

2/24/2021

Quarterly Newsletter: PASRR System, AssessmentPro, Coming Later in 2021 | New FAQs | Resource Reminders

For the North Dakota PASRR Newsletter for Winter 2021, we cover several important topics that are critical for providers - including an exciting announcement about changes coming to the PASRR process in the months ahead. Be sure to review these updates and reminders shown below, which include:

- Sneak Peek: New PASRR system, AssessmentPro, coming soon
- FAQs: Frequently Asked Questions to the Help Desk
- Support: ND PASRR Training Resources
- Questions? Contact the Help Desk

SNEAK PEEK: New PASRR System, AssessmentPro, Coming Later in 2021!

North Dakota's Department of Human Services (DHS) will be partnering with Maximus to move to the Maximus-developed online platform, AssessmentPro, for its PASRR assessments management later this year. As we move toward the launch of this industry leading system, we will keep the ND provider community and other PASRR stakeholders connected throughout the transition process, with migration updates and helpful resources. Stay tuned in the coming weeks for more information on next steps, including:

- Process Guides: Understand what's changing, with a helpful overview of AssessmentPro processes and procedures
- System Benefits: Walkthrough of the positive impact this new tool can have for the provider community and most importantly, those we serve together across North Dakota
- Account Registration: Step-by-step instructions to create your new account for the new system
- Learning Opportunities: Dates and registration details for training webinars

FAQs: Frequently Asked Questions to the Help Desk

Q: I forgot to add (or later discovered) a person's mental health diagnosis for a level I that has already been approved. Can you add the diagnosis for me?

A: If the level I PASRR screen has already been approved/reviewed, the Maximus clinician cannot edit the diagnoses. You will need to submit a new level I to reflect any additional diagnoses that are either newly diagnosed or newly reported.

Q: When do I need to submit a status change level I for a nursing facility resident?

A: A true status change (for PASRR) would be a new PASRR level II diagnosis (such as new major mental illness/ID, etc.) *or* new psych symptoms (this could be just psych symptoms or could be psych symptoms requiring a new psych admission). If these situations occur, a new level I should be submitted.

Q: Do I need to do a new level I and/or LOC when a person is transferring from one NF to another NF?

A: Nursing Facility (NF) to NF transfer would only require a new PASRR level I screen if there is a status change in mental health noted. NF to NF transfer would only require a new LOC if the prior LOC approval was done more than 90 days ago.

Q: When a person applies to Medicaid what screen do I submit to Maximus?

A: For NF residents who are Medicaid pending, a new LOC is needed. The LOC should be submitted every 90 days while Medicaid remains *pending.* You do NOT need to do a new level I PASRR screen for Medicaid pending status.

Q: I am trying to submit a screening, and at the current location the box is pink and will not let me proceed without putting something in there, what do I do?

A: There is a drop-down menu that allows you to select a blank box to continue. If not selected, it will not allow you to proceed in submitting the screening.

Q: Which I need assistance with setting up users in the system (user access to submit screenings), what do I do?

A: There are instructions on the [Maximus website](#) for completing this under [Resources](#).

Q: How do I request a copy of a screen completed?

A: If a tracking request is submitted, there will be an option to select if you would like to receive the screen information via fax.

SUPPORT: ND PASRR Training Resources

Whenever you have a referral or assessment process question, be sure to reference the [ND PASRR Tools and Resources site](#), which contains numerous training videos, guides and manuals.

In the months ahead, stay tuned for a number of new training webinars and support materials coming your way, ahead of the planned AssessmentPro transition.

QUESTIONS? North Dakota PASRR Help Desk Contacts

Phone: 833.997.2777

Email: Ascend-NDPASRR@maximus.com

Web: https://maximusclinicalservices.com/svcs/north_dakota

6/04/2021

Quarterly Newsletter: Updates on Upcoming 9/27 AssessmentPro Migration + Potential Return to In-Person Assessing | HIPAA Compliance Reminder

In this latest edition of the **North Dakota PASRR Quarterly Newsletter** we cover several important topics that state providers may find useful. These include some updates and upcoming webinar about the planned **September 27th** PASRR transition to the **AssessmentPro system** and a likely return to face-to-face assessments coming later this year, as well as a best practice reminder on the importance of **providing accurate mailing address** information to help ensure protection of PHI.

COMING SOON: AssessmentPro System Migration

As shared in our Winter Quarterly Newsletter, the **North Dakota DHS Medical Services Division** has made the decision to migrate from its current system processes for PASRR submissions over to the web-

based **AssessmentPro** system. Already making an impact in other PASRR assessment management programs across the country, AssessmentPro is planned for a **September 27th launch** date.

Developed with strict adherence to state and federal compliance guidelines, this gold standard tool will bring some important changes to the PASRR program. Over the next several months, we will be sharing all the **process updates**, **training opportunities** and **resource materials** needed to prepare you for launch, including:

- Next steps in the system transition
- AssessmentPro benefits
- Preview of upcoming learning sessions

Next steps: Stay tuned for an announcement later this month with topics and registration details on an upcoming **PASRR/Level of Care 101 Webinar** planned for **July 28th**.

UPDATE: Return to Face-to-Face Assessments

The State of North Dakota is looking at a potential **return to in-person interviews** as an option for PASRR assessments later in 2021 as well. Additional details will be provided once an official transition date has been finalized.

HIPAA REMINDER: Address Accuracy Critical to Compliance

Did you know that PASRR has **required mailings** as a critical part of the process of getting individuals the services they need? **Maximus relies on the submitter who initiated the screen to provide the correct mailing addresses** for recipients, guardians, and when applicable, attending physicians. Maximus may be required to issue multiple surface mail notices at various points in the process - from the date of the decision to one business day from the decision.

The submitter plays a crucial role in **protecting an individual's PHI** from potential breaches. Entering correct and current mailing address information is one of the most important ways that a Provider can help **ensure HIPAA compliance** as each person is stewarded through the required PASRR documentation process.

SUPPORT: North Dakota PASRR Help Desk Contacts

Phone: 833.997.2777

Email: Ascend-NDPASRR@maximus.com

6/30/2021

As shared in the recent Quarterly PASRR Newsletter, the **State of North Dakota - DHS Medical Services Division** has made the decision to migrate from its current system processes for Preadmission Screening and Resident Review (**PASRR**) submissions over to the web-based **AssessmentPro** system. Already making an impact in other PASRR assessment management programs across the country, AssessmentPro is currently targeted for a **September 27th launch** date.

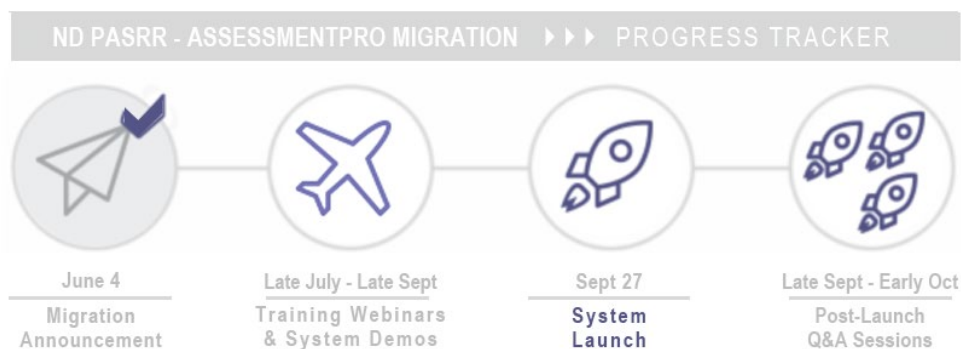
Developed with strict adherence to state and federal compliance guidelines, this gold standard tool will bring some important changes to the PASRR program. Over the next several months, we will be sharing

all the **process updates**, **training opportunities**, and **resource materials** needed to prepare you for launch, including:

- AssessmentPro benefits
- PASRR/Level of Care 101 registration info
- Next steps in the system migration
- North Dakota PASRR Help Desk contacts

Continue reading below to learn more about this important transition and what it will mean for you and those we serve across the state.

As we move through the transition, here's a helpful progress tracker spotlighting key project milestones. It will continue to be included in future communications as a helpful, at-a-glance view of where we are in the process.



BENEFITS: A Closer Look at AssessmentPro

A key reason for the upcoming system change is to benefit those we serve, resulting in assessments that paint a **more well-defined picture of each individual's service needs**.

While AssessmentPro brings **expanded options** and a more **intuitive, streamlined package**, North Dakota providers will only see minimal changes to their existing PASRR Level I and Level II processes. Below are a couple of the primary benefits for providers and other system users.

