

2/23/2024

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

EVENT ANNOUNCEMENT: Register for Provider Training Sessions Taking Place 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 **Tuesday, April 23 and Wednesday, April 24**.

Use the links below to register in advance for these enriching learning opportunities.

- **Tuesday, April 23 | PASRR 101**
9:00 a.m. - 10:45 a.m. CT | Tuesday, 4/23/2024
[Click Here to Sign Up](#)
- **Tuesday, April 23 | LOC and Payer Source 101**
1:00 p.m. - 2:30 p.m. CT | Tuesday, 4/23/2024
[Click Here to Sign Up](#)
- **Wednesday, April 24 | Walkthrough a LI Screen, Hospital Exemption and Categorical Determinations, and Status Changes**
9:00 a.m. - 10:30 a.m. CT | Wednesday, 4/24/2024
[Click Here to Sign Up](#)
- **Wednesday, April 24 | Safety Determinations, ERC, and Skilled Services**
1:00 p.m. - 2:30 p.m. CT | Wednesday, 4/24/2024
[Click Here to Sign Up](#)

BEST PRACTICES: Assessment Tips & Reminders

1. Submit all required documents when submitting PASRRs, and requesting Categoricals and Exemptions, which includes:

- **H&P within a year with the PASRR condition listed**
- **Medication list**
- **Practitioner Certification form**
- **Seven days of nursing notes**

We do not need wound care, lab work, x-rays, or documentation from years ago (no excessive documentation of 100 pages or more).

2. Please make sure that your **contact information is accurate** so that we can reach you.

3. Please direct any **contacts who wish to be added to our mailing list** to reach out to the [TN PASRR 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. Bookmark the site and be sure to check back often for new announcements and updated resources. Continue reading to review a few of these helpful resource links also listed below:

- [Access Request for TN PASRR AMI](#) - NEW (this form is provided to request Standard Provider Access or Supervisor Access to the TN PASRR - AMI System).
- [Tennessee PASRR System Training Checklist](#) - UPDATES 11/03/23
- [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 \(Passcode: k1a3*j^I\)](#)
- [October 2023 Provider Training | Day Two - 10/25/23: Safety Determinations, SS, and ERC - 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**

6/18/2024

TN PASRR Program - Event Announcement: Register for Upcoming August 2024 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 **August 13 - 14**. Explore the information shown below to learn more about the PASRR process from the convenience of your own device. This announcement will also be posted to the Tennessee

PASRR Tools & Resources website, along with the presentation materials, so be sure to regularly check the site for updates.

TUESDAY, AUGUST 13 | 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, 8/13/2024

[Click Here to Sign Up](#)

TUESDAY, AUGUST 13 | 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. - 2:45 p.m. CT | Tuesday, 8/13/2024

[Click Here to Sign Up](#)

WEDNESDAY, AUGUST 14 | Level I Screens, 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, 8/14/2024

[Click Here to Sign Up](#)

WEDNESDAY, AUGUST 14 | 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, 8/14/2024

[Click Here to Sign Up](#)

Be on the lookout for more training sessions to be announced for this October. As always, we appreciate your partnership in improving the lives of those we serve.

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: TNPASRR@maximus.com
- Phone: 833.617.2777

7/15/2024

TN PASRR Program - Quarterly Provider Newsletter: Assessment Best Practices | Register for Upcoming August 2024 Provider Training Sessions

BEST PRACTICES: Assessment Tips & Reminders

1. To prevent delays with PASRR processing and cancellations, be sure to **submit all supporting documentation** at the time the Level I screen is submitted. This includes the most recent H&P within a year, MAR, progress notes, and any additional information to support the Level I screen. **Without all needed documentation, the PASRR will be cancelled.**

2. If the individual is **no longer at the current location that is listed when then Level I screen is submitted**, please contact the TN PASRR help desk immediately:

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

3. To prevent the PASRR from being cancelled due to being unable to locate the individual, be sure to state whether **the individual is on the confidential list at your facility in the notes section** of the Level I.

