

4/23/2020

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## Information Regarding Telehealth PASRR Assessments

If your Agency/Nursing Facility/Hospital is interested in the completion of needed Preadmission Screening and Resident Review (PASRR) assessments via a telehealth solution, due to the current COVID-19 situation, please contact the TN PASRR Help Desk for more information: [Ascend-TNPASRR@maximus.com](mailto:Ascend-TNPASRR@maximus.com) | 813.617.2777

12/20/2020

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## TN PASRR Quarterly Provider Newsletter: Best Practice Tips | Web Browser Support Changes

For the **TN PASRR Quarterly Provider Newsletter**, we've gathered some helpful guidance for the state's provider community. Please read on below for some important updates, including a notice about a **30-day PASRR suspension period**, best practice tips regarding **required assessment documents**, a reminder about the program's updated **Help Desk** phone number, **new online training resources**, and information about the **Healthcare Worker Help Line**. Also included are details on a change coming to the TN PASRR system's **internet browser support**.

## PROGRAM UPDATE: State to Halt PASRR Assessments for 30 Days

Assistant Deputy Chief, LTSS Operations, **Kristeena Wilson**, announced a decision by **TennCare** to implement a **30-day PASRR suspension period** - which will commence today, **December 22nd and terminate on Thursday, January 21st**. PASRR processes must resume with full adherence to federal PASRR processes on, or before that date.

[Click here](#) to review the press release.

## BEST PRACTICES: Assessment Tips & Reminders

1. Be sure to include all supporting documentation when submitting a Level I. This includes:

- H&P (within a year)
- Current Medication list or MAR
- Physician Attestation
- Other medical documentation to support the condition for which they are admitting the to the facility.

2. Please note that the **TN PASRR Help Desk** phone number has changed to:

**833.617.2777**

3. Several new training resources were added to the [TN PASRR Provider Tools & Resources](#) site this week. Look for these new educational materials under the **Education and Training** subheader.

4. Need to talk to someone about feelings of stress, anxiety, sadness, or depression related to work?  
**The COVID-19 Emotional Support Line** for healthcare workers can help. Call **888.642.7886** - call takers are available from 6 a.m. - 10 p.m. (CT), and 7 a.m. - 11 p.m. (ET) each day.

## **IT UPDATE: Support Change for Internet Explorer & Firefox**

Beginning **January 1st**, Maximus support for Internet Explorer and Firefox in the TN PASRR system will no longer be offered. Moving forward, user browser support will be supported for one of the two most recent versions of the following browsers: Microsoft Edge or Google Chrome. This change reflects a focus on browsers which provide optimum system performance and usage.

## **SUPPORT: Contact the TN PASRR Help Desk**

Have questions about an assessment? Contact the TN PASRR Help Desk:

[Ascend-TNPASRR@maximus.com](mailto:Ascend-TNPASRR@maximus.com) | 833.617.2777