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VERMONT
DEPARTMENT OF MENTAL HEALTH

Vermont PASRR

Important Program Reminders:
Complete On-Demand Trainings, Register for AssessmentPro Webinar and Post-Launch Q&A, Explore New Website and Resources

Starting next week, administration of Preadmission Screening and Resident Review (PASRR) Level I screens and Level II mental health assessments will transition to Maximus, the partner selected by the Vermont Department of Mental Health (DMH) to manage the program. As previously announced, the current paper-based PASRR process will be replaced by web-based assessment system, **AssessmentPro**.

Taking effect on November 16, these changes will impact all program submissions moving forward from the transition date. **Follow the steps noted below to ensure your team will be ready to begin using new processes after the launch.**

- Complete **on-demand program introduction training modules.**
- Register for **AssessmentPro webinars** coming up this month.
- Explore the new Vermont PASRR website and resources.
- Contact the Help Desk with any other questions.



ACTION REMINDER: Review On-Demand Training Modules

Providers have access to two new important webinar videos, **“VT PASRR: Program Introduction**”, and **“VT PASRR: PASRR Foundations”**. These informative new, on-demand trainings provide an insightful overview of key changes to the PASRR process.

Be sure to review these required learning modules at your earliest convenience These videos are also available on the new **VT PASRR Provider Trianing site.**

- **VT PASRR: Program Introduction | Recording (10:36 mins)**
- **VT PASRR: PASRR Foundations | Recording (24:41 mins)**

REGISTER: Join Required November AssessmentPro System Training Sessions

Join Maximus to learn about AssessmentPro, the new PASRR system of record for Vermont. This 1.5-hour long session will serve as a tour of the system for all individuals who will use AssessmentPro and submit Level I screens. **There will be no practice environment available, so potential system users are strongly encouraged to attend to see how the system works**.

Use the links below to register for the date and time that works best with your schedule. After registering, you will receive a confirmation email containing information about joining the webinar.

Note: Content shared in each session will be identical, so attendance is only required for one session.

- **AssessmentPro Overview – Monday, November 9 | 12:00 p.m. – 1:30 p.m. ET**
- **AssessmentPro Overview – Tuesday, November 10 | 11 a.m. – 12:30 p.m. ET**
- **AssessmentPro Overview – Wednesday, November 11 | 2:30 – 4:00 p.m. ET**
- **AssessmentPro Overview – Thursday, November 12 | 1:00 p.m. – 2:30 p.m. ET**
- **AssessmentPro Overview - Monday, November 16 | 1:00 p.m. - 2:30 p.m. ET**
- **AssessmentPro Overview - Tuesday, November 17 | 10:00 a.m. - 11:30 a.m. ET**
- **AssessmentPro Overview - Wednesday, November 18 | 1:00 p.m. - 2:30 p.m. ET**
- **AssessmentPro Overview - Thursday, November 19 | 1:30 p.m. - 3:00 p.m. ET**
- **AssessmentPro Overview - Monday, November 23 | 10:00 a.m. - 11:30 a.m. ET**
- **AssessmentPro Overview - Tuesday, November 24 | 10:00 a.m. - 11:30 a.m. ET**
- **AssessmentPro Overview - Wednesday, November 25 | 1:30 p.m. - 3:00 p.m. ET**

CONTINUE YOUR LEARNING: Attend Post-Launch Q&A Sessions

After the November 16 program launch, Q&A Forums will be hosted twice a week through the rest of the month. These sessions are an opportunity to cover any PASRR system or process related topics that stakeholders would like to discuss. Use the links below to join as many of these support sessions as you'd like.

Who should attend? Individuals at any comfort level with new PASRR processes and use of the AssessmentPro system are welcome.

- **VT PASRR Provider Q&A Call | Tuesday, November 17 at 12 p.m. ET**
- **VT PASRR Provider Q&A Call | Thursday, November 19 at 12 p.m. ET**
- **VT PASRR Provider Q&A Call | Tuesday, November 24 at 12 p.m. ET**
- **VT PASRR Provider Q&A Call | Wednesday, November 25 at 12 p.m. ET**

STAY INFORMED: Sign Up Your Team for VT PASRR Updates

If you've received this communication, then you are already on the **VT PASRR Mailing List**. Are there others on your team who need to know about PASRR program updates?

- Contact: **VTPASRR@maximus.com** with the subject line "Please add me to the VT PASRR contact list".
- Include the full name, title, facility name, and email address in the body of the message of any individuals in your organization who should be added to the list.

EXPLORE: New PASRR Website and Resource Guides

Service providers now have access to the new Vermont PASRR website: **www.maximusclinicalservices.com/svcs/vt/pasrr/resources**. Explore the new site for program updates, resources and support, including guides and forms such as:

- **AssessmentPro Training Checklist** | This checklist provides step-by-step guidance on how to use the AssessmentPro system. **Note**: Email VTPASRR@maximus.com for checklist password.
- **Glossary of Common Terms** | An at-a-glance guide to PASRR -related terms and acronyms.
- **Frequently Asked Questions (FAQs)** | Find answers to commonly asked PASRR questions.
- **Fillable EHD Short Form** | This fillable form allows providers to easily complete the Level I pre-assessment screening.

New and updated resources will be added in the coming weeks, so be sure to bookmark the site and check it regularly.

SUPPORT: Contact the Help Desk

Have questions about the web-based PASRR program transition? You can contact your Vermont PASRR Help Desk for more information:

- Email: **VTPASRR@maximus.com**.
- Phone: Toll-Free number: 1.833.882.6047 | Local number: 1.802.705.9997 (available November 16, 2026)
- Fax: 1.877.431.9568 (available November 16, 2026)

The Help Desk will be available: Monday – Friday, 8:00 a.m. – 5:30 p.m. ET.