

2/22/2022

AssessmentPro Update - System Updates Coming 2/22 | New Action Required to Access the Site

AssessmentPro system security updates are planned for later this evening - **Tuesday, February 22, 2022**. These routine upgrades will result in changes to some existing system URLs.

Do I need to take any action?

Yes. After these updates, any existing AssessmentPro bookmarks you already have saved in your browser will no longer work and should be deleted from your bookmark list.

Moving forward, always begin each site visit by typing www.AssessmentPro.com into your browser and proceeding to the section of the site you'd like to view, rather than setting up or using bookmarks.

What error will I see if my existing bookmark is broken?

The bookmark will most likely cause an error that makes it appear that the AssessmentPro site is down - see example below.

An unexpected error has been encountered.
Please contact your administrator or try again.

[Return to homepage](#)

2/25/2022

Important State Update: End Date to be Added to Nursing Facility Level of Care Determinations

Maximus, in partnership with the North Dakota Department of Human Services (DHS) - Aging Services Division has an important update pertaining to Annual Nursing Facility Level of Care Determinations for all Medicaid eligible residents. Please review the memo below and stay tuned for additional communications as well as future webinars as Maximus and ND DHS issue this change:



To: ND Skilled Nursing Facilities (SNF) Administrators
From: Nancy Nikolas Maier, Director
Department: ND Department of Human Services Aging Services Division
Date: February 22, 2022
Re: Annual nursing facility level of care determinations for all Medicaid eligible residents

As part of the U.S. Department of Justice Settlement Agreement with the State of North Dakota, the requirements for the frequency of Medicaid Nursing Facility Level of Care (NFLoC) determinations are changing. Beginning December 14, 2022, all long-term NFLoC determinations for Medicaid eligible recipients are required to be completed annually.

Paragraph B.3. of Section X. (Information, Screening, and Diversion) of the settlement agreement states:

- Within 24 months of the effective date and thereafter, the State will require at least annual level of care determination screening for continued stay in a nursing facility for Target Population members.

To prepare for this requirement, the Department of Human Services has instructed Maximus to add an end date to all current and future NFLoC determinations for Medicaid eligible members residing in a nursing facility. Starting March 1, 2022, when facilities complete a NFLoC determination an end date will be added. The end date for long-term determinations will be no later than one year from the date of the NFLoC approval.

MEDICAL SERVICES

600 E Boulevard Ave Dept 325 | Bismarck ND 58505-0250

701.328.7068 | Fax 701.328.0376 | 800.755.2604 | 711 (TTY) | Provider Relations 701.328.7098 | www.nd.gov/dhs

3/29/2022

Quarterly Provider Newsletter: PathTracker Best Practices + Review AssessmentPro Resources + Tips for Swing Bed Units

BEST PRACTICES: Using PathTracker

AssessmentPro's PathTracker is an important resource in the PASRR process. Review some helpful reminders below for maximizing this helpful tool:

- Nursing facilities (NFs) are the only facilities that enter information into PathTracker.
- If your facility has not entered their census, please do so.
- Please continue to update your PathTracker Census regularly when individuals admit/transfer/discharge/passed away. The state uses this census to schedule HCBS follow-up visits.
- Providers do not need to call from the hospital to update the admitting nursing facility – the accepting NF does that in PathTracker upon NF admission.

If you would like to learn more about PathTracker, click here to [download a copy of the PathTracker User Guide](#).

RESOURCES: Using AssessmentPro for Screen Submissions

Do you have questions about when to submit a screen or more insights into the types of screen, PASRR Level I or Level of Care (LOC)? Below are two handy guides that can help.

- **Assessment Pro Training Checklist | [Download](#)**
This checklist covers a broad range of topics, including how to submit an LOC.
- **North Dakota PASRR - Provider Manual | [Download](#)**
This comprehensive manual can walk you through when you would need to submit a Level I and/or a LOC.

REMINDERS: Tips for Swing Bed Units

TIP #1

If you are a swing bed unit, you do not have to submit PASRR Level I Screens. Level I Screens are completed for individuals who are pursuing Nursing Facility admissions.

TIP #2

If you are a swing bed unit and you are looking to admit someone with Medicaid, you would only need to submit a LOC.

