

## Illinois Williams and Colbert Consent Decrees Outreach and Transitional Assessment

### Register for Q&A Forum Session | Review New On-Demand Training Guides and AssessmentPro FAQs

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In previous training webinars and email communications, the Maximus–Illinois support team has provided details and education related to the recent launch of new services, Williams and Colbert Consent Decrees Outreach and Transitional Assessment. Members of your team who still have questions about this recent transition are invited to use the links below to join one of the upcoming hour-long support sessions that works best with their schedules.

**Who should attend?** Individuals at any knowledge level with Outreach and Transitional Assessment processes are welcome.

- [Register – Q&A Forum | 11 a.m. CT, Tuesday, February 4, 2025](#)
  - [Register – Q&A Forum | 11 a.m. CT, Wednesday, February 5, 2025](#)
  - [Register – Q&A Forum | 1 p.m. CT, Tuesday, February 11, 2025](#)
  - [Register – Q&A Forum | 10 a.m. CT, Wednesday, February 12, 2025](#)
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Help ensure that your team has the knowledge and resources necessary to support Outreach Visits and Transitional Assessment. Continue reading below for:

- A **visual tracker** of implementation milestones
- Links to new **on-demand training**
- AssessmentPro **FAQs** on user setup
- Additional **program guides**

*Share this communication with others on your team who are involved with Outreach and Transitional Assessment processes.*

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Williams and Colbert Consent Decrees Outreach and Transitional  
Assessment >> Progress Tracker



## REVIEW: On-Demand AssessmentPro and Assessment Findings Training Resources



If you missed the recent Williams and Colbert Consent Decrees Outreach and Transitional Assessment webinars on “Understanding Assessment Findings” and “AssessmentPro Use”, please review the helpful on-demand learning videos and resource guides linked below.

- [Training: Understanding Assessment Findings | Recording \(57:19 mins\)](#)
- [Training: Understanding Assessment Findings | Slides](#)
- [Training: AssessmentPro Use | Recording - \(56:41 mins\)](#)
- [Training: AssessmentPro Use | User Guide](#)



### Q&A: AssessmentPro System Tips and Reminders

**Q: Do I need a specific type of web browser to use AssessmentPro?**

**A:** Yes. To ensure optimum system performance, usage and maintain HIPAA-compliant data security standards, the AssessmentPro system supports the two most recent versions of Microsoft Edge and Google Chrome. If you don't have the right browser, contact your IT Department for assistance.

**Q: When registering for an AssessmentPro account, should I sign up as an Agency System User or an Agency Access Coordinator?**

**A:** Most MCO and Prime Agency users in AssessmentPro will register for the Agency System User role. Only a few members of each team should register as Agency Access Coordinators. This role will manage the sign up and removal of system access for other AssessmentPro users in your organization. Coordinators should ideally be individuals with some technical or IT knowledge so they can assist other members of their team with registration when needed.

**Note:** if you will be taking on the Agency Access Coordinator for your facility, you don't need to also register as an Agency System User.

**Q: There are a few people on my team who will need access to AssessmentPro. How do they get access?**

**A:** Next steps will depend on the type of role needed:

- For an Agency Access Coordinator role, fill out and submit the Smartsheet form linked here: [AssessmentPro Registration Form](#).
- For an Agency System User role, please contact one of your AssessmentPro Access Coordinators and they will assist in the account setup.

**Q: How long do I have to respond to an initial password setup or reset email when I forget my password in AssessmentPro?**

**A:** Any requests AssessmentPro emails to you for initial password setup or for a password reset are only active for a very short time, approximately 5 minutes or so. You should wait to generate that system message until you are free to quickly locate the email and immediately act on it. Otherwise, the links will expire, requiring you to start the process over.

**System Tip:** AssessmentPro will automatically deactivate your account after 90 days of inactivity and terminate after 180 days of inactivity.

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## TOOLKIT: Additional Program Training Guides



- [AssessmentPro User Guide for MCOs and Prime Agencies](#)  
– NEW
- [Williams and Colbert Decrees Outreach and Transitional Assessment FAQs Guide](#)
- [Outreach and Transitional Assessment - November 2024 Information Session | Recording \(59:23 mins\)](#)
- [Outreach and Transitional Assessment Information Session – November 2024 | Slides](#)



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## SUPPORT: Contact the Maximus - Illinois Help Desk

The Maximus – Illinois Help Desk team is available to answer any process or system-related questions from 8:00 a.m. to 8:00 p.m. CST, Sunday – Saturday.

- Outreach and Transitional Assessment assistance: [ILOA@maximus.com](mailto:ILOA@maximus.com)
- General Help Desk Assistance: [ILHelpDesk@maximus.com](mailto:ILHelpDesk@maximus.com)

- Phone: **833.727.7745**
- Outreach and Transitional Assessment Tools and Resources page: [https://maximusclinicalservices.com/svcs/illinois\\_oa](https://maximusclinicalservices.com/svcs/illinois_oa)



**HFS**

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Healthcare and Family Services

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