1. Simplified Processes

Providers who work for **multiple facilities** will only need one AssessmentPro login to access the system. You will simply toggle to the appropriate facility as necessary

2. Digital Upload of Documents

Submission of materials becomes easier, with the option to **digitally upload documents** directly into the system instead of the currently required fax process.

3. **Printing Letters**

AssessmentPro allows the option to easily **print letters for individual/guardian/physician** and hand out to them.

4. **Expanded Resources**

Providers will have access to a large array of detailed **system training guides, recordings, and other support materials** behind the AssessmentPro system login.

REGISTER: PASRR / Level of Care 101 | 2 p.m. CT Wed, 7/28

Ahead of the planned AssessmentPro transition, the ND PASRR training team will be offering several webinars covering a wide range of topics to ensure that your facility is ready to begin using this new online system on day one. The first session is **PASRR/Level of Care 101 at 2 p.m. CT on Wednesday, July 28th**. This insightful, hour-long session will provide a broad overview of all key steps in the process. Click the link below to sign up for this helpful webinar:

- [PASRR/Level of Care 101 | 2 p.m. - 3 p.m. CT Wednesday, 7/28/21](#)

NEXT STEPS: Bringing the Pieces Together

Keeping you informed will remain a vital responsibility for the North Dakota PASRR team at Maximus throughout the transition process. As more details become available in the coming weeks, we will continue to reach out with updates as we move toward the **September 27th AssessmentPro migration** - sharing timely updates, learning opportunities, as well as more instructional details on process changes and new support resources.

We appreciate your continued partnership, feedback, and most importantly, the critical role you play in the assessment process for the thousands of individuals positively impacted by these programs each year.

SUPPORT: North Dakota PASRR Help Desk Contacts

Phone: 833.997.2777

Email: Ascend-NDPASRR@maximus.com

7/14/2021

**Quarterly Newsletter - Hybrid Assessment Model to Begin 7/21 | Be Ready for the 9/27
AssessmentPro System Implementation - Review Next Steps & Register for PASRR Training**

After more than a year of completing virtual assessments due to the COVID-19 pandemic, the North Dakota PASRR program will **transition to a hybrid assessment model**, which includes the option of completing assessments in-person. Decisions on assessment format, either in-person or virtual - performed through HIPAA-compliant Zoom account, will be determined by the preference of each facility on a case-by-case basis and are scheduled to **begin Wednesday, July 21**.

What to expect with an in-person assessment

Assessors are taking the necessary steps to prepare for this transition in the safest manner possible, relying on CDC guidelines and best practices.

- Assessors will call in advance to arrange the in-person visit.
- Steps to be taken include the stringent use of Personal Protective Equipment (PPE) during each visit.
- Assessors will work directly with the Maximus support team to submit health assessment forms on any days where an in-person interview is planned.

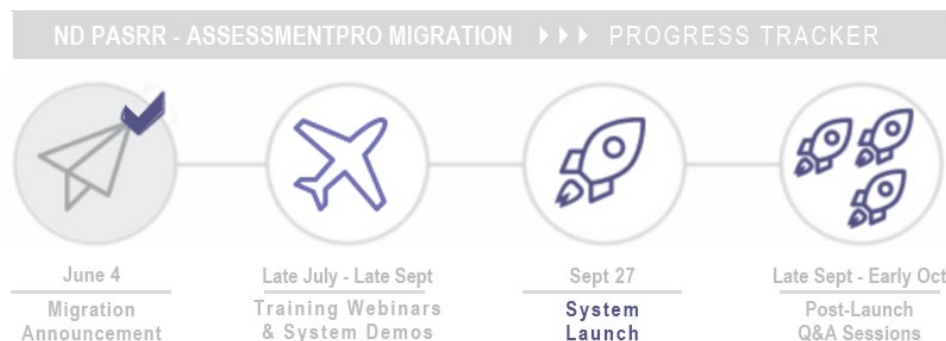
Have questions about this process change? Please contact the North Dakota PASRR Help Desk team for assistance:

Email: Ascend-NDPASRR@maximus.com
Phone: 833.997.2777

The North Dakota DHS Medical Services Division is taking important next steps to continue improving this PASRR process for the vulnerable populations we serve with the upcoming migration to the web-based **AssessmentPro (AP)** system, planned for **September 27**.

As we move toward this impactful change, you can expect to receive numerous communications covering timely transition updates, learning opportunities, and helpful resources. Be sure to explore the details listed below, including the following important topics and a snapshot of upcoming milestones.

Register for 7/28 PASRR Training | System Benefits | Next Steps Preview



TRAINING: PASRR / Level of Care 101 | 2 p.m. CT Wed, 7/28

The ND PASRR Training team has you covered in the weeks leading up to the AssessmentPro migration with a broad range of informative webinars covering topics that will help ensure that your facility is ready to begin using the system on day one.

Join them for the first session, **PASRR/Level of Care 101** at **2 p.m. CT on Wednesday, July 28th**. This insightful, hour-long session will provide a broad overview of all key steps in the process. Click the link below to sign up for this helpful webinar:

[PASRR/Level of Care 101 | 2 p.m. - 3 p.m. CT Wednesday, 7/28/21](#)

REMINDER: AssessmentPro System Benefits

As shared in a previous communication, the driving force behind this upcoming system change is to positively impact those we serve. Once in place, the tools and features built into AssessmentPro will result in assessments that paint a **more well-defined picture of each individual's service needs**.

For North Dakota providers, only a few changes will take place to their existing PASRR processes while bringing several benefits for system users, including:

1. **Simplified Processes**
Providers who work for **multiple facilities** will only need one AssessmentPro login to access the system. You will simply toggle to the appropriate facility as necessary.
2. **Digital Upload of Documents**
Submission of materials becomes easier, with the option to **digitally upload documents directly into the system** instead of the currently required fax process.
3. **Printing Letters**
AssessmentPro allows the option to easily **print letters for individual/guardian/physician** and hand out to them.
4. **Expanded Resources**
Providers will have access to a large array of detailed **system training guides, recordings, and other support materials** behind the AssessmentPro system login.

NEXT STEPS: Understanding AssessmentPro User Roles

Stay tuned for future communications where you'll get insights into the various **types of AssessmentPro user roles** and **choosing the correct account** for everyone on your team who's involved in the PASRR process. Additional **training opportunities** and **support resources** will also be shared in the weeks ahead.

SUPPORT: North Dakota PASRR Help Desk Contacts

Is there someone else on your team who's involved with the PASRR process and should receive AssessmentPro migration updates? They can be added to the mailing list by emailing the ND PASRR Help Desk with the subject line, **Add me to the ND PASRR contact list**.

Phone: 833.997.2777

Email: Ascend-NDPASRR@maximus.com

7/28/2021

ND PASRR: Attend Today's Webinar + Review Process Changes + Training Preview

As plans continue moving forward for North Dakota PASRR's **September 27** transition to the **AssessmentPro (AP)** system for assessment management, the program support team's most critical goal is to ensure that the state's provider community is fully prepped for the change with all the necessary training and support resources you will need for success. With that in mind, continue reading below to learn more about critical next steps including:

- Attend **today's PASRR/Level of Care 101** webinar
- Process change reminders and **benefits of AP** migration
- Preview dates for upcoming **September learning opportunities**

Also, check out an important reminder about the recent transition to a **hybrid assessment model** which took place on July 21 and details on adding members of your team to the **ND PASRR mailing list**.

Sign up for the North Dakota PASRR Mailing List

Do you or someone else on your team need to be added to our email list? Contact us at: Ascend-NDPASRR@maximus.com with the subject line "Please add me to the ND PASRR contact list" and include full name, title, facility name and email address in the body of the message.



FINAL REMINDER: Attend PASRR/Level of Care 101 2 p.m. CT Today, July 28

Be sure to join the ND PASRR Training team for the first of their new PASRR and AssessmentPro system learning events planned ahead of the **September 27** system migration. These informative sessions kick off later **Today, July 28 at 2 p.m. CT** with **PASRR/Level of Care 101**. This hour-long session will provide a broad overview of all the key steps in the process. Click the link below to sign up for this helpful webinar:

[PASRR/Level of Care 101 | 2 p.m. - 3 p.m. CT Today, 7/28/21](#)

PROCESS: What Changes Can I Expect with AssessmentPro?