SUPPORT: Contact the ND PASRR Help Desk

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

Phone: **833.997.2777**

Email: Ascend-NDPASRR@maximus.com

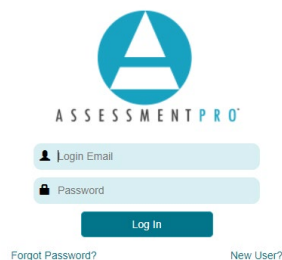
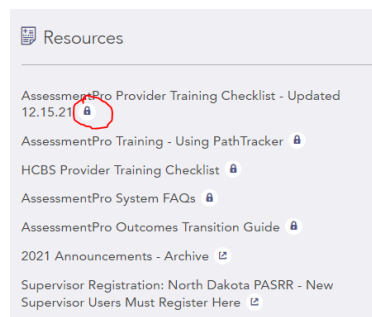
6/1/2022

ND PASRR AND LOC UPDATES: Accessing Locked Provider Resources + New Help Desk Email Address Coming on June 15 + LOC Reminder

NEW PROCESS: Online Validation for Locked Resources Moving to AssessmentPro

On the evening of **Wednesday, June 15**, the validation method for opening locked resource documents on the ND PASRR Provider Tools & Resources site will move from the Legacy login page to **AssessmentPro**.

The only difference from the previous process is that when you click on **password-protected resource links**, you will be taken to **AssessmentPro** to validate your credentials instead of the Legacy System login page that you've used previously to gain file access.



CONTACT UPDATE: New Help Desk Email Address Coming Soon

Also beginning on the evening of June 15, the North Dakota PASRR Help Desk email address will transition from Ascend-NDPASRR@maximus.com to the simpler NDPASRR@maximus.com. Beginning on Thursday, June 16, all communications emailed to the Help Desk team should be directed to this new address.

***Note:** any emails sent to the previous email address after that date will be rerouted to the new inbox to avoid any potential loss of communications submitted.*

PROCESS REMINDER: Nursing Facility Level of Care Determinations for individuals with Medicaid

Please keep in mind that for individuals who have a payment source of **Medicaid, Medicaid Pending, Medicare/Medicaid, or Medicare/Medicaid Pending**, all outcomes will now have an end date. The State of North Dakota has requested that **anyLOC Determinations that would previously have been given a Long Term Approval, are now given an approval of 364 days**. For more information, please review the original State memo below:



To: ND Skilled Nursing Facilities (SNF) Administrators
From: Nancy Nikolas Maier, Director
Department: ND Department of Human Services Aging Services Division
Date: February 22, 2022
Re: Annual nursing facility level of care determinations for all Medicaid eligible residents

As part of the U.S. Department of Justice Settlement Agreement with the State of North Dakota, the requirements for the frequency of Medicaid Nursing Facility Level of Care (NFLoC) determinations are changing. Beginning December 14, 2022, all long-term NFLoC determinations for Medicaid eligible recipients are required to be completed annually.

Paragraph B.3. of Section X. (Information, Screening, and Diversion) of the settlement agreement states:

- Within 24 months of the effective date and thereafter, the State will require at least annual level of care determination screening for continued stay in a nursing facility for Target Population members.

To prepare for this requirement, the Department of Human Services has instructed Maximus to add an end date to all current and future NFLoC determinations for Medicaid eligible members residing in a nursing facility. Starting March 1, 2022, when facilities complete a NFLoC determination an end date will be added. The end date for long-term determinations will be no later than one year from the date of the NFLoC approval.

MEDICAL SERVICES

600 E Boulevard Ave Dept 325 | Bismarck ND 58505-0250

701.328.7068 | Fax 701.328.0376 | 800.755.2604 | 711 (TTY) | Provider Relations 701.328.7098 | www.nd.gov/dhs

UPDATE: New Maximus Branding

You may notice some small changes to this communication, as well as revisions coming soon to the ND PASRR Tools and Resources web page. This includes updates to the **company logo, headers, and other graphic elements**.

This evolution of the global Maximus brand is intended to visually emphasize the active partnership we have with program stakeholders like you to positively impact the lives of those we serve together.

