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REVISED - 2024
2/15/2022

Maine ASA - Quarterly Newsletter: Helpful Provider Updates and Reminders

RESOURCE: Updated Escalation Tree on Tools & Resources Site

The Maine ASA Escalation Tree has been updated with additional support information, which has been posted to the **Tools & Resources** site. Click the link below to download a copy of this important contact resource.

- **Download | Maine ASA Escalation Tree**

ASK MAINE ASA: Reach Out to Maine Help Desk with Questions or Suggestions

Do you have questions about any of the programs managed through Maine Assessing Services Agency (ASA)? Would you like to request a specific topic you would like to see covered in a future edition of the Quarterly Newsletter or maybe in an upcoming program webinar? Don't hesitate to reach out to us at **Ask-MaineASA@maximus.com**.

SUPPORT: Your Maine ASA Help Desk Contacts

- Email: **Ask-MaineASA@maximus.com**
- Phone: **833.525.5784**

Sign up for our Mailing List: Are you or someone on your team not on our email list? Contact us at: **Ask-MaineASA@maximus.com** with the subject line "Please add me to the ME ASA contact list" and include full name, title, facility/organization name and email address in the body of the message. All team members requiring access to the contact list can be included in one email request.

11/01/2022

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):

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Sign in

Email address

Continue

Forgot password?

Don't have an account? Sign up now

Reset password

Please click the button below to verify your email address.
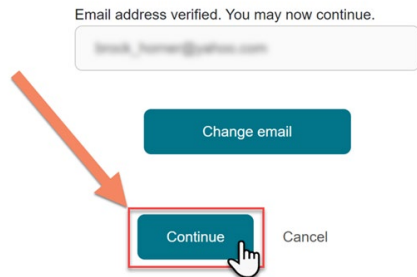
Send verification code

Continue   Cancel

Reset password

Verification code has been sent to your inbox. Please copy it to the input box below.

123456

Verify code   Send new code

Continue   Cancel

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If you have any questions about this important process update, please reach out to your program **Help Desk**.