The most important reason behind the advanced tools and features in AssessmentPro is the generation of assessments that paint a **more well-defined picture of each individual's service needs**. From the North Dakota providers perspective, there will be an updated user interface but only be a few changes to their existing PASRR workflow, including several beneficial updates from the current system:

1. **Simplified Processes**
Providers who work for **multiple facilities** will only need one AssessmentPro login to access the system. You will simply toggle to the appropriate facility as necessary.
2. **Digital Upload of Documents**
Submission of materials becomes easier, with the option to **digitally upload documents directly into the system** instead of the currently required fax process.
3. **Printing Letters**
AssessmentPro allows the option to easily **print letters for individual/guardian/physician** and hand out to them.
4. **Expanded Resources**
Providers will have access to a large array of detailed **system training guides, recordings, and other support materials** behind the AssessmentPro system login.

NEXT STEPS: New Learning Opportunities Planned

In the final few weeks ahead of the AssessmentPro migration, the ND PASRR training team will offer a **comprehensive webinar series** covering a wide range of topics to make sure your facility is ready to begin using the system on day one. These planned sessions include:

Transition Training | September 1 - 2

These sessions will focus on what is changing, an overview tour of AssessmentPro, understanding the various system roles available, and how to initiate your user registration.

Completing of Level I & LOC | September 15, 16, 17

Attendees will walkthrough completing a Level I and Level of Care (LOC) - including how to submit screens, locate outcomes, submit tracking, and other important points of AssessmentPro.

AssessmentPro Pre-Launch Summary | September 22 - 23

This informative session will cover several key topics including a review of AssessmentPro roles, system registration, tour of features, submitting screens and tracking, as well as a walkthrough of all available support resources.

REMINDER: Hybrid PASRR Assessment Model Now in Place

As shared in a recent communication, the North Dakota PASRR program **transitioned on July 21 to a hybrid assessment model**, which includes the option of completing assessments in-person. Decisions on assessment format, either in-person or virtual - performed through HIPAA-compliant Zoom account, are determined by the preference of each facility on a case-by-case basis and are scheduled to **began on Wednesday, July 21**.

What to expect with an in-person assessment

Assessors are taking the necessary steps to prepare for this transition in the safest manner possible, relying on CDC guidelines and best practices.

- Assessors will call in advance to arrange the in-person visit.
- Steps to be taken include the stringent use of Personal Protective Equipment (PPE) during each visit.
- Assessors will work directly with the Maximus support team to submit health assessment forms on any days where an in-person interview is planned.

SUPPORT: North Dakota PASRR Help Desk Contacts

If you have questions on any of the information shared above or other details about the upcoming **9/27 AssessmentPro system migration**, contact the North Dakota PASRR Help Desk at the email or phone number listed below for more information.

Phone: 833.997.2777

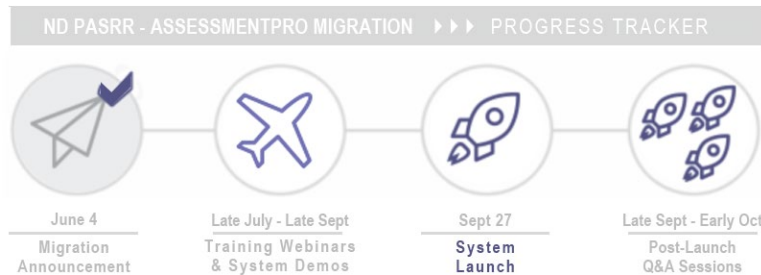
Email: Ascend-NDPASRR@maximus.com

8/5/2021

Learn More About AssessmentPro User Roles and New PASRR Processes Ahead of 9/27 System Transition

We're now less than two months away from the State of North Dakota Department of Medical Services Division's planned **September 27** transition to the **AssessmentPro (AP)** system for online management of all PASRR Level I screens, Level II evaluations and Level of Care (Level I/LOC) evaluations. There are some **critical next steps** you and those on your team will need to take to be ready for this important change. We've got you covered on all things AssessmentPro, with several items below to review, including:

Register for 9/01-9/02 Webinars + Future Training Sneak Peek | Review AP System Roles



TRAINING: Register for Upcoming September 1-2 Webinars

North Dakota providers should plan to attend one of the planned Training Webinars listed below. These insightful **hour sessions** will introduce you to all the basics of our gold standard assessment system, **AssessmentPro**. During each session, the Maximus ND PASRR Training team will cover a broad range of topics, including:

- **AssessmentPro System Tour**
- **What's Changing From Current Processes**
- **Understanding User Roles**
- **Initiating Your System Registration**
- **PASRR Process Overview**

Be sure to **review the dates/times and register** for one of the sessions listed below, then select from the dropdown once on the registration page. Note: The content will be identical during both webinars, so you will only need to register for one session. **Click below to register for the webinar that works best for you:**

[AssessmentPro Training | 1 pm - 2 pm CT Wednesday, September 1, 2021](#)

[AssessmentPro Training | 10 am - 11 am ET Thursday, September 2, 2020](#)

After registering, you will receive a confirmation email and a reminder message an hour before the session is scheduled to begin.

WHAT'S NEXT? Additional Trainings Planned

Details will be shared in the weeks ahead for additional training sessions planned for the ND provider community including a deep dive into completing a Level I and Level of Care (Level I/LOC), as well as some pre-launch AssessmentPro Summary sessions.

ACCOUNT SETUP: Choosing Your AssessmentPro Role

Your team should determine all necessary AssessmentPro system users who will need access and choose the appropriate role for each (list shown below). Note: The first users set up should always be the facility's designated AP Administrators, as these individuals are responsible for approving for your other facility users.

- **AP Administrator:** Responsible for review and approval of all other facility users.
- **Clinical User:** Any individuals who can begin and submit a Level I PASRR or LOC (Level I/LOC) screen.
- **Non-Clinical User:** Someone who can begin, but cannot submit a Level I screen.

**You can sign up for multiple roles. For example, an AP Administrator can also be a Clinical User.*

WHAT'S NEXT? User Sign Up Instructions

In the next communication, we'll share a preview of the process to **select and create your new AssessmentPro user account** - an important topic which will also be covered in the webinar sessions listed above.

SUPPORT: North Dakota PASRR Help Desk Contacts

If you have questions on any of the information shared above or other details about the upcoming **9/27 AssessmentPro system migration**, contact the North Dakota PASRR Help Desk at the email or phone number listed below for more information.

Phone: 833.997.2777

Email: Ascend-NDPASRR@maximus.com

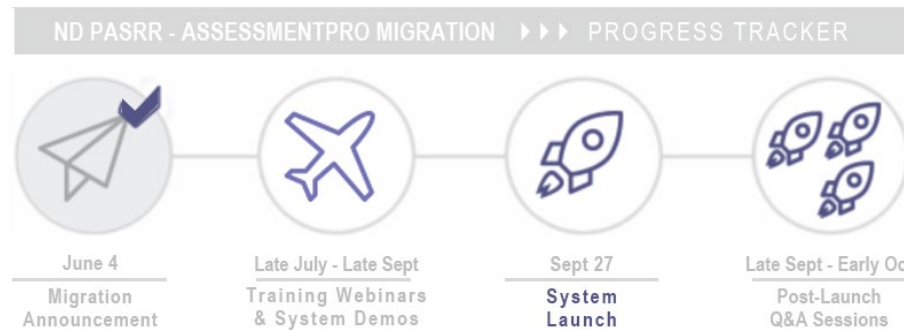
8/17/2021

Learn More About AssessmentPro and New PASRR Processes Ahead of September 27th System Transition

We're now roughly six weeks from the planned **September 27** migration to **AssessmentPro**, for management of PASRR assessments for the State of North Dakota Department of Medical Services Division. As we move toward go-live, one of the ND PASRR Program Team's primary goals is to provide all the necessary training and resources you'll need to be prepared for the transition. Below you'll find some helpful information to explore, including:

- Registration details for the **9/01-02 training webinars**
- Overview of AssessmentPro **user roles** and next steps for your team
- Download the **Provider Transition Guide**

What's Next? Continue to stay posted for future announcements, covering additional insights into the AssessmentPro system, PASRR process changes, new learning opportunities, and additional training tools and materials.



LEARN MORE: Register for Training Opportunities | Sessions Coming on September 1st and 2nd

Sign up to join the North Dakota PASRR Training team for one of their informative **AssessmentPro Webinars** - taking place on **Wednesday, 9/01** or **Thursday, 9/02**. Content will be identical for both sessions, so you'll only need to attend one. Topics to be discussed during each two-hour session include:

- **AssessmentPro System Tour**
- **What's Changing from Current Processes**
- **Understanding User Roles**
- **Initiating Your System Registration**
- **PASRR Process Overview**

Choose a time/date below that works best with your schedule and click the link to sign up.

