of care.

There are currently 168 nursing facilities in Iowa who have accepted individuals who meet NFMI level of care at the present time, in addition to Iowa's three NFMI facilities of Davis Center in Bloomfield, Pillar of Cedar (formerly known as Country View) in Waterloo, and Southeast Iowa Behavioral Healthcare center (formerly known as Dave's Place) in Keokuk.

All facilities who are presently caring for someone who meets NFMI level of care are invited to attend this essential webinar. We also wish to invite representatives of any other NFs who are considering self-identifying as a facility that can meet these very high behavioral health needs and representatives from the NFMI facilities.

The discussion will provide you guidance on:

- Definitions of PASRR Identified Specialized Services that are unique to NFMI, including:
- Functional Assessment
- Behaviorally Based Treatment Plans

Along with a discussion of:

- Expectations of Ascend, Department of Human Services and Department of Inspections and Appeals
- Ways to improve care planning
- How to know if you are the right fit for someone with this type of PASRR

## **Functional Assessments and Behaviorally Based Treatment Plans and NFMI/OR Outcomes**

12 / 03 / 2019

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## **How to Successfully Complete a PASRR Service Matters Review**

Please join us on Tuesday, December 3, 2019, at 2:00 pm CST, for an Iowa PASRR Technical Assistance webinar, as part of our continuing education series.

A function of Iowa's PASRR process is that for every PASRR Level II where an individual in the PASRR population is identified as being in need of one or more "Specialized Services," Ascend will monitor whether the NF has developed a PASRR compliant care plan that includes all PASRR identified services, and will ask for specific evidence that documents the delivery of PASRR identified specialized services.

This Iowa PASRR webinar will offer specific guidance on how to successfully complete a PASRR Service Matters Review.

This webinar will provide you specific information on:

- How to write a PASRR Compliant Care plan
- Where to find the Iowa PASRR NF Level II Care Planning Tool, and how to use it
- How to ensure that PASRR identified services are being provided

- What information is needed to document that PASRR identified Specialized Services (SS) are being delivered
- How to complete the Service Matters Form
- How to ensure full PASRR compliance with regard to service delivery

[How to Successfully Complete a PASRR Service Matters Review](#)

12 / 17 / 2019

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## **Best Practices of Individualized Psychotropic Medication Management in Nursing Facilities**

Please join us on Tuesday, December 17, 2019, at 2:00 pm CST, for an Iowa PASRR Technical Assistance webinar, as part of our continuing education series.

A function of Iowa's PASRR process is to identify any Specialized Services that are needed to assist an individual with their PASRR Disability or Condition. A common Specialized Service that is Identified is Management of Psychotropic Medications by a Psychiatrist or psychiatric ANRP. This webinar will provide helpful information about:

- How to collaborate with a Psychiatrist on medication management.
- A brief description of what differentiates a Psychiatrist from a General Practitioner when it comes to Psychotropic Medication Management
- What a Psychiatrist does to assist with managing psychotropic medications

[Best Practices of Individualized Psychotropic Medication Management in Nursing Facilities](#)



1 / 18 / 2020

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## **New Iowa PASRR Program Resource Website Now Available for Providers | Review & Bookmark New URL**

**The Iowa PASRR program's online resources now have a new home - right here!** Last year, MAXIMUS launched a comprehensive website redesign, which features a more user-friendly, responsive layout, with formatting for easier use by a variety of devices. Since that launch, we've been coordinating with Iowa Department of Human Services (DHS) to transition all of the Iowa PASRR program's "provider tools and resources" to this robust new platform.

Be sure to review and bookmark this page ([maximus.com/svcs/iowa](https://maximus.com/svcs/iowa)) for future reference. Your **current user name and password will continue to work** on the new site.

Currently, IA PASRR resources are available on both the previous PASRR.com and this website. In the coming weeks, **content on pasrr.com will be decommissioned**. Stay tuned for additional information on this change.

The biggest difference we hope you'll notice is that the layout is more **user-friendly** and we expect that it will be easier to find what you are looking for! You may also notice that **some of the content is password-protected**. Over time, this vital new feature will allow us to provide you with even more targeted training materials and instructional videos that can better support your needs. These items are indicated by a small "lock" icon next to each link.

It's a simple 1-2-3 process to access secured content. If an item has a lock next to the text link, follow these steps:

- 1. Click on the link, which will prompt a login screen**
- 2. Enter your current user login name and current password**
- 3. Proceed with reviewing your document**

\*You only need to **log in once per web session** to view all secured program content.

The transition for the Iowa PASRR Website has in no way affected the layout or functionalities of the existing PASRR system. Once logged into your account, **you will see no differences from the current layout or existing processes for PASRR submission, ServiceMatters, PathTracker notices, etc.**

Please direct any questions you have about this change or how to access content to the **Iowa PASRR Help Desk**:

Phone: **833.907.2777 (833.90.PASRR)**  
Email: [iowaPASRR@maximus.com](mailto:iowaPASRR@maximus.com)

As always, you can continue to reach out to **Iowa DHS PASRR Program Manager, Lila Starr**, with policy issues, compliance questions, and other matters:

Email: [lstarr@dhs.state.ia.us](mailto:lstarr@dhs.state.ia.us)

3 / 20 / 2020

## DHS & IME Approve Interim Telehealth Service Options | Spring 2020 Provider Training Cancelled

### DHS & IME Release Notice Outlining Interim Telehealth Solutions

In light of the evolving public health situation, Iowa Department of Human Services (DHS) and Iowa Medicaid Enterprise (IME) have issued some important protocol changes that all state providers should review. Effective as of March 13th, these interim updates address necessary services, typically defined as direct contact services, by a transition to telehealth solutions where clinically appropriate.

This includes updates to billing services, premium suspensions, and guidelines for using telehealth when applicable. [Click here to download](#) and review these temporary process updates.

### Iowa PASRR - Spring 2020 Road Show Cancelled

MAXIMUS and the Iowa Department of Human Services (DHS) urge everyone to be mindful of the many event restrictions now in place throughout the state of Iowa and across the country, as well as the need for social distancing. In keeping with the many precautions that are needed as we all attempt to address the consequences of the COVID-19 situation, the 2020 Spring PASRR Road Show, planned for late April - early May has been cancelled.

The health, safety and well-being of Iowa's providers and the many individuals we serve is our most critical priority. MAXIMUS and DHS will continue to align policies with recommendations put forward by state public health officials, federal agencies offering guidance to us, and the Centers for Disease Control (CDC).

The Iowa PASRR support team will continue to cover engaging topics in our ongoing Tuesday webinar series. In light of the cancellation of the 2020 Spring PASRR Road Show, we're scheduling two additional webinars in the month of April, and will soon announce a schedule of webinars for May and beyond. Review and register below for these insightful events:

2 p.m. Tue, March 31st	PASRR 101	<a href="#">Click here to register</a>
2:00 p.m. Tue, April 7th	How to Submit a Level I	<a href="#">Click here to register</a>
2:00 p.m. Tue, April 21st	Nursing Facility for persons with Mental Illness (FNMI) Level of Care and Compliance Issues	<a href="#">Click here to register</a>

3 / 18 / 2020

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## **New Tools and Resources Page on MAXIMUS.com to Replace PASRR.com This Evening, March 18<sup>th</sup>**

As communicated over the last two months, MAXIMUS has launched a comprehensive website redesign, which features a more user-friendly, responsive layout, with formatting for easier use by a variety of devices. Later this evening, March 18th, this new site will replace PASRR.com.

The new IA PASRR Provider Tools and Resources page can be found here:

<https://maximus.com/svcs/iowa>

If you haven't already, be sure to review and bookmark this new link for future reference. Your current user name and password will continue to work on the new site. Currently, IA PASRR resources are available on both PASRR.com and the new MAXIMUS PASRR websites. Beginning tonight, March 18, the current pasrr.com will be decommissioned and content found there will no longer be available. Users attempting to access that URL will be redirected to the MAXIMUS site.

The biggest difference we hope you'll notice is that it's easier to find what you are looking for! You may also notice that some of the content is password-protected. These items are indicated by a small "lock" icon next to each link.

It's a simple 1-2-3 process to access secured content. If an item has a lock next to the text link, follow these steps:

- 1. Click on the link, which will prompt a login screen**
- 2. Enter your current user login name and current password**
- 3. Proceed with reviewing your document**

\*You only need to **log in once per web session** to view all secured program content.

### **Have Questions?**

Please direct any questions you have about this change or how to access content to the **Iowa PASRR Help Desk**:

Phone: **833.907.2777 (833.90.PASRR)**  
Email: [iowaPASRR@maximus.com](mailto:iowaPASRR@maximus.com)

As always, you can continue to reach out to **Iowa DHS PASRR Program Manager, Lila Starr**, with policy issues, compliance questions, and other matters:

Email: [lstarr@dhs.state.ia.us](mailto:lstarr@dhs.state.ia.us)

3 / 20 / 2020

## Important Program Updates: DHS & IME Approve Interim Transition to Telehealth Service Options Spring 2020 PASRR Road Show Has Been Cancelled

### DHS & IME Release Notice Outlining Interim Telehealth Solutions

In light of the evolving public health situation, Iowa Department of Human Services (DHS) and Iowa Medicaid Enterprise (IME) have issued some important protocol changes that all state providers should review. Effective as of March 13th, these interim updates address necessary services, typically defined as direct contact services, by a transition to telehealth solutions where clinically appropriate.

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**2020 Spring PASRR Road Show, planned for late April - early May has been cancelled.**

The health, safety and well-being of Iowa's providers and the many individuals we serve is our most critical priority. MAXIMUS and DHS will continue to align policies with recommendations put forward by state public health officials, federal agencies offering guidance to us, and the Centers for Disease Control (CDC).

The Iowa PASRR support team will continue to cover engaging topics in our ongoing Tuesday webinar series. In light of the cancellation of the 2020 Spring PASRR Road Show, we're scheduling two additional webinars in the month of April, and will soon announce a schedule of webinars for May and beyond. Review and register below for these insightful events:

<b>2:00 pm</b> <b>Tue, March 31st</b>	PASRR 101	<a href="#">Click here to register</a>
<b>2:00 pm</b> <b>Tue, April 7th</b>	How to Submit a Level I	<a href="#">Click here to register</a>
<b>2:00 pm</b> <b>Tue, April 21st</b>	Nursing Facility for persons with Mental Illness (NFMII) Level of Care and Compliance Issues	<a href="#">Click here to register</a>

5 / 08 / 2020

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## Register For Upcoming Provider Webinars: May - September 2020

Last week we kicked off a series of opportunities for providers to learn more about PASRR in the coming months. The first of these, Overview of PASRR Compliance of PASRR Level I Screenings, PASRR Level II Summaries, Service Matters and PathTracker+ was held on 5/12. Below are dates and registration links for these informative webinars, geared toward different aspects of the PASRR process, and the various roles we each play in helping those we serve. These training events are designed to be useful to anyone and everyone who may need to have some understanding of or interaction with PASRR. You are highly encouraged to register and attend one or more these informative sessions, all of which are live, interactive, and will offer you a chance to ask any questions that you may have.

**2:00 p.m. - 3:30 p.m. CST | Tuesday, May 26, 2020**

### **PASRR & Individuals with Interest in or History of Child or Dependent Adult Abuse**

Please join us on Tuesday, May 26, 2020 at 2:00 p.m. CST for an overview of Preadmission Screening and Resident Review - PASRR and considerations when PASRR is being conducted for someone with a history of Child or Dependent Adult Abuse. PASRR is utilized to identify individuals with serious mental illness, intellectual or developmental disabilities, and related conditions, and identifies services that will be required for them if they enter an Iowa nursing facility. Within the past couple of years, we have seen a significant increase in the number of PASRR assessments involving individuals with some history of child or dependent adult abuse, and where Dependent Adult Abuse assessments are co-occurring with PASRR or have recently been undertaken. In such cases, it can be beneficial for the individual and their support network if/when those involved in PASRR can collaborate more effectively with those involved in child or dependent adult abuse assessment, and the service delivery that may follow.

This webinar will offer guidance on:

- Who/What/When/Why/and How of PASRR
- What information is needed to complete a thorough Level II evaluation and Summary of Findings?
- When PASRR requests Abuse information, what happens with it?
- Why court orders and legal/criminal history become important matters in such cases
- How Dependent Adult Abuse Assessments impact PASRR and service delivery within the nursing facility
- The need to understand determinations of legal capacity/competence, Powers of Attorney, Guardianships, Conservatorships, and the role they play in abuse determination and PASRR

Click Below to Register:

### [PASRR & Individuals with Interest in or History of Child or Dependent Adult Abuse](#)

2 p.m. - 3 p.m. CST, Tuesday, May 26, 2020

***\*NOTE: This webinar is an hour and a half long. Please plan accordingly if you attend.***

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**2:00 p.m. - 3:00 p.m. CST | Tuesday, June 9, 2020**

### **PASRR Status Changes & When to Complete Them**

Please join us on Tuesday, June 9, 2020 at 2:00 p.m. CST for an Iowa PASRR Webinar, as part of our continuing education series. The webinar will take a deep dive into the issues surrounding when to submit a new PASRR based upon Significant Changes in Status. The Iowa Help Desk and the Iowa PASRR program receive more questions about Status Changes/Resident Reviews in PASRR and when to submit them, than any other single issue in PASRR. This webinar is truly for anyone and everyone who needs to understand a bit about when to submit new PASRRs and the correlations to overall compliance.

This webinar will offer guidance on:

- What might trigger a need for a Status Change for someone with a previous Negative Level I PASRR?
- What might trigger a need for a Status Change for someone who has previously been identified to be in the PASRR population, with a Level II PASRR?
- Ways to ensure you are compliant with Status Change PASRRs
- When in doubt, submit a new PASRR

Click Below to Register:

[PASRR Status Changes/Resident Reviews & When to Complete Them](#)

2 p.m. - 3 p.m. CST, Tuesday, June 9, 2020

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**2:00 p.m. - 3:00 p.m. CST | Tuesday, June 23, 2020**

### **How to Successfully Submit a PASRR Level I Screening**

Please join us on Tuesday, June 23, 2020 at 2:00 p.m. CST for an Iowa PASRR Technical Assistance webinar, as part of our continuing education series. This very important Iowa PASRR webinar will get into the weeds and address your questions about exactly how to successfully enter all necessary information to complete and submit a Level I PASRR screen and what documents are needed at the point of submission. This webinar will provide information on:

- Who gets a Level I PASRR Screening
- What information is required in a Level I Screen Submission
- Which documents to provide up front in an effort to help the process work as quickly and efficiently as possible
- What are the best practices for completing thorough and timely screenings
- The various outcomes of Level I screenings in Iowa

If you are a Hospital Administrator, hospital discharge planner, a nursing facility administrator, nursing facility DON or social worker, then this webinar is for you. If you work with other community-based service providers such as in-home health care providers, community mental health centers, group homes, hospice providers, or others who may have a need to learn how to submit Level I PASRR screens, please help us reach out and invite them as well.

Click Below to Register:

[How to Successfully Submit a PASRR a Level I Screening](#)

2 p.m. - 3 p.m. CST, Tuesday, June 23, 2020

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**2:00 p.m. - 3:00 p.m. CST | Tuesday, July 7, 2020**

## **PASRR Abbreviated Level II Outcomes: Exemptions & Categorical Outcomes**

Please join us on Tuesday, July 7, 2020 at 2:00 p.m. CST for an Iowa PASRR Technical Assistance webinar, as part of our continuing education series. This very important Iowa PASRR webinar will get into the weeds and address your questions about exactly how to understand a Level I PASRR screen that leads to an outcome of a 30-day Exemption from a full Level II or a Categorical Outcome, which also delays the full Level II process. This webinar will provide information on:

- When is it appropriate to request an exemption?
- What does it mean to be "exempted" from PASRR for 30 days
- What is a "categorical outcome" and what does this mean?
- Which documents to provide up front in an effort to help the process work as quickly and efficiently as possible?
- What are the best practices for completing thorough and timely screenings
- What to do when you are not reporting a PASRR Condition but PASRR requests that you send a Certification

If you are a Hospital Administrator, hospital discharge planner, a nursing facility administrator, nursing facility DON or social worker, or anyone else who may submit PASRR Level I screens, then this webinar is for you.

Click Below to Register:

[PASRR Abbreviated Level II Outcomes: Exemptions & Categorical Outcomes](#)

2 p.m. - 3 p.m. CST, Tuesday, July 7, 2020

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**2:00 p.m. - 3:00 p.m. CST | Tuesday, July 21, 2020**

## **Overview of PASRR and Nursing Facilities for persons with Mental Illness (NFMI) Individuals who meet NFMI Level Of Care**

Please join us on Tuesday, July 21, 2020 at 2:00 p.m. CST for a special webinar in the Iowa training series regarding individuals who's PASRR indicates that the person meets NFMI Level of Care (Nursing Facilities for persons with Mental Illness). This webinar will provide an overview of what the expectations are for nursing facilities who accept individuals who have very high behavioral health needs and meet the NFMI level of care.

There are currently 168 nursing facilities in Iowa who have accepted individuals who meet NFMI level of care at the present time, in addition to Iowa's three NFMI facilities of Davis Center in Bloomfield, Pillar of Cedar (formerly known as Country View) in Waterloo, and Southeast Iowa Behavioral Healthcare center (formerly known as Dave's Place) in Keokuk.

All facilities who are presently caring for someone who meets NFMI level of care are invited to attend this essential webinar. We also wish to invite representatives of any other NFs who are considering self-identifying as a facility that can meet these very high behavioral health needs. The discussion will provide you guidance on definitions of PASRR Identified Specialized Services that are unique to NFMI, including:

- Functional Assessment
- Behaviorally-Based Treatment Plans

As well as a discussion on:

- Expectations of Ascend, DHS and DIA
- Ways to improve care planning

- How to know if you are the right fit for someone with this type of outcome
- Click Below to Register:

[Overview of PASRR and Nursing Facilities for persons with Mental Illness \(NFMI\) as the Level Of Care](#)

2 p.m. - 3 p.m. CST, Tuesday, July 21, 2020

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**2:00 p.m. - 3:00 p.m. CST | Tuesday, August 4, 2020**

**How to Successfully Complete a PASRR Service Matters Review**

Please join us on Tuesday, August 4, 2020 at 2:00 p.m. CST for an Iowa PASRR Technical Assistance webinar, as part of our continuing education. A function of Iowa's PASRR process is that for every PASRR Level II where an individual in the PASRR population is identified as needing one or more "Specialized Services," Ascend will monitor whether the NF has developed a PASRR compliant care plan that includes all PASRR identified services and will ask for specific evidence that documents the delivery of PASRR identified specialized services. This Iowa PASRR webinar will offer specific guidance on how to successfully complete a PASRR Service Matters Review. This webinar will provide you specific information on:

- How to write a PASRR Compliant Care plan
- Where to find the Iowa PASRR NF Level II Care Planning Tool, and the video on how to use it
- How to ensure that PASRR identified services are being provided
- What information is needed to document that PASRR identified Specialized Services (SS) are being delivered
- How to complete the Service Matters Form
- How to ensure full PASRR compliance with regard to service delivery

Click Below to Register:

[How to Successfully Complete a PASRR Service Matters Review](#)

2 p.m. - 3 p.m. CST, Tuesday, August 4, 2020

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**2:00 p.m. - 3:00 p.m. CST | Tuesday, August 18, 2020**

**PathTracker+ for Nursing Facility Social Workers, Administrators, & Business Office Staff**

Please join us on Tuesday, August 18, 2020 at 2:00 p.m. CST for an Iowa PASRR Technical Assistance webinar, as part of our continuing education series. This Iowa PASRR Webinar is specifically designed for the staff in your NF who are involved in making admission, transfer, and discharge notifications to Iowa Medicaid and into PathTracker Plus, which is a feature of the PASRR database. The webinar will include an overview of several critical functionalities of PathTracker Plus, including the when, where, why, and how to submit admissions, transfer, discharge, and corrected notices. We recommend attendance in this webinar for facility administrators and business office staff, as well as those typically involved in PASRR, within the nursing facility.

The use of PathTracker Plus has been mandatory since February 1, 2016. It is critical that appropriate nursing facility staff are trained and prepared to make necessary entries into the system in a timely manner. It is also critical that the NF stop any and all use of paper Case Activity Reports, also known as CAR forms, and that ALL changes that would have been submitted using a CAR form in the past, must

now be made only in the electronic PathTracker Plus system.

- How to make entries into PathTracker Plus System
- Time Frames for submission of Admission, Discharge, and Transfer notices, and their impact on the individual
- How PathTracker Plus informs Iowa Medicaid and income maintenance workers in the DHS Centralized Facilities Eligibility Unit (CFEU)
- Why your NF should never again submit a "paper CAR" form

Click Below to Register:

[PathTracker+ for Nursing Facility Social Workers, Administrators, & Business Office Staff](#)

2 p.m. - 3 p.m. CST, Tuesday, August 18, 2020

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**2:00 p.m. - 3:00 p.m. CST | Tuesday, Sept. 1, 2020**

**PASRR 101: an In-depth Look into the Basics of Preadmission Screening and Resident Review**

Please join us on Tuesday, September 1, 2020 at 2:00 p.m. CST for the PASRR 101 webinar. It is intended to give those who are new to PASRR or anyone who may need a refresher an opportunity to start from scratch, spend an hour with us, and become familiar with the basics. This webinar is intended to offer an opportunity for nursing facilities, hospitals, hospice and PACE providers, MCOs, community based service providers, community behavioral health agencies, other provider organizations, and interested parties, to learn with us. This webinar should be viewed as a per-requisite to other PASRR training offered by DHS and Ascend/Maximus about PASRR in Iowa, although it can also serve as a useful refresher for many.

If you plan to join DHS and Ascend/Maximus in any of the face-to-face full day "PASRR Road Show," training events in the Fall of 2020, we encourage you to attend this PASRR 101 event as it will prepare you to develop a deeper understanding of the topics we'll be discussing in those more advanced training events. The discussion will provide guidance on:

- History and purpose of the federally mandated PASRR program
- Links between PASRR and the Supreme Court Olmstead Decision
- Who receives a PASRR?
- The basics of PASRR Level I and Level II
- Information needed to complete a thorough Level II evaluation and Summary of Findings
- PASRR in Iowa - unique features
- What is PASRR compliance and why is it important?

Click Below to Register:

[PASRR 101 an In-depth Look into the Basics of Preadmission Screening and Resident Review](#)

2 p.m. - 3 p.m. CST, Tuesday, September 1, 2020

8 / 13/2020

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## Exciting Changes Coming to PASRR Online System | Register for Upcoming 8/18 & 9/01 Webinar Sessions | Review New Resource - Getting Started with PASRR

We're pleased to introduce you to **AssessmentPro**, a game-changing, gold standard web tool slated to replace the state's current PASRR online system later this year. Developed for strict adherence to federal and state compliance guidelines, AssessmentPro is already making a big impact in other PASRR programs across the country. Included is a brief overview of **next steps and instructional content** you will receive about this important transition in the months ahead.

Be sure to review details below and register for the next two sessions in our ongoing **Iowa PASRR Technical Assistance** webinar series. These include an **August 18th** webinar covering several critical functionalities of **PathTracker Plus** and an **In-Depth Look into the Basics of PASRR** on **September 1st**. Also included is a helpful new resource for you to review and share with your team: **Getting Started with PASRR for Iowa Health Care Providers**.

### SNEAK PEEK: New PASRR System Coming Later in 2020!

As we move toward the launch of **AssessmentPro**, an industry leading online system for management of the PASRR assessment process, keeping you connected with available training resources and transition updates is one of our most critical goals. Stay tuned in the coming weeks for the more information on next steps, including:

- **Process Guides:** Understand what's changing, with a helpful overview of AssessmentPro processes and procedures.
- **System Benefits:** Walk-through of the positive impact this new tool can have for the provider community and most importantly, those we serve together across the State of Iowa.
- **Account Registration:** Review step-by-step instructions to create your new account for the new system.
- **Learning Opportunities:** Explore dates/times and registration details for information system overview webinars.

### REGISTER: Upcoming 8/18 & 9/01 Webinars

#### **PathTracker Plus for Nursing Facility Social Workers, Administrators, & Business Office Staff**

Please join us on **Tuesday, August 18, 2020 at 2:00 p.m. CST** for an Iowa PASRR Technical Assistance webinar, as part of our continuing education series. This Iowa PASRR Webinar is specifically designed for the staff in your NF who are involved in making admission, transfer, and discharge notifications to Iowa Medicaid and into PathTracker Plus, which is a feature of the PASRR database. The webinar will include an overview of several critical functionalities of PathTracker Plus, including the when, where, why, and how to submit admissions, transfer, discharge, and corrected notices. We recommend attendance in this webinar for facility administrators and business office staff, as well as those typically involved in PASRR, within the nursing facility.

The use of PathTracker Plus has been mandatory since February 1, 2016. It is critical that appropriate nursing facility staff are trained and prepared to make necessary entries into the system in a timely manner. It is also critical that the NF stop any and all use of paper Case Activity Reports, also known as CAR forms, and that ALL changes that would have been submitted using a CAR form in the past, must now be made only in the electronic PathTracker Plus system.

- How to make entries into PathTracker Plus System
- Time Frames for submission of Admission, Discharge, and Transfer notices, and their impact on the individual
- How PathTracker Plus informs Iowa Medicaid and income maintenance workers in the DHS Centralized Facilities Eligibility Unit (CFEU)
- Why your NF should never again submit a "paper CAR" form

Click below to register for the webinar:

[\*\*PathTracker Plus for Nursing Facility Social Workers, Administrators, & Business Office Staff\*\*](#)  
**2 p.m. - 3 p.m. CST, Tuesday, August 18, 2020**

## **PASRR 101: An In-depth Look into the Basics of Preadmission Screening and Resident Review**

Please join us on **Tuesday, September 1, 2020 at 2:00 p.m. CST** for the PASRR 101 webinar. It is intended to give those who are new to PASRR or anyone who may need a refresher an opportunity to start from scratch, spend an hour with us, and become familiar with the basics. This webinar is intended to offer an opportunity for nursing facilities, hospitals, hospice and PACE providers, MCOs, community based service providers, community behavioral health agencies, other provider organizations, and interested parties, to learn with us. This webinar should be viewed as a per-requisite to other PASRR training offered by DHS and Ascend/Maximus about PASRR in Iowa, although it can also serve as a useful refresher for many.

If you plan to join DHS and Ascend/Maximus in any of the face-to-face full day "PASRR Road Show," training events in the Fall of 2020, we encourage you to attend this PASRR 101 event as it will prepare you to develop a deeper understanding of the topics we'll be discussing in those more advanced training events. The discussion will provide guidance on:

- History and purpose of the federally mandated PASRR program
- Links between PASRR and the Supreme Court Olmstead Decision
- Who receives a PASRR?
- The basics of PASRR Level I and Level II
- Information needed to complete a thorough Level II evaluation and Summary of Findings
- PASRR in Iowa - unique features
- What is PASRR compliance and why is it important?

Click below to register for the webinar:

**[PASRR 101: An In-depth Look into the Basics of Preadmission Screening and Resident Review](#)**  
**2 p.m. - 3 p.m. CST, Tuesday, September 1, 2020**

## **QUICK TIPS: Getting Started with PASRR for Iowa Health Care Providers**

The Iowa Department of Human Services (IA DHS) and Iowa PASRR program team at Maximus have developed a helpful guide covering a broad range of topics to help your new staff get started with PASRR including:

- Who should train on PASRR
- Bookmarking the IA PASRR website, reviewing materials, and requesting database access
- Attending available PASRR trainings
- Learning compliant care planning
- Facility management should make this document available to all employees involved in PASRR - on individual computers and in shared workspaces. [Click here to download this useful resource.](#)

8/ 25 / 2020

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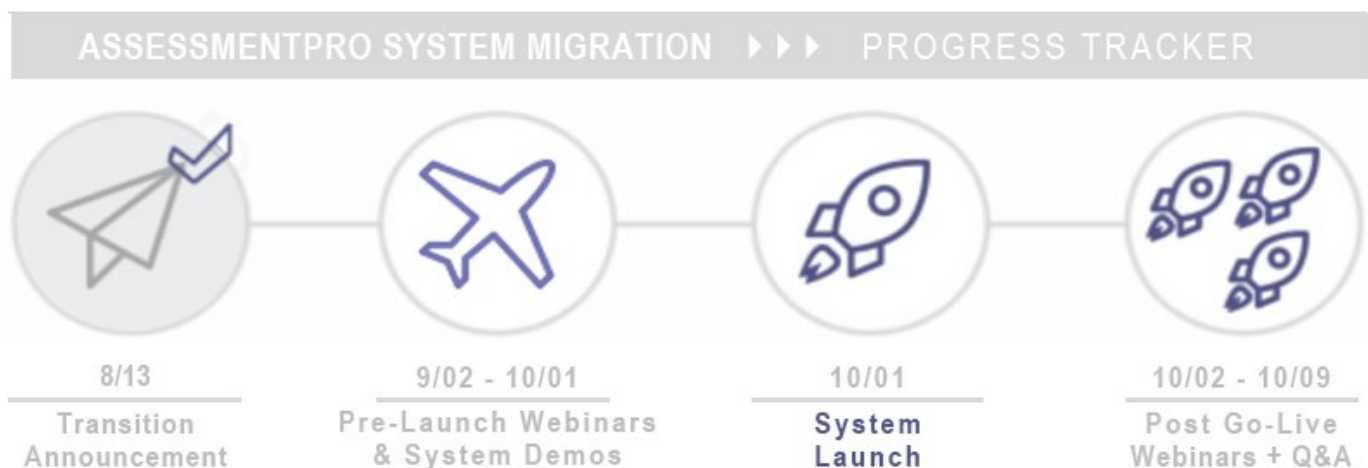
**Be Ready for the Planned October 1st PASRR System Implementation - Register for AssessmentPro Training Today!**

Preadmission Screening and Resident Review (**PASRR**) is a critical process to safeguard that each individual seeking admission to a nursing facility receives the care and services that best suit their needs. The Iowa Department of Human Services (**IA DHS**) is taking important next steps to continue improving this process for the vulnerable populations we serve by working with partner, Maximus, to transition PASRR to the web-based **AssessmentPro (AP)** system.

The cornerstone of the Maximus application "toolkit," AssessmentPro was developed for strict adherence to all federal and state **compliance guidelines**, as well as industry **gold standard best practices**. Already making a positive impact in other PASRR programs across the country, this migration will further streamline the evaluation process for Iowa providers when it launches on October 1st.

As we move toward this impactful change, you can expect to receive weekly communications covering timely transition updates, learning opportunities, and helpful resources. Be sure to explore the valuable information listed below, including the following important topics:

[Register for AP Training](#) | [System Benefits](#) | [Download PASRR Quick Tips](#)



*As we move toward the transition, we'll be sharing a helpful, **visual progress tracker** spotlighting key project milestones. We will continue to update it throughout the migration for an at-a-glance view of where we are and what's next in the process.*

**REGISTER: Upcoming AssessmentPro Webinars**

The State of Iowa DHS and your PASRR support team at Maximus are excited to kick off the first in a series of new learning opportunities taking place throughout the AssessmentPro implementation process. These insightful, **hour-long webinars** will cover a broad range of topics including:

- **PASRR Overview**
- **Level I Walk-through**
- **System Basics**
- **AssessmentPro Admin Roles**

The first training events will focus on system basics and the PASRR process. Be sure to review the dates/times and click the link below to register for one session from each set of webinar topics, so that you and your team will be prepped for the upcoming transition. Note: After registering, you will receive a confirmation email and a reminder message an hour before the session is scheduled to begin.

