

1/26/2023

TN PASR Program – Quarterly Newsletter: Important Best Practice Reminders | Review Helpful Provider Tools & Reminders

Happy New Year! For this first Tennessee PASRR Provider Newsletter of 2023, we cover some **important best practice reminders**, and share some helpful **Provider training resources** available through the TN PASRR Tools & Resources site. As always, thank you for all you do to improve the lives of those we serve across the state.

BEST PRACTICES: Assessment Tips & Reminders

1. Be sure to **consistently check your queue for requested documents** for both Level I and Level of Care.
2. Please be aware that the **Public Health Emergency in Tennessee has been extended until April 11, 2023**.
3. Be sure to **double-check that we have the correct phone number on record** for your facility.
4. Be on the lookout for information regarding our **Spring Provider Training** coming your way soon!

REVIEW: Training Sessions on Tools & Resources Site

Keep in mind that recordings and slideshows from previous training opportunities are available 24/7 via the TN PASRR Provider Tools & Resources site. If you've yet to do so, be sure to review these materials, under the Education & Training header on the site.

- [October 2022 Provider Training | Day One – 10/25/22: PASRR 101: Recording](#) (Passcode: n=5^yDkx)
- [October 2022 Provider Training | Day One – 10/25/22: LOC and Payer Source: Recording](#) (Passcode: 3%p8.LNM)
- [October 2022 Provider Training | Day Two – 10/26/22: Hospital Exemptions, Categoricals, and Status Changes: Recording](#) (Passcode: 4*=Y53g@)
- [October 2022 Provider Training | Day Two – 10/26/22: Safety Determinations, ERC, and Skilled Services: Recording](#) (Passcode: 2pTgb3^K)
- [2022 TN PASRR Webinar Series August Part 2- LOC Scenarios - Recording](#) (Passcode:5.JPBS=)

- [2022 TN PASRR Webinar Series August Part 2- LOC Scenarios - Slides](#)
- [2022 TN PASRR Webinar Series August Part 1-LI Scenarios - Recording](#) (Passcode: .#Fb\$qi4)
- [2022 TN PASRR Webinar Series August Part 1-LI Scenarios - Slides](#)

SUPPORT: Contact the Tennessee PASRR Help Desk

Do you have PASRR process or system related questions? Contact the Tennessee PASRR Help Desk team from 7:00 a.m. to 4:00 p.m. CST, Monday - Friday to learn more:

- Email: Ascend-TNPASRR@maximus.com
- Phone: 833.617.2777

2/23/2023

TN PASRR Program – Event Announcement: Register for Important PASRR Training Sessions in April

TennCare and Maximus continue planning the next sessions in the popular Tennessee PASRR Provider Webinar Series! Be sure to join the Training team for these informative events, taking place on April 25 – 26. Explore the information shown below to learn more about the PASRR process from the convenience of your own device.

TUESDAY, APRIL 25 | PASRR 101

This session will introduce learners to the purpose, process, and goal of PASRR.

9:00 - 10:45 AM CT | Tuesday, 4/25/23

[Click Here to Sign Up](#)

TUESDAY, APRIL 25 | LOC and Payer Source 101

This session will introduce learners to the purpose, process, and goal of Level of Care (LOC) and Payer Source.

1:00 - 2:30 PM CT | Tuesday, 4/25/23

[Click Here to Sign Up](#)

WEDNESDAY, APRIL 26 | Hospital Exemption and Categorical Determinations and Status Changes

This more advanced session will highlight the Level I and Level II status change process and offer key highlights for providers to keep in mind for future submissions.

9:00 - 10:30 AM CT | Wednesday, 4/26/23

[Click Here to Sign Up](#)

WEDNESDAY, APRIL 26 | Safety Determinations, ERC, and Skilled Services

This session will verbalize the safety determinations, ERC, and skilled services process within TennCare.

1:00 - 2:30 PM CT | Wednesday, 4/26/23

[Click Here to Sign Up](#)

SUPPORT: Contact the Tennessee PASRR Help Desk

Do you have PASRR process or system related questions? Contact the Tennessee PASRR Help Desk team from 7:00 a.m. to 4:00 p.m. CST, Monday - Friday to learn more:

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- Phone: 833.617.2777

4/5/2023

TN PASRR Program – Important Process Update: Public Health Emergency Expires on May 11

Please be aware that **the state of Public Health Emergency is officially ending on May 11, 2023**. Going forward, **hospitals must complete the PASRR prior to discharge**. As of May 12, 2023, there will no longer be a 30-day grace period for admitting nursing facilities to submit and obtain a PASRR after admission.

If you have any questions about this important process change, please contact the [TN PASRR Help Desk](#).