[AssessmentPro Training | 1 pm - 2 pm CT Wednesday, September 1, 2021](#)

[AssessmentPro Training | 10 am - 11 am ET Thursday, September 2, 2020](#)

**Once registered, you will receive a confirmation email containing more details regarding how to join the webinar and a reminder message an hour before your session is scheduled to begin.*

PROCESS PREVIEW: Understanding AssessmentPro User Roles

After you've begun the training process in the upcoming webinars mentioned above, **setting up a facility account in AssessmentPro** and **choosing appropriate system user roles** for your team members will then be two important next steps. Below is a brief preview of the various roles available - the most important of which are **AssessmentPro (AP) Administrators**. These should be **the first accounts to sign up**, as these individuals will then review and approve all other users who sign up for system accounts from your facility.

AssessmentPro User Roles

AP Administrator

This role must be set up first. Responsible for **review and approval of all other facility users**. It's recommended that multiple AP Administrators be selected to ensure continuity.

Clinical User

This role applies to individuals who can begin **and** submit a **Level I screen**.

Non-Clinical User

Applies to individuals who can begin but cannot submit a **Level I screen**.

**You can sign up for multiple roles. For example, an AP Administrator can also be a Clinical User.*

Action Item: Ahead of the training webinars, begin thinking about who in your team should be set up as AP Administrators and what role(s) you should have. Make sure that everyone involved in the PASRR process is aware that they will need to sign up for a user role once the ND PASRR Training team shares instructions to complete that process.

NEW RESOURCE: Provider Transition Guide

As you prep for the **September 27 launch** date, be sure to check out a handy new reference, developed for everyone involved in the PASRR process. The **Provider Transition Guide** is chock-full of helpful reminders about the AssessmentPro transition, ways to maximize the new system, and tips to help your team successfully navigate this impactful change. Click the link below to review:

[Download the AssessmentPro Provider Transition Guide](#)

SUPPORT: North Dakota PASRR Help Desk Contacts

If you have questions on any of the information shared above or other details about the upcoming **9/27 AssessmentPro system migration**, contact the North Dakota PASRR Help Desk at the email or phone number listed below for more information.

Phone: 833.997.2777

Email: Ascend-NDPASRR@maximus.com

Sign up for the North Dakota PASRR Mailing List:

Do you or someone else on your team need to be added to our email list? Contact us at:

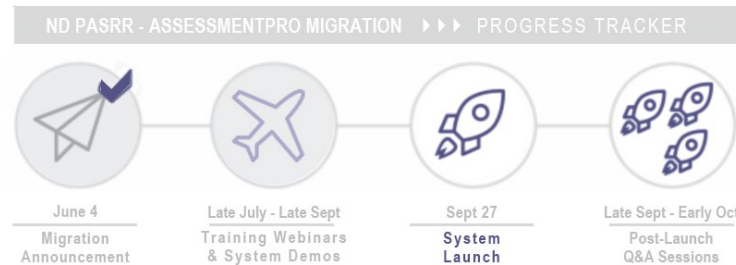
Ascend-NDPASRR@maximus.com with the subject line "Please add me to the ND PASRR contact list" and include full name, title, facility name and email address in the body of the message.

9/8/2021

Complete Next Steps Ahead of 9/27 Implementation | Register for Upcoming Webinars | Select & Create Your User Account | Download FAQs + Other Resources

The countdown continues! We're just over three weeks away from the **September 27th launch** of North Dakota's new **AssessmentPro** system for the management of all **PASRR Level I screens**, **Level II evaluations** and **Level of Care (Level I/LOC) evaluations**. Follow the helpful steps laid out in the **Countdown Checklist** below to ensure your team is ready for this important change and avoids any potential referral submission delays on or after the go-live date. These next steps include:

- Registration for **Level I and LOC training**
- **User roles** selection and system **account sign up** guidance
- Download new **System Frequently Asked Questions (FAQs)**
- Review other **helpful resources** and **program supports**



REGISTER: Attend Upcoming Training Webinars

Following up from last week's AssessmentPro overview sessions, the North Dakota PASRR Training team continues it's insightful provider webinar series with several helpful webinars geared to the process questions that you'll need answered to be ready for the **9/27** system migration. Review the details below and register for one of each of the sessions.

① **Level I & LOC Training | Wed, 9/15 - Thu, 9/16 - Fri, 9/17**

These in-depth 90 minute sessions will take you through a deep dive into AP system processes for all things PASRR Level I and Level of Care (LOC). Some key topics will include:

- How to submit screens
- Locate outcomes
- Submit tracking
- Other important AP topics

Review the three optional dates/times listed below and register for the one which works best with your schedule. *Note: Content will be identical during the three webinars, so you will only need to register for one session.*

Click below to register:

- [Complete Level I & LOC | 1:00 pm - 2:30 pm CT Wed, September 15, 2021](#)
- [Complete Level I & LOC | 10:00 am - 11:30 am CT Thu, September 16, 2021](#)
- [Complete Level I & LOC | 10:00 am - 11:30 am CT Fri, September 17, 2021](#)

After registering, you will receive a confirmation email and a reminder message an hour before the session is scheduled to begin.

② **AssessmentPro Q&A | September 27, 28, 29, 30 + October 1, 5, 6**

Didn't get all your questions answered during the recent AssessmentPro overview webinars? Wondering how to perform a particular system process? We've got you covered with seven upcoming Q&A sessions. Kicking off on go-live day, these helpful webinars are all about answering your toughest questions and ensuring that your team understands how to navigate AssessmentPro and maximize all it's useful tools. Review the dates/times listed below, click the link and select the session(s) that work best with your

schedule. **Note: Attend as many Q&A sessions as you would like.**

Click below to register:

- [AssessmentPro Q&A | 10:00 am - 11:00 am CT Mon, September 27, 2021](#)
- [AssessmentPro Q&A | 10:00 am - 11:00 am CT Tue, September 28, 2021](#)
- [AssessmentPro Q&A | 10:00 am - 11:00 am CT Wed, September 29, 2021](#)
- [AssessmentPro Q&A | 10:00 am - 11:00 am CT Thu, September 30, 2021](#)
- [AssessmentPro Q&A | 10:00 am - 11:00 am CT Fri, October 1, 2021](#)
- [AssessmentPro Q&A | 1:00 pm - 2:00 pm CT Tue, October 5, 2021](#)
- [AssessmentPro Q&A | 10:00 am - 11:00 am CT Wed, October 6, 2021](#)

After registering, you will receive a confirmation email and a reminder message an hour before the session is scheduled to begin.

ACCOUNT SETUP: Identify User Roles + System Sign Up

The **system user roles and sign up instructions** are important next action items for each provider who will be using the AssessmentPro system. Review a step-by-step breakdown of the process below.

DEFINE: Choose Your AssessmentPro Role

Your team should determine all necessary AssessmentPro system users who will need access and choose the appropriate role for each (*list shown below*). Note: The first users set up should always be the facility's designated AssessmentPro (AP) Administrator, as these individuals are responsible for approving for your other facility users.

- **AP Administrator:** Responsible for review & approval of all other facility users.
- **Clinical User:** Any individuals who can begin & submit Level I PASRR screen.
- **Non-Clinical User:** Someone who can begin, but can't submit a Level I screen.

**You can sign up for multiple roles. For example, an AP Administrator can also be a Clinical User.*

CREATE: Sign Up for Your AssessmentPro Account

After selecting appropriate user role(s), the next step is for all members of your PASRR team to set up their own individual AssessmentPro accounts. **Review these critical steps below.**

1. Visit [AssessmentPro.com](#) > Click **New User?**
2. Complete **Registration Form** > Hover over circled i for more info
3. Click **Save** to proceed > As you enter data into the fields depicted at right and select North Dakota from the **State** drop-down, an additional field will appear for **Facility**

*Note: If you plan to choose the Administrator role, be sure to select the checkbox under **Facility**, which says *"Request AP Administrator Access"*

4. Return to [AssessmentPro.com](#) > Enter your **Login: Email & Password**(UserName will always be your email address)
5. Review **User Agreement** before first login > Click **Log in**

RESOURCES: AssessmentPro Guides

Several useful resources have been developed to get you up to speed with AssessmentPro and maximizing it's many capabilities. Below are some useful reference guides to help you navigate this new web-based system.

