

Maximus provides this user guide as an overview of system operations. Maximus will always support the current and most recent versions of Google Chrome or Microsoft Edge. Maximus recommends Adobe Reader 10 or later.

Ensure that your firewall does not block our URL.

Contact your state's Helpdesk for assistance

To maintain proprietary content protection, this user guide does not capture all system fields.
All information appearing in this guide does not represent true and actual individuals.

ServiceMatters Reviews

(NF Providers Only)

From the AssessmentPro Home Page

STEP 1:

Click the **ServiceMatters Review** tab.

STEP 2:

Click the **arrow** to claim the review. This will open the ServiceMatters assessment.

ServiceMatters Reviews

Individual Name	Review	Due Date	Claimed By	Last Updated	
Peter Paul	Initial	06/13/2019		06/13/2019	
Susan King	Initial	06/13/2019		06/13/2019	

STEP 3:

Review the **Facility Information**.

Click **Next** to go to the **General Questions** page.

Facility Information

General Questions

Care Plan and Delivery of Services/Supports

Document Upload

Submitter Information

Facility: ARBOR TERRACE

Address: 11 PLAISTED ST, GARDINER, Main

Contact: Default Contact

Email: default@email.com

Business Phone: (207) 582-1878 ext.

Fax: ext.

STEP 4:

Indicate if the person is a **current** or **recent resident** in your facility.

General Questions

Is this individual a current or recent resident in your facility?*

☐ No, this individual has not resided in my facility

☐ Yes, this individual was admitted to my facility on

Click **Next** to proceed

Next >>

Continue through the page, responding to each PASRR-identified service and support.

Care Plan and Delivery of Services/Supports

The lists below indicate all services and supports identified for this individual on the completed PASRR Summary of Findings report. Please provide all requested information to complete the ServiceMatters review.

SPECIALIZED SERVICES*

Group therapy by a licensed behavioral health professional

Service/Support

Status (choose one)*

Not yet planned/care plan still being developed

Planned as listed in PASRR Summary of Findings but not yet started

Planned with alternative service or provider but not yet started

Delivering as listed in PASRR Summary of Findings

Delivering with alternative service or provider

Click **Next** to proceed.

NF Discharge Planning Activities

Do you need assistance from DHS with service or discharge planning for this resident?*

☐ None

☐ Service planning

☐ Discharge planning

☐ Other

If a transition plan was required by PASRR, has it begun?

Next >>

STEP 8:

Review the information about required documents.

To Upload supporting documents: Click **Select files...** to locate the **Documentation of Services** and **Plan of Care** on your computer.

To Fax supporting documents: click **I cannot upload all required documents** and print the fax cover sheet.

Document Upload

Document Upload

Upload the required documents:

PLAN OF CARE: For each service or support required by the PASRR report, the care plan must indicate the individual or provider responsible for delivering the service/support, along with duration, frequency, and planned or actual start date.

DOCUMENTATION SUPPORTING SERVICE DELIVERY: Documentation illustrating the delivery (or planned delivery) of PASRR-identified services must also be provided. Acceptable documentation may include but is not limited to a copy of: the required evaluation/assessments and progress notes; documentation of a scheduled appointment; nursing or staff notes documenting the activity; a required product, such as Wellness Recovery Action Plan (WRAP), functional assessment, or behavioral assessment.

JUSTIFICATION FOR SERVICE NON-DELIVERY: If services will not be delivered, then documentation supporting the reason must be provided.

Required Documents*

✗ Documentation of Services

✗ Plan of Care

Select files...

☐ I cannot upload all required documents.

