

QUESTIONS	ANSWERS
<i>AssessmentPro Contact Information and Support</i>	
How do I contact the Illinois Maximus Help Desk?	General support – phone: 833 PASRR IL (833.727.7745) General PASRR and AssessmentPro questions – email: ILPASRR@maximus.com Additional resources: https://maximusclinicalservices.com/svcs/illinois_pasrr
Who should I contact with questions about AssessmentPro or my system account?	For questions regarding the status of a review, sign into your Maximus AssessmentPro system account and check your Recent Outcomes (two-week history). For difficulties associated with online submissions, assistance with logging in, becoming an AssessmentPro Administrator, questions about a pending Level I Screen, or other general questions, contact the Illinois Maximus Help Desk at: 833.727.7745 or by email: ILPASRR@maximus.com .
When I leave a voicemail for the Illinois Help Desk team at Maximus, what turnaround time should I expect for a call-back?	We thank you for your patience as we address calls in the order we receive them. Our standard practice is to return them as soon as the next helpdesk agent is available, and within the same business day for calls received before 4:00 PM EST. Calls received after 4:00 PM EST will be resolved the next business day.
Where can I find Illinois program and AssessmentPro support materials online?	Explore the Maximus Illinois Tools & Resources page, which has a growing list of materials that will include a broad range of support content, including contact information, recent announcements, helpful guides and training materials, and relevant state links. You can find these resources at: https://maximusclinicalservices.com/svcs/illinois_pasrr .
How do I obtain my AssessmentPro username and password?	Contact your facility's AssessmentPro Administrator to determine whether you have a valid AssessmentPro account. Your email address is your username. If you have forgotten your password, click the <i>Forgot Password</i> link on the AssessmentPro login page and follow the instructions. A link will be emailed to you so you can set up a new password. If you are not receiving an email after following these steps, contact the Illinois Help Desk by phone: 833.727.7745 or email to: ILPASRR@maximus.com. If you need to register as your facility's first web AssessmentPro Administrator, contact the Illinois Help Desk for assistance.
Can my coworkers and I share a username and password on AssessmentPro?	For HIPAA and security purposes, each user must have his/her own unique username and password. Use of another person's username/password can result in termination of system privileges.
Is the Help Desk service available for submitters on the weekends?	Help Desk staff will be available to return calls and emails on the weekends beginning on March 14, 2022, however support resources are always available for review through the Illinois PASRR Tools and Resources page.

QUESTIONS	ANSWERS
I would like to review a resource file on the Maximus Illinois Tools and Resources web page, but it has a “lock” icon next to it and doesn’t appear to be accessible. How do I access it?	Some training materials on the Maximus Illinois Tools & Resources page are password protected. If you see a "lock" icon next to a particular item, take the following steps to open it: 1. Click the link and when prompted, enter your AssessmentPro system Username (your email address), Password 2. Click Log In, which will unlock and open the file 3. All pw-protected content will now be available for your review for the duration of your web session without any additional log ins
AssessmentPro – General System Use Questions	
What is the credentialing required in order to fill out and submit PASRR?	The preference is that the submitter is someone who knows the individual best. A non-clinical person can enter some of the information – i.e., demographics. However, someone with the proper degree/accreditations would be needed for final submission.
Can multiple staff work on the submission?	Yes, multiple people can work on a PASRR draft to prepare it for submission. 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.
What happens if you make a mistake in AssessmentPro on a PASRR submission – or accidentally leave out important information?	Nothing punitive will occur if mistakes are made on the PASRR submission. If you realize error(s) have been made, you can reach out to the Clinical Reviewer, if needed. However, if the omission is something that would cause a Status Change, a new PASRR submission would be required.
For each new PASRR submitted, will the system default to the current facility so that we do not have to update it each time?	Yes, AssessmentPro will default to your facility. However, if you represent multiple facilities, you should always check that the correct facility is selected.
My facility is not located in Illinois. Should I indicate my facility’s own state in the State dropdown in setting up my user account or should I select Illinois instead?	Even if your facility is another state, you will still need to select Illinois from the State dropdown when setting up your AssessmentPro user account.
If the individual is at another facility with nowhere to go, can the submitter enter the current address and the Social Worker’s contact information?	There is an option to choose in cases where the individual’s address is unknown.
In the Payment Source section, if the individual is listed as a short-term respite stay covered under their hospice benefit, what should the submitter select as payment source (since there is no hospice payment	The submitter would select the Private Pay option.

QUESTIONS	ANSWERS
source option)?	
Some individuals will not give out their Social Security Number (SSN). Is there a workaround for these situations?	Currently, submitters are required to provide the person's SSN. Medicare will need it to provide payment for the individual's care. Sometimes this number may already be on file in the system so be sure to check.
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?	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 make sure they can meet their needs there (if this is a full Level II)