- **[ND PASRR - System FAQs | Download - NEW!](#)**
This latest guide covers some of the most commonly asked questions fielded by the Help Desk about the system.
- **[Outcomes Transition Overview | Download - NEW!](#)**
This handy guide gives you an at-a-glance comparison of all major outcomes possible through the current ND PASRR system and how those will be different through AssessmentPro after the 9/27 migration.
- **[AssessmentPro Provider Transition Guide | Download](#)**
Lots of insights into the AssessmentPro migration, ways to maximize the new system, and tips to help your team successfully navigate this impactful change.

SUPPORT: North Dakota PASRR Help Desk Contacts

If you have questions on any of the information shared above or other details about the upcoming **9/27 AssessmentPro system migration**, contact the North Dakota PASRR Help Desk at the email or phone number listed below for more information.

Phone: 833.997.2777

Email: Ascend-NDPASRR@maximus.com

Sign up for the North Dakota PASRR Mailing List:

Do you or someone else on your team need to be added to our email list? Contact us at:

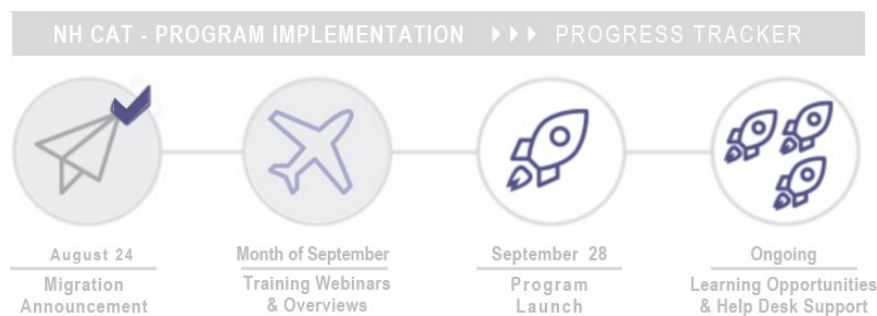
Ascend-NDPASRR@maximus.com with the subject line "Please add me to the ND PASRR contact list" and include full name, title, facility name and email address in the body of the message.

9/15/2021

Make Sure Your AssessmentPro Checklist is Complete Ahead of the 9/27 System Migration | Get Answers to Your Questions

The countdown continues! We're less than two weeks away from the **September 27 launch** of North Dakota's new **AssessmentPro (AP)** web-based system for management of PASRR assessments. Walk the helpful steps laid out in the Countdown Checklist below to ensure your team is ready for this important change and avoids any potential referral submission delays after the go-live date. Topics covered include several key action items including:

- **Register for webinars**
- **Signatures for AP Administrator Agreement**
- **Download AP resources**
- **User role selection & account setup**



REGISTER: Join Upcoming AP Webinars

If you've yet to do so, be sure to register for one of each set of training webinars listed below ahead of the 9/27 migration date. The North Dakota PASRR Training team will walk state providers through a broad range of PASRR and AssessmentPro (AP) related content. Check out more details and registration links below.

① **Level I & LOC Training | Today, 9/15 - Thu, 9/16 - Fri, 9/17**

Kicking off later today, these in-depth 90 minute sessions will take you through a deep dive into AP system processes for all things PASRR Level I and Level of Care (LOC). Some key topics will include:

- How to submit screens
- Locate outcomes
- Submit tracking
- Other important AP topics

Review the three optional dates/times listed below and register for the one which works best with your schedule. Note: Content will be identical during the three webinars, so you will only need to register for one session.

Click below to register:

- [Complete Level I & LOC | 1:00 pm - 2:30 pm CT Wed, September 15, 2021](#)
- [Complete Level I & LOC | 10:00 am - 11:30 am CT Thu, September 16, 2021](#)
- [Complete Level I & LOC | 10:00 am - 11:30 am CT Fri, September 17, 2021](#)

After registering, you will receive a confirmation email and a reminder message an hour before the session is scheduled to begin.

② **AssessmentPro Q&A | 9/27, 28, 29, 30 + 10/1, 5, 6**

Didn't get all your questions answered during the recent AssessmentPro overview webinars? Wondering how to perform a particular system process? We've got you covered with seven upcoming Q&A sessions. Kicking off on go-live day, these helpful webinars are all about answering your toughest questions and ensuring that your team understands how to navigate AssessmentPro and maximize all it's useful tools.

Review the dates/times listed below, click the link and select the session(s) that work best with your schedule. Note: Attend as many Q&A sessions as you would like.

Click below to register:

- [AssessmentPro Q&A | 10:00 am - 11:00 am CT Mon, September 27, 2021](#)
- [AssessmentPro Q&A | 10:00 am - 11:00 am CT Tue, September 28, 2021](#)
- [AssessmentPro Q&A | 10:00 am - 11:00 am CT Wed, September 29, 2021](#)
- [AssessmentPro Q&A | 10:00 am - 11:00 am CT Thu, September 30, 2021](#)
- [AssessmentPro Q&A | 10:00 am - 11:00 am CT Fri, October 1, 2021](#)
- [AssessmentPro Q&A | 1:00 pm - 2:00 pm CT Tue, October 5, 2021](#)
- [AssessmentPro Q&A | 10:00 am - 11:00 am CT Wed, October 6, 2021](#)

After registering, you will receive a confirmation email and a reminder message an hour before the session is scheduled to begin.

INSIGHTS: Understanding the AssessmentPro Administrator Agreement

Filling out the **Assessment Pro Administrator Agreement form** is an important step in the process to get your facility users set up in the system, because without the Administrator role in place, no other users can be set up.

The form is self-explanatory, but one section to note is the **signature area**. There are two fields for signatures and they each need to be completely filled out. There cannot be any blanks on the form when submitted.

1. The first signature area is for you to sign, as the organization's **AssessmentPro Administrator**.
2. The second signature area is for the **Executive Contact**. This must be someone who is your supervisor and can confirm that you work in the facility. It cannot be a peer, unless you are the director of your program. ***Example:** A Social Worker's executive contact could be the social work director or supervisor. An RN's executive contact can be the Director of Nursing or their supervisor. If you are the Director of Nursing, you can get the Director of Social Work or the head of the Nursing Home to sign off as the Executive Director.*

You cannot sign both areas yourself. If this occurs, the form will be rejected.

RESOURCES: Review AssessmentPro Supports

A few helpful resources have been developed to help familiarize you with AssessmentPro processes, how to's, terminology, etc. Review the support content and click on the links below to learn more.

Provider Transition Guide | [Download](#)

This handy PDF provides an overview of the AP transition process and the key things that providers will need to know ahead of the launch.

Outcomes Transition Overview | [Download](#)

This PDF provides an at-a-glance comparison of all major outcomes possible through the current ND PASRR system and how those will be different through AssessmentPro after the transition is complete.

System Frequently Asked Questions | [Download](#)

This latest guide covers some of the most commonly asked questions fielded by the Help Desk about the system.

REMINDERS: Choose Role + Account Registration

In case you haven't yet signed up for your AssessmentPro account, review the step-by-step breakdown below to choose the appropriate user role and sign up for your system account.

DEFINE: Choose Your AssessmentPro Role

Your team should determine all necessary AssessmentPro system users who will need access and choose the appropriate role for each (list shown below). Note: The first users set up should always be the facility's designated AssessmentPro (AP) Administrator, as these individuals are responsible for approving for your other facility users.

AP Administrator: Responsible for review & approval of all other facility users.

Clinical User: Any individuals who can begin & submit Level I PASRR screen.

Non-Clinical User: Someone who can begin, but can't submit a Level I screen.

*You can sign up for multiple roles. For example, an AP Administrator can also be a Clinical User.

CREATE: Sign Up for Your AssessmentPro Account

After selecting appropriate user role(s), the next step is for all members of your PASRR team to set up their own individual AssessmentPro accounts. Review these critical steps below.

1. Visit [AssessmentPro.com](https://www.assessmentpro.com) > Click **New User?**
2. Complete Registration Form > Hover over *circled i* for more info

3. Click Save to proceed > As you enter data into the fields depicted at right and select North Dakota from the State drop-down, an additional field will appear for Facility **Note: If you plan to choose the Administrator role, be sure to select the checkbox under Facility, which says "Request AP Administrator Access"*
4. Return to AssessmentPro.com > Enter your Login: Email & Password (UserName will always be your email address)
5. Review User Agreement before first login > Click Log in

QUESTIONS? Contact North Dakota Help Desk

If you have questions on any of the information shared above or other details about the upcoming **9/27 AssessmentPro system migration**, contact the North Dakota PASRR Help Desk at the email or phone number listed below for more information.

