

2 /26/ 2024

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

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 and 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

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 and even search enforcement activities by state here: 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

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

8/30/ 2024

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 on or after October 1, 2024.

SUPPORT: Your Iowa PASRR Help Desk Contacts

- Phone: **833.907.2777**
- Email: 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.

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 on or after October 1, 2024.

SUPPORT: Your Iowa PASRR Help Desk Contacts

- Phone: **833.907.2777**
- Email: iowaPASRR@maximus.com