SUPPORT: Contact the ND PASRR Help Desk

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

Phone: **833.997.2777**

Email: Ascend-NDPASRR@maximus.com

6/9/2022

System Update: IP Address for AssessmentPro to be Updated on Wednesday, June 15, 2022

On the evening of **Wednesday, June 15**, the Maximus IT team will **update the IP address** for [AssessmentPro.com](https://www.AssessmentPro.com). This change is not expected to affect any existing bookmark or site access for the majority of all system users.

In the unlikely event this change does affect your ability to access the site after the transition date, please contact your organization's IT support team. Notify them that you require updated access to the AssessmentPro site and forward the detail below so that they can add the information to their list of approved IP addresses.

Web Domain: www.AssessmentPro.com

New IP Address: 40.86.113.36

8/24/2022

IMPORTANT PROVIDER UPDATES: Review State Memo | Screening Guidance | Short-Term Expirations vs. Annual Reviews

Nancy Nikolas Maier, Director North Dakota DHS - Aging Services Division recently sent out a memo to all skilled nursing facility (SNF) administrators, which describes new guidelines regarding a recent settlement agreement with the Department of Justice. As part of this agreement, **all Medicaid member residents who are referred for a long-term stay in a SNF or already live in a SNF will be assigned a Case Manager** who will make an annual visit to ensure their needs are being met. The DOJ requirement does not start until **12/14/2022** and the annual redetermination dates will be spread across the **12 months of 2023**. Maximus will notify facilities of expiring Level of Cares via mail.

[Click here to review the full memo.](#)

PROCESS REMINDER: Level of Care "Reason for Screening" Guidance

Nursing facility applicant: Only select this option if an individual is a new applicant for a nursing home. Do not select this option if an individual is already residing in a nursing home.

(PASRR only) Nursing facility resident who is not currently in an inpatient psychiatric hospital/unit at this time: Only select this option if the individual is currently in a nursing home and the Level of Care is being submitted due to a change in their PASRR condition or if they have never had a PASRR before.

(PASRR only): ***Nursing facility resident who is currently hospitalized in a psychiatric hospital/unit:*** Only select this option if an individual is currently psychiatrically hospitalized and is suspected or known to have a PASRR condition.

Nursing facility resident who is converting to Medicaid: Only select this option if someone is applying for Medicaid.

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: Only select this option if the individual is residing in a nursing home and their previous Level of Care is expiring.

Select the appropriate option below based on their payment source.

Medicaid, Medicaid Pending, Medicare/Medicaid, and Medicare/Medicaid Pending

- ***Annual Review:*** This option should only be selected if the previous LOC approval was for 364 days.
- ***Short-Term Approval Expiration:*** This option should be selected if the previous LOC approval was for any other period of time (ex. 30, 60, 90, 120 days)

Self-Pay, Private Insurance, Medicare

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

Swing bed applicant or swing bed resident applying to Medicaid: Only select this option if the individual is a new Swing Bed applicant OR a current Swing Bed resident applying for Medicaid.

Waiver, grant, or other service/program applicant: Only select this option if the individual is a new applicant for a waiver service. Do not select this if an individual is already a waiver or service program recipient.

Waiver, grant, or other service/program recipient whose approval period is expiring and needs additional time in the service/program: Only select this option if the individual is receiving waiver services and their previous Level of Care is expiring.

BEST PRACTICE: Short-Term Expirations vs. Annual Reviews

When a Level of Care is submitted for individuals in a nursing home due to an expiring past approval, be sure to **choose the appropriate option** in the ***Reason for Screening*** section. The ***Annual Review*** option should only be chosen when the most recent Level of Care that is expiring had a 364-day

approval period. If the approval period was for any other number of approved days, select the short-term expiration option.

SUPPORT: Contact the ND PASRR Help Desk

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

Phone: **833.997.2777**

Email: Ascend-NDPASRR@maximus.com

9/22/2022

IMPORTANT PROVIDER UPDATES: Register for November Training Opportunities | Review Updated Provider Manual on Tools & Resources

REGISTER: Level I and Level of Care Training Sessions in October and November

The North Dakota PASRR team is offering informative training sessions on Level I and Level of Care screening in October and November. Use the links below to register for these important learning opportunities.