Phone: 833.997.2777

Email: Ascend-NDPASRR@maximus.com

Sign up for the North Dakota PASRR Mailing List:

Do you or someone else on your team need to be added to our email list? Contact us at:

Ascend-NDPASRR@maximus.com with the subject line "Please add me to the ND PASRR contact list" and include full name, title, facility name and email address in the body of the message.

9/21/2021

AssessmentPro Migration to be Rescheduled to a Later Date

The North Dakota PASRR system transition to **AssessmentPro (AP)**, previously planned for September 27, will be delayed to a future date. If you have previously registered for an upcoming AP-related training webinar, please note that those sessions will be rescheduled. Continue to watch your inbox for more information coming soon regarding an updated migration launch date and new training registration details.

On behalf of the DHS Medical Services Division and the PASRR program team at Maximus, we appreciate your patience and invaluable input as we continue moving toward this impactful migration.

ADDITIONAL QUESTIONS? Contact the North Dakota Help Desk

Phone: 833.997.2777

Email: Ascend-NDPASRR@maximus.com

Sign up for the North Dakota PASRR Mailing List:

Do you or someone else on your team need to be added to our email list? Contact us at:

Ascend-NDPASRR@maximus.com with the subject line "Please add me to the ND PASRR contact list" and include full name, title, facility name and email address in the body of the message.

11/16/2021

AssessmentPro Migration Resumes for a Planned 12/13 System Launch | Review User Role Setup + Training Webinar Registration

Scheduling for the **North Dakota PASRR** Program's planned migration to web-based assessment management system, **AssessmentPro (AP)** continues, as the state announces an updated launch date of December 13. As you prep for this important change, we've got you covered with the critical resources and training you'll need. Continue reading below to:

- Training Sneak Peak: PathTracker for admissions
- Register for upcoming webinars
- Check out AP migration resources
- Review user roles and setting up your account

SNEAK PEEK: Use PathTracker to Reflect Facility Admissions in AP

AssessmentPro's **Pathtracker** tool will be an important part of your new process. Referral Submitters: Once your AP account is set up, you will need to go into Pathtracker and admit all the people in your facility within the application. Be sure to listen for more details on this process during the upcoming webinars listed below.

REGISTER: Attend New AP Webinar Dates

If you had yet to attend the previously held **AssessmentPro (AP) Webinars** or need a refresher, be sure to join the ND PASRR Training Team for some of the upcoming learning opportunities scheduled both before and immediately after the planned **12/13** launch date. During these sessions, you will walk through a broad range of PASRR and AssessmentPro (AP) related content. Check out more details and registration links below.

PRE-LAUNCH TRAINING SESSIONS

1. AP Registration + System Basics | 12/1 & 12/3

During these hour-long sessions, the ND PASRR Training team will cover a broad range of topics around user role selection, account setup and AP basics. Content covered will include:

- System registration
- Understanding AP roles
- Navigating through AP

Review the dates/times listed below and register for the one which works best with your schedule. Note: Content will be identical during these webinars, so you will only need to register for one session.

Click below to register:

- [AP Registration + Basics | 2:00 pm - 3:00 pm CT Wed, December 1, 2021](#)
- [AP Registration + Basics | 10:00 am - 11:00 am CT Fri, December 3, 2021](#)

After registering, you will receive a confirmation email and a reminder message an hour before the session is scheduled to begin.

2. Level I & LOC Training | 12/7 & 12/9

Kicking off on the 9th, these in-depth 90 minute sessions will take you through a deep dive into AP system processes for all things PASRR Level I and Level of Care (LOC). Some key topics will include:

- How to submit screens
- Locate outcomes
- Submit tracking
- Other important AP topics

Review the dates/times listed below and register for the one which works best with your schedule. Note: Content will be identical during these webinars, so you will only need to register for one session.

Click below to register:

- [Complete Level I & LOC | 9:00 am - 10:30 am CT Tue, December 7, 2021](#)
- [Complete Level I & LOC | 1:00 pm - 2:30 pm CT Thu, December 9, 2021](#)

After registering, you will receive a confirmation email and a reminder message an hour before the session is scheduled to begin.

POST-LAUNCH TRAINING SESSIONS

3. AssessmentPro Q&A | 12/14, 15, 16, 17, 20, 21

Wondering how to perform a particular system process? Have remaining AP questions after the system migration? The Training team has you covered with **six upcoming Q&A sessions**. Kicking off the day after system launch, these helpful hour-long webinars are all about answering your toughest questions and ensuring that your team understands how to navigate AssessmentPro and maximize all it's useful tools.

Review the dates/times listed below, click the link and then select the session(s) that work best with your schedule from the dropdown. Note: Attend as many Q&A sessions as you would like.

Click below to register:

- [AssessmentPro Q&A | 9:00 am - 10:00 am CT Tue, December 14, 2021](#)
- [AssessmentPro Q&A | 9:00 am - 10:00 am CT Wed, December 15, 2021](#)
- [AssessmentPro Q&A | 9:00 am - 10:00 am CT Thu, December 16, 2021](#)

- [AssessmentPro Q&A | 9:00 am - 10:00 am CT Fri, December 17, 2021](#)
- [AssessmentPro Q&A | 9:00 am - 10:00 am CT Mon, December 20, 2021](#)
- [AssessmentPro Q&A | 9:00 am - 10:00 am CT Tue, December 21, 2021](#)

After registering, you will receive a confirmation email and a reminder message an hour before the session is scheduled to begin.

RESOURCES: Review AssessmentPro Supports

A few helpful resources have been developed to help familiarize you with AssessmentPro processes, how tos, terminology, etc. Review the support content and click on the links below to learn more.

Provider Transition Guide | [Download](#)

An overview of the AP transition process and the key things that providers will need to know ahead of the launch.

Outcomes Transition Overview | [Download](#)

An at-a-glance comparison of all major outcomes possible through the current ND PASRR system and how those will be different through AssessmentPro after the transition is complete.

System Frequently Asked Questions | [Download](#)

Covers several commonly asked AP questions fielded by the Help Desk.

PROCESS: Choose AP Role + Account Registration

In case you or others on your team have yet to sign up for your AssessmentPro account, review the step-by-step breakdown below to choose the appropriate user role and sign up for your system account.

If you previously created an account but haven't logged into it in the last month or so, please be aware that you will likely need to reset your password. To do so, select the Forgot Password button if your existing login doesn't work.

DEFINE: Choose Your AssessmentPro Role

Your team should determine all necessary AssessmentPro system users who will need access and choose the appropriate role for each (list shown below). Note: The first users set up should always be the facility's designated AssessmentPro (AP) Administrator, as these individuals are responsible for approving for your other facility users.

Pathtracker and admit all the people in your facility within the application. Be sure to listen for more details on this process during the upcoming webinars listed below.

- AP Administrator: Responsible for review & approval of all other facility users.
- Clinical User: Any individuals who can begin & submit Level I PASRR screen.

- Non-Clinical User: Someone who can begin, but can't submit a Level I screen.

**Note: You can sign up for multiple roles. For example, an AP Administrator can also be a Clinical User.*

CREATE: Sign Up for Your AssessmentPro Account

After selecting appropriate user role(s), the next step is for all members of your PASRR team to set up their own individual AssessmentPro accounts. Review these critical steps below.

1. Visit [AssessmentPro.com](https://assessmentpro.com) > Click **New User?**
2. Complete Registration Form > **Hover over circled i** for more info
3. **Click Save** to proceed > As you enter data into the fields depicted at right and select North Dakota from the State drop-down, an additional field will appear for Facility

**Note: If you plan to choose the Administrator role, be sure to select the checkbox under Facility, which says "Request AP Administrator Access"*

4. Return to AssessmentPro.com > **Enter your Login:** Email & Password (UserName will always be your email address)
5. Review User Agreement before first login > **Click Log in**

SUPPORT: Contact North Dakota Help Desk

Do you have questions about the upcoming AssessmentPro migration or specifics on a current referral? Contact your North Dakota PASRR Help Desk for more information:

Phone: 833.997.2777

Email: Ascend-NDPASRR@maximus.com

Sign up for the North Dakota PASRR Mailing List: Do you or someone else on your team need to be added to our email list? Contact us at: Ascend-NDPASRR@maximus.com with the subject line "Please add me to the ND PASRR contact list" and include full name, title, facility name and email address in the body of the message.