Session 1: Intro to AssessmentPro, User Roles, & System Sign-Up

[AssessmentPro Overview | 3 pm CT Wednesday, September 2, 2020](#)

[AssessmentPro Overview | 10 am CT Thursday, September 3, 2020](#)

[AssessmentPro Overview | 2 pm CT Friday, September 4, 2020](#)

Session 2: Iowa PASRR - Level I Walkthrough & AssessmentPro

[Level I Walkthrough | 2 pm CT Tuesday, September 15, 2020](#)

[Level I Walkthrough | 9 am CT Wednesday, September 16, 2020](#)

[Level I Walkthrough | 9 am CT Thursday, September 17, 2020](#)

**Next Steps:** Stay tuned for more details coming soon on registration for future webinars, which will cover new topics, including an overview of tools - **PathTracker** and **ServiceMatters**, as well as additional dates for the same topics covered in the sessions listed above. We will also be offering a post-launch series of **Q&A sessions** in early October, where you can find answers to your toughest PASRR and AssessmentPro questions.

## **BENEFITS: What You Should Expect**

The Iowa PASRR program's transition to the AssessmentPro system will result in very **few changes to your day-to-day PASRR processes**, while maximizing impact with several key benefits. several key benefits.

### **1. In-depth representation of needs**

The most critical improvements with the launch of the new system will be the ability to immediately upload documentation within AssessmentPro to paint an even more well-defined picture of each individual and their needs. Although fax will still be available, easier uploading will become the preferable method for documentation transmittal.

### **2. Simplified processes for multi-facility users**

No more logging in and out when changing facilities. Providers working with multiple facilities will only need one AssessmentPro login for system access. Simply toggle to the appropriate facility as necessary, once you're logged in.

### 3. Expanded resources

Comprehensive new system training and support materials will be readily available to providers, when logged into the AssessmentPro system.

#### RESOURCE: PASRR for Iowa Health Care Providers

As shared in a recent communication, the Iowa Department of Human Services (IA DHS) and Iowa PASRR program team have developed a helpful guide covering a broad range of topics to **help your new staff get started with PASRR** including:

- Who should train on PASRR
- Bookmarking the IA PASRR website, reviewing materials, and requesting database access
- Attending available PASRR trainings
- Learning compliant care planning

Facility management should make this document available to all employees involved in PASRR - on individual computers and in shared workspaces. [Click here](#) to download this useful resource.

#### SUPPORT: Contact the Iowa PASRR Help Desk

Have questions about the upcoming transition? Contact the Iowa PASRR Help Desk:

[iowaPASRR@maximus.com](mailto:iowaPASRR@maximus.com) | 833.907.2777

9/2/2020

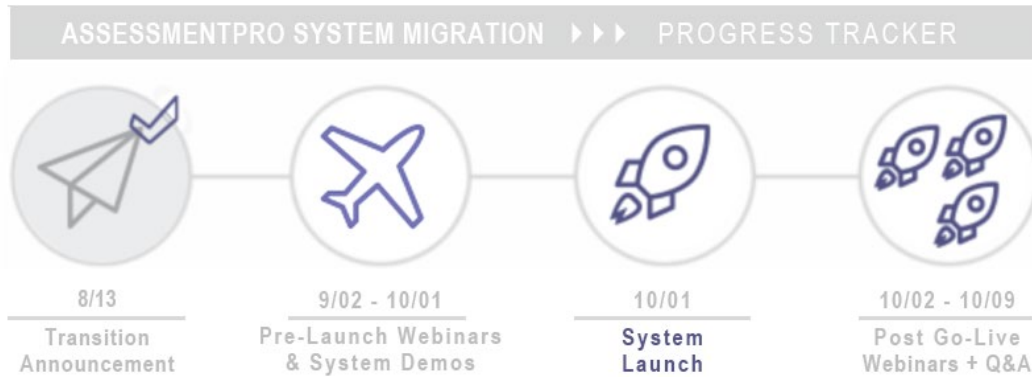
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#### One Month Countdown Until AssessmentPro Implementation | Register for Upcoming Webinars | Review System Roles + Sign-Up Process Preview | Download PASRR Quick Tips

We're now **one month away** from the Iowa Department of Human Services' (IA DHS) planned **October 1st transition to the AssessmentPro (AP)** system for online management of all PASRR Level I screen's and Level II evaluations. There are several steps that must be taken to ensure that you can continue to submit Level I screens and that no delays are experienced for individuals receiving Level II evaluations, once the AP system launches next month.

Not sure where to begin prepping for this change? We've got you covered, with some important items below to review, including:

**AP Webinar Registration | Account Roles + Sign Up Preview | Download PASRR Quick Tips**



## TRAINING: Register for Upcoming Webinars

The State of Iowa DHS and your PASRR support team at Maximus are excited for today's kick-off of the first in a series of new **learning opportunities**, which will be taking place throughout the AssessmentPro implementation process. These insightful, **hour-long webinars** will cover a broad range of topics including:

- **PASRR Overview**
- **Level I Submission Walk-through**
- **System Registration**
- **User Basics**
- **Access Coordinator Role**

The first training events, listed below, will focus on account roles and sign-up, system basics, and the PASRR Level I submission process. Be sure to **review the dates/times and click the links below** to register for one session from each series of webinars, so that you and your team will be prepped for the upcoming transition.

### Series 1: Intro to AssessmentPro, User Roles, & System Sign-Up

[AssessmentPro Overview | 3 pm CT TODAY, September 2, 2020](#)  
[AssessmentPro Overview | 10 am CT Wednesday, September 3, 2020](#)  
[AssessmentPro Overview | 2 pm CT Thursday, September 4, 2020](#)

### Series 2: Iowa PASRR - Level I Submission Training

[Level I Submission Training | 2 pm CT Tuesday, September 15, 2020](#)  
[Level I Submission Training | 9 am CT Wednesday, September 16, 2020](#)  
[Level I Submission Training | 9 am CT Thursday, September 17, 2020](#)  
[Level I Submission Training | 9 am CT Tuesday, September 29, 2020](#)  
[Level I Submission Training | 2 pm CT Wednesday, September 30, 2020](#)  
[Level I Submission Training | 1 pm CT Thursday, October 1, 2020](#)

### Series 3: Iowa PASRR - System Registration, ServiceMatters & PathTracker - NEW!

[System Registration, ServiceMatters & PathTracker | 2 pm CT Tuesday, September 22 2020](#)  
[System Registration, ServiceMatters & PathTracker | 10 am CT Wednesday, September 23, 2020](#)  
[System Registration, ServiceMatters & PathTracker | 10 am CT Thursday, September 24, 2020](#)

*After registering, you will receive a confirmation email and a reminder message an hour before the session is scheduled to begin.*

## **ACCOUNT SETUP: Identifying User Roles + Sign Up Preview**

The **system user roles and sign up instructions** listed below will be covered in the upcoming AssessmentPro webinars, but be sure to review it closely ahead of your scheduled session, so you can field any questions to the Training team that you may have.

### **REVIEW: Choose Your AssessmentPro Role**

Your team should determine all necessary AssessmentPro system users who will need access and choose the appropriate role for each (list shown below). Note: The first users set up should be the facility's designated Access Coordinators, as these individuals are responsible for approving for your other facility users.

**Access Coordinator/AP Administrator:** Responsible for review and approval of all other facility users.

**Clinical User:** Any individuals who can begin and submit a Level I PASRR screen.

**Non-Clinical User:** Someone who can begin, but cannot submit a Level I screen.

\*You can sign up for multiple roles. For example, an Access Coordinator/AP Administrator can also be a Clinical User

### **PREVIEW: Sign Up Instructions After Series #1 Training**

During Series #1 of the planned webinar sessions linked above (9/02-04), you will be provided with more information on selecting the appropriate user role, as well as the instructions and URL details to sign up for your individual AssessmentPro account. Below is a sneak peek at these critical steps, so that you can begin to become familiar with the process

1. Visit the URL provided by the Training team > **Click New User?**
2. **Complete Registration Form** > Hover over circled i for more info
3. **Click Save to proceed** > As you enter data into the fields depicted at right and select Iowa (even if your facility is in a different state) from the State drop-down, an additional field will appear for Facility

\*Note: If you plan to choose the Administrator role, be sure to select the checkbox under Facility, which says "Request Access Coordinator Access"

4. Return to the URL provided by the Training team > Enter your Login: Email & Password (UserName will always be your email address)

5. Review User Agreement before first login > **Click Log in**

## **REMINDER: PASRR for Iowa Health Care Providers**

If you've yet to do so, be sure to download and review the helpful reference guide below, which covers a broad range of topics to assist your staff in getting started with PASRR:

[Download: Getting Started with PASRR for Iowa Providers](#)

## SUPPORT: Contact the Iowa PASRR Help Desk

Have questions about the upcoming transition? Contact the Iowa PASRR Help Desk:

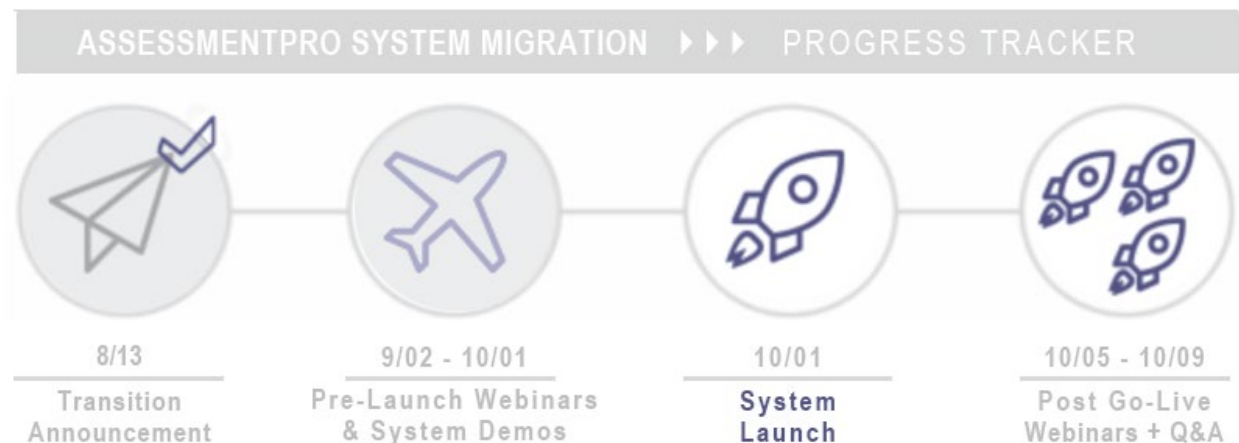
[IowaPASRR@maximus.com](mailto:IowaPASRR@maximus.com) | [833.907.2777](tel:833.907.2777)

9/10/2020

## Complete Your AssessmentPro Countdown Checklist Ahead of October 1<sup>st</sup> Implementation | Register for Upcoming Webinars | Review System Roles FAQs

The countdown continues! We're less than three weeks away from the **October 1<sup>st</sup> launch** of Iowa's new **AssessmentPro** system for the management of **PASRR** database information. Follow the helpful steps laid out in the **Countdown Checklist** below to ensure your team is ready for this important change and avoids any potential LI submission delays on or after the go-live date. These next steps include:

- Registration for multiple AssessmentPro **training webinars**
- **User roles** selection and system **account sign up** guidance
- Download and review new resource: **AssessmentPro FAQs**



## ASSESSMENTPRO COUNTDOWN CHECKLIST

### 1. REGISTER: AssessmentPro Training Webinars

The IA DHS and your PASRR support team at Maximus continue their month-long series of informative **training webinars** to ensure that you're fully prepped with the information and support tools needed for the AssessmentPro launch on 10/01. You should have already signed up and attended Series

#1: Intro to AssessmentPro, which took place last week. The additional **hour-long sessions** indicated below will cover:

- **PASRR Overview**
- **Level I Submission Walk-through**
- **System Registration**
- **User Basics**
- **Access Coordinator Role**

Be sure to review the **dates/times and click the links below to register** for one session from each series of webinars, if you haven't already, so that you and your team will be prepped for the upcoming transition.

**Choose a date/time that works best for you in each series and register:**

## **Series 2: Iowa PASRR - Level I Submission Training**

[Level I Submission Training | 2 pm CT Tuesday, September 15, 2020](#)  
[Level I Submission Training | 9 am CT Wednesday, September 16, 2020](#)  
[Level I Submission Training | 9 am CT Thursday, September 17, 2020](#)  
[Level I Submission Training | 9 am CT Tuesday, September 29, 2020](#)  
[Level I Submission Training | 2 pm CT Wednesday, September 30, 2020](#)  
[Level I Submission Training | 1 pm CT Thursday, October 1, 2020](#)

## **Series 3: Iowa PASRR - System Registration, ServiceMatters & PathTracker**

[System Registration, ServiceMatters & PathTracker | 2 pm CT Tuesday, September 22 2020](#)  
[System Registration, ServiceMatters & PathTracker | 10 am CT Wednesday, September 23, 2020](#)  
[System Registration, ServiceMatters & PathTracker | 10 am CT Thursday, September 24, 2020](#)

*Note: Material covered will be identical for all session dates listed within each series, so only one sign up per series is necessary - unless you would like additional review of the content.*

## **2. SELECT: AssessmentPro User Role(s)**

After completion of last week's **Intro to AssessmentPro** sessions with the IA PASRR Training team, the next step will be to select the appropriate user roles for each member of your team involved in the PASRR process.

- **Access Coordinator/AP Administrator** - This role type should be your facility's first account registered, as the Coordinator(s) will then be responsible for review and approval of all your other users.

*\*It is strongly recommended to select multiple Access Coordinators. This helps to ensure continuity if one is unavailable or leaves the position before a replacement Access Coordinator can be registered in the system.*

- **Clinical User** - This role is for individuals who can begin and submit a Level I screen.

- Non-Clinical User - This role applies to individuals who can begin, but cannot submit a Level I PASRR screen, but may submit PathTracker Plus information for the facility.

*NOTE: You can sign up for more than one role listed above. For example, an Access Coordinator can also be a Clinical User.*

### 3. REVIEW: AssessmentPro Account Sign Up Process

The next step after attending the recent AssessmentPro Overview Training (Series #1) and determining the correct user role(s), based on your activities in the PASRR process, is to complete the account sign up process for all users within your agency/hospital/facility. It will take just a few easy steps to create your AssessmentPro account. After the initial steps above are completed, follow the instructions below to complete this important task:

1. Visit the URL provided to you by the Training team. Click **New User?**



ASSESSMENTPRO

Login Email

Password

User Agreement

Log In


[Forgot Password?](#)

[New User?](#)

2. Complete Registration Form

Hover over ***circled i*** for more info

Click **Save** to proceed > As enter data into the fields depicted at right and select Iowa (even if your facility is in a different state) from the State drop-down, an additional field will appear for Facility. *\*Note: If you plan to choose the Access Coordinator/AP Administrator role, be sure to select the checkbox under Facility, which says "Request Access Coordinator Access"*



ASSESSMENTPRO

First Name

Last Name

Email Address

Re-enter Email Address

Phone - Business

Phone - Direct

Phone - Mobile

Phone - Fax

State

Credentials

Custom credential

Password

Re-enter Password

- Return to the URL provided by the Training team

Enter your **Login: Email & Password**

Review **User Agreement** before first login

Click **Log in**



The image shows the AssessmentPro login interface. At the top is the AssessmentPro logo, which consists of a dark gray circle containing a white stylized 'A' with a horizontal bar. Below the logo, the text 'ASSESSMENTPRO' is displayed in a dark gray, sans-serif font. The login form is enclosed in a light gray rounded rectangle with an orange border. It contains two input fields: the first is labeled 'Login Email' with a person icon, and the second is labeled 'Password' with a lock icon. Below these fields is a link for 'User Agreement' with an orange arrow pointing to it from the right. At the bottom of the form is a dark gray 'Log In' button with an orange border. Below the login form are two links: 'Forgot Password?' on the left and 'New User?' on the right.

#### 4. DOWNLOAD: Review AssessmentPro System FAQs

We've gathered some of the most **Frequently Asked Questions (FAQs)** from providers across the country about AssessmentPro, the PASRR process, and accessing support resources. This helpful reference guide, also available on the Iowa PASRR Providers page: <https://maximus.com/svcs/iowa>, will continue to be updated and shared in the coming months, as providers have more questions about the system's features and processes. [Click here to download.](#)

**Other Resources:** If you've yet to do so, be sure to review PASRR for Iowa Health Care Providers - Quick Tips, a helpful guide covering a broad range of topics to help your new staff get started with PASRR: [Click here to download.](#)

#### 5. ASK A QUESTION: Contact Iowa PASRR Help Desk

If you have questions on any of the steps listed above or other details about the upcoming **10/01/2020 AssessmentPro transition**, contact the Iowa PASRR Help Desk for more information:

Email: [iowaPASRR@maximus.com](mailto:iowaPASRR@maximus.com)

Phone: **833.907.2777**

Web: [maximusclinicalservices.com/svcs/iowa](https://maximusclinicalservices.com/svcs/iowa)

**Sign up for our Mailing List:** Do you or someone else on your team need to be added to our email list? Contact us at: [iowaPASRR@maximus.com](mailto:iowaPASRR@maximus.com) with the subject line "Please add me to the IA PASRR contact list" and include full name, title, facility name and email address in the body of the message.

9/ 18 / 2020

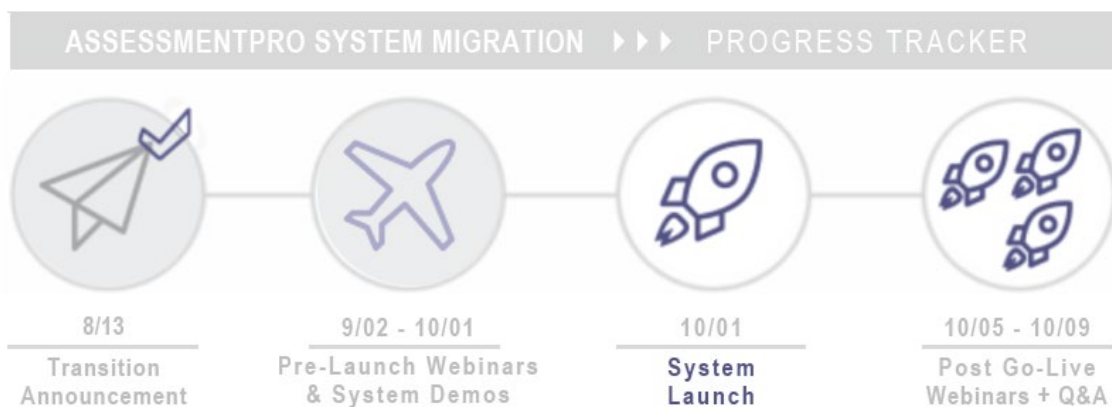
## Is Your Facility Ready for the October 1<sup>st</sup> AssessmentPro Transition? Attend Upcoming Webinars | Select User Role | Create User Account | Review New Support Resources

We're less than two weeks away from the **October 1<sup>st</sup>** launch of Iowa's new online PASRR platform, **AssessmentPro**. Is your team ready for this game-changing transition? There are several steps each facility need to take in order to avoid any potential delays to new PASRR screens and assessments after that go-live date. This includes:

- Register: Attend upcoming **training webinars**
- Action Required: Create your **user account** in AssessmentPro
- New Resource: Review the AssessmentPro **Provider Transition Guide**
- Support: Reminders on how to contact your **Iowa PASRR Help Desk**

What's NOT changing? The Iowa PASRR Providers Website is still the place everyone should go, in order to begin any interaction with Iowa PASRR, up to and after **October 1, 2020**. Please be sure to bookmark the website, if you've yet to do so: <https://maximusclinicalservices.com/svcs/iowa>

All of our resources, announcements and links to sign up for training will still be found there!



## REGISTER: Attend Upcoming AssessmentPro Webinars

Training is imperative to ensure that everyone involved with the PASRR process has a solid understanding of the new AssessmentPro platform, processes, and the changes taking place with the transition. Be sure to review the **dates/times and click the links below to register** for one session from each series of webinars listed, as each will cover a different set of topics.

### System Registration, ServiceMatters & PathTracker

[System Registration, ServiceMatters & PathTracker | 2 pm CT Tue, 9/22](#)

[System Registration, ServiceMatters & PathTracker | 10 am CT Wed, 9/23](#)

[System Registration, ServiceMatters & PathTracker | 10 am CT Thu, 9/24](#)

### PASRR Level I Submission Training

[Level I Submission Training | 9 am CT Tuesday, September 29, 2020](#)

[Level I Submission Training | 2 pm CT Wednesday, September 30, 2020](#)

[Level I Submission Training | 1 pm CT Thursday, October 1, 2020](#)

### COMING SOON: Post-Launch Q&A Sessions

Stay tuned for more details on a series of **Q&A sessions on 10/05-09**.

*After registering, you will receive a confirmation email and a reminder message an hour before the session is scheduled to begin.*

## REQUIRED ACTION: Create Your AssessmentPro Account

If you've yet to do so, each member of your facility team who will be involved with the PASRR process needs to review and select an appropriate AssessmentPro user role(s), then sign up for individual system accounts. Review the instructions below to complete both of these important tasks:

### SELECT System User Role(s)

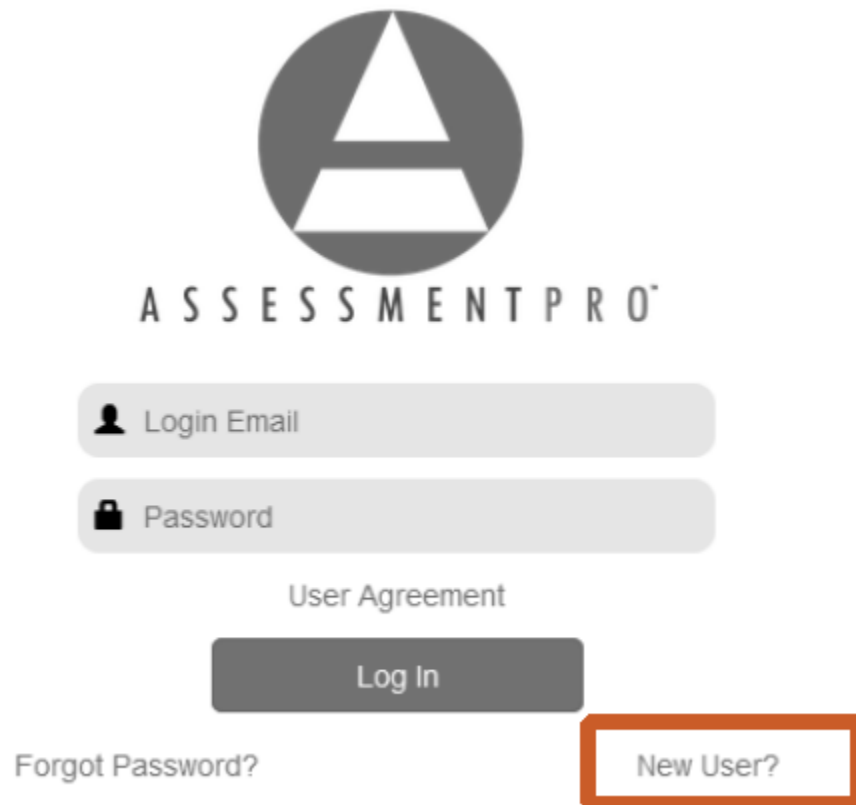
- Access Coordinator/AP Administrator - This role must be set up first. Responsible for review and approval of all other facility users.  
We strongly recommend that each facility have AT LEAST TWO Access Coordinators/AP Administrators, but you may have more than two. These Access Coordinators should be the people who use PASRR the most, and they will be able to give access to others.
- Clinical User - This role is for individuals who can begin and submit a Level I screen.
- Non-Clinical User - Applies to individuals who can begin, but not submit Level I PASRR screens. This kind of access would work well for business office staff, who need to make entries of Admission/Transfer/Discharge notices in PathTracker Plus.

*NOTE: You can sign up for more than one role listed above. For example, an Access Coordinator can also be a Clinical User.*

## Create Your System Account

Once you've determined the correct role(s), based on your activities in the PASRR process, follow the instructions below to complete this important task. All users can sign themselves up for an account. Your facility's Access Coordinator(s) will then be notified through AssessmentPro of the new account request.

1. Visit AssessmentPro.com. Click **New User?**




The image shows the AssessmentPro login and registration interface. At the top is the AssessmentPro logo, which consists of a dark gray circle containing a white stylized 'A' made of two triangles. Below the logo, the text 'ASSESSMENTPRO' is displayed in a dark gray, sans-serif font. Underneath the text are two input fields: the first is labeled 'Login Email' with a person icon, and the second is labeled 'Password' with a lock icon. Below these fields is a link for 'User Agreement'. A dark gray 'Log In' button is positioned below the 'User Agreement' link. To the left of the 'Log In' button is a link for 'Forgot Password?'. To the right of the 'Log In' button is a link for 'New User?', which is highlighted with an orange rectangular border.

2. Complete Registration Form

Hover over ***circled i*** for more info

Click **Save** to proceed > As enter data into the fields depicted at right and select Iowa (even if your facility is in a different state) from the State drop-down, an additional field will appear for Facility. *\*Note: If you plan to choose the Access Coordinator/AP Administrator role, be sure to select the checkbox under Facility, which says "Request Access Coordinator Access"*



ASSESSMENTPRO

First Name

Last Name

Email Address

Re-enter Email Address

Phone - Business

Phone - Direct

Phone - Mobile

Phone - Fax

State

Credentials

Custom credential

Password


Re-enter Password

3. Return to the URL provided by the Training team

Enter your **Login: Email & Password**

Review **User Agreement** before first login

Click **Log in**



The image shows the AssessmentPro login interface. At the top is the AssessmentPro logo, which consists of a dark gray circle containing a white stylized 'A' that resembles a mountain peak. Below the logo, the word 'ASSESSMENTPRO' is written in a dark gray, sans-serif, all-caps font. The login form is enclosed in a light gray rounded rectangle with a thin orange border. It contains two input fields: the first is labeled 'Login Email' with a person icon, and the second is labeled 'Password' with a padlock icon. Below these fields is a link labeled 'User Agreement' with an orange arrow pointing to it from the right. At the bottom of the form is a dark gray 'Log In' button with white text, which is also highlighted with an orange border. Below the login form are two links: 'Forgot Password?' on the left and 'New User?' on the right.

## NEW RESOURCE: Provider Transition Guide

As you prep for the October 1st launch, be sure to check out a handy new reference, developed for everyone involved in the PASRR process. The Provider Transition Guide is chock-full of helpful reminders on the benefits of AssessmentPro, ways to maximize the new system, and tips to help your team successfully navigate this impactful change. Click the link below to review:

[Review the AssessmentPro Provider Transition Guide](#)

**Additional Resources:** There are other AssessmentPro-related guides and materials also available for your reference. Choose from the links below to learn more:

- [AssessmentPro System Frequently Asked Questions \(FAQs\).](#)
- [System Overview Training Series #1 - Recording \(register to view when prompted\).](#)

## SUPPORT: Iowa PASRR Help Desk Contacts

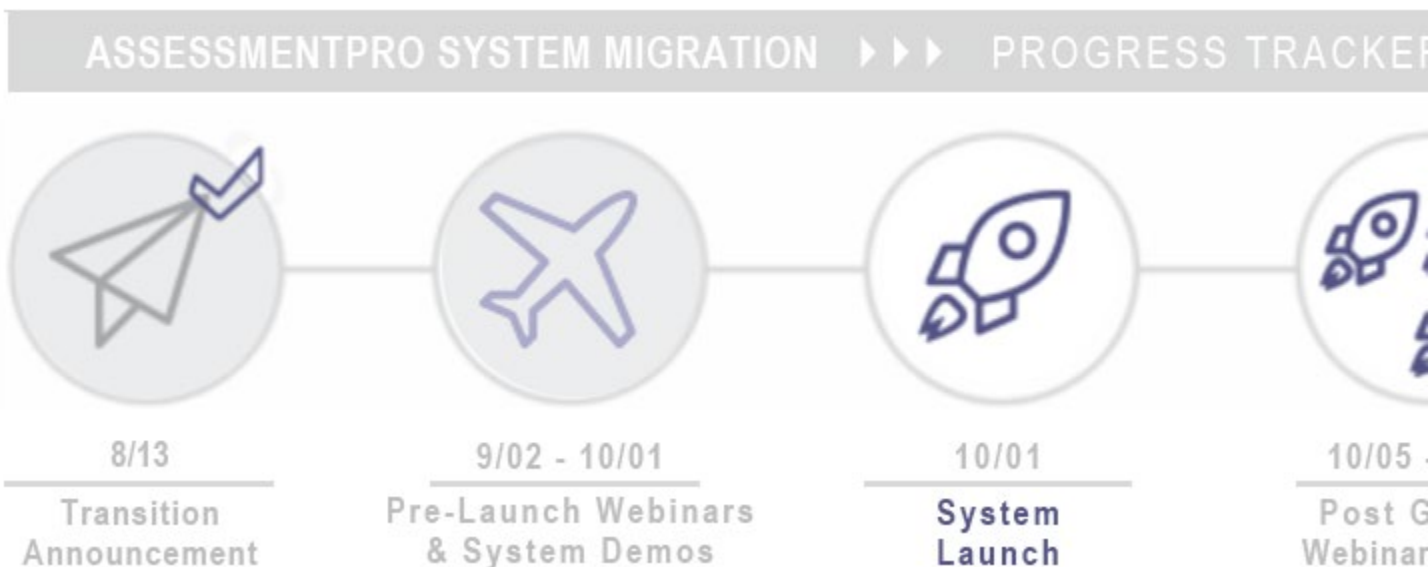
Email: [iowaPASRR@maximus.com](mailto:iowaPASRR@maximus.com)  
Phone: 833.907.2777  
Fax: 877.431.9568  
Web: [maximusclinicalservices.com/svcs/iowa](https://maximusclinicalservices.com/svcs/iowa)

9/ 24 / 2020

## Final Countdown to October 1<sup>st</sup> AssessmentPro Migration | Be Prepared – Register for Upcoming Webinars, Create System Account, Download Training Checklist

With one week left to go until the **Thursday, October 1<sup>st</sup> AssessmentPro transition** for database management of all **PASRR** program assessments, be sure that your facility is ready for the change. Review important next steps and resources listed below, including:

- Register for upcoming **AssessmentPro webinars**
- Review resources, including the new **AssessmentPro Training Checklist**
- Process reminders on **user role selection & system account setup**
- Support resources, including the **Iowa PASRR Provider Website**



### TRAINING: Register for Upcoming Webinars

Over the past month, the Iowa PASRR Training team has held webinars on a variety of different topics about PASRR processes, account setup and basics on the AssessmentPro system. These events continue next week with **PASRR Level I Submission Training**. Content presented in this series will be identical, so review the registration details listed below and choose the date/time that works best with your schedule.

### PASRR Level I Submission Training

- [Level I Submission Training | 9 am CT Tuesday, September 29, 2020](#)
- [Level I Submission Training | 2 pm CT Wednesday, September 30, 2020](#)
- [Level I Submission Training | 1 pm CT Thursday, October 1, 2020](#)

## AssessmentPro Post-Launch Q&A Sessions - NEW

Once we arrive at the 10/01 launch date, we know that you may have additional questions once you begin actively using the system. With that in mind, we invite you to join us for a series of **AssessmentPro Post-Launch Q&A Sessions** taking place each day during the week following implementation. These hour-long open forums are the ideal place to field your toughest AssessmentPro questions with the experts. We'll also address any general PASRR questions that you have during these sessions. Sign up below for as many sessions as you need.

- [AssessmentPro Post-Launch Q&A Session | 1 pm CT Monday, October 5, 2020](#)
- [AssessmentPro Post-Launch Q&A Session | 1 pm CT Tuesday, October 6, 2020](#)
- [AssessmentPro Post-Launch Q&A Session | 1 pm CT Wednesday, October 7, 2020](#)
- [AssessmentPro Post-Launch Q&A Session | 1 pm CT Thursday, October 8, 2020](#)
- [AssessmentPro Post-Launch Q&A Session | 1 pm CT Friday, October 9, 2020](#)

*\*After registering for any sessions listed above, you will receive a confirmation email and a reminder message an hour before the session is scheduled to begin.*

## DOWNLOAD: AssessmentPro Training Resources

Helpful resources have been developed to get you up to speed with AssessmentPro and maximizing its numerous tools and features. Below are some useful reference guides to help you navigate this new web-based system - including a brand new Training Checklist, with instructional resources for all major AssessmentPro processes.

