

7/26/2021

TN Assessment Services: Return to Field Updates | Review Reminders + Next Steps

Starting next **Sunday, August 1**, the following **Tennessee Assessment Services** programs - Audits and Appeals, PASRR, Katie Beckett Waiver, and SIS, will transition to a new hybrid assessment model, which includes the **option for in-person assessments**. Per state guidance, virtual evaluations may still be selected as the preferred assessment method in the following instances:

- If the Assessor determines that the facility is closed to visitors, due to a current outbreak of Covid-19, or
- If the assessment is being completed in a home setting and the family or individual is not comfortable having visitors in their home, or
- If a referred individual shares with facility staff or the IC that they are not comfortable doing a face-to-face interview or are not comfortable wearing a surgical mask during the interview process.

Read on for more helpful **assessment tips** and **best practice reminders** as we move closer to the launch date for the new hybrid model.

PROCESS: What to Expect with Face-to-Face Assessments?

Assessors are taking necessary steps to prepare for this transition in the safest manner possible, relying on CDC guidelines and best practices.

- Assessors will call in advance to arrange the in-person visit.
- Steps to be taken include the stringent use of Personal Protective Equipment (PPE) during each visit. doing a face-to-face interview or are not comfortable wearing a surgical mask during the interview process.
- Assessors will work directly with the Maximus support team to submit health assessment forms on any days where an in-person interview is planned.

QUESTIONS? Contact the Tennessee Contracts Help Desk

If you have questions about this process change, please contact the TN Help Desk team for assistance:

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