Note: identical information will be offered in both the October and November sessions. Pick the date and time that best fits your schedule.

- [ND PASRR Level I Training - Wed, 10/19 - OR - Wed, 11/02 at 10 a.m. CT](#)
- [ND PASRR Level of Care Training - Thu, 10/20 - OR - Thu, 11/03 at 10 a.m. CT](#)

REVIEW: Updated Provider Manual Available on Tools & Resources Site

[Click here to download and review](#) the latest version of the ND PASRR Provider Manual, and keep in mind that you can always find the most up-to-date versions of forms, guides, and training presentations on this site.

SUPPORT: Contact the ND PASRR Help Desk

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

Phone: **833.997.2777**

Email: Ascend-NDPASRR@maximus.com

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):

The image shows two screenshots of the AssessmentPro interface. The top screenshot is the 'Sign in' page, featuring the AssessmentPro logo (a blue circle with a white 'A') and the text 'ASSESSMENTPRO'. Below the logo is a 'Sign in' heading, followed by an 'Email address' input field, a 'Continue' button, and a 'Forgot password?' link. A red box highlights the 'Forgot password?' link, and a red arrow points from the 'Email address' field to it. Below the link is the text 'Don't have an account? Sign up now'. The bottom screenshot is the 'Reset password' page, with the heading 'Reset password' and the instruction 'Please click the button below to verify your email address.' Below this is an email address input field containing 'jane.doe@maximus.com'. A red box highlights the 'Send verification code' button, and a red arrow points from the email input field to it. Below the button are 'Continue' and 'Cancel' buttons.

ASSESSMENTPRO

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.

jane.doe@maximus.com

Send verification code

Continue Cancel

Reset password

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

[Verify code](#) [Send new code](#)

[Continue](#) [Cancel](#)

Email address verified. You may now continue.

[Change email](#)

[Continue](#) [Cancel](#)

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

11/28/2022

Provider Updates and Reminders – Nursing Facility Level of Care Update | Annual Review Process Reminder

PROCESS UPDATE: NF LOC Documentation

Beginning this **Thursday, December 1, 2022**, all Level of Care assessments with a Nursing Facility service type will require the following documents:

A **History and Physical (H&P)** that was completed within the last year.

A History and Physical is a document which includes details of present illness, relevant past history appropriate to the patient's age, drugs, allergies, assessment of body system, conclusion/impression, and plan of care.

- The H&P must be signed by either an MD, NP, or PA.
- ADL Flowsheets from within the last month.
- You do not need to submit a month's worth of ADL flow sheets. A recent flowsheet from within the last week is an acceptable submission.

If you do not have these documents, select the ***I cannot upload all required documents*** button (see below). Be sure to do this sparingly, as the goal is to have as much information as possible when completing these referrals.

Document Upload

Required Documents* ⓘ

Select files...

☒ I cannot upload all required documents.

I cannot upload. I will fax. ⓘ

This is in-process/scheduled to be completed and will be forwarded at that time. ⓘ

This is unobtainable. ⓘ

Select document type(s)...

History and Physical Exam ⓘ x

ADL Flow Sheet ⓘ x

Explanation for unobtainable document types*

Must fill out if you select "I cannot upload all required documents"

If you do not submit this documentation, the referral will be placed on hold until you have uploaded them. If you do not upload them within 14 days, the referral will expire.

[Click here to review the process](#) for uploading documentation.

REMINDER: Annual Review Process

Keep in mind that North Dakota DHS will implement a new Annual Review process, beginning on **December 14, 2022**, for individuals who have a Medicaid payment source (Medicaid, Medicaid Pending, Medicare/Medicaid, and Medicare/Medicaid Pending).

Individuals with this payment type will no longer receive unlimited approvals:

- Every approval will have an end date with a maximum approval of 364 days.
- This includes individuals in the past who were previously given approvals with no end date. An end date has been added to all these individuals, regardless of how long they have resided in your facility.

SUPPORT: Contact the ND PASRR Help Desk

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



Phone: 833.997.2777

Email: Ascend-NDPASRR@maximus.com