### AssessmentPro Training Checklist - NEW

Links to video tutorials and instructional PDFs on all the major features you'll need to know about AssessmentPro.

[Click to download](#)

### System Overview Training Series #1 - Recording

If you were unable to attend one of the earlier training webinars or would like a refresher on the content shared, click the link below to review a recording of one of the Series #1 sessions presented earlier in September. Register to view when prompted.

[Click to listen](#)

### Provider Transition Guide

This guide contains reminders on the benefits of AssessmentPro, ways to maximize the new system, and tips to help your team successfully navigate this impactful change.

[Click to download](#)

## AssessmentPro System - Frequently Asked Questions

Explore some of the questions most often fielded about the PASRR process and using the AssessmentPro system.

[Click to download](#)

## Iowa PASRR Providers Website - Please BOOKMARK This Site! All Iowa PASRR Activity Starts Here!

Stay up-to-date with the program's latest announcement, guides and relevant state links.

[Explore the site](#)

## REMINDER: Select AssessmentPro User Roles & Create an Account

If any members of your team involved in the PASRR process have yet to do so, it is critical that they choosing appropriate system user roles and set up an AssessmentPro account. Here are reminders to complete both of those tasks.

### AssessmentPro User Roles

#### AP Administrator

This role must be set up first.

Responsible for **review and approval of all other facility users.**

#### Clinical User

This role applies to individuals who can begin and submit a **Level I screen**.

#### Non-Clinical User

Applies to individuals who can begin but cannot submit a **Level I screen**.

It's recommended that multiple AP Administrators be selected to ensure continuity.

*\*You can sign up for multiple roles. For example, an AP Administrator can also be a Clinical User.*

Once you've determined the correct role(s), based on your activities in the PASRR process, follow the instructions below to complete this important task. All users can sign themselves up for an account. Your

facility's AP Administrator(s)/Access Coordinators will then be notified through AssessmentPro of the new account request.

1. Visit AssessmentPro.com. Click **New User?**



The image shows the AssessmentPro login and registration interface. At the top is the AssessmentPro logo, which consists of a dark gray circle containing a white stylized 'A' with a horizontal bar. Below the logo, the text 'ASSESSMENTPRO' is displayed in a dark gray, sans-serif font. Underneath the text are two input fields: the first is labeled 'Login Email' with a person icon, and the second is labeled 'Password' with a lock icon. Below these fields is a link for 'User Agreement'. A dark gray 'Log In' button is positioned below the 'User Agreement' link. To the left of the 'Log In' button is a link for 'Forgot Password?'. To the right of the 'Log In' button is a link for 'New User?', which is highlighted with an orange rectangular border.


2. Complete Registration Form

Hover over **circled i** for more info

Click **Save** to proceed

As you enter data into the fields depicted at right and select Connecticut (*even if your facility is in a different state*) from the **State** dropdown, an additional field will appear for **Facility**.

\*Note: If you plan to choose the AP Administrator role, be sure to select the checkbox under **Facility**, which says **"Request AssessmentPro Administrator Access"**



ASSESSMENTPRO

First Name

Last Name

Email Address

Re-enter Email Address

Phone - Business

Phone - Direct

Phone - Mobile

Phone - Fax

State

Credentials

Custom credential

Password

Re-enter Password


3. Return to [AssessmentPro.com](https://AssessmentPro.com)

Enter your **Login: Email & Password**


Review **User Agreement** before first login

Click **Log in**

*\*Reminder: Your UserName will always be your email address.*



ASSESSMENTPRO

User Agreement 

[Forgot Password?](#) [New User?](#)

## SUPPORT: Iowa PASRR Help Desk Contacts

**Phone:** 833.907.2777

**Email:** [IowaPASRR@maximus.com](mailto:IowaPASRR@maximus.com)

**Fax:** 877.431.9568

**Web Resources:** [Iowa PASRR Provider Site](#)

9/30/2020

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## The 10/01 AssessmentPro Migration is Just One Day Away! Review the AssessmentPro Go-Live Checklist

We're almost there! This **Thursday, October 1st** marks the Iowa PASRR program's transition to the **AssessmentPro** system. Is your facility ready for the launch? Avoid potential delays in Level I screen submissions or Level II evaluations once the transition is complete. Review the **AssessmentPro Go-Live Checklist** listed below, which covers:

- Upcoming **webinars** and post-launch **Q&A sessions**
- **Training toolkit** of available resources
- Reminder on AssessmentPro **benefits**
- Setting up your team's new **system accounts**
- Help Desk contacts + **Iowa PASRR Provider Website**

**Next steps:** After this evening, **September 30th**, new screens will need to be submitted through AssessmentPro and access to the existing PASRR system for the purpose of new submissions will then be disabled.

**Additional questions?** Review training materials on the Iowa PASRR Provider website, register for an upcoming Q&A session, or contact the Help Desk for other questions not found below:  
[IowaPASRR@maximus.com](mailto:IowaPASRR@maximus.com).

### ASSESSMENTPRO GO-LIVE CHECKLIST

#### REGISTER: Upcoming Webinars + Post-Launch Q&A Sessions

If you've yet to attend the previous sessions, be sure to join the Iowa PASRR Training team for one of the PASRR Level I Submissions webinars scheduled ahead of Thursday's AssessmentPro launch.

**Choose a date/time below that works best for you to register:**

#### PASRR Level I Submission Training

[Level I Submission Training | 2 pm CT Wednesday, Sep 30, 2020](#)  
[Level I Submission Training | 1 pm CT Thursday, Oct 1, 2020](#)

AssessmentPro Post-Launch Q&A Sessions

You may have additional questions following tomorrow's launch. With that in mind, we will be offering daily **Post-Launch Q&A Sessions** each day next week, to field your toughest AssessmentPro questions, as well as any general PASRR topics you'd like to cover. Click the links below to register for these helpful hour-long sessions.

[AssessmentPro Post-Launch Q&A Session | 1 pm CT Monday, Oct 5, 2020](#)

[AssessmentPro Post-Launch Q&A Session | 1 pm CT Tuesday, Oct 6, 2020](#)

[AssessmentPro Post-Launch Q&A Session | 1 pm CT Wednesday, Oct 7, 2020](#)

[AssessmentPro Post-Launch Q&A Session | 1 pm CT Thursday, Oct 8, 2020](#)

[AssessmentPro Post-Launch Q&A Session | 1 pm CT Friday, Oct 9, 2020](#)

**Note:** After registering for any sessions listed above, you will receive a confirmation email and a reminder message an hour before the session is scheduled to begin.

## TOOLKIT: AssessmentPro Resources

Check out these important go-to resources below as a first pass for all your AssessmentPro questions.

### AssessmentPro Training Checklist | [Download](#)

Links to video tutorials and instructional PDFs on all the major features you'll need to know about AssessmentPro.

### System Overview Training Series #1 Recording | [Listen](#)

If you would like a refresher on the content shared, click the link below to review a recording of one of the Series #1 sessions presented earlier in September. Register to view when prompted.

### Provider Transition Guide | [Download](#)

This guide contains reminders on the benefits of AssessmentPro, ways to maximize the new system, and tips to help your team successfully navigate this impactful change.

### AssessmentPro System - Frequently Asked Questions | [Download](#)

Explore some of the questions most often fielded about the PASRR process and using the AssessmentPro system.

### Iowa PASRR Providers Website | [Explore](#)

Stay up-to-date with the program's latest announcement, guides and relevant state links. Bookmark this site. All Iowa PASRR activity should start [here](#).

## PROCESS REVIEW: AssessmentPro Account Sign Up

Any facilities that have yet to set up accounts in AssessmentPro should review the steps below to select the proper user roles for each team member involved in the PASRR process, then create their system accounts.

### Access Coordinator/AP Administrator

This role type should be your facility's [first account registered](#), as the Coordinator(s) will then be responsible for review and approval of all your other users. This role must be set up first and should be the people who **use the PASRR system the most frequently**, within your facility.

*Responsible for **review and approval of all other facility users**. Please choose **at least two per facility**. This helps to ensure continuity if one is unavailable or leaves the position before a replacement Access Coordinator can be registered in the system.*

## **Clinical User**

This role is for individuals who can **begin and submit a Level I** screen.

## **Non-Clinical User**

This role is for business office staff who submit **PathTracker notices** for nursing facilities, but may not use other functions much. This role applies to individuals who can begin, but cannot submit a **Level I PASRR screen**.

## **ServiceMatters Respondent**

This role applies only for those working in Nursing Facilities who develop care plans, arrange services, and complete **ServiceMatters reviews**.

## **Log In to Create Your AssessmentPro System Account**

A) Visit [AssessmentPro.com](https://AssessmentPro.com)

Click **New User?**

B.) Complete Registration Form

Hover over **circled i** for more info

Click **Save** to proceed > As enter data into the fields depicted at right and select Iowa (even if your facility is in a different state) from the **State** drop-down, an additional field will appear for **Facility**

*\*Note: If you plan to choose the Access Coordinator/AP Administrator role, be sure to select the checkbox under Facility, which says "Request Access Coordinator Access"*

C.) Return to the URL provided  
by the Training team

Enter your **Login: Email & Password**

Review **User Agreement** before first login

Click **Log in**

## **BENEFITS: Review AssessmentPro System FAQs**

The transition will result in very **few changes to your day-to-day PASRR processes**, while maximizing impact with several key benefits.

### **In-depth representation of needs**

With the launch of the new system will be the ability to immediately upload documentation within AssessmentPro to paint an even more well-defined picture of each individual and their needs. Although fax will still be available, easier uploading will become the fastest, most accurate, and preferred method for documentation transmittal.

### **Simplified processes for multi-facility users**

Providers working with multiple facilities will only need one AssessmentPro login for system access. Simply toggle to the appropriate facility as necessary, once you're logged in.

### **Expanded resources**

Additional training and support materials will be readily available to providers, when logged into the AssessmentPro system. Anything on the website that appears with a lock on it, will automatically be unlocked when you are logged in.

### **ASK A QUESTION: Contact Iowa PASRR Help Desk**

If you have questions or need assistance with anything about the upcoming **10/01/2020 AssessmentPro transition**, contact the Iowa PASRR Help Desk:

**Phone:** 833.907.2777

**Email:** [iowaPASRR@maximus.com](mailto:iowaPASRR@maximus.com)

**Fax:** 877.431.9568

**Web Resources:** [Iowa PASRR Provider Site](#)

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### **Transition to AssessmentPro Complete | Interim Issue with NF Notices in PathTracker | Sign Up for Q&A Sessions**

As we hope you are aware, this **Thursday, October 1st**, was the official "go-live" day for our **new platform for Iowa PASRR, AssessmentPro**. DHS and Maximus offered 12 training events in September to help all our providers be well prepared for the launch of AssessmentPro, and we'll be hosting live, one-hour **Q&A sessions** from **October 5-9th, 1:00 pm CT** each day, to address any questions and training issues regarding the launch. Registration links will be provided at the end of this message. Ascend/Maximus has doubled the number of staff working on the [Iowa Help Desk](#), in order to be well prepared to address the many questions and support needs that we anticipated might arise.

### **UPDATE: Historical Records Issue Currently Being Addressed**

Since yesterday's system launch, a technical issue has come to our attention. It's related to the movement of PathTracker Plus historical records of admission, transfer, and discharge notices, from the legacy/old system to the AssessmentPro platform. Some nursing facilities may notice when going into the new platform to review their census, individuals in the facility census who were discharged in the past and don't appear to be discharged now.

**We ask, at this time, that you not attempt to address or fix this issue**. Our IT staff are working diligently to address the issue, and we hope to have a solution within the next few days. We'll share that solution in additional announcements by email and posted to the Iowa PASRR Providers website, as soon as it is available: <https://maximusclinicalservices.com/svcs/iowa>. We also intend to share those updates during next week's Q&A webinars (registration info listed below), if available by then.

### Other Issues?

In the interim, we advise providers to make us aware of any other issues that may arise by emailing the Help Desk with any other questions or concerns: [iowaPASRR@maximus.com](mailto:iowaPASRR@maximus.com). Thank you for your support and patience as we make our transition into this new, more intuitive, and more user friendly platform.

### LEARN: Upcoming Q&A Sessions | October 5 - 9, 2020

Have additional questions about AssessmentPro or the PASRR process? Here's your opportunity to find answers to your toughest questions. Join the Training team for a series of **AssessmentPro Post-Launch Q&A Sessions** taking place every day next week. Sign up below for as many of these hour-long sessions as you need.

[AssessmentPro Post-Launch Q&A Session | 1 pm CT Monday, 10/05/2020](#)  
[AssessmentPro Post-Launch Q&A Session | 1 pm CT Tuesday, 10/06/2020](#)  
[AssessmentPro Post-Launch Q&A Session | 1 pm CT Wednesday, 10/07/2020](#)  
[AssessmentPro Post-Launch Q&A Session | 1 pm CT Thursday, 10/08/2020](#)  
[AssessmentPro Post-Launch Q&A Session | 1 pm CT Friday, 10/09/2020](#)

*After registering, you will receive a confirmation email and a reminder message an hour before the session is scheduled to begin.*

### SUPPORT: Iowa PASRR Help Desk Contacts

**Phone:** 833.907.2777

**Email:** [iowaPASRR@maximus.com](mailto:iowaPASRR@maximus.com)

**Fax:** 877.431.9568

**Web Resources:** [Iowa PASRR Provider Site](#)

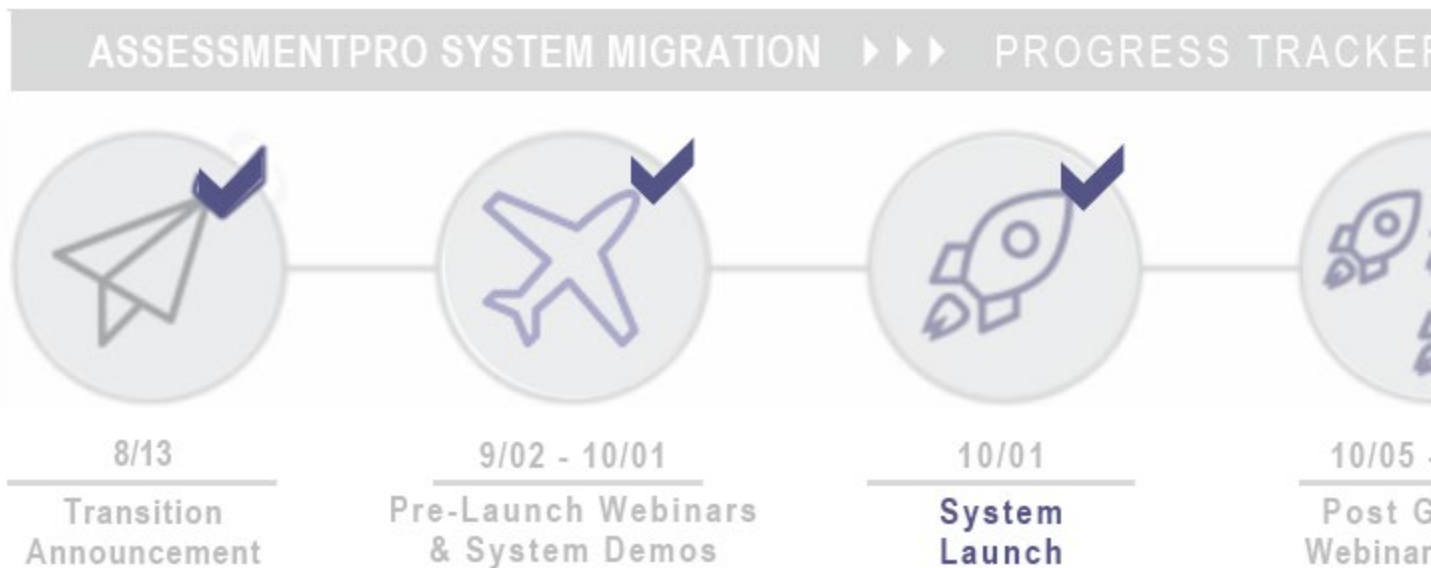
10/9/2020

## Review Helpful System Tips, Explore Resources, & Register for Final Q&A Webinar

We are now one week past the October 1st migration to Iowa's new PASRR system, AssessmentPro. Thanks for your continued engagement and invaluable feedback throughout the recent implementation and training process.

Still need answers to AssessmentPro questions? The Iowa DHS and the IA PASRR program support team have you covered, with additional reference materials, reminders, as well as the last of our week-long series of Q&A sessions. Check out more information below on these helpful resources:

- Register: Today's Q&A Webinar
- Update: Historical records issue now resolved
- FAQs: Check out some frequently asked questions
- Resources: Review helpful training content
- Support: How to contact the Help Desk



## REGISTER: Q&A Session | Today, 10/09 @ 1 pm CT

If you still have AssessmentPro or PASRR questions and missed the Post-Launch Webinars held earlier this week, its not too late! Join us for today's final Q&A session, led by the Iowa PASRR Program Training team. This informative hour-long event is an open forum, where you can share your toughest system questions with the experts. Sign up below:

[Post-Launch Q&A Session | 1 pm CT Today, Oct 9, 2020](#)

## PROCESS UPDATE: Historical Records Issue Now Resolved

As shared in our most recent communication, a technical issue arose following last week's transition process. Some nursing facilities may have noticed individuals in the facility census who were discharged in the past and don't appear to be discharged now, when using the new system to review their census. The IT team successfully resolved this issue on Tuesday evening.

If you have experienced any other issues since the system migration, please email the Help Desk with any other questions or concerns: [iowaPASRR@maximus.com](mailto:iowaPASRR@maximus.com). As always, we appreciate your support and patience as we make final adjustments to this more intuitive and user friendly platform.

## FAQs: Tackling Your AssessmentPro Questions

Over the next several emails you receive from us, we'll be sharing some commonly asked questions we're hearing from Iowa AssessmentPro system users. Below are a few important ones to keep in mind. To review more, be sure to download the latest version of the [FAQs resource guide here](#).

- **Q: Can multiple staff work on the same submission?**  
A: Yes, multiple people can work on a PASRR draft to prepare it for submission. However, only one person from a facility can edit the screen at a time. On the provider's landing page in AssessmentPro, there is a tab for Draft screens. Within that tab, there will be two sub-tabs: My Screens and Facility Screens. If the provider opens the Facility Screens sub tab, they will be able to access the draft screens within their facility. Once they open a draft screen, they can complete and submit it to Maximus.
- **Q: If the hospital does not know which NF a patient is discharging to, is there another way to get the PASRR determination to the NF?**  
A: You can print the outcome and send it to the nursing facility that is chosen. The NF should read and review the PASRR before accepting the person to ensure they can meet their needs there.

## RESOURCE: AssessmentPro Guides

Helpful resources have been developed to get you up to speed with AssessmentPro and maximizing it's many capabilities. Below are some useful reference guides to help you navigate this new web-based platform.

### Checklist - AssessmentPro Training | [Download](#)

Links to video tutorials and instructional PDFs on AssessmentPro features.

### Presentation - Provider Training | [Recording](#)

Get a refresher with a recording of a AssessmentPro System Overview shared with providers during the recent transition. \*Register to view, when prompted.

## **Frequently Asked Questions | [Download](#)**

Explore some questions about using the AssessmentPro system.

## **Provider AssessmentPro Transition Guide | [Download](#)**

Helpful if you have others on your team who are new to AssessmentPro, this guide contains reminders on AssessmentPro use and helpful ways to maximize the system.

## **Iowa PASRR Tools & Resources | [Bookmark & Explore](#)**

Stay up-to-date with all the program's latest announcement, forms, guides and relevant state links.

## **SUPPORT: Iowa PASRR Help Desk Contacts**

**Phone:** 833.907.2777

**Email:** [iowaPASRR@maximus.com](mailto:iowaPASRR@maximus.com)

**Fax:** 877.431.9568

**Web Resources:** [Iowa PASRR Provider Site](#)

10/ 20 / 2020

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## **Register for Upcoming Provider Webinars – October 2020 – March 2021**

Now that the learning opportunities related to the recent AssessmentPro migration have been completed, we're pleased to announce a new Iowa PASRR Technical Assistance Webinar series, offering providers the opportunity to learn more about PASRR. The first of these sessions, Overview of PASRR and Nursing Facilities for persons with Mental Illness (NFMI) Individuals who meet NFMI Level Of Care, is scheduled to take place next Tuesday, October 27th.

Below are dates and registration links for each of these informative webinars, geared toward different aspects of the PASRR process, and the various roles we each play in helping those we serve. These training events are designed to be useful to any individual who may need to have some understanding of, or interaction with, the PASRR process. You are highly encouraged to register and attend one or more of these informative sessions, all of which are live, interactive, and will offer you a chance to ask any questions that you may have.

### **Overview of PASRR and Nursing Facilities for persons with Mental Illness (NFMI) Individuals who meet NFMI Level of Care**

**[CLICK HERE TO REGISTER | 2 p.m. CST October 27, 2020](#)**

#### **Description:**

Please join us on **October 27, 2020 at 2:00 p.m. CT** for a special webinar in the Iowa training series regarding individuals whose PASRR indicates that the person meets NFMI Level of Care (Nursing

Facilities for persons with Mental Illness).

This webinar will provide an overview of what the expectations are for nursing facilities who support individuals who have very high behavioral health needs and meet the NFMI level of care.

There are currently 168 nursing facilities in Iowa who have accepted individuals who meet NFMI level of care at the present time, in addition to Iowa's three NFMI facilities of Davis Center in Bloomfield, Pillar of Cedar (formerly known as Country View) in Waterloo, and Southeast Iowa Behavioral Healthcare center (formerly known as Dave's Place) in Keokuk.

All facilities who are presently caring for someone who meets NFMI level of care are invited to attend this essential webinar. We also wish to invite representatives of any other NFs who are considering self-identifying as a facility that can meet these very high behavioral health needs.

The discussion will provide you guidance on:

- Definitions of PASRR Identified Specialized Services that are unique to NFMI, including:
  - Functional Assessment
  - Behaviorally Based Treatment Plans
  - Along with a discussion of:
1. Expectations of Ascend, DHS and DIA
  2. Ways to improve care planning

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## Deep Dive into PASRR Abbreviated Level II Outcomes: Exemptions & Categorical Outcomes

[CLICK HERE TO REGISTER | 2 p.m. CST Tuesday, November 10, 2020](#)

Description:

Join us on **Tuesday, November 10, 2020 at 2:00 p.m. CT** for an Iowa PASRR Technical Assistance webinar, as part of our continuing education series. This very important Iowa PASRR webinar will get into the weeds and address your questions about exactly how to successfully complete a Level I PASRR screen with an expected outcome of a 30-day Exemption or a Categorical Outcome. This webinar will provide information on:

- When is it appropriate to request an exemption?
- Which documents to provide up front to help the process work as quickly and efficiently as possible?
- What are the best practices for completing thorough and timely screenings
- What to do when I am not reporting a PASRR Condition but Ascend requests that I send a Certification

If you are a Hospital Administrator, hospital discharge planner, a nursing facility administrator, nursing facility DON or social worker, then this webinar is for you. If you work with other community-based service

providers such as in-home health care providers, community mental health centers, group homes, or hospice providers who want to learn more about the appropriate time to request a 30-day Exemption and Categorical Outcome.

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## Level II PASRR Summary of Findings - How to Review, Understand, & Implement the PASRR Summary of Findings

[CLICK HERE TO REGISTER | 2 p.m. CST Tuesday, November 24, 2020](#)

### Description:

Please join us on **Tuesday, November 24, 2020 at 2:00 p.m. CT** for an Iowa PASRR Technical Assistance webinar, as part of our continuing education series. This very important Iowa PASRR webinar will get into the weeds and address your questions about exactly how to successfully review a Level II PASRR Summary of Finding, understand the content and services identified and how to successfully implement the PASRR identified Services and Supports.

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## How to Successfully Complete a PASRR Service Matters Review

[CLICK HERE TO REGISTER | 2 p.m. CST Tuesday, December 1, 2020](#)

### Description:

Please join us on **Tuesday, December 1, 2020 at 2:00 pm CT**, for an Iowa PASRR Technical Assistance webinar, as part of our continuing education.

A function of Iowa's PASRR process is that for every PASRR Level II where an individual in the PASRR population is identified as being in need of one or more "Specialized Services," Ascend will monitor whether the NF has developed a PASRR compliant care plan that includes all PASRR identified services, and will ask for specific evidence that documents the delivery of PASRR identified specialized services.

This Iowa PASRR webinar will offer specific guidance on how to successfully complete a PASRR Service Matters Review

This webinar will provide you specific information on:

- How to write a PASRR Compliant Care plan
  - Where to find the Iowa PASRR NF Level II Care Planning Tool, and how to use it
  - How to ensure that PASRR identified services are being provided
  - What information is needed to document that PASRR identified Specialized Services (SS) are being delivered
  - How to complete the Service Matters Form
  - How to ensure full PASRR compliance with regard to service delivery
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## How to Successfully Complete a Level I PASRR Screen

[CLICK HERE TO REGISTER | 2 p.m. CST Tuesday, December 15, 2020](#)

### Description:

Please join us on **Tuesday, December 15, 2020 at 2:00 p.m. CT** for an Iowa PASRR Technical Assistance webinar, as part of our continuing education series. This very important Iowa PASRR webinar will get into the weeds and address your questions about exactly how to successfully complete a Level I PASRR screen and what documents are needed at the point of submission. This webinar will provide information on:

- Who gets a Level I PASRR Screening
- What information is required in a Level I Screening
- Which documents to provide up front to help the process work as quickly and efficiently as possible
- What are the best practices for completing thorough and timely screenings
- The various outcomes of Level I screenings in Iowa

If you are a Hospital Administrator, hospital discharge planner, a nursing facility administrator, nursing facility DON or social worker, then this webinar is for you. If you work with other community-based service providers such as in-home health care providers, community mental health centers, group homes, hospice providers, or others who may have a need to learn how to submit Level I PASRR screens, please help us reach out and invite them as well.

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## PASRR 101: An In-depth Look into the Basics of Preadmission Screening and Resident Review

[CLICK HERE TO REGISTER | 2 p.m. CST Tuesday, January 5, 2021](#)

Description:

Please join us on **Tuesday January 5, 2021, at 2:00 p.m. CT** for the PASRR 101 webinar. It is intended to give those who are new to PASRR an opportunity to start from scratch, spend an hour with us, and become familiar with the basics. This webinar is intended to offer an opportunity for nursing facilities, hospitals, hospice and PACE providers, MCOs, community behavioral health agencies, other provider organizations, and interested parties, to learn with us. This webinar should be viewed as a per-requisite to other training offered by DHS and Maximus about PASRR in Iowa, although it can also serve as a useful refresher for many.

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## **PASRR & Individuals with Interest in or History of Child or Dependent Adult Abuse**

[CLICK HERE TO REGISTER | 2 p.m. CST Tuesday, January 19, 2021](#)

Description:

Please join us on **Tuesday, January 19, 2021 at 2:00 p.m. CT** for an overview of Preadmission Screening and Resident Review - PASRR and considerations when PASRR is being conducted for someone with a history of Child or Dependent Adult Abuse. PASRR is utilized to identify individuals with serious mental illness, intellectual or developmental disabilities, and related conditions, and identifies services that will be required for them if they enter an Iowa nursing facility. Within the past couple of years, we have seen a significant increase in the number of PASRR assessments involving individuals with some criminal or child abuse history, assessments that are conducted while individuals have also been identified as dependent adults by DHS, and where Dependent Adult Abuse assessments are co-occurring with PASRR or have recently been undertaken. In such cases, it can be beneficial for the individual and their support network if/when those involved in PASRR can collaborate more effectively with those involved in child or dependent adult abuse assessment, and the service delivery that may follow.

This webinar will offer guidance on:

- Who/What/When/Why/and How of PASRR
  - What information is needed to complete a thorough Level II evaluation and Summary of Findings?
  - When PASRR requests Abuse information, what happens with it?
  - Why court orders and legal/criminal history become important matters in such cases
  - How Dependent Adult Abuse Assessments impact PASRR and service delivery within the nursing facility
- 

## **PathTracker+ for Nursing Facility Social Workers, Administrators, & Business Office Staff**

[CLICK HERE TO REGISTER | 2 p.m. CST Tuesday, February 2, 2021](#)

Description:

Please join us on **Tuesday, February 2, 2021 at 2:00 pm CT**, for an Iowa PASRR Technical Assistance webinar, as part of our continuing education series.

This Iowa PASRR Webinar is specifically designed for the staff in your NF who are involved in making admission, transfer, and discharge submissions into PathTracker Plus, which is a feature of the PASRR database.

The webinar will include an overview of several critical functionalities of PathTracker Plus, including the when, where, why, and how to submit admissions, transfer, discharge, and corrected notices. The use of PathTracker Plus has been mandatory since February 1, 2016. It is critical that appropriate nursing facility staff are trained and prepared to make necessary entries into the system in a timely manner. It is also critical that the NF stop any and all use of paper Case Activity Reports, also known as CAR forms, and that ALL changes that would have been submitted using a CAR form in the past, must now be made only in the electronic PathTracker Plus system.

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## Understanding Powers of Attorney, Legal Guardians and Conservators, Office of the Public Guardian - Two Part Series (Part One)

[CLICK HERE TO RESGISTER | 2 p.m. CST Tuesday, February 16, 2021](#)

Description:

Please join us on **Tuesday, February 16, 2021 at 2:00 p.m. CT** and on **Tuesday, March 2, 2021, at 2:00 p.m CT**, for a two-part series in our Iowa PASRR Technical Assistance webinars where we'll take a deep dive into issues surrounding Powers of Attorney, and court ordered Legal Guardians and Conservators, how they are impacted by the cognitive capacity and health status of the individuals we serve, and many questions that arise as we try to understand the differences, similarities, and implementation issues involved with each. PASRR frequently identifies a need for individuals to undergo an assessment and/or decision-making process about the need for designation of Substitute Decision Makers and we'll explore the issues and address some of the many questions that our attendees may have. We'll be joined by Jennifer Donovan of the Iowa Office of the Public Guardian, who will share her knowledge with us and facilitate better understanding of some of the many issues that frequently arise.

Part 1, which will be held on February 16th, will address the important legal differences between Powers of Attorney for Healthcare and Financial matters, Guardianships, Conservatorships, and when each of these may be appropriate for an individual. Iowa's Office of the Public Guardian will present information to nursing facility and hospital providers to help providers understand what to do when individuals, families, or PASRR identifies a need for consideration of powers of attorney and/or guardians and conservators. We hope it will further empower you to help individuals in Iowa enhance their quality of life! The webinar will be moderated by **MAXIMUS Program Manager, Brad Goodin**, and **Lila Starr, PASRR Program Manager** for Iowa DHS.

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## Understanding Powers of Attorney, Legal Guardians and Conservators, Office of the Public Guardian - A Two Part Series (Part Two)

[CLICK HERE TO REGISTER | 2 p.m. CST Tuesday, March 2, 2021](#)

### Description:

Please join us on **Tuesday, March 2, 2021, at 2:00 p.m. CT**, for the second of a two-part series in our Iowa PASRR Technical Assistance webinars where we'll take a deep dive into issues surrounding Powers of Attorney, and court ordered Legal Guardians and Conservators, how they are impacted by the cognitive capacity and health status of the individuals we serve, and many questions that arise as we try to understand the differences, similarities, and implementation issues involved with each. PASRR frequently identifies a need for individuals to undergo an assessment and/or decision-making process about the need for designation of Substitute Decision Makers and we'll explore the issues and address some of the many questions that our attendees may have. We'll be joined by Jennifer Donovan of the Iowa Office of the Public Guardian, who will share her knowledge with us and facilitate better understanding of some of the many issues that frequently arise.