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Do you have PASRR process or system related questions? Contact the Tennessee PASRR Help Desk team from 7:00 a.m. to 4:00 p.m. CST, Monday - Friday to learn more:

- Email: Ascend-TNPASRR@maximus.com
- Phone: 833.617.2777

6/5/2023

TN PASRR Program - Event Announcement: Register for Provider Training Sessions Taking Place in August

TennCare and Maximus continue planning the next sessions in the popular **Tennessee PASRR Provider Webinar Series!** Be sure to join the Training team for these informative events, taking place on August 15 - 16. Explore the information shown below to learn more about the PASRR process from the convenience of your own device.

TUESDAY, AUGUST 15 | PASRR Submission Walkthrough and Hospital Exemption and Categorical Determinations Case Scenarios

Participants will engage in a PASRR submission walkthrough and a series of case scenarios of the different Level I Outcomes.

9:00 a.m. - 10:30 a.m. CT | Tuesday, 8/15/2023

[Click Here to Sign Up](#)

WEDNESDAY, AUGUST 16 | LOC Submission Walkthrough and Payer Sources, Safety Determinations, ERC, and Skilled Services LOC Case Scenarios

Participants will engage in a LOC submission walkthrough and a series of case scenarios covering different LOC Outcomes.

9:00 a.m. - 10:30 a.m. CT | Wednesday, 8/16/2023

[Click Here to Sign Up](#)

SUPPORT: Contact the Tennessee PASRR Help Desk

Do you have PASRR process or system related questions? Contact the Tennessee PASRR Help Desk team from 7:00 a.m. to 4:00 p.m. CST, Monday - Friday to learn more:

- Email: Ascend-TNPASRR@maximus.com
- Phone: 833.617.2777

6/20/2023

New Resource: Request a TN PASRR Report

If you need to request a copy of a TN PASRR report, [please fill out this form](#) and one will be securely emailed to you.

7/18/2023

TN PASRR Program - Quarterly Newsletter: Register for August Provider Training Sessions | Important Best Practice Tips | Review Helpful Program Tools and Resources

REGISTER: Provider Training Sessions Taking Place in August

TennCare and Maximus continue planning the next sessions in the popular Tennessee PASRR Provider Webinar Series! Be sure to join the Training team for these informative events, taking place on August 15 - 16. Explore the information shown below to learn more about the PASRR process from the convenience of your own device.

TUESDAY, AUGUST 15

PASRR Submission Walkthrough and Hospital Exemptions and Categorical Determinations Case Scenarios

Participants will engage in a PASRR submission walkthrough and a series of case scenarios of the different Level I Outcomes.

9:00 a.m. - 10:30 a.m. CT | Tuesday, 8/15/2023

[Click Here to Sign Up](#)

WEDNESDAY, AUGUST 16

LOC Submission Walkthrough and Payer Sources, Safety Determinations, ERC, and Skilled Services LOC Case Scenarios

Participants will engage in a LOC submission walkthrough and a series of case scenarios covering different LOC Outcomes.

9:00 a.m. - 10:30 a.m. CT | Wednesday, 8/16/2023

[Click Here to Sign Up](#)

BEST PRACTICES: Assessment Tips & Reminders

1. Be sure to consistently check your queue for requested documents for both Level I and Level of Care.
2. Always double-check that we have the correct phone number on record for your facility.
3. If you include information indicating that the individual has a Guardian, be sure to include proof of this Guardianship. Keep in mind that Power of Attorney (POA) and Designees are not Guardians.

REVIEW: New Provider Resources on TN PASRR Tools & Resources Site

Several handy new resources have been added to the Tennessee PASRR Provider Tools & Resources site. Please review these helpful new forms at your earliest convenience, and keep in mind that you can access these and other invaluable Provider resources on the Provider site 24/7.

- [Request a TN PASRR Report](#)
- [Provider Request to be Added to the Email List Request Form](#)
- [Request a TN ID Number Request Form](#)

SUPPORT: Contact the Tennessee PASRR Help Desk

Do you have PASRR process or system related questions? Contact the Tennessee PASRR Help Desk team from 7:00 a.m. to 4:00 p.m. CST, Monday - Friday to learn more:

- Email: Ascend-TNPASRR@maximus.com
- Phone: 833.617.2777

8/07/2023

TN PASRR Program - Event Announcement: Register for Upcoming October 2023 Provider Training Sessions

TennCare and Maximus are pleased to announce next sessions in the popular Tennessee PASRR Provider Webinar Series! Be sure to join the Training team for these informative upcoming events, taking place on **October 24 - 25**. Explore the information shown below to learn more about the PASRR process from the convenience of your own device.