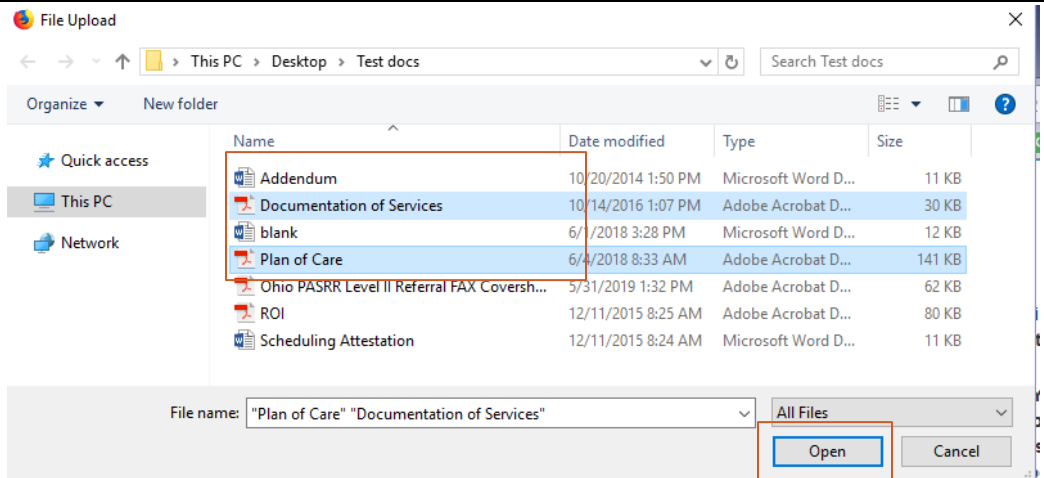
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Next >>

STEP 9: UPLOAD

Locate the documents on your computer.

Click **Open** to attach the documents to the record.



STEP 10: UPLOAD

Select the document type(s)...
Include as many document types as are in the uploaded document.

Click **Next** to proceed.

Required Documents*

- ✗ Documentation of Services
- ✗ Plan of Care

Select files...

✓ Done



Documentation of Services.pdf



Plan of Care.pdf



☐ I cannot upload all required documents.

Documentation of Services

Justification of Service non-delivery

Plan of Care

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STEP 11: Submit

Review your **Submitter Information**

Check the **Attestation box**

Add any **additional comments** you want us to know about this person.

Click **Submit** to complete the review.

Submitter Information

Electronic signature of submitter

Submitter Name* Pettitt Pettitt

Facility* ARBOR TERRACE

Email* provider123@email.com

Street Address* 11 PLAISTED ST, GARDINER, ME 0

Phone* (981) 531-3256

ext.

Fax

ext.

Attestation*

☐

I attest that the information submitted herein is true and accurate to the best of my knowledge.

Additional Provider Comments

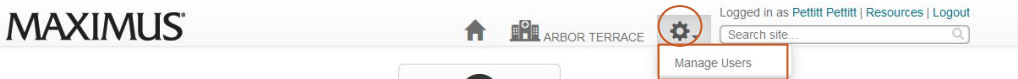
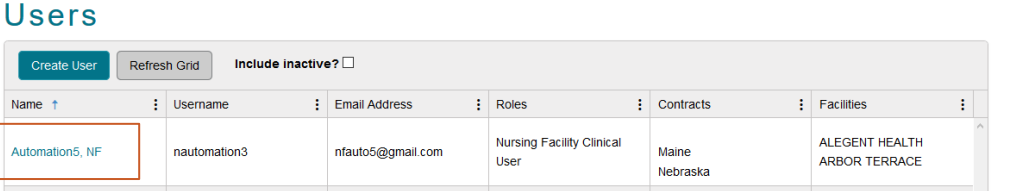
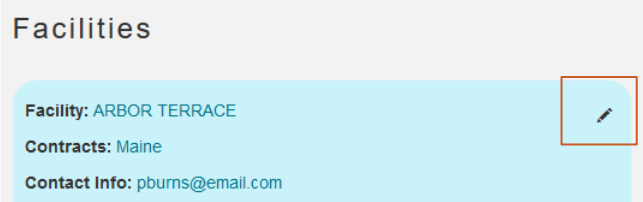
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Submit

Adding the ServiceMatters Respondent Role

(NF Providers—AP Admin Users Only)

From the AssessmentPro Home Page

<p>STEP 1:</p> <p>Click the gear icon in the header.</p> <p>Select Manage Users from the dropdown.</p>	
<p>STEP 2:</p> <p>Locate the user that needs the ServiceMatters Respondent role added.</p> <p>Click the Name to open the profile.</p>	
<p>STEP 3:</p> <p>Click the pencil icon in the Facilities list to open the person's Facilities information.</p>	
<p>STEP 4:</p> <p>Click in the Facility Roles: field and select the ServiceMatters Respondent role.</p> <p><i>If other roles are present, this will not remove them.</i></p> <p>Click the X next to the role type to remove a role from a user.</p> <p>Click Save to retain the changes.</p>	