Part 2 on March 2nd will also feature **Jennifer Donovan**, and will address questions that arise in Part 1, offer another quick basic overview of materials shared in Part 1, and then go deeper into issues pertaining to Powers of Attorney, Guardianships and Conservatorships, offering tools and resources that will be very useful to hospitals, nursing facilities, and other providers who may have occasion to help individuals and older Iowans who are considering making designations of Powers of Attorney, designating end of life instructions and documents, and/or may be in need of court appointed guardians and/or conservators.

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## PASRR Status Changes & When to Complete Them

[CLICK HERE TO REGISTER | 2 p.m. CST Tuesday, March 16, 2021](#)

### Description:

Please join us on **Tuesday, March 16, 2021 at 2:00 p.m. CT** for an Iowa PASRR Webinar, as part of our continuing education series. The webinar will take a deep dive into the issues surrounding when to submit a new PASRR based upon Significant Changes in Status. The Iowa Help Desk and the Iowa PASRR program receive more questions about Status Changes/Resident Reviews in PASRR and when to submit them, than any other single issue in PASRR. This webinar is truly for anyone and everyone who needs to understand a bit about when to submit new PASRRs and the correlations to overall compliance.

This webinar will offer guidance on:

- What might trigger a need for a Status Change for someone with a previous Negative Level I PASRR?
- What might trigger a need for a Status Change for someone who has previously been identified to be in the PASRR population, with a Level II PASRR?

- Ways to ensure you are compliant with Status Change PASRRs
  - When in doubt, submit a new PASRR
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## Overview of PASRR Compliance of PASRR Level I Screenings, PASRR Level II Summaries, Service Matters & PathTracker+

[CLICK HERE TO REGISTER](#) | 2 p.m. CST Tuesday, March 30, 2021

### Description:

Please join us on **Tuesday, March 30, 2021 at 2:00 p.m. CT** for an Iowa PASRR Technical Assistance webinar, as part of our continuing education series. This webinar will offer an in-depth overview of some of the many ways that it is possible to understand compliance and achieve full compliance with PASRR. The discussion will provide guidance on:

- What a Level I Screening is and understanding the Level I Outcomes
- What is a Level II PASRR and how do I review a Level II summary of Findings?
- What are the most common Level I Compliance Issues?
- What are the most common Level II Compliance Issues?
- What is a Status Change PASRR and how does submission of them impact compliance?
- What is Service Matters and how does it relate to achieving compliance?
- How do DHS/Ascend/DIA and others review NF Care Plans for PASRR compliance?
- How and when we do we need to Implement and verify that Discharge Planning is occurring?
- Attendees will learn to identify many ways that one can be non-compliant with PASRR

11/06/2020

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## Iowa PASRR Program: AssessmentPro Basics | PathTracker Questions | Register for IA PASRR Training Series

As we move into the Iowa PASRR program's second month since launching its new PASRR system, AssessmentPro (AP), it's important to keep in mind all of the various supports available to your team. If you're stumped by a "how to" question or maybe looking for additional ways to maximize this online PASRR toolkit, here are a few tools you may find helpful, including:

- FAQs: Recent questions about the PathTracker functionality
- Resources: AssessmentPro guides, recordings and videos
- Training: Sign up for free, twice monthly webinars through March 2021
- Contact the Iowa PASRR Help Desk through the Providers Web Page

**Note:** There is a planned Iowa PASRR outage between 7 p.m. - 9 p.m. CT on Tuesday, 11/17 for system maintenance activities.

**Action Required:** As the Iowa PASRR program continues to fully transition to AssessmentPro, please be

aware that Service Matters are still coming due in the previous "Legacy" PASRR platform, for LII PASRRs that were already in process before the 10/01 launch of AssessmentPro. Be sure to make sure all tasks are completed by continuing to check back in the previous system, which you can access by clicking on the "Legacy System Log In," which you'll find just below the introduction on the left side of the [Iowa PASRR Providers web page](#).

## **ASSESSMENTPRO BASICS: Choosing an AssessmentPro Administrator / Access Coordinator**

By now, every agency or facility that uses PASRR should have at least one, and preferably two or more individuals designated as the **AssessmentPro Administrator(s)/Access Coordinators**. The people who sign up in the system for this role do not need to be supervisors or administrators, but should be the people who use the PASRR online system the most. They can give various kinds of access to other users within your agency or facility.

## **FAQs: Tips for Using PathTracker**

The Iowa PASRR Help Desk team is receiving a lot of questions about the use of the PathTracker tool in AssessmentPro. Below are a few of the most commonly asked questions we're hearing from providers.

To review more, be sure to download the latest version of the [FAQs resource guide](#) here.

### **Q: I'm unable to make any changes in PathTracker.**

A: If you cannot edit or make changes in PathTracker, go into your AssessmentPro **User Profile** and ensure that you are listed as either a **Clinical User** or **Non-Clinical User** role. If you don't see one of those roles listed, contact one of your facility's AssessmentPro Administrator(s) / Access Coordinator(s) and ask them to give you access.

### **Q: I've noticed there's a column in the Census tab of PathTracker that currently indicates that some or all PASRRs are out of compliance. Do I need to do something to address this?**

A: No, you can ignore this column of information for now. The AssessmentPro IT support team are making some updates to rectify this issue. An update will be shared with providers once the issue is resolved.

### **Q: There is a column called Actions under the Census tab of PathTracker and the information shown there doesn't always seem to be accurate. Should I notify someone when I notice this has occurred?**

A: This issue is also currently in the process of being resolved by the AssessmentPro IT support team. You can ignore any discrepancies shown there. An update will be shared with providers once the issue is resolved.

## **IOWA PASRR RESOURCES: Please Bookmark the Web Page!**

All PASRR activity in Iowa should begin by going to the Iowa PASRR Providers web page, so if you have not already bookmarked it, please take a moment to do that right now. Please be sure that you use this link to check for announcements and/or seek assistance every time you want to interact with Iowa PASRR. \*Contact information for the Iowa Help Desk is located at the top of the web page.

### **[Iowa PASRR Tools & Resources | Bookmark](#)**

#### **AssessmentPro Guides**

Below are several helpful reference guides to help ensure you're familiar with all the basic tools available in AssessmentPro, so that you can maximize the capabilities of this new platform.

#### **[Checklist - AssessmentPro Training | Download](#)**

Links to video tutorials including how to set up your access and instructional PDFs on other features.

#### **[Presentation - Intro to AssessmentPro Video Training | Recording](#)**

Get a valuable overview of the AssessmentPro platform by watching this recorded overview shared with providers during the recent transition. \*Register to view, when prompted.

#### **[Frequently Asked Questions | Download](#)**

Explore some questions about using the Iowa PASRR system.

## **REGISTER: Iowa PASRR Training Series**

The new **Iowa PASRR Technical Assistance Webinar** series, which launched in October, continues through March of 2021 with a full slate of learning opportunities. These include topics that are critical to the provider community, such as: A Deep Dive into PASRR Abbreviated Level II Outcomes, Level II Summary of Findings, and How to Successfully Complete a Service Matters Review.

Check out more details and register for these webinars by reviewing the October 20th Announcement on the **[Iowa PASRR Providers Website](#)**.

## **SUPPORT: Iowa PASRR Help Desk Contacts**

**Phone:** 833.907.2777

**Email:** [IowaPASRR@maximus.com](mailto:IowaPASRR@maximus.com)

**Fax:** 877.431.9568

**Web Resources:** [Iowa PASRR Provider Site](#)

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## Telephonic Interview Update | 11/17 System Outage | Help Desk Resources

If you have not yet bookmarked the [Iowa PASRR Providers website](#), please take a moment to do that now. Be sure to begin all PASRR activity for Iowa on the page, where you'll find the links to **AssessmentPro login**, as well as the login for the legacy system for anyone who may need it, tools and **training materials** for AssessmentPro, and much more, including contacts for the **Iowa Help Desk**.

### ANNOUNCEMENT: Telephonic PASRR Interviews

In March of 2020, the Iowa Department of Human Services authorized Maximus to change **all face-to-face Level II PASRR assessments so that they would be conducted telephonically or by other electronic means, such as secure video conference**, due to the COVID-19 pandemic. The Iowa PASRR Program Team will continue working closely with DHS for guidance on when face-to-face assessments may resume. There have been no other changes to the PASRR requirements in Iowa, and all functions continue to be required until further notice.

The Iowa Medicaid Enterprise (IME) issued some responses about the PASRR program early on in the pandemic. Below are some excerpts from the **IME COVID-19 FAQs for Long Term Care Facilities**.

**Q: What is the effective start date of when the IME is suspending Pre-Admission Screening and Resident Review (PASRR) for nursing facilities?**

A: There is no effective date at this time. The IME will continue to evaluate and share information as it develops.

**Q: Has the IME already requested suspension of the Pre-Admission Screening and Annual Resident Review (PASRR) Level 1 and Level II Assessments?**

A: The IME has not suspended PASRR screenings at this time and they should continue to be performed as required. The IME is monitoring PAs and timeframes for approval and will make changes as needed.

Be sure to check back on the state's **COVID-19 resources** page: <https://www.dhs.iowa.gov/COVID19> , as well as the [Iowa PASRR Providers website](#) frequently for new guidance and updates.

### UPDATE: Planned System Outage | Tuesday, 11/17

There is an Iowa PASRR system outage planned for **this Tuesday evening, November 17th from 7 p.m. - 12 a.m. CT/ 8 p.m. - 1 a.m. ET**, for system upgrades. Please plan any screen submissions and other system activity accordingly.



**SUPPORT: Iowa PASRR Help Desk Contacts**

**Phone:** 833.907.2777

**Email:** [IowaPASRR@maximus.com](mailto:IowaPASRR@maximus.com)

**Fax:** 877.431.9568

**Web Resources:** [Iowa PASRR Provider Site](#)

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## **Iowa PASRR Quarterly Newsletter: Best Practice Reminder | New Web Resources | Register for Upcoming 2-Part Webinar Session**

In this first edition of the Iowa PASRR Quarterly Newsletter for 2021, we're covering several important and timely topics that providers will find useful. These include:

Reminder: Bookmark the Iowa PASRR Provider Website

Support: New essential provider resource

Training: Register for informative new two-part webinar series

Contacts: Reaching the program's Help Desk team

BEST PRACTICE: Using the Iowa PASRR Providers Website

If you have not yet bookmarked the Iowa PASRR Providers website, please take a moment to do so. This site is where you should begin all PASRR activity for Iowa, as this is where you'll find the Announcements, including those with links to register for the FREE twice monthly webinars, links for your AssessmentPro login, as well as a login for the legacy system for those who may need it. It also contains contact information for the Iowa PASRR Help Desk. Click the link below to bookmark and learn more:

- [www.maximuscinicalservices.com/svcs/iowa](http://www.maximuscinicalservices.com/svcs/iowa)

### **NEW RESOURCE: DHS Community Resources Guide**

Be sure to take a closer look at this recent addition to the Iowa PASRR Providers site: the [Iowa Community Resources Guide](#). Iowa DHS created this tool to be useful for individuals with disabilities and their supporters who wish to find information about services across the state of Iowa in a simple and easy to digest format. Providers may find this particularly useful to assist those who seek to transition to a lower level of care, and need help in proactive discharge planning. It can be found under the ServiceMatters header.

### **EVENT REMINDER: Understanding Powers of Attorney, Legal Guardians and Conservators, Office of the Public Guardian | Two Part Series (Part One)**

Please join us on Tuesday, February 16, 2021 at 2:00 p.m. CST and on Tuesday, March 2, 2021, at 2:00 pm CST, for a two-part series in our Iowa PASRR Technical Assistance webinars where we'll take a deep dive into issues surrounding Powers of Attorney, and court ordered Legal Guardians and Conservators, how they are impacted by the cognitive capacity and health status of the individuals we serve, and many questions that arise as we try to understand the differences, similarities, and implementation issues involved with each. PASRR frequently identifies a need for individuals to undergo an assessment and/or decision-making process about the need for designation of Substitute Decision Makers and we'll explore the issues and address some of the many questions that our attendees may have. We'll be joined by Jennifer Donovan of the Iowa Office of the Public Guardian, who will share her knowledge with us and facilitate better understanding of some of the many issues that frequently arise.

Part 1, scheduled for February 16th, will address the important legal differences between Powers of Attorney for Healthcare and Financial matters, Guardianships, Conservatorships, and when each of these may be appropriate for an individual. We hope it will further empower you to help individuals in Iowa enhance their quality of life! The webinar will be moderated by Maximus Program Manager, Brad Goodin, and Lila Starr, PASRR Program Manager for Iowa DHS.

- [CLICK TO REGISTER | 2 p.m. CST Tuesday, February 16, 2021](#)

### **Understanding Powers of Attorney, Legal Guardians and Conservators, Office of the Public Guardian | A Two Part Series (Part Two)**

Part 2, taking place on March 2nd, will address questions that arise in Part 1, offer another quick basic overview of materials shared in Part 1, and then go deeper into issues pertaining to Powers of Attorney,

Guardianships and Conservatorships, offering many examples and real-life scenarios, offering tools and resources that will be very useful to hospitals, nursing facilities, and other providers who may have occasion to help individuals with disabilities and older Iowans who are considering making designations of Powers of Attorney, designating end of life instructions and documents, and/or may be in need of court appointed guardians and/or conservators.

- [CLICK TO REGISTER | 2 p.m. CST Tuesday, March 2, 2021](#)

**SUPPORT: Iowa PASRR Help Desk Contacts**

Phone: 833.907.2777

Email: [IowaPASRR@maximus.com](mailto:IowaPASRR@maximus.com)

Fax: 877.431.9568

Web Resources: [Iowa PASRR Provider Site](#)

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**PASRR Training for Iowa Managed Care Organization Staff (ONLY) – March 11<sup>th</sup> or 12<sup>th</sup>**

Be sure to join us on either Thursday, March 11<sup>th</sup> or Friday, March 12<sup>th</sup> for an informative two-hour webinar, which will provide Managed Care Organization Staff with information on the following relevant topics pertaining to Iowa's Preadmission and Resident Review program:

1. Quick Overview of PASRR 101
2. Level I and Level II processes and determinations and how to read a PASRR LII Summary of Findings
3. PASRR short-term NF approvals
4. PASRR identified Services and Supports
5. PASRR Care Planning Requirements and Service Matters
6. Overview of Compliance issues in PASRR
7. NFMI outcomes
8. Questions and Answers
9. Resources and future training opportunities

Use the links below to register (Note: identical content will be presented at both of these 2-hour sessions. Choose the date and time that works best for you).

[PASRR Training For Iowa Managed Care Organization Staff | Mar 11, 2021 at 1:00 p.m. CT](#)

[PASRR Training For Iowa Managed Care Organization Staff | March 12, 2021 at 1:00 p.m. CT](#)

This webinar is intended for Iowa Total Care and Amerigroup Staff only.

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**Training Opportunities: Register for Upcoming Iowa PASRR Provider Webinar Series**

Are you brand-new to PASRR? Would you like a refresher on certain aspects of the process? This new webinar series has you covered!

The Iowa PASRR support team at Maximus and Program Managers, Lila Starr of Iowa DHS and Brad Goodin of Maximus, have developed a comprehensive series of informative webinars designed to walk providers through many key aspects of the PASRR process and maximize their use of Iowa's

assessment management system, AssessmentPro.

For the PASRR newcomer:

The sessions listed below are paced in an order that we hope will be most beneficial for someone who is new and needs to attend them all. It is designed to help you understand the process from most basic to more advanced concepts, including an invaluable overview of many aspects of PASRR.

For the PASRR veteran:

Even an experienced provider who's accustomed to the Level I submission process is likely to have many questions and can learn a great deal more by attending these sessions. We hope you gain skills for using the assessment management system, AssessmentPro, and deepening the overall understanding of PASRR and how it relates to many other issues.

For those who use PathTracker:

Due to high demand and many questions which have arisen regarding PathTracker Plus since October of 2020, from those who make entries of Admission, Transfer, Discharge, Level of Care and Payment changes, please note that we've added two additional webinars on PathTracker Plus, on April 6th & 20th.

*What are next steps?* Be sure to scroll through the series descriptions, register for the sessions you need, and be sure to add those dates/times (shown below) to your calendar. Individual webinar reminders will also be sent out before each event.

**2:00 p.m. - 3:30 p.m. CST | Tuesday, April 6, 2021**

**PathTracker+ for Nursing Facility Social Workers, Administrators, & Business Office Staff**

Please join us on Tuesday, April 6, 2021 at 2:00 pm CST, for an Iowa PASRR Technical Assistance webinar, as part of our continuing education series.

This Iowa PASRR Webinar is specifically designed for the staff in your NF who are involved in making admission, transfer, and discharge notifications into PathTracker Plus, which is a feature of the PASRR database.

The webinar will include an overview of several critical functionalities of PathTracker Plus, including the when, where, why, and how to submit admissions, transfer, discharge, and corrected notices, as well as level of care and payment source changes. The use of PathTracker Plus has been mandatory since February 1, 2016. It is critical that appropriate nursing facility staff are trained and prepared to make necessary entries into the system in a timely manner. It is also critical that the NF stop any and all use of paper Case Activity Reports, also known as CAR forms, and that ALL changes that would have been submitted using a CAR form in the past, must now be made only in the electronic PathTracker Plus system.

- [Click to Register | 2:00 p.m. - 3:30 p.m. CST Tuesday, April 6, 2021](#)

**2:00 p.m. - 3:30 p.m. CST | Tuesday, April 13, 2021**

**PASRR 101: An In-depth Look into the Basics of Preadmission Screening and Resident Review**

Please join us on Tuesday, April 13, 2021, at 2:00 p.m. CST for an Iowa PASRR 101 webinar. It is intended to give those who are new to PASRR an opportunity to start from scratch, spend an hour with us, and become familiar with the basics. This webinar is intended to offer an opportunity for nursing facilities, hospitals, hospice, in-home health, RCF, PACE, MCOs community mental health center staff

members, and any other interested parties, to learn with us. This webinar should be viewed as a pre-requisite to other training offered by DHS and Ascend/Maximus about PASRR in Iowa, although it can also serve as a useful refresher for many.

The discussion will provide guidance on:

- History and purpose of the federally mandated PASRR program
- Links between PASRR and the Supreme Court Olmstead Decision
- Who receives a PASRR?
- PASRR Level I and Level II Information needed to complete a thorough Level II evaluation and Summary of Findings
- PASRR in Iowa - unique features
- A very brief overview of PASRR compliance and why it is important
- [Click to Register: 2:00 p.m. - 3:30 p.m. CST Tuesday, April 13, 2021](#)

**2:00 p.m. - 3:30 p.m. CST | Tuesday, April 20, 2021**

## **PathTracker+ for Nursing Facility Social Workers, Administrators, & Business Office Staff**

Please join us on Tuesday, April 20, 2021 at 2:00 pm CST, for an Iowa PASRR Technical Assistance webinar, as part of our continuing education series.

This webinar is specifically designed for the staff in your NF who are involved in making admission, transfer, and discharge notifications into PathTracker Plus, which is a feature of the PASRR database.

The webinar will include an overview of several critical functionalities of PathTracker Plus, including the when, where, why, and how to submit admissions, transfer, discharge, and corrected notices, as well as level of care and payment source changes. The use of PathTracker Plus has been mandatory since February 1, 2016. It is critical that appropriate nursing facility staff are trained and prepared to make necessary entries into the system in a timely manner. It is also critical that the NF stop any and all use of paper Case Activity Reports, also known as CAR forms, and that ALL changes that would have been submitted using a CAR form in the past, must now be made only in the electronic PathTracker Plus system.

- [Click to Register: 2:00 p.m. - 3:30 p.m. CST Tuesday, April 20, 2021](#)

**2:00 p.m. - 3:30 p.m. CST | Tuesday, April 27, 2021**

## **Overview of Assessment Pro System -A Live Demo to help users better navigate the new system to complete PASRR Level I screens/ Print Level II Summary of Findings /Address Service Matters Reviews/ and Make Entries into PathTracker Plus**

Please join us on Tuesday, April 27, 2021 at 2:00 pm CST, for up to 90 minutes as part of our continuing education series.

This Iowa PASRR Webinar is specifically designed for the staff who are new to PASRR or would like a refresher on how to use the Web based platform known as Assessment Pro, which has been home to Iowa's PASRR Database since October 1, 2020. This system is where PASRR Level I screens are completed, PASRR histories are housed, you can print off completed PASRR's, you will complete Service Matters Reviews, and where you'll find PathTracker Plus for completing Nursing facility Admissions, Transfers, Discharges, Level of Care, and pay source changes.

The webinar will include:

- An overview of Assessment Pro Platform

- A Live Demo to help users better navigate the system to complete PASRR Level I screens and uploads
- Locate and Print Level I Outcomes
- Locate and Print Level II Summary of Findings
- Locate and complete Service Matters questionnaires and uploads
- Locate and review finalized Service Matters Reviews
- Admission notices, updates to Level of Care, payment sources, transfers, and discharge notices in PathTracker
- [Click to Register: 2:00 p.m. - 3:30 p.m. CST Tuesday, April 27, 2021](#)

**2:00 p.m. - 3:30 p.m. CST | Tuesday, May 11, 2021**

## **How to Successfully Complete a Level I PASRR Screening**

Please join us on Tuesday, May 11, 2021 at 2:00 p.m. CST for up to 90 minutes, as part of our continuing education series. This very important Iowa PASRR webinar will get into the weeds and address your questions about exactly how to successfully complete a Level I PASRR screen and what documents are needed at the point of submission, and how to upload them. This webinar will provide information on:

- Who gets a Level I PASRR Screening
- What information is required in a Level I Screening
- Which documents to provide in order for the process to work as quickly and efficiently as possible
- What are the best practices for completing thorough and timely screenings
- Turnaround times for Level I outcomes in Iowa
- The various outcomes of a Level I

If you are a Hospital social worker, discharge planner, nursing facility DON or social worker, or any other person in any organization who may have clinical information in order to submit a Level I screen, then this webinar is for you. If you work with other community-based service providers such as in-home health care, community mental health centers, group homes, hospice providers, or others who may have a need to learn how to submit Level I PASRR screens, please help us reach out and invite them as well.

- [Click to Register: 2:00 p.m. - 3:30 p.m. CST Tuesday, May 11, 2021](#)

**2:00 p.m. - 3:30 p.m. CST | Tuesday, May 25, 2021**

## **Deep Dive into PASRR Abbreviated Level II Outcomes: Exemptions & Categorical Outcomes**

Please join us on Tuesday, May 25, 2021 at 2:00 p.m. CST for an Iowa PASRR Technical Assistance webinar for up to 90 minutes, as part of our continuing education series. This very important Iowa PASRR webinar will get into the weeds and address your questions about how and when it is useful to complete a Level I PASRR screen with a requested or expected outcome of a 30-day Exempted Hospital Discharge (EHD) or any other of several Categorical Outcomes. This webinar will provide information on:

- When is it appropriate to request a hospital exemption (EHD)?
- When is it appropriate or not appropriate to request the various kinds of abbreviated outcomes

- What are the pros and cons of using any of the abbreviated Level II outcomes
- Which documents to provide up front in order for the process to work as quickly and efficiently as possible?
- What are the best practices for completing thorough and timely screenings?
- What to do when I am not reporting a PASRR Condition but Maximus requests that I send a Certification?

If you are a Hospital or Nursing Facility Administrator, hospital discharge planner, a nursing facility administrator, nursing facility DON or social worker, or anyone who currently submits Level I screens, then this webinar is for you. If you work with other community-based service providers such as in-home health care providers, community mental health centers, group homes, or hospice providers who want to learn more about the appropriate times to request an Exempted Hospital Discharge or any of the Categorical Outcomes.

- [Click to Register: 2:00 p.m. - 3:30 p.m. CST Tuesday, May 25, 2021](#)

**2:00 p.m. - 3:30 p.m. CST | Tuesday, June 8, 2021**

## **How to Review and Understand PASRR Level II Summaries of Findings, PASRR Identified Services, and Implementation**

Please join us on Tuesday, June 8, 2021 at 2:00 pm CST, for up to 90 minutes, as part of our continuing education.

This webinar will demonstrate how to review and understand a PASRR Level II outcome, known as a Summary of Findings, where an individual in the PASRR population is approved for a level of care and services are identified in order to optimize care and recovery for the individual. There are three types of services that can be identified; including Specialized Services that focus on the PASRR Condition/Disability, Rehabilitative Services that are typically provided as a part of the individual's care in a nursing facility, and Community Placement Supports that help to optimize an individual's potential for successful transition to a lower level of care once they leave a nursing facility for a lower level of care.

This webinar will provide you specific information on how to:

- Review the Level II Summary of Findings (SOF)
- Understand the various areas of focus/information within the SOF
- Understand the role of the accepting nursing facility regarding the SOF
- Ensure delivery of all PASRR Identified Services
- Find PASRR identified services within the SOF
- Find Care Planning tools for identified services
- Document that PASRR identified Services are being delivered

- [Click to Register: 2:00 p.m. - 3:30 p.m. CST Tuesday, June 8, 2021](#)

**2:00 p.m. - 3:30 p.m. CST | Tuesday, June 22, 2021**

## **Community Placement Supports / Discharge Planning / PASRR Compliant Care Planning**

Please join us on Tuesday June 22, 2021 at 2:00 p.m. CST for an Iowa PASRR Webinar that takes place on the 22nd Anniversary of the Supreme Court's Olmstead Decision, where we'll address

Community Placement Supports / Discharge Planning and Care Planning. A function of Iowa's PASRR process is that for every PASRR Level II Summary of Findings; there are three types of services identified. These include Community Placement Supports that can, when appropriate and implemented, help an individual successfully transition to a lower level of care and thrive once they leave the nursing facility. This webinar will provide you specific information on:

- Reviewing and understanding the Identified Services
- The role of the Olmstead Decision in PASRR
- Review why and how these Services are Identified
- Review where to find these services in the PASRR Summary
- Tips and best practices on when to start discharge planning
- Knowing when to include Community Placement Supports in the Care Plan

- [Click to Register: 2:00 p.m. - 3:30 p.m. CST Tuesday, June 22, 2021](#)

**2:00 p.m. - 3:30 p.m. CST | Tuesday, July 6, 2021**

## **How to Successfully Complete a PASRR Service Matters Review**

Please join us on Tuesday, July 6, 2021 at 2:00 pm CST, for an Iowa PASRR Technical Assistance webinar, as part of our continuing education. A function of Iowa's PASRR process is that for every PASRR Level II where an individual in the PASRR population is identified as needing one or more "Specialized Services," Ascend will monitor whether the NF has developed a PASRR compliant care plan that includes all PASRR identified services and will ask for specific evidence that documents the delivery of PASRR identified specialized services. This Iowa PASRR webinar will offer specific guidance on how to successfully complete a PASRR Service Matters Review. We will provide you specific information on:

- How to write a PASRR Compliant Care plan
- How to use the Iowa PASRR NF Level II Care Planning Tool, and how to use it
- How to ensure that PASRR identified services are being provided
- What information is needed to document that PASRR identified Specialized Services (SS) are being delivered
- How to complete the Service Matters Form
- How to ensure full PASRR compliance with regard to service delivery
- Common issues that arise during Service Matters reviews

- [Click to Register: 2:00 p.m. - 3:30 p.m. CST Tuesday, July 6, 2021](#)

**2:00 p.m. - 3:30 p.m. CST | Tuesday, July 20, 2021**

## **Overview of PASRR for Individuals who meet NFMI Level of Care - (Nursing Facilities for persons with Mental Illness- NFMI)**

Please join us on July 20, 2020 at 2:00 p.m. CST for a webinar in the Iowa training series regarding individuals whose PASRR indicates that the person meets NFMI Level of Care (Nursing Facilities for persons with Mental Illness). This webinar will provide an overview of what the expectations are for nursing facilities who support individuals who have very high behavioral health needs and meet the NFMI level of care. There are 168 nursing facilities in Iowa who have accepted individuals who meet NFMI level of care (LOC), in addition to Iowa's three NFMI facilities of Davis Center in Bloomfield, Pillar

of Cedar (formerly known as Country View) in Waterloo, and Southeast Iowa Behavioral Healthcare center (formerly known as Dave's Place) in Keokuk. All facilities who are presently caring for someone who meets NFMI level of care are invited to attend this essential webinar. We also wish to invite representatives of any other NFs who are considering self-identifying as a facility that can meet these very high behavioral health needs, MCO Care Managers, LTC Ombudsman staff, and anyone who wants to understand the NFMI approval process better. The discussion will provide you guidance on:

- Who is and is not appropriate for NFMI level of care determinations
- Importance of NF making a conscious choice to "self-select" as a facility that can meet these needs before considering accepting individuals with this LOC
- Definitions of PASRR Identified Specialized Services that are unique to NFMI, including:
- Functional Assessment, Behavior Based Treatment Plan
- Along with a discussion of:
- Expectations of DHS, MCOs, Maximus, and DIA regarding care planning, service delivery, and compliance
- [Click to Register: 2:00 p.m. - 3:30 p.m. CST Tuesday, July 20, 2021](#)

**2:00 p.m. - 3:30 p.m. CST | Tuesday, August 10, 2021**

## **PASRR & Individuals with History of Child or Dependent Adult Abuse**

Please join us on Tuesday, August 10, 2021 at 2:00 p.m. CST for a webinar that offers an overview of Preadmission Screening and Resident Review - PASRR - and considerations when PASRR is being conducted for someone with a history of Child or Dependent Adult Abuse. PASRR is utilized to identify individuals with serious mental illness, intellectual or developmental disabilities, and related conditions, and identifies services that will be required for them if they enter an Iowa nursing facility. Within the past several years, we have seen a significant increase in the number of PASRR assessments involving individuals with some criminal or child abuse history, or assessments that are conducted while individuals have also been identified as dependent adults by DHS, and where Dependent Adult Abuse assessments are co-occurring with PASRR or have recently been undertaken. In such cases, it can be beneficial for the individual and their support network if/when those involved in PASRR can collaborate more effectively with those involved in child or dependent adult abuse assessment, and the service delivery that may follow. This webinar will offer guidance on:

- Who/What/When/Why/and How of PASRR
- What information is needed to complete a thorough Level II evaluation and Summary of Findings?
- When PASRR requests Abuse information, what happens with it?
- Why court orders and legal/criminal history become important matters in such cases
- How Dependent Adult Abuse Assessments impact PASRR and service delivery within the nursing facility
- The benefits of a collaborative process between PASRR and DHS staff engaged in Child or Dependent Adult Abuse Assessments
- [Click to Register: 2:00 p.m. - 3:30 p.m. CST Tuesday, August 10, 2021](#)

**2:00 p.m. - 3:30 p.m. CST | Tuesday, August 24, 2021**

## **PASRR Status Changes & When to Complete Them**

Please join us on Tuesday, August 24, 2021 at 2:00 p.m. CST for an Iowa PASRR hour and a half Webinar, as part of our continuing education series. The webinar will take a deep dive into the issues surrounding when to submit a new PASRR based upon Significant Changes in Status. The Iowa Help Desk and the Iowa PASRR program receive more questions about Status Changes/Resident Reviews in PASRR and when to submit them, than any other single issue in PASRR. This webinar is truly for anyone and everyone who needs to understand a bit about when, why, and how to submit new PASRRs and the correlations to overall compliance. This webinar will offer guidance on:

- What might trigger a need for a Status Change for someone with a previous Negative Level I PASRR?
- What might trigger a need for a Status Change for someone who has previously been identified to be in the PASRR Level II population?
- Ways to ensure you are compliant with Status Change PASRRs
- What we mean when we say - When in doubt, submit a new PASRR
- [Click to Register: 2:00 p.m. - 3:30 p.m. CST Tuesday, August 24, 2021](#)

**2:00 p.m. - 3:30 p.m. CST | Tuesday, September 7, 2021**

## **Overview of PASRR Compliance: Level I Screens, PASRR Level II Requirements, Service Matters and PathTracker+**

Please join us on Tuesday, September 7, 2021 at 2:00 p.m. CST for an Iowa PASRR Technical Assistance hour and a half webinar, as part of our continuing education series. This webinar will offer an in-depth overview of some of the many ways that it is possible to understand compliance and achieve full compliance with PASRR. The discussion will provide guidance on:

- What a Level I Screening is and understanding the Level I Outcomes
- What is a Level II PASRR and how do I review a Level II summary of Findings?
- What are the most common Level I Compliance Issues?
- What are the most common Level II Compliance Issues?
- What is a Status Change PASRR and how does submission of them impact compliance?
- What is Service Matters and how does it relate to achieving compliance?
- How do DHS/Maximus/DIA and others review NF Care Plans for PASRR compliance?
- How and when we do we need to Implement and verify that Discharge Planning is occurring?
- Attendees will learn to identify many ways that one can be non-compliant with PASRR
- [Click to Register: 2:00 p.m. - 3:30 p.m. CST Tuesday, September 7, 2021](#)

**2 p.m. - 3 p.m. CST | Tuesday, September 21, 2021**

## **Understanding the Federal Initiatives with the MDS 3.0 and how it intersects PASRR**

Please join us on Tuesday, September 21, 2021 at 2:00 pm CST for an Iowa PASRR Technical Assistance webinar, as part of our continuing education series. This Iowa PASRR Webinar is specifically designed for the staff in your NF who complete the MDS and care plans to further understand the connection between the federal law, MDS 3.0 and the PASRR process to move from the medical model to person-centered care.

