

Mississippi PASRR

Quarterly Newsletter: Review Important Best Practice Tips & Reminders

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Maximus has some exciting news and will be transitioning to a new system beginning tomorrow, April 1, 2026. What this change means for you:

- Not much is changing! Providers will continue to go into the State website, eLTSS for all Level I outcomes and Summary of Findings. The only thing that will change is verbiage and the look of the outcome notices.
 - Service Monitoring: In the coming months, there will be a few minor changes to Service Monitoring, one being that **it will now be referred to as "ServiceMatters"**. We will provide additional information about the process as we get closer.
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Please continue to visit the [MS PASRR Provider webpage](#). On the website, you can find a number of helpful PASRR related resources, including previous provider emails, recordings of provider trainings, along with many other helpful guides and documents.

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Do you have a topic of interest related to PASRR that you'd be interested in learning more about? If so, please send an email to our [MS PASRR Help Desk](#) email. We are always interested in providing training on topics of interest.

Additionally, please continue to reach out to our MS help desk at **833.967.2777** with any questions or concerns.

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Do you have someone you'd like to add to our Provider email blast list? Please submit an email to the [MS PASRR Help Desk](#) with the Provider's name, agency, and email address.

SUPPORT: Contact the Mississippi PASRR Help Desk



833.967.2777



MSPASRR@maximus.com



[Provider Tools & Resources](#)

We will continue to reach out via email to provide you with helpful reminders, detailed information on policy, learning opportunities, and procedural updates. We invite you to [visit our website](#) to learn more about Maximus.

We are privileged to work with you to ensure individuals across Mississippi receive the services and support they need.