4. **Please make sure that we have accurate contact information listed for you.** Our Independent Contractors will be reaching out to you to schedule the Level II onsite evaluation if a Level II PASRR is needed. We are working within quick turnaround times, and want to prevent any delays with the PASRR process. **If we are unable to locate the patient, the PASRR will be cancelled.**

5. If the **PASRR requires a Level of Care screen**, please make sure that you submit the **PAE Cert form completely filled out and dated within 30 days of the PASRR submission.**

6. Keep in mind that incorrect demographic information slows the Level I process down. **Always double-check that you have all demographic information correct for the individual.** This includes:

- First and last name
- Date of birth
- Social security number
- Home address
- Phone number
- Current location
- Payer source

EVENT REMINDER: TN PASRR Provider Sessions Taking Place in August

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 August 13 - 14. Explore the information shown below to learn more about the PASRR process from the convenience of your own device. This announcement will also be posted to the [Tennessee PASRR Tools & Resources website](#), along with the presentation materials, so be sure to regularly check the site for updates.

TUESDAY, AUGUST 13 | 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, 8/13/2024

[Click Here to Sign Up](#)

TUESDAY, AUGUST 13 | 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. - 2:45 p.m. CT | Tuesday, 8/13/2024

[Click Here to Sign Up](#)

WEDNESDAY, AUGUST 14 | Level I Screens, 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, 8/14/2024

[Click Here to Sign Up](#)

WEDNESDAY, AUGUST 14 | 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, 8/14/2024

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Be on the lookout for more training sessions to be announced for this October. As always, we appreciate your partnership in improving the lives of those we serve.

SUPPORT: Contact the Tennessee PASRR Help Desk

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8/21/2024

TN PASRR Program - Event Announcement: Register for Upcoming October 2024 Provider Training Sessions

TennCare and Maximus are pleased to announce the 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 22 - 23**. Explore the information shown below to learn more about the PASRR process from the convenience of your own device. This announcement will also be posted to the Tennessee PASRR Tools & Resources website, along with the presentation materials, so be sure to regularly check the site for updates.

TUESDAY, OCTOBER 22 | 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, 10/22/2024

[Click Here to Sign Up](#)

TUESDAY, OCTOBER 22 | 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. - 2:45 p.m. CT | Tuesday, 10/22/2024

[Click Here to Sign Up](#)

WEDNESDAY, OCTOBER 23 | Level I Screens, Hospital Exemption and Categorical Determinations, and Status Changes

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9:00 a.m. - 10:30 a.m. CT | Wednesday, 10/23/2024

[Click Here to Sign Up](#)

WEDNESDAY, OCTOBER 23 | 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, 10/23/2024

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11/22/2024

TN PASRR Program - Quarterly Provider Newsletter: Assessment Best Practices

1. Materials from the recent TN PASRR training are currently live on the [TN PASRR Tools & Resource site](#). Be sure to review these resources at your earliest convenience.

- [October 2024 Provider Training | PASRR 101 - Slides](#)
- [October 2024 Provider Training | PASRR 101 - Recording \(Passcode: =kb@6!1%\)](#)
- [October 2024 Provider Training | LOC and Payer Source 101 - Slides](#)
- [October 2024 Provider Training | LOC and Payer Source 101 - Recording \(Passcode: Xx!Xdat5\)](#)
- [October 2024 Provider Training | Level I Screens, Hospital Exemptions and Categorical Determinations, and Status Changes - Slides](#)
- [October 2024 Provider Training | Level I Screens, Hospital Exemptions and Categorical Determinations, and Status Changes - Recording \(Passcode: A!\\$Cr75b\)](#)
- [October 2024 Provider Training | Safety Determinations, ERC, and Skilled Services - Slides](#)
- [October 2024 Provider Training | Safety Determinations, ERC, and Skilled Services - Recording \(Passcode: cUSGp0U?\)](#)

2. To prevent delays in PASRR processing and cancellations, **be sure to provide all supporting documentation at the time the Level I screen is submitted**. This includes the most recent H&P within a year, MAR, progress notes, Practitioner Certification form (if requesting a categorical/exemption), and any additional information to support the Level I screen.

3. If you discover the individual is no longer at the current location that is listed when then Level I screen is submitted, please contact the [TN PASRR Help Desk](#) immediately.

Additionally, if an individual is on the **confidential list** at your facility, please let us know that information in the notes section on the Level I screen to prevent the PASRR from being cancelled due to not being

able to locate the individual.

4. **Please make sure that we have accurate contact information listed for you.** Our Independent Contractors will be reaching out to you to schedule the Level II onsite evaluation if a Level II PASRR is needed. We are working within quick turnaround times, and want to prevent any delays with the PASRR process. **If we are unable to locate the patient, the PASRR will be cancelled.**

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