This webinar will include an overview of federal laws that govern PASRR and the MDS process, a brief historical overview of changes in the MDS process toward person-centered care and efforts in the MDS 3.0 form (implemented federally in October 2010) for the federal government to address their mood and behavior as well as giving individuals in the nursing facility a say in the assessment process and their own plan of care. This webinar is intended to provide understanding of the major changes in policy, language and attitudes regarding care for individuals in nursing facility including an individual's right to self-directed care, how they want to live, where they want to live, and exploring mental health needs and improving their overall quality of life.

- [Click to Register: 2:00 p.m. - 3:30 p.m. CST Tuesday, September 21, 2021](#)

4 / 16 / 2021

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**REGISTER: PathTracker + for Nursing Facility Social Workers, Administrators, & Business Office Staff | Tuesday, 4/20 at 2 p.m. CT**

**2:00 p.m. - 3:30 p.m. CST | Tuesday, April 20, 2021**

**PathTracker+ for Nursing Facility Social Workers, Administrators, & Business Office Staff**

Please join us on Tuesday, April 20, 2021 at 2:00 pm CST, for an Iowa PASRR Technical Assistance webinar, as part of our continuing education series.

This webinar is specifically designed for the staff in your NF who are involved in making admission, transfer, and discharge notifications into PathTracker Plus, which is a feature of the PASRR database.

The webinar will include an overview of several critical functionalities of PathTracker Plus, including the when, where, why, and how to submit admissions, transfer, discharge, and corrected notices, as well as level of care and payment source changes. The use of PathTracker Plus has been mandatory since February 1, 2016. It is critical that appropriate nursing facility staff are trained and prepared to make necessary entries into the system in a timely manner. It is also critical that the NF stop any and all use of paper Case Activity Reports, also known as CAR forms, and that ALL changes that would have been submitted using a CAR form in the past, must now be made only in the electronic PathTracker Plus system.

- [Click to Register: 2:00 p.m. - 3:30 p.m. CST Tuesday, April 20, 2021](#)

4 / 22 / 2021

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**REGISTER: PASRR Training for MCO Staff – Part 2: 1:00 p.m. CT Thursday, April 22<sup>nd</sup> | 1:00 p.m. CT Friday, April 23<sup>rd</sup>**

This webinar is intended for Iowa Total Care and Amerigroup Staff Only. This webinar will provide Managed Care Organization Staff with information on the following issues pertaining to Iowa's Preadmission and Resident Review program:

1. Quick Overview of PASRR 101
  2. Level I and Level II processes and determinations and how to read a PASRR LII Summary of Findings
  3. PASRR short term NF approvals
  4. PASRR identified Services and Supports
  5. PASRR Care Planning Requirements and Service Matters
- Items One through 5 were covered in the first session and a very brief overview of some of this information will be provided and this webinar will focus on the remaining items.
6. Overview of Compliance issues in PASRR

7. NFMI outcomes
8. Questions and Answers
9. Resources and future training opportunities

Click one of the links below to register for the time that best fits your schedule:

- [Thursday, April 22nd at 1:00 p.m. CT](#)
- [Friday, April 23rd at 1:00 p.m. CT](#)

6 / 07 / 2021

## Quarterly Newsletter: Level I Process Tips | Register for 6/08 Webinar | HIPAA Compliance Reminder

In this latest edition of the **Iowa PASRR Quarterly Newsletter** we cover a few important topics that providers may find useful. These include some commonly asked questions about **PASRR Level I processes**, registration details on **tomorrow's webinar (June 8th)**, as well as a best practice reminder on the importance of **providing accurate mailing address** information to help ensure the security of Protected Health Information (PHI).

### FAQs: Insights into PASRR Level I Processes

State provider questions fielded by the Iowa PASRR Help Desk cover many different topics. Some of the most common are related to the Level I process. Here are a few frequently asked questions:

#### **Do PRN (as needed) psychotropic medications need to be included in the psychotropic medication section (i.e. Mental Health Medications) on the Level I?**

PRN medications are not required on the LI screen. If there are any PRN psychotropic medications the person takes on a fairly regular basis that you'd like to make us aware of, you can add them along with any notes to one of the text boxes.

#### **Can supporting documents be submitted by adding the information into the comments box, or must they be faxed?**

Required and requested information should be uploaded directly into the PASRR record via AssessmentPro whenever possible. If you don't know how to use the upload function, access the training guide through the resources link or contact the Iowa PASRR Help Desk (email: [iowaPASRR@maximus.com](mailto:iowaPASRR@maximus.com) or phone: 833.907.2777). While uploading will help the process move faster and is preferred, you may also fax documents to (877.431.9568). Do not copy and paste the H&P or any other supporting documents into the comment section, as this section is meant for dialog between reviewer and Level I submitter.

#### **Do we need to submit a PASRR for everyone with a diagnosis of depression and/or anxiety?**

Yes. **Absolutely everyone** gets a Level I screen; you must submit a Level I on everyone who may apply for admission to an Iowa NF or NFMI.

#### **Do we need to do a new PASRR for someone with a paper PASRR dated prior to 9/1/2001?**

Yes. You must submit a new PASRR immediately. Iowa PASRR conducted prior to 9/1/2011 were not completed in a manner consistent with federal standards.

### REGISTER: Upcoming Learning Opportunity

#### **How to Review and Understand PASRR Level II Summaries of Findings, PASRR Identified Services, and Implementation**

**2:00 p.m. - 3:30 p.m. CST | Tuesday, June 8, 2021**

Please join us tomorrow, **Tuesday, June 8, 2021 at 2:00 pm CST**, for up to 90 minutes, as part of our continuing education.

This webinar will demonstrate how to review and understand a PASRR Level II outcome, known as

a **Summary of Findings**, where an individual in the PASRR population is approved for a level of care and services are identified in order to optimize care and recovery for the individual. There are three types of services that can be identified; including **Specialized Services** that focus on the PASRR Condition/Disability, **Rehabilitative Services** that are typically provided as a part of the individual's care in a nursing facility, and **Community Placement Supports** that help to optimize an individual's potential for successful transition to a lower level of care once they leave a nursing facility for a lower level of care. This webinar will provide you specific information on how to:

- Review the Level II Summary of Findings (SOF)
- Understand the various areas of focus/information within the SOF
- Understand the role of the accepting nursing facility regarding the SOF
- Ensure delivery of all PASRR Identified Services
- Find PASRR identified services within the SOF
- Find Care Planning tools for identified services
- Document that PASRR identified Services are being delivered

**Click the link below to register for this informative session!**

[How to Review and Understand PASRR Level II Summaries of Findings, PASRR Identified Services, and Implementation](#)

## **HIPAA REMINDER: Address Accuracy Critical to Compliance**

Did you know that PASRR has **required mailings** as a critical part of the process of getting individuals the services they need? **Maximus relies on the submitter who initiated the screen to provide the correct mailing addresses** for recipients, guardians, and when applicable, attending physicians. Maximus may be required to issue **multiple surface mail notices** at various points in the process - from the date of the decision to one business day from the decision.

The submitter plays a crucial role in **protecting an individual's PHI** from potential breaches. Entering correct and current mailing address information is one of the most important ways that a Provider can help ensure **HIPAA compliance** as each person is stewarded through the required PASRR documentation process.

## **SUPPORT: Iowa PASRR Help Desk Contacts**

**Phone:** 833.907.2777

**Email:** [iowaPASRR@maximus.com](mailto:iowaPASRR@maximus.com)

7/12/2021

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## **EVENT REMINDER: Please Join Us for Upcoming Provider Webinar | 2 p.m. CST, Tuesday, 7/20**

Please join us on **July 20, 2020 at 2:00 p.m. CST** for a webinar in the Iowa training series regarding individuals whose PASRR indicates that the person meets NFMI Level of Care (Nursing Facilities for persons with Mental Illness). This webinar will provide an overview of what the expectations are for nursing facilities who support individuals who have very high behavioral health needs and meet the NFMI level of care.

There are 168 nursing facilities in Iowa who have accepted individuals who meet NFMI level of care (LOC), in addition to Iowa's three NFMI facilities of Davis Center in Bloomfield, Pillar of Cedar (formerly known as Country View) in Waterloo, and Southeast Iowa Behavioral Healthcare center (formerly known as Dave's Place) in Keokuk. All facilities who are presently caring for someone who meets NFMI level of care are invited to attend this essential webinar. We also wish to invite representatives of any other NFs who are considering self-identifying as a facility that can meet these very high behavioral health needs, MCO Care Managers, LTC Ombudsman staff, and anyone who wants to understand the NFMI approval process better. The discussion will provide you guidance on:

- Who is and is not appropriate for NFMI level of care determinations
- Importance of NF making a conscious choice to "self-select" as a facility that can meet these needs before considering accepting individuals with this LOC
- Definitions of PASRR Identified Specialized Services that are unique to NFMI, including:
- Functional Assessment, Behavior Based Treatment Plan Along with a discussion of:
- Expectations of DHS, MCOs, Maximus, and DIA regarding care planning, service delivery, and compliance

[Click to Register: 2:00 p.m. - 3:30 p.m. CST Tuesday, July 20, 2021](#)

8/ 3 / 2021

## Give Us Your Feedback! Take the IDPH and Iowa DHS Alignment Stakeholder Input Survey

*Ascend/Maximus has been asked by our partners at the Iowa Department of Human Services (DHS) to distribute this survey on Iowa Department of Public Health (IDPH) and DHS alignment. We hope you have the opportunity to review and provide feedback regarding the alignment process.*

### Health and Human Services Alignment Survey

For more information, visit <https://hhsalignment.iowa.gov>.

The Iowa Department of Public Health (IDPH) and Iowa Department of Human Services (DHS) are exploring options for [aligning their programs, services and operations](#) more closely in order to better serve the needs of Iowans.

**By "aligning," we mean using, sharing, coordinating, or structuring two or more things (programs, services, processes, technology, data, access points like buildings or websites, etc.) in new, more closely connected ways.**

We are seeking input on these efforts from employees across both departments and people across the state. To this end, we invite you to respond to our survey as well as share the link to the survey with anyone who may have insights and suggestions to help us in this effort. **The survey will close on Friday, August 6, 2021.**

You do not need to respond to all questions - they are designed to help you think about and share your thoughts about different and creative ways in which we might be able to bring the work of IDPH and DHS into closer alignment.

**Thank you for your time and input!**

[CLICK HERE TO TAKE THE SURVEY](#)

9/ 08 / 2021

## Quarterly Newsletter – AssessmentPro Submission Tip | Register for 9/21 Webinar

In this latest **Quarterly Newsletter** we've gathered some important updates and reminders for Iowa Providers, including a best practice tip for **using the digital upload feature in AssessmentPro** versus material submission via fax, as well as an overview and registration details for the upcoming **PASRR Technical Assistance Webinar** coming up on **Tuesday, September 21**.

### ASSESSMENTPRO TIP: Uploading Files Directly to the System

**AssessmentPro simplifies the submission process**, making uploading both easier and faster than faxing. A few advantages of direct system submission of supporting documentation include:

#### 1. **Immediate receipt confirmation**

The moment you upload, you can see the documents on the individual's assessment record. This

allows you to confirm receipt of those materials by Maximus in real time.

2. **Speed up the process**

Documents get to Maximus more quickly, reducing delays for you and the individuals you're serving.

3. **Avoid potential fax issues**

Direct system upload allows AssessmentPro users to avoid any potential issues with fax receipt or document clarity. If a fax line goes down, users who upload do not experience any delays. Uploaded documents do not have distorted text, which can potentially occur with a fax.

## REGISTER: Upcoming Iowa Technical Assistance Webinar

### Understanding the Federal Initiatives with the MDS 3.0 and how it intersects PASRR 2:00 p.m. - 3:30 p.m. CST | Tuesday, September 21, 2021

Please join us on **Tuesday, September 21, 2021 at 2:00 pm CST** for an Iowa PASRR Technical Assistance webinar, as part of our continuing education series. This Iowa PASRR Webinar is specifically designed for the staff in your NF who complete the MDS and care plans to further understand the connection between the federal law, MDS 3.0 and the PASRR process to move from the medical model to person-centered care.

This webinar will include an overview of federal laws that govern PASRR and the MDS process, a brief historical overview of changes in the MDS process toward person-centered care and efforts in the MDS 3.0 form (implemented federally in October 2010) for the federal government to address their mood and behavior as well as giving individuals in the nursing facility a say in the assessment process and their own plan of care. This webinar is intended to provide understanding of the major changes in policy, language and attitudes regarding care for individuals in nursing facility including an individual's right to self-directed care, how they want to live, where they want to live, and exploring mental health needs and improving their overall quality of life.

- [REGISTER: Understanding the Federal Initiatives with the MDS 3.0 and how it intersects PASRR | 2:00 p.m. CT Tue, 9/21/21](#)

### SUPPORT: Iowa PASRR Help Desk Contacts

Phone: 833.907.2777

Email: [iowaPASRR@maximus.com](mailto:iowaPASRR@maximus.com)

Fax: 877.431.9568

9/20/2021

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## EVENT UPDATE – 9/21 Webinar – Understand the Federal Initiatives with the MDS 3.0 and How it Intersects PASRR – Has Been Cancelled

Please be aware that the the Iowa PASRR Webinar that was scheduled for **tomorrow, September 21, Understanding the Federal Initiatives with the MDS 3.0 and How it Intersects PASRR**, has been cancelled. This webinar will be presented at a later date and time, to be announced soon.

Our next planned Iowa PASRR program sponsored webinar will be **PASRR 101**, taking place on **Tuesday, October 5 at 2:00 p.m. CST**. Be on the lookout for registration details, as well as information regarding the next PASRR webinar series coming in the weeks ahead.

10/13 / 2021

## Learning Opportunities: Register for Upcoming Iowa PASRR Provider Webinar Series | Oct 2021 - Mar 2022

**Are you brand-new to PASRR? Would you like a refresher on certain aspects of the process? This new webinar series has you covered!**

The Iowa PASRR support team at Maximus and Program Managers, **Lila Starr** of Iowa DHS and **Brad Goodin** of Maximus, have developed a comprehensive series of informative webinars designed to walk providers through many key aspects of the PASRR process and maximize their use of Iowa's assessment management system, AssessmentPro.

### **For the PASRR newcomer:**

The sessions listed below are paced in an order that we hope will be most beneficial for someone who is new and needs to attend them all. It is designed to help you understand the process, from most basic to more advanced concepts, including an invaluable overview of many aspects of PASRR.

### **For the PASRR veteran:**

Even an experienced provider who's accustomed to the Level I submission process is likely to have many questions and can learn a great deal more by attending these sessions. We hope you gain skills for using the assessment management system, AssessmentPro, as well as deepening your overall understanding of PASRR and how it relates to many other issues.

**What are next steps?** Be sure to scroll through the series descriptions, register for the sessions you need, and be sure to add those dates/times (shown below) to your calendar. Individual webinar reminders will also be sent out before each event.

All of these webinars will be scheduled for 90 minutes, although we plan to deliver the primary content within 60 minutes and address questions and answers for up to the full 90 minutes.

### **How to Successfully Complete a Level I PASRR Screening**

Please join us on **Tuesday, October 19, 2021, at 2:00 p.m. CST** of up to 90 minutes, as part of our continuing education series. This very important Iowa PASRR webinar will get into the weeds and address your questions about exactly how to successfully complete a Level I PASRR screen, what documents are needed at the point of submission, and how to upload them. This webinar will provide information on:

- Who gets a Level I PASRR screening?
- What information is required in a Level I screen?
- Which documents to provide for the process to work as quickly and efficiently as possible
- What are the best practices for completing thorough and timely screens?
- Turnaround times for Level I outcomes in Iowa
- The various outcomes of a Level I

If you are a hospital social worker, discharge planner, nursing facility DON or social worker, or any other person in any organization who may have clinical information to submit a Level I screen, then this webinar is for you. If you work with other community-based service providers such as in-home health care, community mental health centers, group homes, hospice providers, or others who may have a need to learn how to submit Level I PASRR screens, please help us reach out and invite them as well.

### **Register in advance for this webinar:**

- [Click to Register | 2:00 - 3:30 p.m. CST Tuesday, October 19, 2021](#)

### **Deep Dive into PASRR Abbreviated Level II Outcomes: Exemptions & Categoricals**

Please join us on (Election Day!) **Tuesday, November 2, 2021, at 2:00 p.m. CST** for an Iowa PASRR Technical Assistance webinar of up to 90 minutes, as part of our continuing education series. This very important Iowa PASRR webinar will get into the weeds and address your questions about how and when it is useful to complete a Level I PASRR screen with a requested or expected outcome of 30-day Exempted Hospital Discharge (EHD), exempting a person from the full Level II assessment, or any other of several Categorical Outcomes. This webinar will provide information on:

- When is it appropriate to request a hospital exemption (EHD)?
- When is it appropriate or not appropriate to request the various kinds of abbreviated outcomes?

- What are the pros and cons of using any of the abbreviated Level II outcomes?
- Which documents to provide up front for the process to work as quickly and efficiently as possible?
- What are the best practices for completing thorough and timely screens?
- What to do when I am not reporting a PASRR Condition but Maximus requests that I send a Certification?

If you are a hospital or nursing facility administrator, hospital discharge planner, a nursing facility administrator, nursing facility DON or social worker, or anyone who currently submits Level I screens, then this webinar is for you. If you work with other community-based service providers such as in-home health care providers, community mental health centers, group homes, or hospice providers who want to learn more about the appropriate times to request an Exempted Hospital Discharge or any of the Categorical Outcomes.

**Register in advance for this webinar:**

- [Click to Register | 2:00 - 3:30 p.m. CST Tuesday, November 2, 2021](#)

## **Improving Self Care for All - Stress Management During the Pandemic**

Please join us on **Tuesday, November 16, 2021, at 2:00 pm CST**, for an Iowa PASRR's Technical Assistance webinar, as part of our continuing education series. This webinar will provide guidance to human services professionals, healthcare workers, social workers, nursing facility staff, hospital staff, and all on improving selfcare.

Healthcare professionals are on the front lines every day, and see that depression, anxiety, substance use and drug overdoses have increased dramatically during the Covid-19 pandemic. The ability to help others requires you to have well-being yourself. As flight attendants tell us every time we travel on airplanes, "Be sure to adjust your own [oxygen] mask before helping others."

So, this Webinar is designed to help Healthcare workers and the entire PASRR community in Iowa, put that mask on themselves first by improving selfcare techniques and addressing effective means of stress management. This will allow you to continue forward while providing excellent care to those you serve.

Register in advance for this webinar:

**Register in advance for this webinar:**

- [Click to Register | 2:00 - 3:30 p.m. CST Tuesday, November 16, 2021](#)

## **Understanding PASRR Level II Summaries of Findings, PASRR Identified Services, and Implementation**

Please join us on **Tuesday, November 30, 2021, at 2:00 pm CST**, for up to 90 minutes, as part of our continuing education series.

This webinar will demonstrate how to review and understand a PASRR Level II outcome, known as a Summary of Findings, where an individual in the PASRR population is approved for a level of care and services are identified to optimize care and recovery for the individual. There are three types of services that can be identified; including Specialized Services that focus on the PASRR Condition/Disability, Rehabilitative Services that are typically provided as a part of the individual's care in a nursing facility, and Community Placement Supports that help to optimize an individual's potential for successful transition to a lower level of care once they leave a nursing facility for a lower level of care.

This webinar will provide you specific information on how to:

- Review the Level II Summary of Findings (SOF)
- Understand the various areas of focus/information within the SOF
- Understand the role of the accepting nursing facility regarding the SOF
- Ensure delivery of all PASRR Identified Services
- Find PASRR identified services within the SOF
- Find Care Planning tools for PASRR identified services
- Document that PASRR identified Services are being delivered

**Register in advance for this webinar:**

- [Click to Register | 2:00 - 3:30 p.m. CST Tuesday, November 30, 2021](#)

## **Successful Completion of a PASRR Service Matters Review**

Please join us on **Tuesday, December 7, 2021, at 2:00 pm CST**, for an Iowa PASRR Technical

Assistance webinar, as part of our continuing education. A function of Iowa's PASRR process is that for every PASRR Level II where an individual in the PASRR population is in need of one or more "Specialized Services," Maximus will monitor whether the NF has developed a PASRR compliant care plan that includes all PASRR identified Specialized Services (SS), Rehabilitative Services (RS), and Community Placement Supports (CPS) and will ask for specific evidence that documents the delivery of PASRR identified specialized services. This Iowa PASRR webinar will offer specific guidance on how to successfully complete a PASRR Service Matters Review, including:

- How to write a PASRR Compliant Care plan
- Where to find the Iowa PASRR NF Level II Care Planning Tool, and how to use it
- How to ensure that PASRR identified services are being delivered
- Options for documentation that PASRR identified Specialized Services (SS) are being delivered
- How to complete the Service Matters Review Form
- How to ensure full PASRR compliance for SS, RS, and CPS
- Common compliance issues that arise during Service Matters reviews

**Register in advance for this webinar:**

- [Click to Register | 2:00 - 3:30 p.m. CST Tuesday, December 7, 2021](#)

### **PASRR Status Change/Resident Reviews & When to Complete Them**

Please join us on **Tuesday, December 21, 2021, at 2:00 p.m. CST** for an Iowa PASRR hour and a half Webinar, as part of our continuing education series. The webinar will take a deep dive into the issues surrounding when to submit a new PASRR based upon Significant Changes in Status. The Iowa Help Desk and the Iowa PASRR program receive more questions about Status Changes/Resident Reviews in PASRR and when to submit them, than any other single issue in PASRR. This webinar is truly for anyone and everyone who needs to understand a bit about when, why, and how to submit new PASRRs and the correlations to overall compliance. This webinar will offer guidance on:

- What might trigger a need for a Status Change for someone with a previous Negative Level I PASRR?
- What might trigger a need for a Status Change for someone who has previously been identified to be in the PASRR Level II population?
- Ways to ensure you are compliant with Status Change PASRRs
- What we mean when we say - "When in doubt, submit a new PASRR"

**Register in advance for this webinar:**

- [Click to Register | 2:00 - 3:30 p.m. CST Tuesday, December 21, 2021](#)

### **Powers of Attorney, Legal Guardians and Conservators, Office of the Public Guardian - Two Part Series (Part One)**

Please join us on **Tuesday, January 4, 2022, at 2:00 p.m. CST** for the initial installment of a two-part series in our Iowa PASRR Technical Assistance webinars. We'll offer an overview of issues surrounding Powers of Attorney, and court ordered Legal Guardians and Conservators, how they are impacted by the cognitive capacity and health status of the individuals we serve, and many questions that arise as we try to understand the differences, similarities, and implementation issues involved with each. PASRR frequently identifies a need for individuals to undergo an assessment and/or decision-making process about the need for designation of Substitute Decision Makers. We'll explore and address some of the many questions that our attendees may have. We'll be joined by Jennifer Donovan of the Iowa Office of the Public Guardian, who will share her knowledge with us and address some common issues that frequently arise.

We hope it will further empower you to help individuals in Iowa enhance their quality of life! The webinar will be moderated by Maximus Program Manager, Brad Goodin, and Lila Starr, PASRR Program/Contract Manager for Iowa DHS.

**Register in advance for this webinar:**

- [Click to Register | 2:00 - 3:30 p.m. CST Tuesday, January 4, 2022](#)

### **Understanding Powers of Attorney, Legal Guardians and Conservators, Office of the Public Guardian - A Two Part Series (Part Two)**

Please join us on **Tuesday, January 18, 2022, at 2:00 p.m. CST**, for the second of a two-part series in

our Iowa PASRR Technical Assistance webinars where we'll offer an overview of issues surrounding Powers of Attorney, and court ordered Legal Guardians and Conservators, how they are impacted by the cognitive capacity and health status of the individuals we serve, and many questions that arise as we try to understand the differences, similarities, and implementation issues involved with each. We'll be joined by Jennifer Donovan of the Iowa Office of the Public Guardian, who will share her knowledge with us and address some common issues that frequently arise.

Part 2, which will be held on **January 18th**, will address the important legal differences between Powers of Attorney for Healthcare and Financial matters, Guardianships, Conservatorships, and when each of these may be appropriate for an individual. Jennifer Donovan of Iowa's Office of the Public Guardian will present information to nursing facility and hospital providers to help providers understand what to do when individuals, families, or PASRR identifies a need for consideration of powers of attorney and/or guardians and conservators.

We hope it will further empower you to help individuals in Iowa enhance their quality of life! The webinar will be moderated by Maximus Program Manager, Brad Goodin, and Lila Starr, PASRR Program/Contract Manager for Iowa DHS.

**Register in advance for this webinar:**

- [Click to Register | 2:00 - 3:30 p.m. CST Tuesday, January 18, 2022](#)

## **Community Placement Supports / Discharge Planning / PASRR Compliant Care Planning**

Please join us on **Tuesday February 1, 2022, at 2:00 p.m. CST** for an Iowa PASRR Webinar where we'll address Community Placement Supports / Discharge Planning and Care Planning. A function of Iowa's PASRR process is that for every PASRR Level II Summary of Findings; there are three types of services identified. These include Community Placement Supports (CPS) that can, when appropriate and implemented as part of a well-orchestrated discharge plan, help an individual successfully transition to a lower level of care and thrive once they leave the nursing facility. This webinar will provide you specific information on:

- Reviewing and understanding the PASRR Identified Services: SS, RS, and CPS
- The role of the Olmstead Decision in PASRR
- Review why and how these Services are Identified
- Review where to find these services in the PASRR Summary of Findings (SOF)
- Tips and best practices on when to start discharge planning (Hint, it's usually best at admission!)
- Knowing when to include Community Placement Supports (CPS) in the Care Plan (Hint; every SOF tells you exactly when!)

**Register in advance for this webinar:**

- [Click to Register | 2:00 - 3:30 p.m. CST Tuesday, February 1, 2022](#)

## **PathTracker Plus (PT+) for Nursing Facility Social Workers, Administrators, & Business Office Staff**

Please join us on **Tuesday, February 15, 2022, at 2:00 pm CST**, for an Iowa PASRR Technical Assistance webinar of up to 90 minutes, as part of our continuing education series.

This Iowa PASRR Webinar is specifically designed for the staff in your NF who are involved in making admission, transfer, and discharge notifications into PathTracker Plus, which is a feature of the PASRR database.

The webinar will include an overview of several critical functionalities of PathTracker Plus, including the when, where, why, and how to submit admissions, transfer, discharge, and corrected notices, as well as level of care and payment source changes. The use of PathTracker Plus (PT+) has been mandatory since February 1, 2016. It is critical that appropriate nursing facility staff are trained and prepared to make necessary entries into the system in a timely manner. It is also critical that the NF stop all use of paper Case Activity Reports, also known as CAR forms, and that ALL changes that would have been submitted using a paper CAR form in the past, must now be made only in the electronic PathTracker Plus system.

**Register in advance for this webinar:**

- [Click to Register | 2:00 - 3:30 p.m. CST Tuesday, February 15, 2022](#)

## **Overview of PASRR for Individuals who meet NFMI Level of Care - (Nursing Facilities for persons**

## **with Mental Illness- NFMI)**

Please join us on **March 1, 2022, at 2:00 p.m. CST** for a webinar of up to 90 minutes, regarding individuals whose PASRR indicates that the person meets NFMI Level of Care (Nursing Facilities for persons with Mental Illness). This webinar will provide an overview of what the expectations are for nursing facilities who support individuals who have very high behavioral health needs and meet the NFMI level of care. There are 168 nursing facilities in Iowa who have accepted individuals who meet NFMI level of care (LOC), in addition to Iowa's three NFMI facilities of Davis Center in Bloomfield, Pillar of Cedar (formerly known as Country View) in Waterloo, and Southeast Iowa Behavioral Healthcare center (formerly known as Dave's Place) in Keokuk. All hospital discharge planners and NF staff are invited to attend this essential webinar, because there are many occasions where this LOC is requested by various LI submitters and it is important to understand how and when to request the highest level of care that a PASRR can approve. We also wish to invite representatives of any other NFs who are considering self-identifying as a facility that can meet these very high behavioral health needs, MCO Care Managers, LTC Ombudsman staff, and anyone who wants to understand the NFMI approval process better. The discussion will provide you guidance on:

- Who is and is not appropriate for NFMI level of care determination,
- Importance of NF making a conscious choice to "self-select" as a facility that can meet these needs before considering accepting individuals with this LOC,
- Definitions of PASRR Identified Specialized Services that are unique to NFMI, including:
- Functional Assessment and Behavior Based Treatment Plan
- Along with a discussion of: Expectations of DHS, MCOs, Maximus, and DIA regarding care planning, service delivery, and compliance.

## **Register in advance for this webinar:**

- [Click to Register | 2:00 - 3:30 p.m. CST Tuesday, March 1, 2022](#)

## **PASRR & Individuals with History of Dependent Adult Abuse, Child Abuse, Court involvement, or Other Complex Factors**

Please join us on **Tuesday, March 15, 2022, at 2:00 p.m. CST** for a webinar of up to 90 minutes, which offers an overview of Preadmission Screening and Resident Review - PASRR - and considerations when PASRR is being conducted for someone with current involvement in the Adult Protective Services system or a history of Child or Dependent Adult Abuse. PASRR is utilized to identify individuals with serious mental illness, intellectual or developmental disabilities, and related conditions, and identifies services that will be required for them if they enter an Iowa nursing facility. We have seen a significant increase in the number of PASRR assessments involving individuals who have also been identified as dependent adults by DHS, and where Dependent Adult Abuse assessments are co-occurring with PASRR or have recently been undertaken. We see other situations where a court orders regarding placement or other criminal/legal history and/or child abuse history, have a significant impact on the individuals and may impact the services identified by PASRR. In such cases, it can be beneficial for the individual and their support network if/when those involved in PASRR can collaborate effectively with those involved in Adult Protective Services (APS) or child protective services system regarding any significant information that might impact treatment or placement needs. PASRR also needs to know when there are any protective court orders pertaining to placement, court ordered mental health commitments, and the service identification and delivery that may follow.

This webinar will be very useful for DHS and Adult Protective Services (APS) system staff who need to have some understanding of PASRR, and PASRR submitters and providers who need to have some understanding of how these issues can impact their role in the service identification and service delivery for the individuals that we serve. This webinar will offer guidance on:

- Who/What/When/Why/and How of PASRR
- What information is needed to complete a thorough Level II evaluation and Summary of Findings?
- When PASRR requests Abuse information, what happens with it?
- Why court orders and legal/criminal histories become important matters in such cases
- How do we define, "dependent adult" in Iowa?
- How Dependent Adult Abuse Assessments or protective services involvement impact PASRR

and service delivery within the nursing facility.

