

## North Dakota PASRR

### Quarterly Newsletter:

### Important Best Practice Tips & Reminders | Review New AssessmentPro Password Requirements

---

#### BEST PRACTICES: Assessment Tips & Reminders

- 1** **Include psychiatric records when an individual is receiving psychiatric treatment.** If the individual has a history of psychiatric treatment, behavioral health services, or is actively receiving psychiatric care, please include relevant psychiatric records with the referral. These records are critical to ensuring a complete PASRR review and may prevent delays caused by requests for additional documentation.
- 2** **Verify demographic information before submission.** We continue to receive referrals with incorrect demographic information due to data entry errors. Please carefully review all information before submitting, including:
  - Date of Birth (DOB)
  - Medicaid ID Number
  - Social Security Number (SSN)
- 3** **Ensure identifiers match supporting documentation.** Demographic information entered on the PASRR screen should exactly match the supporting documents included with the referral. Discrepancies often require follow-up and can delay case processing.
- 4** **Double-check data entry for accuracy.** Simple typographical errors can result in identification issues, duplicate records, additional outreach from the PASRR team, and delays in scheduling assessments or issuing determinations.
- 5** **Complete, accurate submissions help avoid delays.** Taking a few extra minutes to verify demographic information and include all relevant clinical records, particularly psychiatric documentation, helps ensure a more efficient review process and timely determinations for the individuals you serve.

---

#### SYSTEM UPDATE: New AssessmentPro Password Requirement Now in Place

Please be aware that there is a new AssessmentPro password requirement. The application now compares the user's selected password against a list of



**commonly used, expected, and compromised passwords.** This may include but is not limited to:

- dictionary words
- commonly-used passwords
- repetitive or sequential characters
- context-specific words (e.g., company name, application name, or username)
- passwords that have been compromised in a known data breach

If a proposed password is compromised, AssessmentPro will inform the user that the password cannot be accepted via the following message:

*"The password you entered is too common or has appeared in a known data breach. For your security, please choose a different, unique password."*

If you have any questions about updated password requirements, please reach out to the [ND PASRR Help Desk](#).

---

## SUPPORT: Contact the ND PASRR Help Desk

Do you have questions about program processes or a current assessment? Contact your **North Dakota PASRR Help Desk** team for more information:



**833.997.2777**



[\*\*NDPASRR@maximus.com\*\*](mailto:NDPASRR@maximus.com)



[\*\*Provider Tools & Resources\*\*](#)

---

Maximus 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 North Dakota receive the services and support they need.

---