12/2/2021

Complete Your AssessmentPro Go-Live Checklist Ahead of 12/13 System Implementation | Register for Upcoming Webinars to Learn More

Plans continue to move ahead toward the recently announced **December 13** launch date for AssessmentPro, the new web-based assessment management system for the North Dakota PASRR program. Follow the helpful steps laid out in the **Countdown Checklist** below to ensure your team is ready for this important change and avoids any potential Level I submission delays on or after the go-live date. These next steps include:

- Register for upcoming training webinars
- Check out four key system reminders
- Review available AssessmentPro resources

ASSESSMENTPRO GO-LIVE COUNTDOWN LIST

REGISTER: Attend Upcoming Training Webinars

The ND PASRR Training Team have providers' AssessmentPro (AP) questions covered with an informative range of learning opportunities, scheduled both before and immediately after the planned **12/13** launch date. During these sessions, you will walk through a broad range of PASRR and AP related content. Check out more details and registration links below.

PRE-LAUNCH TRAINING SESSIONS

1. AP Registration + System Basics | 12/1 & 12/3

During these hour-long sessions, the ND PASRR Training team will cover a broad range of topics around user role selection, account setup and AP basics. Content covered will include:

- System registration
- Understanding AP roles
- Navigating through AP

Review the dates/times listed below and register for the one which works best with your schedule. Note: Content will be identical during these webinars, so you will only need to register for one session.

Click below to register:

[AP Registration + Basics | 2:00 pm - 3:00 pm CT Wed, December 1, 2021](#)

[AP Registration + Basics | 10:00 am - 11:00 am CT Fri, December 3, 2021](#)

After registering, you will receive a confirmation email and a reminder message an hour before the session is scheduled to begin.

2. Level I & LOC Training | 12/7 & 12/9

Kicking off on the 9th, these in-depth 90 minute sessions will take you through a deep dive into AP system processes for all things PASRR Level I and Level of Care (LOC). Some key topics will include:

- How to submit screens
- Locate outcomes
- Submit tracking
- Other important AP topics

Review the dates/times listed below and register for the one which works best with your schedule. Note: Content will be identical during these webinars, so you will only need to register for one session.

Click below to register:

[Complete Level I & LOC | 9:00 am - 10:30 am CT Tue, December 7, 2021](#)

[Complete Level I & LOC | 1:00 pm - 2:30 pm CT Thu, December 9, 2021](#)

After registering, you will receive a confirmation email and a reminder message an hour before the session is scheduled to begin.

POST-LAUNCH TRAINING SESSIONS

3. AssessmentPro Q&A | 12/14, 15, 16, 17, 20, 21

Wondering how to perform a particular system process? Have remaining AP questions after the system migration? The Training team has you covered with six upcoming Q&A sessions. Kicking off the day after system launch, these helpful hour-long webinars are all about answering your toughest questions and ensuring that your team understands how to navigate AssessmentPro and maximize all it's useful tools.

Review the dates/times listed below, click the link and then select the session(s) that work best with your schedule from the dropdown. **Note:** *Attend as many Q&A sessions as you would like.*

Click below to register:

[AssessmentPro Q&A | 9:00 am - 10:00 am CT Tue, December 14, 2021](#)

[AssessmentPro Q&A | 9:00 am - 10:00 am CT Wed, December 15, 2021](#)

[AssessmentPro Q&A | 9:00 am - 10:00 am CT Thu, December 16, 2021](#)

[AssessmentPro Q&A | 9:00 am - 10:00 am CT Fri, December 17, 2021](#)

[AssessmentPro Q&A | 9:00 am - 10:00 am CT Mon, December 20, 2021](#)

[AssessmentPro Q&A | 9:00 am - 10:00 am CT Tue, December 21, 2021](#)

After registering, you will receive a confirmation email and a reminder message an hour before the session is scheduled to begin.

TOP TIPS: Maximizing the AP System

As we move toward the upcoming QCI sessions and the **December 13** go-live date, several key items to remember about the new AssessmentPro system include:

- **No sharing login information.** Everyone MUST have their own login and password. These are legal documents and submitting under another person's name is fraud.
- **Support materials.** Access training and education under the Resources tab in the dropdown by your name (upper right corner). There are user guides and videos that walk you through how to do most tasks in AssessmentPro.
- **Indicate all facilities.** If you work at more than one hospital/nursing facility/agency, you can add those facilities to your profile. One login gets you access to everywhere you work. Refer to the instructions available in the Resources tab if you need help adding facilities to your profile.
- **Review outcomes.** You can see outcomes and print determination letters through the system. Look under the Recent Outcomes tab on your home page.

RESOURCES: AssessmentPro Guides + Support

A few helpful resources have been developed to help familiarize you with AssessmentPro processes, how tos, terminology, etc. Review the support content and click on the links below to learn more.

Provider Transition Guide | [Download](#)

An overview of the AP transition process and the key things that providers will need to know ahead of the launch.

Outcomes Transition Overview | [Download](#)

An at-a-glance comparison of all major outcomes possible through the current ND PASRR system and how those will be different through AssessmentPro after the transition is complete.

System Frequently Asked Questions | [Download](#)

Covers several commonly asked AP questions fielded by the Help Desk.

SUPPORT: Contact North Dakota Help Desk

Do you have questions about the upcoming AssessmentPro migration or specifics on a current referral? Contact your North Dakota PASRR Help Desk for more information:

Phone: 833.997.2777

Email: Ascend-NDPASRR@maximus.com

Sign up for the North Dakota PASRR Mailing List: Do you or someone else on your team need to be added to our email list? Contact us at: Ascend-NDPASRR@maximus.com with the subject line "Please add me to the ND PASRR contact list" and include full name, title, facility name and email address in the body of the message.

12/9/2021

Review AssessmentPro Guidance Ahead of 12/13 Launch - Attend Q&A Sessions, Review System Toolkit, Tips & Benefits

We're almost there! Next **Monday, December 13** marks the North Dakota PASRR program's transition to the new AssessmentPro system. Is your facility ready for the launch? Avoid potential delays in Level I referral submissions and Level II evaluations once the transition is complete. Be sure to review the guidance listed below, which covers:

- Upcoming post-launch **Q&A** sessions
- Training **toolkit** of available resources
- AssessmentPro **tips and benefits**
- North Dakota PASRR **Help Desk** contacts

Next steps: After 12 a.m. CT on December 13, new screens will need to be submitted through AssessmentPro. You can still log into the existing PASRR system to access information but you will NOT be able to submit new screens outside of AssessmentPro.

LEARN: Attend AssessmentPro Q&A Webinars | Available Dates - 12/14, 15, 16, 17, 20, 21

Wondering how to perform a particular system process? Have remaining AP questions after the system migration after the implementation? The ND PASRR Training team has you covered with **six upcoming Q&A sessions**. Kicking off the day after system launch, these helpful hour-long webinars are all about answering your toughest questions and ensuring that your team understands how to navigate AssessmentPro and maximize all it's useful tools.

Review the dates/times listed below, click the link and then select the session(s) that work best with your schedule from the dropdown. *Note: Attend as many Q&A sessions as you would like.*

Click below to register:

- [AssessmentPro Q&A | 9:00 am - 10:00 am CT Tue, December 14, 2021](#)
- [AssessmentPro Q&A | 9:00 am - 10:00 am CT Wed, December 15, 2021](#)
- [AssessmentPro Q&A | 9:00 am - 10:00 am CT Thu, December 16, 2021](#)
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- [AssessmentPro Q&A | 9:00 am - 10:00 am CT Mon, December 20, 2021](#)
- [AssessmentPro Q&A | 9:00 am - 10:00 am CT Tue, December 21, 2021](#)

After registering, you will receive a confirmation email and a reminder message an hour before the session is scheduled to begin.

TOOLKIT: AssessmentPro Provider Resources

A few helpful resources have been developed to help familiarize you with AssessmentPro processes, how tos, terminology, etc. Review the support content and click on the links below to learn more.

AssessmentPro Training Checklist | [Download](#)

Links to video tutorials and instructional PDFs on all the major features you'll need to know about AssessmentPro.

Provider Transition Guide | [Download](#)

An overview of the AP transition process and the key things that providers will need to know ahead of the launch.

Outcomes Transition Overview | [Download](#)

An at-a-glance comparison of all major outcomes possible through the current ND PASRR system and how those will be different through AssessmentPro after the transition is complete.

System Frequently Asked Questions | [Download](#)

Covers several commonly asked AP questions fielded by the Help Desk.