- The benefits of a collaborative process between PASRR and DHS staff engaged in Dependent Adult Abuse Assessments or other protective services issues

**Register in advance for this webinar:**

- [Click to Register | 2:00 - 3:30 p.m. CST Tuesday, March 15, 2022](#)

## **PASRR Compliance: Level I Screens, PASRR Level II Requirements, Service Matters and PathTracker+**

Please join us on **Tuesday, March 29, 2022, at 2:00 p.m. CST** for an Iowa PASRR Technical Assistance webinar of up to 90 minutes, as part of our continuing education series. This webinar will offer an overview of some of the many ways that it is possible to understand compliance and achieve full compliance with PASRR. The discussion will provide guidance on:

- Quick review of understanding the Level I Outcomes
- Quick review of how to review a Level II summary of Findings?
- What are the most common Level I Compliance Issues?
- What are the most common Level II Compliance Issues?
- What is a Status Change/Resident Review in PASRR and how does submission of them impact compliance?
- How the Service Matters review process relates to achieving compliance?
- How do DHS/Maximus/DIA and others review NF/NFMI Care Plans for PASRR compliance?
- How and when do we need to Implement and verify that Discharge Planning is occurring?
- Attendees will learn to identify many ways that one can be compliant or non-compliant with PASRR and how that impacts the lives of the very real people we serve

**Register in advance for this webinar:**

- [Click to Register | 2:00 - 3:30 p.m. CST Tuesday, March 29, 2022](#)

2 / 22 / 2022

## AssessmentPro Update - System Updates Coming 2/22 | No Change to Existing Log In Process Through IA PASRR Website

AssessmentPro system security updates are planned for this evening - **Tuesday, February 22, 2022**. These routine upgrades will result in changes to some system URLs beyond the login window.

### Do I need to take any action?

No. As shared in past communications, all system users with the Iowa PASRR program should have the [Iowa PASRR website](#) bookmarked and should always access AssessmentPro through the log in link there, shown below.

As long as you continue to access the system directly from this link, you should not experience any AssessmentPro access issues.



## Iowa PASRR

Maximus provides online Level I PASRR screening and onsite, independent PASRR Level II mental health and intellectual/developmental evaluations. Scroll down for Provider tools, frequently asked questions, training opportunities, and historical information.

Are you a licensed Behavioral Health Clinician or Registered Nurse interested in working as an assessor with the IA PASRR program? Contact our Recruiting team to learn more: [Recruiting@maximus.com](mailto:Recruiting@maximus.com)

[AssessmentPro System - Log In](#)

### CONTACT THE HELP DESK

#### Phone, Fax & Email

☎ 833.907.2777

📠 1 (877) 431 9568

✉ [IowaPASRR@maximus.com](mailto:IowaPASRR@maximus.com)

#### Business Hours

🕒 7:00 AM-4:00 PM CT

3 / 22 / 2022

## **Learning Opportunities: Register for Upcoming Iowa PASRR Provider Webinar Series | April – September 2022**

Are you brand-new to PASRR? Would you like a refresher on certain aspects of the process? This new webinar series has you covered!

The Iowa PASRR support team at Maximus and Program Managers, Lila Starr of Iowa DHS and Brad Goodin of Maximus, have developed a comprehensive series of informative webinars designed to walk providers through many key aspects of the PASRR process and maximize their use of Iowa's assessment management system, AssessmentPro.

For the PASRR newcomer:

The sessions listed below are paced in an order that we hope will be most beneficial for someone who is new and needs to attend them all. It is designed to help you understand the process, from most basic to more advanced concepts, including an invaluable overview of many aspects of PASRR.

For the PASRR veteran:

Even an experienced provider who's accustomed to the Level I submission process is likely to have many questions and can learn a great deal more by attending these sessions. We hope you gain skills for using the assessment management system, AssessmentPro, as well as deepening your overall understanding of PASRR and how it relates to many other issues.

What are next steps? Be sure to scroll through the series descriptions, register for the sessions you need, and be sure to add those dates/times (shown below) to your calendar. Individual webinar reminders will also be sent out before each event.

### **PathTracker+ for Nursing Facility Social Workers, Administrators, & Business Office Staff**

Please join us on Tuesday, April 12, 2022, at 2:00 p.m. CST for an Iowa PASRR Technical Assistance webinar, as part of our continuing education series.

This Iowa PASRR Webinar is specifically designed for the staff in your NF who are involved in entering admission, transfer, and discharge information into PathTracker Plus, which is a feature of the Iowa PASRR database.

The webinar will include an overview of several critical functionalities of PathTracker Plus, including the when, where, why, and how to submit admissions, transfer, discharge, and corrected notices, as well as level of care and payment source changes.

The use of PathTracker Plus has been mandatory since February 1, 2016, for all nursing facilities in Iowa. It is critical that appropriate nursing facility staff are trained and prepared to make necessary entries into the system in a timely manner. It is also critical that the NF stop all use of paper Case Activity Reports, also known as CAR forms, and that ALL changes that would have been submitted using a CAR form prior to 2016, must now be made only in the electronic PathTracker Plus system.

**Register in advance for this webinar:**

- [Click to Register | 2:00 p.m. CST Tuesday, April 12, 2022](#)

### **How to Successfully Complete a Level I PASRR Screening**

Please join us on Tuesday, April 26, 2022, at 2:00 p.m. CST for up to 90 minutes, as part of our continuing education series. This very important Iowa PASRR webinar will get into the weeds and address your questions about exactly how to successfully complete a Level I PASRR screen and what documents are needed at the point of submission, and how to upload them. This webinar will provide information on:

- Who gets a Level I PASRR screening?
- What information is required in a Level I screen?

- Which documents to provide for the process to work as quickly and efficiently as possible
- What are the best practices for completing thorough and timely Level I screens?
- Turnaround times for Level I outcomes in Iowa
- The various outcomes that can be given at the conclusion of a Level I screen

If you are a hospital submitter, social worker, discharge planner, nursing facility DON or social worker, or any other person in any organization who may submit clinical information for a Level I screen, then this webinar is for you. If you work with other community-based service providers such as in-home health care, community mental health centers, group homes, hospice providers, or others who may have a need to learn how to submit Level I PASRR screens, please help us reach out and invite them as well.

**Register in advance for this webinar:**

- [Click to Register | 2:00 p.m. CST Tuesday, April 26, 2022](#)

## **PASRR Abbreviated Level II Outcomes: Exemptions & Categorical Outcomes**

Please join us on Tuesday, May 10, 2022, at 2:00 pm CST, for an Iowa PASRR Technical Assistance webinar for up to 90 minutes, as part of our continuing education series. This very important Iowa PASRR webinar will take a deep dive and address your questions about how and when it may be useful to complete a Level I PASRR screen with a requested or expected outcome of a 30-day Exempted Hospital Discharge (EHD) or any other of several Categorical Outcomes. This webinar will provide information on:

- When is it appropriate to request a hospital exemption (EHD) from the full Level II process?
- When is it appropriate or not appropriate to request the various kinds of abbreviated outcomes?
- What are the pros and cons of using any of the abbreviated Level II outcomes?
- Which documents to provide up front for the process to work as quickly and efficiently as possible
- What are the best practices for completing thorough and timely Level I screens?

If you are a hospital submitter or nursing facility administrator, hospital discharge planner, nursing facility DON or social worker, or anyone who currently submits Level I screens, then this webinar is for you. If you work with other community-based service organizations such as in-home health care providers, community mental health centers, group homes, or hospice agencies who may need to learn about the appropriate times to request any of the Categorical Outcomes and what they mean, then please invite them to attend.

**Register in advance for this webinar:**

- [Click to Register | 2:00 p.m. CST Tuesday, May 10, 2022](#)

## **Understanding PASRR Level II Summaries of Findings, PASRR Identified Services, and Implementation**

Please join us on Tuesday, May 24, 2022, at 2:00 pm CST, for up to 90 minutes, as part of our continuing education.

This webinar will demonstrate how to review and understand a PASRR Level II outcome, known as a Summary of Findings, where an individual in the PASRR population is approved for a level of care and services are identified to optimize care and recovery for the individual.

There are three types of services that can be identified; including Specialized Services that focus on the PASRR Condition/Disability, Rehabilitative Services that are typically provided as a part of the individual's care in a nursing facility, and Community Placement Supports that help to optimize an individual's potential for successful transition to a lower level of care once they leave a nursing facility for life in the community. This webinar will provide you specific information on how to:

- Review the Level II Summary of Findings (SOF) prior to admission
- Understand the various areas of focus/information within the SOF
- Understand the role of the accepting nursing facility regarding the SOF
- Ensure delivery of all PASRR Identified Services
- Find PASRR identified services within the SOF
- Find Care Planning tools to facilitate compliance with service delivery

- Document that PASRR identified Services are being delivered

**Register in advance for this webinar:**

- [Click to Register | 2:00 - 3:30 p.m. CST Tuesday, May 24, 2022](#)

## **How to Achieve Compliance During PASRR ServiceMatters Reviews**

Please join us on Tuesday, June 7, 2022, at 2:00 pm CST, for an Iowa PASRR Technical Assistance webinar of up to 90 minutes, as part of our continuing education series. A function of Iowa's PASRR process is that for every PASRR Level II where one or more "Specialized Services" are identified for an individual in the PASRR population, a ServiceMatters compliance review will be triggered.

Ascend/Maximus will monitor whether the NF has developed a PASRR compliant care plan that includes all PASRR identified services and specific proof that any specialized services are being delivered. This webinar will offer specific guidance on how to successfully complete a PASRR Service Matters Review. The webinar will cover the following:

- How to find the Iowa PASRR NF Level II Care Planning Tool, and how to use it write a PASRR Compliant Care plan
- How to ensure that PASRR identified services are being delivered
- What information is needed to document that PASRR identified Specialized Services (SS) are being delivered
- How to complete the Service Matters Form
- Common issues that arise during Service Matters reviews

**Register in advance for this webinar:**

- [Click to Register | 2:00 p.m. CST Tuesday, June 7, 2022](#)

## **23rd Anniversary of the Olmstead Supreme Court Decision: How to Help Iowans with Disabilities Discharge Successfully to Lower Levels of Care**

Please join us on Tuesday, June 21, 2022, at 2:00 p.m. CST for an uplifting 90-minute Iowa PASRR Webinar that takes place one day ahead of the 23rd Anniversary of the Supreme Court's Olmstead Decision, where we'll address Community Placement Supports / Discharge Planning and PASRR Compliant Care Planning in a unique manner. This webinar will feature the "Transition Guide," developed by Iowa's Money Follows the Person (MFP) program, and "Ambassadors" who have been successfully discharged to the community from higher levels of care as part of Iowa's MFP demonstration grant.

A function of Iowa's PASRR process is that for every PASRR Level II Summary of Findings; there are three types of services identified. These include Community Placement Supports that can, when appropriate and implemented, help an individual successfully transition to a lower level of care and thrive once they leave the nursing facility. This webinar will provide you specific information on:

- Basics of the Landmark Olmstead Supreme Court Decision of June 22, 1999
- The role of the Olmstead Decision in PASRR
- Iowa's Money Follows the Person Grant initiative and how it has served Iowans with Intellectual Disabilities
- The Transition Planning Guide, where to find it and how to use it
- Tips and best practices on when to start discharge planning
- Presentations along with Q&A for Iowa Ambassadors who have made successful transitions under Iowa's MFP Program

**Register in advance for this webinar:**

- [Click to Register | 2:00 - 3:30 p.m. CST Tuesday, June 21, 2022](#)

## **Community Placement Supports / Discharge Planning / PASRR Compliant Care Planning**

Please join us on Tuesday, July 12, 2022, at 2:00 p.m. CST for a webinar in the Iowa training series where we'll address Community Placement Supports / Discharge Planning and Care Planning. A function of Iowa's PASRR process is that for every PASRR Level II Summary of Findings; there are three types of services identified. These include Community Placement Supports (CPS) that can, when

appropriate and implemented as part of a well-orchestrated discharge plan, help an individual successfully transition to a lower level of care and thrive once they leave the nursing facility. This webinar will provide you specific information on:

- Reviewing and understanding the PASRR Identified Services: SS, RS, and CPS
- The role of the Olmstead Decision in PASRR
- Review why and how these Services are Identified
- Review where to find these services in the PASRR Summary of Findings (SOF)
- Tips and best practices on when to start discharge planning (Hint, it's usually best at admission!)
- Knowing when to include Community Placement Supports (CPS) in the Care Plan (Hint; every SOF tells you exactly when!)

**Register in advance for this webinar:**

- [Click to Register | 2:00 CST Tuesday, July 12, 2022](#)

## **Powers of Attorney, Legal Guardians and Conservators; Office of the Public Guardian – Two Part Series (Part One)**

Please join us on Tuesday, July 26, 2022, at 2:00 p.m. CST, for the initial installment of a two-part series in our Iowa PASRR Technical Assistance webinars. We'll take a deep dive into issues surrounding Powers of Attorney, and court ordered Legal Guardians and Conservators, how they are impacted by the cognitive capacity and health status of the individuals we serve, and many questions that arise as we try to understand the differences, similarities, and implementation issues involved with each. PASRR frequently identifies a need for individuals to undergo an assessment and/or decision-making process about the need for designation of Substitute Decision Makers. We'll be joined by Jennifer Donovan of the Iowa Office of the Public Guardian, who will share her knowledge with us and facilitate better understanding of some of the many issues that frequently arise.

Part 1, which will be held on July 26, will address the important legal differences between Powers of Attorney for Healthcare and Financial matters, Guardianships, Conservatorships, and when each of these may be appropriate for an individual. Iowa's Office of the Public Guardian will present information to nursing facility and hospital providers to help providers understand what to do when individuals, families, or PASRR identifies a need for consideration of powers of attorney and/or guardians and conservators.

We hope it will further empower you to help individuals in Iowa enhance their quality of life! The webinar will be moderated by Maximus Program Manager, Brad Goodin, and Lila Starr, PASRR Program Manager for Iowa DHS.

**Register in advance for this webinar:**

- [Click to Register | 2:00 p.m. CST Tuesday, July 26, 2022](#)

## **Powers of Attorney, Legal Guardians and Conservators; Office of the Public Guardian – Two Part Series (Part Two)**

Please join us on Tuesday August 9, 2022, at 2:00 p.m. CST for the second of a two-part series in our Iowa PASRR Technical Assistance webinars where we'll take a deep dive into issues surrounding Powers of Attorney, and court ordered Legal Guardians and Conservators, how they are impacted by the cognitive capacity and health status of the individuals we serve, and many questions that arise as we try to understand the differences, similarities, and implementation issues involved with each.

PASRR frequently identifies a need for individuals to undergo an assessment and/or decision-making process about the need for designation of Substitute Decision Makers and we'll explore the issues and address some of the many questions that our attendees may have. We'll be joined by Jennifer Donovan of the Iowa Office of the Public Guardian, who will share her knowledge with us and facilitate better understanding of some of the many issues that frequently arise.

Part 2 on July 26<sup>th</sup> will also feature Jennifer Donovan, and will address questions that arise in Part 1, offer another quick basic overview of materials shared in Part 1, and then go deeper into issues pertaining to Powers of Attorney, Guardianships and Conservatorships, offering tools and resources that will be very useful to hospitals, nursing facilities, and other providers who may have occasion to help individuals and older Iowans who need to make designations of Powers of Attorney, designating

end of life instructions and documents, and/or may be in need of court appointed guardians and/or conservators.

We hope it will further empower you to help individuals in Iowa enhance their quality of life! The webinar will be moderated by Maximus Program Manager, Brad Goodin, and Lila Starr, PASRR Program Manager for Iowa DHS.

**Register in advance for this webinar:**

- [Click to Register | 2:00 p.m. CST Tuesday, August 9, 2022](#)

## **PASRR & Individuals with History of Child or Dependent Adult Abuse**

Please join us on Tuesday, August 23, 2022, at 2:00 pm CST, for a webinar that offers an overview of Preadmission Screening and Resident Review - PASRR - and considerations when PASRR is being conducted for someone with a history of Child or Dependent Adult Abuse. PASRR is utilized to identify individuals with serious mental illness, intellectual or developmental disabilities, and related conditions, and identifies services that will be required for them if they enter an Iowa nursing facility.

Within the past several years, we have seen a significant increase in the number of PASRR assessments involving individuals with some criminal or child abuse history, or assessments that are conducted while individuals have also been identified as dependent adults by DHS, and where Dependent Adult Abuse assessments are co-occurring with PASRR or have recently been undertaken. In such cases, it is beneficial for the individual and their support network if/when those involved in PASRR can collaborate more effectively with those involved in child or dependent adult abuse assessment, and the service delivery that may follow. This webinar will offer guidance on:

- Who/What/When/Why/and How of PASRR
- What information is needed to complete a thorough Level II evaluation and Summary of Findings?
- When PASRR requests Abuse information, what happens with it?
- How and when facilities and those who deliver services may benefit from requesting abuse information
- Why court orders and legal/criminal history become important matters in many cases
- How Dependent Adult Abuse Assessments impact PASRR and service delivery within the nursing facility
- The benefits of a collaborative process between PASRR and DHS staff engaged in Child or Dependent Adult Abuse Assessments.

**Register in advance for this webinar:**

- [Click to Register | 2:00 p.m. CST Tuesday, August 23, 2022](#)

## **PASRR Status Changes & When to Complete Them**

Please join us on September 6, 2022, at 2:00 p.m. CST for an Iowa PASRR 90-minute webinar, as part of our continuing education series. The webinar will take a deep dive into the issues surrounding when to submit a new PASRR based upon Significant Changes in Status. The Iowa Help Desk and the Iowa PASRR program receive more questions about Status Changes/Resident Reviews in PASRR and when to submit them, than any other single issue in PASRR. This webinar is truly important for anyone and everyone who needs to understand a bit about when, why, and how to submit new PASRRs and the correlations to overall compliance. This webinar will offer guidance on:

- What might trigger a need for a Status Change for someone with a previous Negative Level I PASRR?
- What might trigger a need for a Status Change for someone who has previously been identified to be in the PASRR Level II population?
- Ways to ensure you are compliant with Status Changes in PASRR
- What we mean when we say – “When in doubt, submit a new PASRR”

**Register in advance for this webinar:**

- [Click to Register | 2:00 - 3:30 p.m. CST Tuesday, September 6, 2022](#)

## Overview of PASRR Compliance: Level I Screens, PASRR Level II Requirements, Service Matters and PathTracker+

Please join us on Tuesday, September 20, 2022, at 2:00 p.m. CST for an Iowa PASRR Technical Assistance hour and a half webinar, as part of our continuing education series. This webinar will offer an in-depth overview of some of the many ways that it is possible to understand compliance and achieve full compliance with PASRR. The discussion will provide guidance on:

- What are the most common Level I Compliance Issues?
- What are the most common Level II Compliance Issues?
- How does submission of Status Changes in PASRR impact compliance?
- What is ServiceMatters and how does it relate to achieving compliance?
- How does the submission of timely notices in PathTracker Plus impact compliance?
- How do DHS/Maximus/DIA and others review NF Care Plans for PASRR compliance?
- How and when do we need to Implement and verify that Discharge Planning is occurring?
- Attendees will learn to identify many ways that one can be compliant with PASRR.

Register in advance for this webinar:

- [Click to Register | 2:00 p.m. CST Tuesday, September 20, 2022](#)

6/09/ 2022

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## System Update: IP Address for AssessmentPro to be Updated on Wednesday, June 15, 2022

On the evening of **Wednesday, June 15**, the Maximus IT team will **update the IP address** for [AssessmentPro.com](#). This change is not expected to affect any existing bookmark or site access for the majority of all system users.

In the unlikely event this change does affect your ability to access the site after the transition date, please contact your organization's IT support team. Notify them that you require updated access to the AssessmentPro site and forward the detail below so that they can add the information to their list of approved IP addresses.

Web Domain: [www.AssessmentPro.com](http://www.AssessmentPro.com)

New IP Address: 40.86.113.36

8/12/ 2022

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## SNEAK PEEK: PASRR Onsite Training Coming to a Location Near You October 25 through the 28

Be on the lookout for an invitation to an important Provider Onsite Training event, taking place between October 25 and October 28. More details will be provided in the coming weeks - stay tuned!

8/17/ 2022

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**EVENT REMINDER: Register for Upcoming Iowa PASRR Provider Webinar - Tuesday, 8/23 at 2 p.m. CT**

**PASRR & Individuals with History of Child or Dependent Adult Abuse**

Please join us on **Tuesday, August 23, 2022, at 2:00 pm CST**, for a webinar that provides an overview of Preadmission Screening and Resident Review - PASRR - and considerations when PASRR is being conducted for someone with a history of Child or Dependent Adult Abuse. PASRR is utilized to identify individuals with serious mental illness, intellectual or developmental disabilities, and related conditions, and identifies services that will be required for them if they enter an Iowa nursing facility.

Within the past several years, we have seen a significant increase in the number of PASRR assessments involving individuals with some criminal or child abuse history, or assessments that are conducted while individuals have also been identified as dependent adults by DHS, and where Dependent Adult Abuse assessments are co-occurring with PASRR or have recently been undertaken. In such cases, it is beneficial for the individual and their support network if/when those involved in PASRR can collaborate more effectively with those involved in child or dependent adult abuse assessment, and the service delivery that may follow. This webinar will offer guidance on:

- Who/What/When/Why/and How of PASRR
- What information is needed to complete a thorough Level II evaluation and Summary of Findings?
- When PASRR requests Abuse information, what happens with it?
- How and when facilities and those who deliver services may benefit from requesting abuse information
- Why court orders and legal/criminal history become important matters in many cases
- How Dependent Adult Abuse Assessments impact PASRR and service delivery within the nursing facility
- The benefits of a collaborative process between PASRR and DHS staff engaged in Child or Dependent Adult Abuse Assessments.

**Register in advance for this webinar:**

**[Click to Register | 2:00 p.m. CST Tuesday, August 23, 2022](#)**

9/7/ 2022

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**[Upcoming Learning Opportunities: Register Now for Free In-Person Training Session in Your Area - Join Maximus and Iowa DHHS for the Fall 2022 PASRR Roadshow](#)**

Maximus Clinical Services Division and the Iowa Department of Health and Human Services are pleased to offer free PASRR training in a community near you, featuring your hosts, Brad Goodin – Maximus, and Lila Starr – Iowa DHHS.

The 2022 Fall PASRR Road Show trainings include the opportunity to earn contact hours or certificates of attendance.

**Morning Section:**

- Introductions / Resources Overview
- Brief Review of PASRR 101
- Level I Screen Submissions
- Level I & Categorical Level II Outcomes
- How to Review & Understand Level II Outcomes - Summary of Findings
- Review of Frequently Asked Questions
- Additional in-depth Q&A

**Afternoon Section:**

- Status Changes (Resident Review) and When to Submit them
- How Person-Centered Focus can help create a brighter future; Recovery, Successful Transitions
- Delivery of PASRR Identified Services; Care Planning and Service Matters – Collaboration is Key
- PathTracker Plus – Admissions, Discharges, & Transfers
- Review of Frequently Asked Questions
- Additional In-depth Q&A

Attend an event in your community!

Each session is a single day offering - choose the day that works best for you.

**Denison  
Boulders Conference Center**

**2507 Boulders Dr. Denison, IA 51442**

**Tuesday, October 25, 9 a.m. - 4 p.m. CT**

[Click here to register](#)

**Waterloo  
Waterloo Center for the Arts  
225 Commercial St. Waterloo IA 50701**

**Wednesday, October 26, 9 a.m. - 4 p.m. CT**

[Click here to register](#)

**Ottumwa  
Bridge View Center  
Center 102 Church St. Ottumwa, IA 52501**

**Thursday, October 27, 9 a.m. - 4 p.m. CT**

[Click here to register](#)

**Des Moines  
Polk County River Place  
2309 Euclid Ave. Des Moines, IA 50310**

**Friday, October 28, 9 a.m.- 4 p.m. CT**

[Click here to register](#)

**Unable to Attend an In-Person Event?**

For those who are unable to attend one of the in-person events listed above, you have the option of attending the Thursday, October 27 session virtually.

Use the link below to register in advance for this valuable learning opportunity. Once registered, you will receive a confirmation email containing details on how to join the meeting.

[IA PASRR Fall Roadshow - Virtual Session | 9 a.m. - 4 p.m. CT, Thursday, 10/27](#)

9/26/ 2022

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**EVENT REMINDER: Register for Upcoming Iowa PASRR Provider Webinar - Tuesday, 10/04 at 2 p.m. CT**

PASRR 101: An In-depth Look into the Basics of Preadmission Screening and Resident Review  
Please join us on Tuesday, October 4, 2022 at 2:00 p.m. CST for this important PASRR 101 webinar. It is intended to give those who are new to PASRR or anyone who may need a refresher an opportunity to start from scratch, spend 60-90 minutes with us, and become familiar with the basics.

This webinar is for anyone who will do work related to PASRR including those who work in nursing facilities, hospitals, in-home healthcare, community mental health, hospice and PACE provider organizations, MCO care managers, long term care ombudsman staff, community based service provider organizations, and interested parties, to attend and learn with us. This webinar should be viewed as a pre-requisite to other PASRR training offered by DHS and Maximus about PASRR in Iowa, and can also serve as a useful refresher to those who haven't been involved in PASRR for some time.

If you plan to join DHS and Maximus in any of the face-to-face full day "PASRR Road Show," training events in the Fall of 2022, we strongly encourage you to attend this PASRR 101 event as it will prepare you to develop a deeper understanding of the topics we'll be discussing in those more in-depth training events. The discussion will provide guidance on:

- History and purpose of the federally mandated PASRR program
- Links between PASRR and the Supreme Court Olmstead Decision
- Who receives a PASRR?
- The basics of PASRR Level I and Level II
- Information needed to complete a thorough Level II evaluation and Summary of Findings
- PASRR in Iowa - unique features
- What is PASRR compliance and why is it important?

**Register in advance for this webinar:**

[PASRR 101: An In-depth Look into the Basics of Preadmission Screening and Resident Review | Tuesday, October 4, 2022 at 2:00 p.m. CST](#)

10/19/ 2022

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**Final Event Reminder: Register Now for Free In-Person Training Sessions in Your Area | Review Dates, Locations and Key Learning Objectives**

Don't forget to register for the informative free PASRR training being offered by Maximus Clinical Services Division and the Iowa Department of Health and Human Services in a community near you, featuring your hosts, Brad Goodin – Maximus, and Lila Starr – Iowa DHHS.

The 2022 Fall PASRR Road Show trainings include the opportunity to earn contact hours or certificates of attendance. Attend an event in your community! Each session is a single day offering - choose the day below that works best for you.

**Denison  
Boulders Conference Center**

**2507 Boulders Dr. Denison, IA 51442**

**Tuesday, October 25, 9 a.m. - 4 p.m. CT**

[Click here to register](#)

**Waterloo**

**Waterloo Center for the Arts**

**225 Commercial St. Waterloo IA 50701**

**Wednesday, October 26, 9 a.m. - 4 p.m. CT**

[Click here to register](#)

**Ottumwa**

**Bridge View Center**

**Center 102 Church St. Ottumwa, IA 52501**

**Thursday, October 27, 9 a.m. - 4 p.m. CT**

[Click here to register](#)

**Des Moines**

**Polk County River Place**

**2309 Euclid Ave. Des Moines, IA 50310**

**Friday, October 28, 9 a.m. - 4 p.m. CT**

[Click here to register](#)

*Online registration will close at 11:59 p.m. CST Sunday, October 23. Those interested in attending can still register in-person at any of the four locations listed above on the day of the event.*

**TRAINING SCHEDULE: Morning Section:**

- Introductions / Resources Overview
- Brief Review of PASRR 101
- Level I Screen Submissions
- Level I & Categorical Level II Outcomes
- How to Review & Understand Level II Outcomes - Summary of Findings
- Review of Frequently Asked Questions
- Additional in-depth Q&A

**TRAINING SCHEDULE: Afternoon Section:**

- Status Changes (Resident Review) and When to Submit them
- How Person-Centered Focus can help create a brighter future; Recovery, Successful Transitions
- Delivery of PASRR Identified Services; Care Planning and Service Matters – Collaboration is Key
- PathTracker Plus – Admissions, Discharges, & Transfers
- Review of Frequently Asked Questions
- Additional In-depth Q&A

**Presenters**

**Brad Goodin, MDiv | Maximus | Director, IA PASRR Program**

**Lila Starr, LBSW | Iowa DHHS | PASRR Program Manager**

**Who Should Attend?**

If you are new to PASRR, know that we will cover PASRR 101 in depth, but you will benefit from attending this training after ALSO viewing the PASRR 101 video/webinar and having a preliminary understanding of PASRR, PathTracker, and ServiceMatters.

If you are an experienced PASRR provider, we are hopefully that this will serve as a great review and intermediate level training toward a deeper understanding of PASRR. We would love the opportunity to meet you, share this important information and respond to your questions.

- Hospital Administrators
- Hospital and Nursing Facility Management
- Hospital and NF Discharge Planners
- Nurses, DONs, and CNAs
- Case Managers
- Hospice Staff
- Long-Term Care & RCF Providers
- Behavioral Health Service Providers
- MCO Care Managers
- Business Office Staff who submit notices
- Anyone else vested in the future of Iowa PASRR

#### LEARNING OBJECTIVES: Key Topics Covered in Each Session

- Demonstrate a solid understanding of PASRR in Iowa
- Complete Level I Screenings accurately and timely
- Explain the role of MCO's with PASRR
- Complete PASRR Compliant Care Planning and Service Matter Reviews
- Apply PASRR Compliance

No Charge for Attendance or Certificates

IBON Provider #94 awards 5.5 contact hours for this training. The session must be attended in full. No partial awards will be issued.

#### Cancellation Policy

There are no penalties for registration cancellation.

#### SUPPORT: Iowa PASRR Help Desk Contacts

Phone: 833.907.2777

Email: [IowaPASRR@maximus.com](mailto:IowaPASRR@maximus.com)

Fax: 877.431.9568

11/1/2022


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#### System Update: Change Coming to AssessmentPro Login Process Tonight, Tuesday, November 1

Please be aware that this evening, Tuesday November 1, Maximus IT will publish updates to the AssessmentPro system. With these upgrades comes a new way for users to update their passwords.

Currently, when users click the reset password button, a link will be sent to the email address you use to log into AssessmentPro, prompting you to create a new password.

Going forward, instead of receiving a link, a verification code will be sent to your email address, which you will enter on the AssessmentPro site, then create a new password (see below):



ASSESSMENT PRO

### Sign in

Continue

Forgot password?

Don't have an account? [Sign up now](#)

### Reset password

Please click the button below to verify your email address.

Send verification code

Continue

Cancel

### Reset password

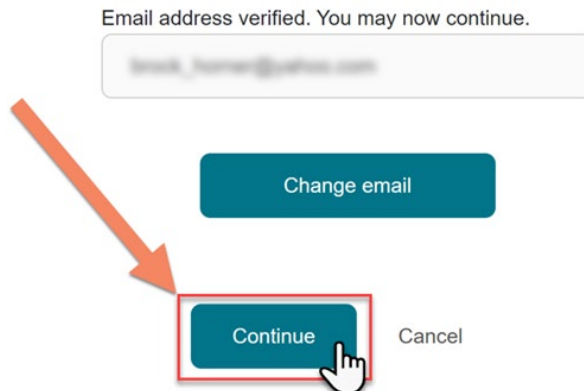
Verification code has been sent to your inbox. Please copy it to the input box below.

