



State of Louisiana
Louisiana Department of Health
Office of Aging and Adult Services

MEMORANDUM

OAAS-P-25-004

TO: Louisiana Providers/ PASRR Referral Sources

FROM: Garry Williams, OAAS Assistant Secretary *Garry Williams*

DATE: February 5, 2025

SUBJECT: Transition of the Preadmission Screening and Resident Review (PASRR) Level I Process to Online System

The Louisiana Department of Health (LDH), Office of Aging and Adult Services (OAAS) has selected a new partner, Maximus, for the fulfillment of **Preadmission Screening and Resident Review (PASRR)** Level I screens. OAAS announces that the PASRR Level I program will transition to the new online system for screening of individuals who are applying for admission to Medicaid-certified nursing facilities. The primary goal of the federally mandated PASRR assessment is to determine whether the nursing home is the appropriate placement for individuals with serious mental illness (SMI), intellectual disabilities (ID), or related conditions (RC). PASRR also works as a critical function to help match individuals with the care and services they need.

These planned changes to the PASRR program will go into effect on March 10, 2025. As we take steps toward this transition date, we want to ensure that you are comfortable with the updated processes and any changes to your existing role. It is also important to have accounts set up in **AssessmentPro**, the Maximus online system for assessment management, and be ready to perform PASRR-related functions.

WHAT'S NEXT? Learn More about the Upcoming Transition.

Learn more about next steps. Continue reading below for insights into the PASRR transition process, including:

- Registering for the **PASRR webinar series**;
- Introduction to the program **help desk** and web resources; and
- Learning more about the new State partner, **Maximus**.

Maximus and the State team leading this transition know that you and our other community partners bring invaluable expertise to the PASRR process and your continued partnership in this exciting next phase will help ensure a positive impact for the people we serve together across Louisiana.

In future communications, you will learn more about your critical role in the PASRR process, as we share more details on planned process changes, learning opportunities, and the introduction of helpful, new program resources.

LEARNING: Register for Three Upcoming Training Sessions

To avoid any delays in submission of PASRR Level I screens after the planned **March 10, 2025** launch date, it's critical that you and your team are ready for these changes. Join the Maximus – Louisiana program support team for a series of informative sessions to learn more about key topics related to the PASRR transition including guidance on new and updated program processes, as well as important training on using **AssessmentPro**, the program's assessment management system.

Choose a date to attend each of the three sessions. Review and click the links below to register for the date/time that works best with your schedule for each of the three topics listed.

Session 1		
♦ Who is Maximus ♦ AssessmentPro System Registration ♦ Intro to PASRR Processes		
February 19 th	10 am to 11 am	Register: Session 1 – Option #1
February 20 th	2 pm to 3 pm	Register: Session 1 – Option #2
February 21 st	12 pm to 1pm	Register: Session 1 – Option #3
Session 2		
♦ PASRR Foundations ♦ AssessmentPro- System Walkthrough		
February 24 th	2 pm to 3 pm	Register: Session 2 – Option #1
February 25 th	10 am to 11 am	Register: Session 2 – Option #2
February 27 th	1 pm to 2 pm	Register: Session 2 – Option #3
SESSION 3		
♦ How To Submit a Level 1 Screen ♦ Using PathTracker ♦ Printing Outcomes		
March 5 th	1 pm to 2 pm	Register: Session 3 – Option #1
March 6 th	10 am to 11 am	Register: Session 3 – Option #2
March 7 th	11 am to 12 pm	Register: Session 3 – Option #3

NOTE: After registering, you will receive a confirmation email for each session which contains information about joining the webinars.

In addition, four Q&A sessions will be provided after users have a chance to familiarize themselves with the new system.

All sessions will be held at 12 pm CST.	
March 12 th	Registration links will be provided after the system Go-Live
March 13 th	
March 19 th	
March 21 st	

Recordings will also be available and posted for each of the 3 training modules. A dedicated toll-free help line will be available during office hours when the system goes live.

SUPPORT: Introducing the Maximus - Louisiana PASRR Help Desk

Do you have questions about the new online system to process a PASRR?

With the upcoming program transition to Maximus, you will now have additional resources. You may access the Louisiana PASRR Help Desk for technical assistance on specific referrals and assessments.

- **Email:** LAPASRR@maximus.com
- **Phone:** 833.571.4466
- **[Louisiana PASRR Tools and Resources](#):** Be sure to bookmark this link for helpful program support and check back often for updates.

For questions on Louisiana PASRR policy and procedure, contact OAAS Nursing Facility Admissions (NFA) Unit by calling 337-262-1664.

Sign Up for the PASRR Communications Mailing List: If you received this communication, then you're already on the program mailing list. If there are others on your team involved in PASRR processes who would also like to be kept up to date with the upcoming transition, you can contact the Maximus – LA PASRR Help Desk at: LAPASRR@maximus.com with the subject line "Please add to the Louisiana PASRR contact list." Be sure to include full name, title, name of facility/organization and email address in the body of the message.

INSIGHTS: About Maximus

Maximus assists state partners across the country in the management of complex programs to help ensure that individuals with intellectual, behavioral health and developmental disabilities and complex medical conditions receive the appropriate care and supports they need. The company has provided PASRR assessment services for over 20 years and has extensive experience providing federally compliant PASRR programs in 16 states.

[Learn more about Maximus services and capabilities.](#)