TUESDAY, OCTOBER 24 | PASRR 101

This session will introduce learners to the purpose, process, and goal of PASRR.

9:00 a.m. - 10:45 a.m. CT | Tuesday, 10/24/2023

[Click Here to Sign Up](#)

TUESDAY, OCTOBER 24 | LOC and Payer Source 101

This session will introduce learners to the purpose, process, and goal of Level of Care (LOC) and Payer Source.

1:00 p.m. - 2:30 p.m. CT | Tuesday, 10/24/2023

[Click Here to Sign Up](#)

WEDNESDAY, OCTOBER 25 | Hospital Exemption and Categorical Determinations and Status Changes

This more advanced session will highlight the Level I and Level II status change process and offer key highlights for providers to keep in mind for future submissions.

9:00 a.m. - 10:30 a.m. CT | Wednesday, 10/25/2023

[Click Here to Sign Up](#)

WEDNESDAY, OCTOBER 25 | Safety Determinations, ERC, and Skilled Services

This session will verbalize the safety determinations, ERC, and skilled services process within TennCare.

1:00 p.m. - 2:30 p.m. CT | Wednesday, 10/25/2023

[Click Here to Sign Up](#)

SUPPORT: Contact the Tennessee PASRR Help Desk

Do you have PASRR process or system related questions? Contact the Tennessee PASRR Help Desk team from 7:00 a.m. to 4:00 p.m. CST, Monday - Friday to learn more:

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- Phone: 833.617.2777

11/10/2023

TN PASRR Program - Quarterly Provider Newsletter: Register for PASRR Training Sessions Taking Place in April | Best Practice Tips & Reminders | Review Helpful Resources on the Tennessee PASRR Site

Tennessee PASRR Providers,

We hope this newsletter finds you well. Thanks to all who attended the **recent PASRR training on October 24 and 25**. We hope that everyone will plan on attending the next training series, slated for spring of 2024.

Be sure to **review some important best practice tips below, as well as some new and updated resources on the TN PASRR Provider site**, including the October training recordings and slides, and an updated System Training Checklist.

As always, thank you for all you do to improve the lives of those we serve.

Best,

Kandy Templeton

TN Program Director

BEST PRACTICES: Assessment Tips & Reminders

1. When submitting the Level I screen, always **double-check that the individual's demographic information is correct**.
2. If you need to request an **Exemption or a Categorical**, mark that on the screen correctly, and be sure to **upload the right supporting documentation**.
3. Please be aware that the Tennessee PASRR Help Desk phone number is **833.617.2777**. This number has been updated in the [Practitioner Certification form](#) on the [TN PASRR Provider site](#). Be sure to begin using this new form immediately.
4. The **Tennessee PASRR Help Desk support email address has been updated** from "Ascend-TNPASRR@maximus.com" to the simplified address:

- TNPASRR@maximus.com

Please note that any emails sent to the previous email address will still continue to be received by the Help Desk support team, but be sure to use the new email address going forward. If you have any questions about this change or other program inquiries, don't hesitate to contact the Help Desk.

TOOLKIT: Review Important Guides and Training Materials Available on the TN PASRR Provider Tools & Resources Site

Keep in mind that the Tennessee PASRR Provider Tools & Resources site is full of helpful guides, manuals, and training materials that you can view or download 24/7. Be sure to review a few of these helpful resource links also listed below:

- [Tennessee PASRR System Training Checklist - Updated 11.3.23](#)

- [October 2023 Provider Training | Day One - 10/24/23: PASRR 101 - Recording \(Passcode: pqT1j%E\)](#)
- [October 2023 Provider Training | Day One - 10/24/23: PASRR 101 - Slides](#)
- [October 2023 Provider Training | Day One - 10/24/23: Payer Source & LOC 101 - Recording \(Passcode: 0%#WT4na\)](#)
- [October 2023 Provider Training | Day One - 10/24/23: Payer Source & LOC 101 - Slides](#)
- [October 2023 Provider Training | Day Two - 10/25/23: Hospital Exemptions, Hosp. Categorical, & Status Changes - Recording \(Passcode: 9A%^5r3\\$\)](#)
- [October 2023 Provider Training | Day Two - 10/25/23: Hospital Exemptions, Hosp. Categorical, & Status Changes - Slides](#)
- [October 2023 Provider Training | Day Two - 10/25/23: Safety Determinations, SS, and ERC - Recording \(Passcode: k1a3*j^l\)](#)
- [October 2023 Provider Training | Day Two - 10/25/23: Safety Determinations, SS, and ERC - Slides](#)

SUPPORT: Contact the Tennessee PASRR Help Desk

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- Phone: 833.617.2777