Verify code

Send new code

Continue

Cancel



**If you have any questions about this important process update, please reach out to your program Help Desk.**

11/15/ 2022

## **Learning Opportunities: Register for Upcoming Iowa PASRR Webinar Series – November 2022 – March 2023**

**Are you brand-new to PASRR? Would you like a refresher on certain aspects of the process? This new webinar series has you covered!**

The Iowa PASRR support team at Maximus and Program Managers, **Lila Starr** of Iowa DHS and **Brad Goodin** of Maximus, have developed a comprehensive series of informative webinars designed to walk providers through many key aspects of the PASRR process and maximize their use of Iowa's assessment management system, AssessmentPro.

### **For the PASRR newcomer:**

The sessions listed below are paced in an order that we hope will be most beneficial for someone who is new and needs to attend them all. It is designed to help you understand the process, from most basic to more advanced concepts, including an invaluable overview of many aspects of PASRR.

### **For the PASRR veteran:**

Even an experienced provider who's accustomed to the Level I submission process is likely to have many questions and can learn a great deal more by attending these sessions. We hope you gain skills for using the assessment management system, AssessmentPro, as well as deepening your overall understanding of PASRR and how it relates to many other issues.

**What are next steps?** Be sure to scroll through the series descriptions, register for the sessions you need, and be sure to add those dates/times (shown below) to your calendar. Individual webinar reminders will also be sent out before each event.

## **How to Successfully Complete a Level I PASRR Screen**

Please join us on **Tuesday, November 22, 2022, at 2:00 p.m. CST** for up to 90 minutes, as part of our continuing education series. This very important Iowa PASRR webinar will get into the weeds and address any questions you have about exactly how to successfully complete a Level I PASRR screen and what documents are needed at the point of submission, and how to upload them. This webinar will provide information on:

- Who gets a Level I PASRR screening?
- What information is required in a Level I screen?
- Which documents to provide for the process to work as quickly and efficiently as possible
- What are the best practices for completing thorough and timely Level I screen?
- Turnaround times for Level I outcomes in Iowa
- The various outcomes that can be given at the conclusion of a Level I screen

If you are a hospital submitter, social worker, discharge planner, nursing facility DON or social worker, or any other person in any organization who may submit clinical information for a Level I screen, then this webinar is for you.

If you work with other community-based service providers such as in-home health care, primary care clinic, community mental health centers, group homes, hospice providers, or others who may have a need to learn how to submit Level I PASRR screens, please help us reach out and invite them as well.

**Register in advance for this webinar:**

[Click to Register | 2:00 p.m. CST Tuesday, November 22, 2022](#)

## **PASRR Abbreviated Level II Outcomes: Exemptions & Categorical Outcomes**

Please join us on **Tuesday, December 6, 2022, at 2:00 p.m. CST** for an Iowa PASRR Technical Assistance webinar for up to 90 minutes, as part of our continuing education series. This very important Iowa PASRR webinar will take a deep dive and address your questions about how and when to submit a Level I PASRR screen with a requested or expected outcome that results in a temporary exemption from the full Level II assessment. We'll discuss outcomes of 30-day Exempted Hospital Discharge (EHD), 60-day convalescent care or several other Categorical Outcomes. This webinar will provide information on:

- When is it appropriate to request an exemption from the full Level II process?
- When is it appropriate or not appropriate to request the various kinds of abbreviated outcomes?
- What are the pros and cons of using any of the abbreviated Level II outcomes?
- Which documents does a Level I submitter need to provide up front for the process to work as quickly and efficiently as possible
- What are the best practices for completing thorough and timely Level I screens?

If you are a hospital submitter or nursing facility administrator, hospital discharge planner, nursing facility DON or social worker, or anyone who currently submits Level I screens, then this webinar is for you. If you work for other community-based service organizations such as in-home health care provider, primary care setting, community mental health center, group home, or hospice agency who may need to learn about the Categorical Outcomes and what they mean, then please make plans to attend.

**Register in advance for this webinar:**

[Click to register | 2:00 p.m. CST Tuesday, December 6, 2022](#)

## **Understanding PASRR Level II Summaries of Findings, PASRR Identified Services, and Implementation**

Please join us on **Tuesday, December 20, 2022, at 2:00 pm CST**, for up to 90 minutes, as part of our continuing education series. This webinar will demonstrate how to review and understand a PASRR Level II outcome, known as a Summary of Findings, where an individual in the PASRR population is approved for a level of care and services are identified to optimize care and recovery for the individual.

There are three types of services that can be identified; including Specialized Services that focus on the PASRR Condition/Disability, Rehabilitative Services that are typically provided as a part of the individual's care in a nursing facility, and Community Placement Supports that help to optimize an individual's potential for successful transition to a lower level of care once they leave a nursing facility for life in the community.

This webinar will provide you specific information on how to:

- Review the Level II Summary of Findings (SOF) prior to admission
- Understand the various areas of focus and information within the SOF
- Understand the role of the accepting nursing facility regarding the SOF
- Find PASRR identified services within the SOF
- Find Care Planning tools to facilitate compliance with service delivery
- Ensure delivery of all PASRR Identified Services
- Document that PASRR identified Services are being delivered

**Register in advance for this webinar:**

[Click to Register | 2:00 p.m. CST Tuesday, December 20, 2022](#)

## **How to Achieve Compliance during PASRR ServiceMatters Reviews**

Please join us on **Tuesday, January 10, 2023, at 2:00 pm CST**, for an Iowa PASRR Technical Assistance webinar of up to 90 minutes, as part of our continuing education series. A function of Iowa's PASRR process is that for every PASRR Level II where one or more "Specialized Services" are identified for an individual in the PASRR population, a ServiceMatters compliance review will be triggered. Maximus will monitor whether the facility has developed a PASRR compliant care plan that includes all PASRR identified services and specific proof that all specialized services are being delivered. This webinar will offer specific guidance on how to successfully complete a PASRR Service Matters Review. The webinar will cover the following:

- How to find the Iowa PASRR NF Level II Care Planning Tool, and how to use it to write a PASRR Compliant Care plan.
- How to ensure that PASRR identified services are being delivered.

- What information is needed to document that PASRR identified Specialized Services (SS) are being delivered.
- How to complete the Service Matters Review Online Form.
- Common issues and errors that arise during Service Matters reviews.

**Register in advance for this webinar:**

**[Click to Register | 2:00 p.m. CST Tuesday, January 10, 2023](#)**

## **Community Placement Supports / Discharge Planning / PASRR Compliant Care Planning**

Please join us on **January 24, 2023, at 2:00 p.m. CST** for a webinar in the Iowa training series where we'll address Community Placement Supports / Discharge Planning and Care Planning. A function of Iowa's PASRR process is that for every PASRR Level II Summary of Findings; there are three types of services identified.

These include Community Placement Supports (CPS) that can, when appropriate and implemented as part of a well-orchestrated discharge plan, help an individual successfully transition to a lower level of care and thrive once they leave the nursing facility. This webinar will provide you specific information on:

- Reviewing and understanding the PASRR Identified Services: SS, RS, and CPS
- The role of the Olmstead Decision in PASRR
- Review why and how these Services are Identified
- Review where to find these services in the PASRR Summary of Findings (SOF)
- Tips and best practices on when to start discharge planning (Hint, it's usually best at admission!)
- Knowing when to include Community Placement Supports (CPS) in the Care Plan (Hint; every SOF tells you exactly when!)

**Register in advance for this webinar:**

**[Click to Register | 2:00 p.m. CST Tuesday, January 24, 2023](#)**

## **PASRR Status Changes & When to Complete Them**

Please join us on **Tuesday, February 7, 2023, at 2:00 p.m. CST** for an Iowa PASRR 90-minute webinar, as part of our continuing education series. The webinar will take a deep dive into when to submit a new PASRR Level I screen based upon Significant Changes in Status. The Iowa Help Desk and the Iowa PASRR program receive more questions about Status Changes/Resident Reviews in PASRR and when to submit them, than any other single issue in PASRR. This webinar is truly important for anyone and everyone who needs to understand a bit about when, why, and how to submit new PASRRs and the correlations to overall compliance. This webinar will offer guidance on:

- What might trigger a need for a Status Change/Resident Review for someone with a previous Negative Level I PASRR?

- What might trigger a need for a Status Change/Resident Review for someone who has previously been identified to be in the PASRR Level II population?
- Ways to ensure you are compliant with Status Changes in PASRR
- What we mean when we say – “When in doubt, submit a new PASRR”

**Register in advance for this webinar:**

**[Click to Register | 2:00 p.m. CST Tuesday, February 7, 2023](#)**

## **PathTracker+ for Nursing Facility Social Workers, Administrators, & Business Office Staff**

Please join us on **Tuesday, February 21, 2023, at 2:00 pm CST**, for an Iowa PASRR Technical Assistance webinar, as part of our continuing education series.

This Iowa PASRR Webinar is specifically designed for the staff in your NF who are involved in entering admission, transfer, and discharge information into PathTracker Plus, which is a feature of the Iowa PASRR database.

The webinar will include an overview of several critical functionalities of PathTracker Plus, including the when, where, why, and how to submit admissions, transfer, discharge, and corrected notices, as well as level of care and payment source changes. The use of PathTracker Plus has been mandatory since February 1, 2016, for all nursing facilities in Iowa.

It is critical that appropriate nursing facility staff are trained and prepared to make necessary entries into the system in a timely manner. It is also critical that the NF stop all use of paper Case Activity Reports, also known as CAR forms, and that ALL changes that would have been submitted using a CAR form prior to 2016, must now be made only in the electronic PathTracker Plus system.

**Register in advance for this webinar:**

**[Click to Register | 2:00 CST Tuesday, February 21, 2023](#)**

## **PASRR & Individuals with Recent Dependent Adult Abuse or History of Child or Dependent Adult Abuse**

Please join us on **Tuesday, March 7, 2023, at 2:00 p.m. CST** for a webinar that offers an overview of Preadmission Screening and Resident Review - PASRR - and considerations when PASRR is being conducted for someone with a current assessment of Dependent Adult Abuse or a possible history of Child or Dependent Adult Abuse. PASRR is utilized to identify individuals with serious mental illness, intellectual or developmental disabilities, and related conditions, and identifies services that will be required for them if they enter an Iowa nursing facility.

Within the past several years, we have seen a significant increase in the number of PASRR assessments involving individuals where Dependent Adult Abuse assessments are co-occurring with PASRR or have

recently been undertaken or who have a history of dependent adult abuse allegations, significant legal/criminal histories, or other issues that may make their PASRR somewhat more complex. In such cases, it is beneficial for the individual and their support network if/when those involved in PASRR can collaborate more effectively with those involved in dependent adult (or child) abuse assessment, and the service delivery that may follow. This webinar will offer guidance on:

- Who/What/When/Why/and How of PASRR for those who work in Dependent Adult Abuse assessment
- Who/What/When/Why/and How of Dependent Adult Abuse for those who work in PASRR or facilities
- What information is needed to complete a thorough Level II evaluation and Summary of Findings?
- When PASRR requests Abuse information, what happens with it?
- How and when facilities and those who deliver services may benefit from requesting abuse information
- Why court orders and legal/criminal history become important matters in many cases
- How Dependent Adult Abuse Assessments impact PASRR and service delivery within the nursing facility
- The benefits of a collaborative process between PASRR and DHHS staff engaged in Dependent Adult Abuse Assessments.

**Register in advance for this webinar:**

[Click to Register | 2:00 p.m. CST Tuesday, March 7, 2023](#)

## **Overview of PASRR Compliance: Level I Screens, PASRR Level II Requirements, Service Matters and PathTracker+**

Please join us on **Tuesday, March 21, 2023, at 2:00 p.m. CST** for an Iowa PASRR Technical Assistance webinar of up to 90 minutes, as part of our continuing education series. This webinar will offer an in-depth overview of some of the many ways that it is possible to achieve compliance or experience compliance challenges in PASRR. The discussion will provide guidance on:

- What are the most common Level I Compliance Issues?
- What are the most common Level II Compliance Issues?
- How and when does submission of Status Change/Resident Reviews in PASRR impact compliance?
- How does ServiceMatters and other reviews relate to achieving compliance?
- How does the submission of timely notices in PathTracker Plus impact compliance?
- How do DHHS/Maximus/DIA/MCOs and others review NF Service Deliver for PASRR compliance?
- How and when do facilities need to Implement and verify that Discharge Planning is occurring?

Attendees will learn to identify many ways that one can be compliant with PASRR.

**Register in advance for this webinar:**

[Click to Register | 2:00 p.m. CST Tuesday, March 21, 2023](#)

2 / 3 / 2023

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## Quarterly Newsletter: Assessment Best Practice Tips & Reminders | Review Helpful Resources on Tools & Resources Site

### BEST PRACTICES: Assessment Tips & Reminders

1. Several Providers have asked how to establish themselves as Access Coordinators in AssessmentPro. [Click here to review instructions](#) for adding an Access Coordinator, available via the Iowa PASRR Provider Tools & Resource site.
2. **Assessors now have access to an electronic Release of Information (ROI).** Keep in mind that although you are likely to see this version more often in the coming months, Assessors may still provide a paper ROI if they are unable to send a digital copy to the Provider. **Both versions are still valid.**
3. Please **submit a recent psychiatric note whenever one is available**, especially if the individual has major mental illness.
4. Be on the lookout for information regarding **upcoming in-person spring training sessions**, coming soon to a town near you.

### RESOURCES: Review Important Guides and Training Materials Available on the IA PASRR Provider Tools & Resources Site

Keep in mind that the Iowa PASRR Provider Tools & Resources site is full of **helpful guides, manuals, and training materials** that you can view or download 24/7. Be sure to review a few of these helpful resource links also listed below:

- [Iowa PASRR Glossary of Terms - UPDATED](#)
- [Iowa PASRR Provider FAQs](#)
- [Training Video - PASRR 101](#)
- [PASRR Quick Tips](#)
- [Care Planning Tool](#)
- [Transition Guide](#)

### SUPPORT: Your Iowa PASRR Help Desk Contacts

- Phone: **833.907.2777**
- Email: [IowaPASRR@maximus.com](mailto:IowaPASRR@maximus.com)

5/1/2023

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## **Learning Opportunities: Register for Upcoming Iowa Provider Webinar Series | June – October 2023**

**Are you brand-new to PASRR? Would you like a refresher on certain aspects of the process? This new webinar series has you covered!**

The Iowa PASRR support team at Maximus and Program Managers, **Lila Starr** of Iowa HHS and **Brad Goodin** of Maximus, have developed a comprehensive series of informative webinars designed to walk providers through many key aspects of the PASRR process and maximize their use of Iowa's assessment management system, AssessmentPro.

### **For the PASRR newcomer:**

The sessions listed below are paced in an order that we hope will be most beneficial for someone who is new and needs to attend them all. It is designed to help you understand the process, from most basic to more advanced concepts, including an invaluable overview of many aspects of PASRR.

### **For the PASRR veteran:**

Even an experienced provider who's accustomed to the Level I submission process is likely to have many questions and can learn a great deal more by attending these sessions. We hope you gain skills for using the assessment management system, AssessmentPro, as well as deepening your overall understanding of PASRR and how it relates to many other issues.

**What are next steps?** Be sure to scroll through the series descriptions, register for the sessions you need, and be sure to add those dates/times (shown below) to your calendar. Individual webinar reminders will also be sent out before each event.

## **PathTracker+ for Nursing Facility Social Workers, Administrators, & Business Office Staff**

Please join us on **Tuesday, June 6, 2023 at 2:00 pm CST**, for an Iowa PASRR Technical Assistance webinar, as part of our continuing education series.

This Iowa PASRR Webinar is specifically designed for the staff in your NF who are involved in entering admission, transfer, and discharge information into PathTracker Plus, which is a feature of the Iowa PASRR database.

The webinar will include an overview of several critical functionalities of PathTracker Plus, including the when, where, why, and how to submit admissions, transfer, discharge, and corrected notices, as well as level of care and payment source changes. The use of PathTracker Plus has been mandatory since February 1, 2016, for all nursing facilities in Iowa. It is critical that appropriate nursing facility staff are trained and prepared to make necessary entries into the system in a timely manner. It is also critical that the NF stop all use of paper Case Activity Reports, also known as CAR forms, and that ALL changes that would have been submitted using a CAR form prior to 2016, must now be made only in the electronic PathTracker Plus system.

Register in advance for this webinar:

- [Click to register | 2:00 p.m. CST on Tuesday, June 6, 2023](#)

## How to Successfully Complete a Level I PASRR Screening

Please join us on **Tuesday, June 20, 2023 at 2:00 p.m. CST** for up to 90 minutes, as part of our continuing education series. This very important Iowa PASRR webinar will get into the weeds and address your questions about exactly how to successfully complete a Level I PASRR screen and what documents are needed at the point of submission, and how to upload them. This webinar will provide information on:

- Who gets a Level I PASRR screening?
- What information is required in a Level I screen?
- Which documents to provide for the process to work as quickly and efficiently as possible
- What are the best practices for completing thorough and timely Level I screens?
- Turnaround times for Level I outcomes in Iowa
- The various outcomes that can be given at the conclusion of a Level I screen

If you are a hospital submitter, social worker, discharge planner, nursing facility DON or social worker, or any other person in any organization who may submit clinical information for a Level I screen, then this webinar is for you. If you work with other community-based service providers such as in-home health care, community mental health centers, group homes, hospice providers, or others who may have a need to learn how to submit Level I PASRR screens, please help us reach out and invite them as well.

Register in advance for this webinar:

- [Click to register | 2:00 p.m. CST on Tuesday, June 20, 2023](#)

## PASRR Abbreviated Level II Outcomes: Exemptions & Categorical Outcomes

Please join us on **Tuesday, July 11, 2023, at 2:00 p.m. CST** for an Iowa PASRR Technical Assistance webinar for up to 90 minutes, as part of our continuing education series. This very important Iowa PASRR webinar will take a deep dive and address your questions about how and when it may be useful to complete a Level I PASRR screen with a requested or expected outcome of a 30-day Exempted Hospital Discharge (EHD) or any other of several Categorical Outcomes. This webinar will provide information on:

When is it appropriate to request a hospital exemption (EHD) from the full Level II process?  
When is it appropriate or not appropriate to request the various kinds of abbreviated outcomes?  
What are the pros and cons of using any of the abbreviated Level II outcomes?  
Which documents to provide up front for the process to work as quickly and efficiently as possible  
What are the best practices for completing thorough and timely Level I screens?

If you are a hospital submitter or nursing facility administrator, hospital discharge planner, nursing facility DON or social worker, or anyone who currently submits Level I screens, then this webinar is for you. If

you work with other community-based service organizations such as in-home health care providers, community mental health centers, group homes, or hospice agencies who may need to learn about the appropriate times to request any of the Categorical Outcomes and what they mean, then please invite them to attend.

**Register in advance for this webinar:**

- [Click to register | 2:00 p.m. CST on Tuesday, July 11, 2023](#)

## **Understanding PASRR Level II Summaries of Findings, PASRR Identified Services, and Implementation**

Please join us on **Tuesday, July 25, 2023, at 2:00 pm CST**, for up to 90 minutes, as part of our continuing education.

This webinar will demonstrate how to review and understand a PASRR Level II outcome, known as a Summary of Findings, where an individual in the PASRR population is approved for a level of care and services are identified to optimize care and recovery for the individual. There are three types of services that can be identified; including Specialized Services that focus on the PASRR Condition/Disability, Rehabilitative Services that are typically provided as a part of the individual's care in a nursing facility, and Community Placement Supports that help to optimize an individual's potential for successful transition to a lower level of care once they leave a nursing facility for life in the community.

This webinar will provide you specific information on how to:

- Review the Level II Summary of Findings (SOF) prior to admission
- Understand the various areas of focus/information within the SOF
- Understand the role of the accepting nursing facility regarding the SOF
- Ensure delivery of all PASRR Identified Services
- Find PASRR identified services within the SOF
- Find Care Planning tools to facilitate compliance with service delivery
- Document that PASRR identified Services are being delivered

**Register in advance for this webinar:**

- [Click to register | 2:00 p.m. CST on Tuesday, July 25, 2023](#)

## **How to Achieve Compliance during PASRR ServiceMatters Reviews**

Please join us on **Tuesday, August 8, 2023, at 2:00 pm CST**, for an Iowa PASRR Technical Assistance webinar of up to 90 minutes, as part of our continuing education series. A function of Iowa's PASRR process is that for every PASRR Level II where one or more "Specialized Services" are identified for an individual in the PASRR population, a ServiceMatters compliance review will be triggered.

Ascend/Maximus will monitor whether the NF has developed a PASRR compliant care plan that includes all PASRR identified services and specific proof that any specialized services are being delivered. This

webinar will offer specific guidance on how to successfully complete a PASRR Service Matters Review. The webinar will cover the following:

- How to find the Iowa PASRR NF Level II Care Planning Tool, and how to use it write a PASRR Compliant Care plan
- How to ensure that PASRR identified services are being delivered
- What information is needed to document that PASRR identified Specialized Services (SS) are being delivered
- How to complete the Service Matters Form
- Common issues that arise during Service Matters reviews

**Register in advance for this webinar:**

- [Click to register | 2:00 p.m. CST on Tuesday, August 8, 2023](#)

## **Community Placement Supports / Discharge Planning / PASRR Compliant Care Planning**

Please join us on **Tuesday, August 22, 2023, at 2:00 p.m. CST** for a webinar in the Iowa training series where we'll address Community Placement Supports / Discharge Planning and Care Planning. A function of Iowa's PASRR process is that for every PASRR Level II Summary of Findings; there are three types of services identified. These include Community Placement Supports (CPS) that can, when appropriate and implemented as part of a well-orchestrated discharge plan, help an individual successfully transition to a lower level of care and thrive once they leave the nursing facility. This webinar will provide you specific information on:

- Reviewing and understanding the PASRR Identified Services: SS, RS, and CPS
- The role of the Olmstead Decision in PASRR
- Review why and how these Services are Identified
- Review where to find these services in the PASRR Summary of Findings (SOF)
- Tips and best practices on when to start discharge planning (Hint, it's usually best at admission!)
- Knowing when to include Community Placement Supports (CPS) in the Care Plan (Hint; every SOF tells you exactly when!)

**Register in advance for this webinar:**

- [Click to register | 2:00 p.m. CST on Tuesday, August 22, 2023](#)

## **PASRR Status Changes & When to Complete Them**

Please join us on **Tuesday, September 5, 2023, at 2:00 p.m. CST** for an Iowa PASRR 90-minute webinar, as part of our continuing education series. The webinar will take a deep dive into the issues surrounding when to submit a new PASRR based upon Significant Changes in Status.

The Iowa Help Desk and the Iowa PASRR program receive more questions about Status Changes/Resident Reviews in PASRR and when to submit them, than any other single issue in PASRR.

This webinar is truly important for anyone and everyone who needs to understand a bit about when, why, and how to submit new PASRRs and the correlations to overall compliance. This webinar will offer guidance on:

- What might trigger a need for a Status Change for someone with a previous Negative Level I PASRR?
- What might trigger a need for a Status Change for someone who has previously been identified to be in the PASRR Level II population?
- Ways to ensure you are compliant with Status Changes in PASRR
- What we mean when we say – “When in doubt, submit a new PASRR”

**Register in advance for this webinar:**

- [Click to register | 2:00 p.m. CST on Tuesday, September 5, 2023](#)

## **PASRR & Individuals with History of Child or Dependent Adult Abuse**

Please join us on **Tuesday, September 19, 2023, at 2:00 p.m. CST** for a webinar that offers an overview of Preadmission Screening and Resident Review - PASRR - and considerations when PASRR is being conducted for someone with a history of Child or Dependent Adult Abuse. PASRR is utilized to identify individuals with serious mental illness, intellectual or developmental disabilities, and related conditions, and identifies services that will be required for them if they enter an Iowa nursing facility.

Within the past several years, we have seen a significant increase in the number of PASRR assessments involving individuals with some criminal or child abuse history, or assessments that are conducted while individuals have also been identified as dependent adults by HHS, and where Dependent Adult Abuse assessments are co-occurring with PASRR or have recently been undertaken. In such cases, it is beneficial for the individual and their support network if/when those involved in PASRR can collaborate more effectively with those involved in child or dependent adult abuse assessment, and the service delivery that may follow.

This webinar will offer guidance on:

- Who/What/When/Why/and How of PASRR
- What information is needed to complete a thorough Level II evaluation and Summary of Findings?
- When PASRR requests Abuse information, what happens with it?
- How and when facilities and those who deliver services may benefit from requesting abuse information
- Why court orders and legal/criminal history become important matters in many cases
- How Dependent Adult Abuse Assessments impact PASRR and service delivery within the nursing facility
- The benefits of a collaborative process between PASRR and HHS staff engaged in Child or Dependent Adult Abuse Assessments.

**Register in advance for this webinar:**

- [Click to register | 2:00 p.m. CST on Tuesday, September 19, 2023](#)

## **PASRR 101: An In-depth Look into the Basics of Preadmission Screening and Resident Review**

Please join us on **Tuesday, October 3, 2023, at 2:00 p.m. CST** for an Iowa PASRR 90-minute webinar, as part of our continuing education series. This webinar is for anyone who will do work related to PASRR including those who work in nursing facilities, hospitals, in-home healthcare, community mental health, hospice, and PACE provider organizations, MCO care managers, long term care ombudsman staff, community-based service provider organizations, and interested parties, to attend and learn with us. This webinar should be viewed as a pre-requisite to other PASRR training offered by HHS and Maximus about PASRR in Iowa and can also serve as a useful refresher to those who haven't been involved in PASRR for some time.

This PASRR 101 discussion will provide guidance on:

- History and purpose of the federally mandated PASRR program
- Links between PASRR and the Supreme Court Olmstead Decision
- Who receives a PASRR?
- The basics of PASRR Level I and Level II
- Information needed to complete a thorough Level II evaluation and Summary of Findings
- PASRR in Iowa - unique features
- What is PASRR compliance and why is it important?

**Register in advance for this webinar:**

- [Click to register | 2:00 p.m. CST on Tuesday, October 3, 2023](#)

6/15/2023

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## **Quarterly Newsletter: Upcoming Events and Reminders | Review Important Resources on Iowa PASRR Provider Site**

### **PROVIDER UPDATES: Upcoming Events and Reminders**

1. Preparation for the fall Iowa PASRR Roadshow is already underway! HHS and Maximus will be heading to a town near you in October 2023. The fall trainings will focus on several aspects of PASRR including:

- Best Practices considerations for Level 1 screens
- Submission of Status Change/Resident Reviews
- Compliance issues in ServiceMatters and more
- Care Planning for service delivery, Olmstead compliance, and success!

Look out for more information in the months to come!

2. Assessors now have access to an electronic Release of Information (ROI). Keep in mind that although you are likely to see this version more often in the coming months, Assessors may still provide a paper ROI if they are unable to send a digital copy to the Provider. Both versions are still valid.

3. Please bookmark <https://maximusclinicalservices.com/svcs/iowa> and whether you are a PASRR newbie or you have joined us many times before, check out the upcoming live webinars offered by HHS and Maximus. Content is updated each time we post a new series of webinars. The current series jump started on June 6 with PathTracker+ for Nursing Facility Social Workers, Administrators, & Business Office Staff.

As always, all who are new to PASRR are encouraged to begin the learning curve by viewing the "PASRR 101" video webinar, which is available 24/7/365 on the webpage, and linked below, and can be viewed whenever it works best for you.

**RESOURCES:** Review Important Guides and Training Materials Available on the IA PASRR Provider Tools & Resources Site

Keep in mind that the Iowa PASRR Provider Tools & Resources site is full of helpful guides, manuals, and training materials that you can view or download 24/7. Be sure to review a few of these helpful resource links also listed below:

- [Iowa PASRR Glossary of Terms - UPDATED](#)
- [Iowa PASRR Provider FAQs](#)
- [Training Video - PASRR 101](#)
- [PASRR Quick Tips](#)
- [Care Planning Tool](#)
- [Transition Guide](#)

**SUPPORT:** Your Iowa PASRR Help Desk Contacts

- Phone: 833.907.2777
- Email: [IowaPASRR@maximus.com](mailto:IowaPASRR@maximus.com)

11 /2/ 2023

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**Quarterly Newsletter: Register for Upcoming Provider Webinars | Best Practice Assessment Tips & Reminders**

**EVENT REMINDER: Powers of Attorney, Legal Guardians and Conservators; Office of the Public Guardian – Two Part Series (Part One) | 2:00 p.m. CST on Tuesday, November 14 and 2:00 p.m. CST on Tuesday, November 28**

Please join us for this popular two-part webinar in our Iowa PASRR Technical Assistance series. We'll discuss issues surrounding designations of Powers of Attorney for Healthcare and Financial Matters, and when it may be necessary to seek court ordered Legal Guardians and Conservators, how determinations are impacted by the cognitive capacity and the mental health status of the individuals we serve, and many

questions that arise as we try to understand the differences, similarities, and implementation issues involved with each type of substitute decision maker.

Information presented in this webinar is expected to be useful to anyone and everyone who works with older adults, dependent adult, persons who may seek placement in any community setting including a nursing facility and will not just be of interest to those who work with PASRR. We'll be joined by Jennifer Donovan of the Iowa Office of the Public Guardian, who will share her knowledge with us and facilitate better understanding of some of the many issues that frequently arise.

Part 1, which will be held on November 14, will address the important legal differences between Powers of Attorney for Healthcare and Financial matters, Guardianships, Conservatorships, and when each of these may be appropriate for an individual.

Part 2 will review questions that arise in Part 1, and go deeper into issues pertaining to Powers of Attorney, Guardianships and Conservatorships, offering tools and resources that will be very useful to staff who work in hospitals, nursing facilities, adult protective services, and other arenas who may have occasion to help individuals designate Substitute Decision Makers, have a payee, give end of life/care instructions, or may be in need of court appointed guardians and/or conservators.

We hope it will further empower you to help individuals in Iowa enhance their quality of life! The webinar will be moderated by Maximus PASRR Program Manager, Brad Goodin, and Lila Starr, Iowa PASRR Program Manager with HHS.

**Register in advance for these webinars:**

[Click to register | 2:00 p.m. CST on Tuesday, November 14, 2023](#)

[Click to register | 2:00 p.m. CST on Tuesday, November 28, 2023](#)

If you have yet to do so, be sure to review and register for the many other great webinars in our current Iowa PASRR Provider Webinar Series. Descriptions and Registration links are available on the Iowa PASRR Provider website under Announcements.

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

1. When submitting a potential status change regarding a new serious mental illness, or other possible changes in PASRR condition(s), you must **include documentation such as the initial or most recent psychiatric evaluation and/or medical notes** with information that includes any new diagnosis and descriptions of current symptoms or issues that led you to believe a significant change in status may have occurred.
2. When emailing the [Iowa PASRR Help Desk](#), contacting Maximus or Iowa HHS Program Manager, **Lila Starr** regarding a particular individual, please **include the individual's PASRR Individual ID (IID) in the email, if known**. This allows us to research the issue and provide a timely resolution in a confidential manner without the need to share identifying information.
3. If you are submitting a Level I screen for an individual with any history of court involvement, such as 1) an involuntary mental health commitment for outpatient or inpatient treatment, 2) any type of protective court orders that may arise as a result of adult protective issues, 3) court orders related to Guardianship of Conservatorship, and/or 4) any potential that the individual have a known history of sexual acting out/aggression, or be a registered sex offender, **make certain to note legal involvement on the Level I**

screen, using the additional text boxes if needed, and submit a copy of all relevant court orders, as part of the Level I submission.

4. **Mental health conditions** can only be verified by a provider note, psychiatric evaluation, psychiatric progress note, or other medical record signed by a practitioner/physician.

