

Tennessee PASRR

System Update:

HIPAA Masking Change Published to AscendAMI -
November 11, 2025

An important security update was made to the Maximus assessment management system, **AscendAMI** on the evening of Tuesday, November 11, 2025. With this **HIPAA masking update**, the following fields will appear to be marked with asterisks rather than automatically showing the data associated with that record. Once you click on these boxes, the data for that individual will appear onscreen.



- Date of Birth (DOB)
- Social Security Number (SSN)
- Medicaid ID

SUPPORT: Contact the Tennessee PASRR Help Desk

Do you have specific questions about this recent change, PASRR processes or system-related questions? Contact the Tennessee PASRR Help Desk team from **8:00 a.m. to 4:30 p.m. CST, Monday - Friday** to learn more:



833.617.2777



TNPASRR@maximus.com



[Tennessee PASRR Tools & Resources Page](#)

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

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