FEATURES & BENEFITS: Mastering AssessmentPro

For most system users, the transition will result in few changes to your day-to-day PASRR processes, while maximizing impact with several key benefits and new functionalities. These include:

- **No sharing login information.** Everyone MUST have their own login and password. These are legal documents and submitting under another person's name is fraud.
- **Support materials.** Access training and education under the Resources tab in the dropdown by your name (upper right corner). There are user guides and videos that walk you through how to do most tasks in AssessmentPro.
- **Indicate all facilities.** If you work at more than one hospital/nursing facility/agency, you can add those facilities to your profile. One login gets you access to everywhere you work. Refer to the instructions available in the Resources tab if you need help adding facilities to your profile.
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SUPPORT: Contact North Dakota Help Desk

Do you have questions about the upcoming AssessmentPro migration or specifics on a current referral? Contact your North Dakota PASRR Help Desk for more information:

Phone: 833.997.2777

Email: Ascend-NDPASRR@maximus.com

Sign up for the North Dakota PASRR Mailing List: Do you or someone else on your team need to be added to our email list? Contact us at: Ascend-NDPASRR@maximus.com with the subject line "Please

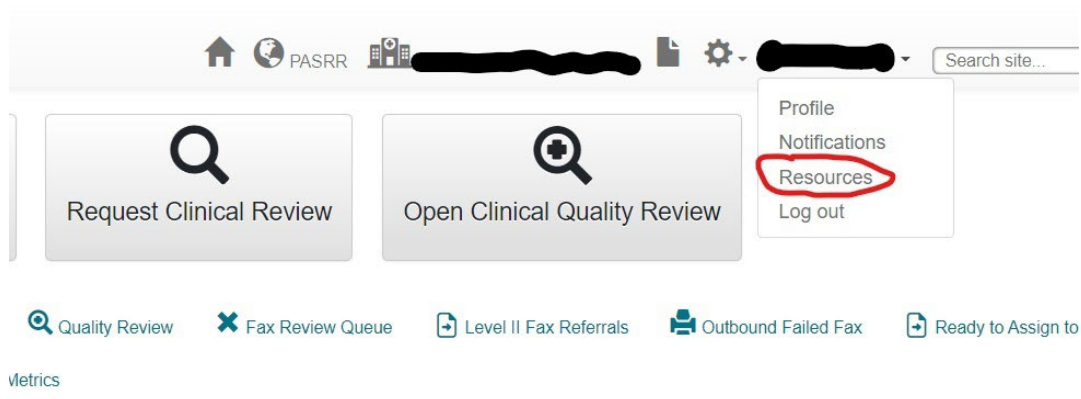
add me to the ND PASRR contact list" and include full name, title, facility name and email address in the body of the message.

12/15/2021

Review AssessmentPro Guidance Ahead of 12/13 Launch - Attend Q&A Sessions, Review System Toolkit, Tips & Benefits

As we move through this first week of North Dakota PASRR program's official **migration to AssessmentPro**, the support team will continue to troubleshoot and resolve any issues that may arise. Please be aware that the **Resources** link in the top-right dropdown AssessmentPro menu (see image below) is not currently routing users to the correct URL – the ND PASRR Tools and Resources site. We are working diligently to resolve this issue. In the interim, simply go to a new window and **download your resources directly from the Tools & Resources site**:

www.maximusclinicalservices.com/svcs/north_dakota



Reminder: as always, the site will still prompt you to **log into via your Legacy system account** to obtain access to **locked documents**. Simply log in as per usual to access those resources.

REGISTER: Attend AssessmentPro Q&A Webinars | Available Dates - 12/16, 17, 20, 21

Still have questions on performing specific system tasks in AssessmentPro? The ND PASRR Training team has you covered with **four upcoming Q&A sessions**. This series of helpful hour-long webinars are all about answering your toughest questions and ensuring that your team understands how to navigate AssessmentPro and maximize all it's useful tools.

Review the dates/times listed below, click the link and then select the session(s) that work best with your schedule from the dropdown. **Note:** *attend as many Q&A sessions as you would like.*

Click below to register:

- [AssessmentPro Q&A | 9:00 am - 10:00 am CT Thu, December 16, 2021](#)
- [AssessmentPro Q&A | 9:00 am - 10:00 am CT Fri, December 17, 2021](#)
- [AssessmentPro Q&A | 9:00 am - 10:00 am CT Mon, December 20, 2021](#)
- [AssessmentPro Q&A | 9:00 am - 10:00 am CT Tue, December 21, 2021](#)

After registering, you will receive a confirmation email and a reminder message an hour before the session is scheduled to begin.

RESOURCE: AssessmentPro Checklist

Be sure to check out the Training Checklist, which contains links to video tutorials and instructional PDFs on all the major features you'll need to know about AssessmentPro.

- [Download | AssessmentPro Training Checklist](#)

SUPPORT: Contact North Dakota Help Desk

Do you have questions about the upcoming AssessmentPro migration or specifics on a current referral? Contact your North Dakota PASRR Help Desk for more information:

Phone: 833.997.2777

Email: Ascend-NDPASRR@maximus.com

Sign up for the North Dakota PASRR Mailing List: Do you or someone else on your team need to be added to our email list? Contact us at: Ascend-NDPASRR@maximus.com with the subject line "Please add me to the ND PASRR contact list" and include full name, title, facility name and email address in the body of the message.

12/27/2021

Helpful Provider Reminders & Updates

PROCESS UPDATE: "Reason for Screening" on Swing Bed Referral

If conducting a Level of Care referral for Swing Beds, Providers should select from the **bottom two Waiver/Grant choices** as the *Reason for Screening* (see below). We are working on adding Swing Bed to those two options in the future.

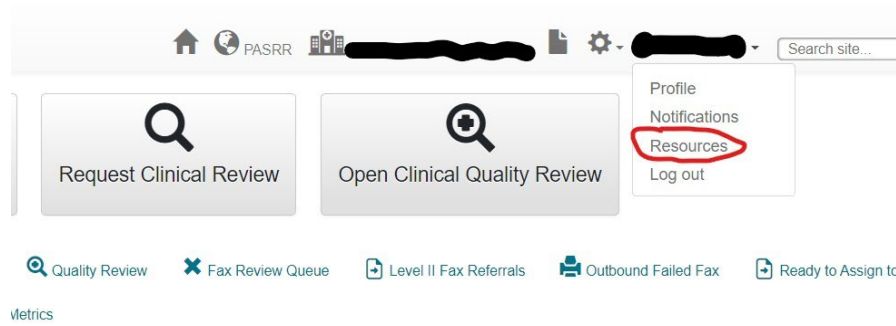
Reason for Screening

Reason for screening*

- ☐ Nursing facility applicant
- ☐ PASRR only: Nursing facility resident who is not currently in an inpatient psychiatric hospital/unit at this time
- ☐ PASRR only: Nursing facility resident who is currently hospitalized in a psychiatric hospital/unit
- ☐ Nursing facility resident who is requesting retrospective review of this individual's level of care status beginning with a date in the past
- ☐ Nursing facility resident whose approval period is expiring and needs additional time in the nursing facility
- ☐ Nursing facility resident who has had a previous LOC approval, but has had significant medical improvement and the submitting facility is providing an update of that improvement
- ☐ Waiver, grant, or other service/program applicant
- ☒ Waiver, grant, or other service/program recipient whose approval period is expiring and needs additional time in the service/program

REMINDER: Access Tools & Resources Directly From Provider Site

Please keep in mind that the **Resources** link in the top-right dropdown AssessmentPro menu (see screen capture below) is not currently routing users to the correct URL – the ND PASRR Tools and Resources site. We are working diligently to resolve this issue. In the interim, simply go to a new window and use this site directly to access Provider resources.



Reminder: as always, the site will still prompt you to **log in to view password-protected documents via your Legacy system account** to obtain access. Simply log in as per usual to access those resources.

REVIEW: PathTracker Tips & Reminders

An important reminder that Nursing Facilities are the only facility type that needs to enter PathTracker census information. **If you are a medical facility or swing bed, you no longer need to submit tracking.**

To Nursing Facilities: if you cannot enter PathTracker, please reach out to the **Help Desk (Ascend-NDPASRR@maximus.com)** as soon as possible, as your facility may be improperly registered in the system. In order to update the PathTracker census information, you must have a clinical or non-clinical user role. AssessmentPro Administrators cannot enter PathTracker information.

Reference the training checklist listed in the section below for information on how to enter PathTracker information.

RESOURCE: AssessmentPro Checklist

Be sure to check out the comprehensive **Training Checklist**, which contains links to video tutorials and instructional PDFs on all the major features you'll need to know about AssessmentPro.

- [Download | AssessmentPro Training Checklist](#)

SUPPORT: Contact North Dakota Help Desk

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