#### **SUPPORT: Your Iowa PASRR Help Desk Contacts**

- Phone: **833.907.2777**
- Email: [iowaPASRR@maximus.com](mailto:iowaPASRR@maximus.com)

2 /26/ 2024

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## Quarterly Provider Newsletter: Sneak Peek – Spring 2024 PASRR Road Show | Best Practice Assessment Tips & Reminders

### SNEAK PEEK: Spring 2024 Iowa PASRR Road Show

The Maximus Clinical Services Division and the Iowa Department of Health and Human Services are pleased to offer several free in-person training events throughout the month of April. Join **Brad Goodin** and **Amanda Kaiser**, Maximus, and **Lila Starr**, Iowa HHS, for the **Spring 2024 PASRR Road Show**, as we take a deeper dive into PASRR Compliance, Status Changes, Service matters, and more.

We encourage you to save the date that works best for you from the following locations:

Ottumwa, IA on Tuesday, April 23

West Des Moines (Public Library) on Wednesday, April 24

Waterloo, IA on Thursday, April 25

Denison, IA on Friday, April 26

Be on the lookout for additional information in the coming weeks on location and registration specifics. We look forward to providing these trainings and hope you can attend!

### BEST PRACTICES: Assessment Tips & Reminders

1. When you submit a PASRR Level I screen and the individual has a court ordered legal Guardian, be sure to include proof of Guardianship, **which would include the original court order, the letters of appointment from the court, and the most recent court order(s)**. Keep in mind that Powers of Attorney (POA) are very different than legal guardians. If a person has a Power of Attorney, please indicate that in the Level I, and if the POA has been activated, the POA document(s) and any proof of activation should be provided.

2. When emailing the [Iowa PASRR Help Desk](#), contacting Maximus or Lila Starr, Iowa HHS PASRR Program Manager, regarding a particular individual, please **include the individual's PASRR Individual ID (IID) in the subject line of email, if known**. This allows us to research the issue and provide a timely resolution in a confidential manner without the need to share identifying information.

3. **Be sure to bookmark the Iowa PASRR Providers webpage:** <https://maximusclinicalservices.com/svcs/iowa>, and begin all PASRR activity there. Whether you are a PASRR newbie or you have joined us many times before, be sure to check out the upcoming live webinars offered by HHS and Maximus, which are always found under "Announcements". Content is updated each time we post a new series of webinars.

4. **Verification of mental health conditions** can include a psychiatric evaluation, psychiatric progress note, or other clinical/medical record signed by a practitioner/physician and includes documentation of diagnoses.

## SUPPORT: Your Iowa PASRR Help Desk Contacts

- Phone: **833.907.2777**
- Email: [IowaPASRR@maximus.com](mailto:IowaPASRR@maximus.com)

5/6/ 2024

## Learning Opportunities: Register for Upcoming Iowa PASRR Provider Webinar Series | May – September 2024

### Are you brand-new to PASRR? Would you like a refresher on certain issues related to the PASRR process? This new webinar series has you covered!

The Iowa PASRR support team at Maximus, **Brad Goodin** and **Amanda Kaiser**, and **Lila Starr**, PASRR Program Manager for the Iowa Department of Health and Human Services, have developed a comprehensive series of informative webinars designed to walk providers through many key aspects of the PASRR process, offer learning opportunities around some essential related issues, maximize use of the resources found on the Iowa PASRR Providers webpage, and optimize use of Iowa's assessment management system, AssessmentPro.

#### For the PASRR newcomer:

The sessions listed below are designed to help you understand the process, from most basic to more advanced concepts, including an invaluable overview of many key aspects of PASRR. Please make plans to attend them all at some point, being mindful that they are offered frequently in a regular rotation.

#### For the PASRR veteran:

An experienced provider who's accustomed to the Level I submission process is likely to have many questions and will benefit by attending these sessions. We hope you gain skills for using the Iowa PASRR Providers webpage and the web-based platform, AssessmentPro, as well as deepening your overall understanding of PASRR and how to consider diversion, transition, and delivery of high-quality services to the individuals we serve.

What are next steps? Please scroll through the series descriptions below, register for the sessions you need, and make sure to add those dates/times (shown below) to your calendar. Individual reminders will be sent out before each event for everyone registered.

### How to Successfully Submit a Level I PASRR Screen

Please join us on **Tuesday, May 7, 2024, at 2:00 p.m. CST** for up to 90 minutes, as part of our continuing education series. This very important Iowa PASRR webinar will get into the weeds and address your questions about exactly how to successfully complete a Level I PASRR screen and what documents are needed at the point of submission, and how to upload them. This webinar will provide information on:

- Who gets a Level I PASRR screening?
- What information is required in a Level I screen?
- Who can and who should submit a Level I screen?
- Which documents are needed for the process to work as quickly and efficiently as possible?
- What are the best practices for completing a thorough and timely Level I screen?
- Turnaround times for Level I outcomes in Iowa
- The various types of outcomes that can be given following submission of a Level I screen

If you are a hospital submitter, social worker, discharge planner, nursing facility DON or social worker, or any other staff person in any community-based organization who may submit clinical information for a Level I screen, then this webinar is for you. If you work for any community-based service providers

such as in-home health care, primary care clinic, Area Agency on Aging, Aging and Disability Resource Center, community mental health centers, assisted living programs, group homes, hospice providers, or others who may have a need to learn how to submit Level I PASRR screens, please help us reach out and invite your colleagues.

**Register in advance for this webinar:**

- [Click to register | 2:00 p.m. CST on Tuesday, May 7](#)

## **PASRR Abbreviated Level II Outcomes: Exemptions & Categorical Outcomes**

Please join us on **Tuesday, May 21, 2024, at 2:00 p.m. CST** for an Iowa PASRR Technical Assistance webinar for up to 90 minutes, as part of our continuing education series. This very important Iowa PASRR webinar will address questions about how and when to submit a Level I PASRR screen with a requested or expected outcome that results in a temporary exemption from the full Level II assessment. We'll discuss outcomes of 30-day Exempted Hospital Discharge (EHD), 60-day convalescent care or any of several other Categorical Outcomes. This webinar will provide information on:

- When and why is it appropriate to request an exemption from the full Level II process?
- When is it appropriate or not appropriate to request the various kinds of abbreviated outcomes?
- What are the pros and cons of using any of the abbreviated Level II outcomes?
- Which documents does a Level I submitter need to provide up front for the process to work as quickly and efficiently as possible?

If you are a hospital social worker, discharge planner, or Level I submitter, or you are a nursing facility DON or social worker, or anyone who currently submits Level I screens or may submit them in the future, then this webinar is for you. If you work for other community-based service organizations such as in-home health care, case management, Area Agency on Aging, Aging and Disability Resource Center, primary care setting, community mental health center, assisted living, group home, or hospice agency who may need to learn about PASRR Level I submissions, Categorical Outcomes, and what they mean, then please make plans to attend.

**Register in advance for this webinar:**

- [Click to register | 2:00 p.m. CST on Tuesday, May 21](#)

## **PathTracker+ for Nursing Facility Social Workers, Administrators, & Business Office Staff**

Please join us on **Tuesday, June 4, 2024, at 2:00 pm CST**, for up to 90 minutes, as part of our continuing education series.

This Iowa PASRR Webinar is specifically designed for the staff in your NF who are involved in entering admission, transfer, and discharge information into PathTracker Plus, which is a feature of the Iowa PASRR database. It is often the case that the staff performing these functions are not clinical staff and this training will focus on how to meet the needs of ALL nursing facility and (NF and NFMI) staff, both clinical and clerical, who enter information into PathTracker+. This webinar would also be quite useful for individuals who work in Iowa Medicaid and Income Maintenance related to facility level of care eligibility and determinations, so that you can have a deeper understanding of the crucial functions of this section of the Iowa PASRR database.

The webinar will include an overview of several critical functionalities of PathTracker Plus, including the when, where, why, and how to submit admissions, transfer, discharge, and corrected notices, as well as level of care and payment source changes. The use of PathTracker Plus has been mandatory since February 1, 2016, for all nursing facilities in Iowa. It is critical that appropriate nursing facility staff are trained and prepared to make necessary entries into the system in a timely manner. It is also critical that all NFs and NFMI stop all use of paper Case Activity Reports, also known as CAR forms, and that ALL changes that would have been submitted using a CAR form prior to 2016, must be made only in the electronic PathTracker Plus system.

**Register in advance for this webinar:**

- [Click to register | 2:00 p.m. CST on Tuesday, June 4](#)

## **PASRR Status Change/Resident Reviews & When to Complete Them**

Please join us on **Tuesday, June 18, 2024, at 2:00 p.m. CST**, for up to 90 minutes, as part of our continuing education series. The webinar will offer in-depth information and explanations about when to submit a new PASRR Level I screen based upon Significant Changes in Status or necessary Resident

Reviews. The Iowa Help Desk and the Iowa PASRR program receive more questions about Status Changes/Resident Reviews in PASRR and when to submit them, than any other single issue in PASRR. This webinar is truly important for anyone and everyone who needs to understand a bit about when, why, and how to submit new PASRRs and the correlations to overall compliance. This webinar will offer guidance on:

- What might trigger a need for a Status Change/Resident Review for someone with a previous Negative Level I PASRR?
- What might trigger a need for a Status Change/Resident Review for someone who has previously been identified to be in the PASRR Level II population?
- Ways to ensure you are compliant with Status Changes in PASRR
- What we mean when we say – “When in doubt, submit a new PASRR”

If you are a case manager from a Medicaid Managed Care Organization (MCO), or you work for the Department of Inspections, Appeals, and Licensing (DIAL), or you are a representative of Iowa’s Office of the Long-term Care Ombudsman’s office, we believe this webinar will be of great interest to you.

Also, if you are a Level I submitter, discharge planner, nursing facility DON or social worker, or anyone who currently submits Level I screens or may submit them in the future, then this webinar is for you. If you work in any role where you may be responsible for assisting Iowa nursing facilities or NFMI in becoming or remaining compliant with PASRR, or the related diversion, transition, care planning, service delivery, or discharge planning, we hope that you’ll find this information really important, and we hope that you’ll make plans to attend.

**Register in advance for this webinar:**

- [Click to register | 2:00 p.m. CST on Tuesday, June 18](#)

## **Understanding PASRR Level II Summaries of Findings, PASRR Identified Services, and Implementation**

Please join us on **Tuesday, July 9, 2024, at 2:00 pm CST**, for up to 90 minutes, as part of our continuing education series.

This webinar will demonstrate how to review and understand a PASRR Level II outcome, known as a Summary of Findings, wherein an individual in the PASRR population is approved for a level of care and services are identified to optimize treatment, care, recovery, and address return to the community for the individual. There are three types of services that can be identified; including Specialized Services that focus on the PASRR Condition/Disability, Rehabilitative Services that are typically provided as a part of the individual's care in a nursing facility, and Community Placement Supports that help to optimize an individual's potential for diversion from placement at higher levels of care and/or successful transition to a lower level of care once they leave a nursing facility for life in the community. This webinar will provide you specific information on how to:

- Review the Level II Summary of Findings (SOF) prior to admission
- Understand the various areas of focus and information within the SOF
- Understand the role and responsibilities of the accepting nursing facility regarding the SOF
- Find all implement all PASRR identified services noted within the SOF
- Find and utilize Iowa’s PASRR Care Planning tools to facilitate compliance with service delivery
- Ensure delivery of all PASRR Identified Services
- Obtaining specific evidence that all PASRR identified Specialized Services are being delivered

If you are a nursing facility admissions coordinator, PASRR or ServiceMatters respondent, DON, social worker, or any other staff person who may review PASRR outcomes as part of determinations around admissions, discharge planning, issues of compliance, or service coordination, then this webinar is for you.

If you are a case manager from a Medicaid Managed Care Organization (MCO), or you work for the Department of Inspections, Appeals, and Licensing (DIAL), or you are a representative of Iowa’s Office of the Long-term Care Ombudsman’s office, we believe this webinar will be of great interest to you. If you work in any role where you may be responsible for assisting Iowa nursing facilities or NFMI in becoming or remaining compliant with PASRR, or the related care planning, service delivery, or discharge planning, we hope that you’ll find this information really important and we hope that you’ll make plans to attend.

**Register in advance for this webinar:**

- [Click to register | 2:00 p.m. CST on Tuesday, July 9](#)

## **Understanding Supported and Substitute Decision Making, Powers of Attorney, Legal Guardians and Conservators: Office of the Public Guardian – A Two Part Series (Part One)**

Please join us on **Tuesday, July 23, 2024 at 2:00 p.m. CST**, for the initial installment of a two-part series in our Iowa PASRR Technical Assistance webinars. We'll offer an in-depth overview of substitute decision making issues and the importance of considerations as part of admission to any out of home care setting. We'll discuss the various types of decision making support and substitute decision makers including Powers of Attorney, "activation" of Powers of Attorney, the differences between these and Court Ordered Legal Guardians and Conservators, how substitute decision making is impacted by mental health/illness, cognitive capacity and overall health status of the individuals we serve, and many questions that arise as we try to understand the differences, similarities, and implementation issues involved with each type of substitute decision making. PASRR frequently identifies a need for individuals to undergo an assessment and/or evaluation process about the need for designation of Substitute Decision Makers.

We'll explore the issues and address some of the many questions that our attendees may have. We'll be joined by **Jennifer Donovan** of the Iowa Office of the Public Guardian, who will share her knowledge with us and facilitate improved understanding of some of the many issues that frequently arise.

We hope it will further empower you to help individuals in Iowa enhance their quality of life! The webinar will be moderated by Maximus Program Director, **Brad Goodin**, Associate Program Manager, **Amanda Kaiser**, and **Lila Starr**, PASRR Program Manager for Iowa HHS.

**Register in advance for this webinar:**

- [Click to register | 2:00 p.m. CST on Tuesday, July 23](#)

## **Understanding Supported and Substitute Decision Making, Powers of Attorney, Legal Guardians and Conservators: Office of the Public Guardian - A Two Part Series (Part Two)**

Please join us on **Tuesday, August 6, 2024, at 2:00 p.m. CST**, for the second of a two-part series in our Iowa PASRR Technical Assistance webinars where we'll take a deep dive into issues surrounding substitute decision making, Powers of Attorney, and Court Ordered Legal Guardians and Conservators, how the issue of substitute or supportive decision making is impacted by the cognitive capacity and health status of the individuals we serve. There are many questions that arise as we try to understand the differences, similarities, and implementation issues involved with each type of supported or substitute decision making. PASRR frequently identifies a need for consideration of substitute decision makers, or that individuals need to undergo an evaluation to address the need for designation of Substitute Decision Makers. We'll explore the issues and address some of the many questions that our attendees may have. We'll be joined by Jennifer Donovan of the Iowa Office of the Public Guardian, who will share her knowledge with us and facilitate better understanding of some of the many issues that frequently arise.

Part 1 on July 23rd and Part 2 on August 6th will both feature **Jennifer Donovan**, of the Iowa Office of the Public Guardian. Jennifer will address any unanswered questions that arose in Part 1, offer another quick basic overview of materials shared in Part 1, and then go deeper into issues pertaining to Powers of Attorney, Activation, Guardianships and Conservatorships, offering tools and resources that will be very useful to hospitals, nursing facilities, MCOs, Area Agencies on Aging, and other community based providers who may have occasion to help individuals with disabilities and older Iowans who may need to consider designations of Powers of Attorney, designating end of life instructions and documents, and/or may be in need of court appointed guardians and/or conservators.

**Register in advance for this webinar:**

- [Click to register | 2:00 p.m. CST on Tuesday, August 6](#)

## **Overview of PASRR and Nursing Facilities for Persons with Mental Illness (Individuals who may Meet NFMI/OR Level of Care)**

Please join us on **Tuesday, August 20, 2024, at 2:00 p.m. CST**, for an Iowa PASRR Technical Assistance webinar of up to 90 minutes, as part of our continuing education series. This webinar will focus on individuals whose PASRR indicates that the person meets NFMI Level of Care (Nursing Facility for persons with Mental Illness). This webinar will provide an overview of what the service

expectations are for individuals who meet the NFMI level of care. There are three NFMI facilities in Iowa including: 1) the Davis Center in Bloomfield, 2) Pillar of Cedar (formerly known as Country View) in Waterloo, and 3) Southeast Iowa Behavioral Healthcare (formerly known as Dave's Place) in Keokuk, with a total of under 100 NFMI beds throughout the state.

The discussion will provide guidance on:

- Reminders around the importance of the Olmstead Supreme Court Decision and a right to the least restrictive, most integrated placement appropriate to the needs and choices of the individual, for all individuals that we serve
- The Institute for Mental Disease (IMD) exclusion and Medicaid issues with individuals under 65
- Who is and is not appropriate for NFMI/OR level of care determinations
- Some basics on Behavior Analysis
- Importance of each NF making a conscious choice to "self-select" as a facility that can meet these needs before considering accepting individuals approved for the NFMI/OR LOC
- Definitions of PASRR Identified Specialized Behavior Analysis Services that are unique to NFMI, including Functional Assessment and implementation of a Behavior Based Treatment Plan
- Expectations of HHS, MCOs, Maximus, and DIAL regarding care planning, service delivery, and compliance

All hospital discharge planners, Medicaid Managed Care Organization (MCO) staff, and any/all NF staff who may have occasion to consider higher levels of care, or to accept admissions from any of Iowa's three NFMI facilities, are invited to attend this essential webinar. NFMI is the highest level of care (NFMI) that an Iowa PASRR summary can approve. We invite representatives of any other NFs who have admitted individuals who are approved at the NFMI level of care, are considering self-identifying as a facility that can deliver behavior analysis, in addition to an array of other behavioral health services, and anyone who wants to understand the NFMI approval process better.

**Register in advance for this webinar:**

- [Click to register | 2:00 p.m. CST on Tuesday, August 20](#)

## **How to Achieve Compliance during PASRR ServiceMatters Reviews**

Please join us on **Tuesday, September 3, 2024, at 2:00 pm CST**, for up to 90 minutes, as part of our continuing education series. A function of Iowa's PASRR process is that for every PASRR Level II for an individual in the PASRR population, a ServiceMatters compliance review is likely to be triggered. Maximus is contracted with the Iowa Department of Health and Human Services to monitor whether the facility has developed a compliant care plan that includes all PASRR identified services and specific proof that all specialized services are being delivered in a compliant and timely manner.

This webinar will offer specific guidance on how to successfully complete a PASRR ServiceMatters Review. The webinar will cover the following:

- How to utilize the Iowa PASRR Care Planning Tools, the video on how to use it, and how write a PASRR Compliant Care plan
- How to ensure that 100% of PASRR identified services are being delivered
- What information is needed to document and offer evidence that PASRR identified Specialized Services (SS) are being delivered
- How to monitor when ServiceMatters reviews are due, within the Iowa PASRR database
- How to complete the Service Matters Review, using the Online tools
- Common issues and errors that result in non-compliant findings during ServiceMatters reviews

If you are a nursing facility administrator, admissions coordinator, PASRR Access Coordinator, Level I submitter, ServiceMatters respondent, DON, social worker, or any other staff person who may review PASRR outcomes as part of determinations around admissions, discharge planning, issues of compliance, or service coordination, then this webinar is for you.

If you are a case manager from a Medicaid Managed Care Organization (MCO), or you work for the Department of Inspections, Appeals, and Licensing (DIAL), or you are a representative of Iowa's Office of the Long-term Care Ombudsman's office, we believe this webinar will be of great interest to you. If you work in any role where you may be responsible for assisting Iowa nursing facilities or NFMI in becoming or remaining compliant with PASRR, or the related care planning, service delivery, or discharge planning, we hope that you'll find this information really important and we hope that you'll make plans to attend.

**Register in advance for this webinar:**

- [Click to register | 2:00 p.m. CST on Tuesday, September 3](#)

## **Overview of PASRR Compliance: Level I Screens, PASRR Level II Requirements, Service Matters and PathTracker+**

Please join us on **Tuesday, September 17, 2024, at 2:00 p.m. CST** for up to 90 minutes, as part of our continuing education series. This webinar will offer an in-depth overview of some of the many ways that it is possible to achieve compliance or experience compliance challenges in PASRR. The discussion will provide guidance on:

- What are the most common Level I Compliance Issues?
- What are the most common Level II Compliance Issues?
- How and when does submission of Status Change/Resident Reviews in PASRR impact compliance?
- How does ServiceMatters and other reviews relate to achieving compliance?
- How does the submission of timely notices in PathTracker Plus impact compliance?
- How do DHHS/Maximus/DIA/MCOs and others review NF Service Deliver for PASRR compliance?
- How and when do facilities need to Implement and verify that Discharge Planning is occurring?
- Attendees will learn to identify many ways that one can be compliant with PASRR.

If you are a nursing facility administrator, admissions coordinator, PASRR Access Coordinator, Level I submitter, ServiceMatters respondent, DON, social worker, or any other staff person who may review PASRR outcomes as part of determinations around admissions, discharge planning, issues of compliance, or service coordination, then this webinar is for you.

If you are a case manager from a Medicaid Managed Care Organization (MCO), or you work for the Department of Inspections, Appeals, and Licensing (DIAL), or you are a representative of Iowa's Office of the Long-term Care Ombudsman's office, we believe this webinar will be of great interest to you. If you work in any role where you may be responsible for assisting Iowa nursing facilities or NFMIIs in becoming or remaining compliant with PASRR, or the related care planning, service delivery, or discharge planning, we hope that you'll find this information really important and we hope that you'll make plans to attend.

**Register in advance for this webinar:**

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

6/24/ 2024

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## **Happy 25th Anniversary, Olmstead!**

***Shared by: Jen Sieminski, Maximus Clinical Implementation Manager***

This year marks the 25th anniversary of the 1999 Supreme Court Decision *Olmstead v. L.C.* 25 years ago, when Elaine Wilson and Lois Curtis advocated for – and won – their rights, they reaffirmed the rights of Americans with disabilities everywhere. On June 22, 1999, the Supreme Court ruled in *Olmstead v. L.C.* that unjustified segregation of people with disabilities is a form of unlawful discrimination under the Americans with Disabilities Act (ADA).

The *Olmstead* decision requires states to ensure that people with disabilities can receive services in the most integrated setting appropriate to their needs, opening the doors to community inclusion and integration for even more people with disabilities. The landmark ruling has enabled millions of Americans to have greater independence, autonomy, and opportunities to participate fully in their communities and yet, as we well know, there is still more work to be done!

You can learn more about Olmstead through these helpful resources:

[https://archive.ada.gov/olmstead/olmstead\\_about.htm](https://archive.ada.gov/olmstead/olmstead_about.htm) and even search enforcement activities by state here: [https://archive.ada.gov/olmstead/olmstead\\_enforcement.htm](https://archive.ada.gov/olmstead/olmstead_enforcement.htm)

Celebrate the Olmstead anniversary with the National Association of PASRR Professionals (**NAPP**). **Lila Starr**, PASRR Program Manager for the Iowa Department of Health and Human Services will be conducting this special event. [\*\*This is currently slated for tomorrow, Tuesday, June 25 at 1 p.m. CT.\*\*](#)  
**Note:** *This event is for NAPP members only.*

8/02/ 2024

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## **Quarterly Provider Newsletter: Review Important Program Tips & Reminders | Register for Upcoming Provider Webinar – Tuesday, August 6 at 2 p.m. CST**

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

1. If a substitute decision maker, such as a Power of Attorney (POA) is designated, it is best practice to **submit a copy of that documentation** as part of the PASRR screening process.

If the POA is activated, we require POA documentation **and** medical documentation supporting activation.

2. Maximus takes security and the protection of individuals' health information very seriously. Because of this, you may have noticed that **our emails require you to create a CISCO account** to be able to access emails from internal Maximus employees.

Before you can use secure email through Cisco, you will have to register. After receiving a secure email from Maximus, you will then register (you only need to register once):

1. Open up the secure email that was sent to your inbox.
2. Click the attached document in the bottom left hand corner.
3. Type in your email in the log-in screen. This should populate in the drop-down menu.
4. Click Open once complete.
5. Click Register at the at the bottom of the registration screen.
6. Fill out the New User Registration information.
7. Click Register.
8. Wait for the Final Step: Account Activation page. Activation instructions will be sent to your corresponding email.
9. Open the email from sender CRES Do Not Reply.
10. Click on the Activate Account button.
11. Wait for the Email Address Confirmed screen to populate. You have successfully activated your Cisco account.

3. We welcome any and all feedback about your assessment experience. Please visit the [\*\*Iowa PASRR Provider website\*\*](#) or [\*\*click here to take a brief survey\*\*](#) and share your thoughts.

### **EVENT REMINDER: Understanding Supported and Substitute Decision Making, Powers of**

## Attorney, Legal Guardians and Conservators: Office of the Public Guardian - A Two Part Series (Part Two)

Please join us on **Tuesday, August 6, 2024, at 2:00 p.m. CST**, for the second of a two-part series in our Iowa PASRR Technical Assistance webinars where we'll take a deep dive into issues surrounding substitute decision making, Powers of Attorney, and Court Ordered Legal Guardians and Conservators, how the issue of substitute or supportive decision making is impacted by the cognitive capacity and health status of the individuals we serve. There are many questions that arise as we try to understand the differences, similarities, and implementation issues involved with each type of supported or substitute decision making. PASRR frequently identifies a need for consideration of substitute decision makers, or that individuals need to undergo an evaluation to address the need for designation of Substitute Decision Makers. We'll explore the issues and address some of the many questions that our attendees may have. We'll be joined by **Jennifer Donovan** of the Iowa Office of the Public Guardian, who will share her knowledge with us and facilitate better understanding of some of the many issues that frequently arise.

Part 1 on July 23 and Part 2 on August 6 will both feature Jennifer Donovan, of the Iowa Office of the Public Guardian. Jennifer will address any unanswered questions that arose in Part 1, offer another quick basic overview of materials shared in Part 1, and then go deeper into issues pertaining to Powers of Attorney, Activation, Guardianships and Conservatorships, offering tools and resources that will be very useful to hospitals, nursing facilities, MCOs, Area Agencies on Aging, and other community based providers who may have occasion to help individuals with disabilities and older Iowans who may need to consider designations of Powers of Attorney, designating end of life instructions and documents, and/or may be in need of court appointed guardians and/or conservators.

Register in advance for this webinar:

- [Click to register | 2:00 p.m. CST on Tuesday, August 6](#)

### SUPPORT: Your Iowa PASRR Help Desk Contacts

- Phone: **833.907.2777**
- Email: [iowaPASRR@maximus.com](mailto:iowaPASRR@maximus.com)

8/30/ 2024

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**Iowa Preadmission Screening and Resident Review – PASRR Important Provider Updates: Save the Date - Fall 2024 PASRR Road Show | New AssessmentPro Password Requirements to Take Effect in October**

### SAVE THE DATE: Fall 2024 Iowa PASRR Road Show

The Iowa Department of Health and Human Services (HHS) and Maximus Clinical Services Division are pleased to offer several free in-person full day training events in the month of October. Join **Brad Goodin** and **Adryanna Seitz** of Maximus, and **Lila Starr**, PASRR Program Manager for Iowa HHS, for the **Fall 2024 PASRR Road Show**, as we address introduction to Preadmission Screening and Resident Review along with issues related to Service Delivery, the importance of continuity of care for individuals with PASRR conditions, PASRR Compliance, Resident Review/Status Changes, ServiceMatters, and more.

We expect each training day to run from 9:00 am – 4:00 pm and we encourage you to save the date that works best for you from the following locations:

Denison, IA at Boulders Event Center on **Tuesday, October 22**

West Des Moines, IA at the Learning Resource Center (WDMCS) on **Wednesday, October 23**

Waterloo, IA at Waterloo Center for the Arts on **Thursday, October 24**

Ottumwa, IA at the Bridge View Center on **Friday, October 25**

**Be on the lookout for additional information in the coming weeks on location and registration specifics.** We look forward to providing these trainings and hope you can attend!

## **ASSESSMENTPRO UPDATE: New Password Requirements to Take Effect on October 1**

To align with new security standards, **new password requirements for AssessmentPro are required and will take effect on October 1, 2024.**

As always, all Iowa system users are asked to continue logging in through the Iowa PASRR Providers webpage, which all users have been asked to Bookmark as your landing page and starting place for all PASRR activity: [Provider Tools and Resources | Maximus \(maximusclinicalservices.com\)](https://maximusclinicalservices.com)

Password changes will be necessary for **ALL** system users during your next required password update, which comes on or after October 1, 2024. The following new rules will apply:

- Passwords must be changed every **90 days**.
- Passwords must be a **minimum of fourteen (14) characters**.
- Passwords must not be repeated/reused within **24 resets**.
- Passwords/phrases cannot contain whole or significant parts of the **username, first name or last name** of the user.
- Passwords must contain characters from at least three of the following categories:
  - Uppercase letters (A-Z)
  - Lowercase letters (a-z)
  - Numbers (0-9)
  - Special characters (for example: !, #, @, \$)

Your password that is current prior to October 1 will continue to work following October 1 **until you reach the 90-day mark when you will need to change your password.** At that time, you will be required to comply with these new password guidelines.

*If you have questions or need assistance to make this change, please contact the Iowa PASRR Help Desk at [IowaPASRR@maximus.com](mailto:IowaPASRR@maximus.com) on or after October 1, 2024.*

## **SUPPORT: Your Iowa PASRR Help Desk Contacts**

- Phone: **833.907.2777**
- Email: [IowaPASRR@maximus.com](mailto:IowaPASRR@maximus.com)

9/19/ 2024

## EVENT REMINDER: Register for the Fall 2024 PASRR Roadshow

The Maximus Clinical Services Division and the Iowa Department of Health and Human Services are pleased to offer several free in-person training events coming up in October. Join **Brad Goodin, MDiv, Nikki Davis** of the Iowa PASRR Help Desk, **Adryanna Seitz, LCSW**, Maximus, and **Lila Starr, LBSW** Iowa HHS, for the **Fall 2024 PASRR Road Show**, as we take a dive into PASRR 101, PASRR Compliance, Status Changes, ServiceMatters, and more. Use the links below to register for the session closest to your area. We look forward to seeing you!

**DENISON - Tuesday, October 22** - [Click here to register.](#)

**WEST DES MOINES - Wednesday, October 23** - [Click here to register.](#)

**WATERLOO - Thursday, October 24** - [Click here to register.](#)

**OTTUMWA - Friday, October 25** - [Click here to register.](#)

## AGENDA

### Morning Session:

- Introductions/Online Resource Overview
- PASRR 101
- Level I Screen Submissions
- Level I Outcomes
- How to Review Level II and Summary of Findings
- Q&A

### Afternoon Session:

- Status Change (Resident Review)
- Delivery of PASRR Identified Services; Care Planning and Service Matters
- Care Planning Exercise and PathTracker Plus
- Q&A

## LEARNING OBJECTIVES: Key Topics Covered in Each Session

- Clarify and build on foundational knowledge of PASRR in Iowa.
- Recognize and distinguish the difference in appropriate Level I questions that will produce accurate and timely Level I Screening.
- Learn to generate Level II summaries of findings and how to review for admission and compliance.
- Learn how to complete PASRR compliant care plans and engage in service delivery that optimizes potential for successful transitions.
- Integrate learned knowledge of compliant care planning to produce a practice care plan model in small groups.

## Who Should Attend?

Whether you are an experienced PASRR provider or are new to PASRR, we are hopeful that this will serve as a training that establishes PASRR basic and introductory knowledge and extends into an overview of PASRR compliance, its impacts on the individuals we serve, ServiceMatters, status changes, and much more. We would love the opportunity to meet you, share this important information and respond to your questions.

- Hospital and Nursing Facility Administrators
- Hospital and NF Social Workers and Discharge Planners
- Nurses, DONs, and CNAs
- Case Managers
- Hospice Providers
- NF, NFMI, Assisted Living, RCF, and other residential providers
- Behavioral Health Service Providers

- MCO Care Managers
- Adult Protective Services workers
- Licensing and Long-Term Care Ombudsman staff
- Anyone who wishes to develop their understanding of PASRR and how compliance impacts the individuals we serve.
- Anyone who wants to understand the WHY and the POWER of PASRR

## **No Charge for Attendance or Certificates**

*IBON Provider #94 contact hours application in progress. The session must be attended in full. No partial awards will be issued. There are no penalties for registration cancellation.*

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