QUESTIONS	ANSWERS
Contact Information and Resources	
How do I contact the Vermont Maximus Help Desk?	Help Desk – phone: 1.877.431.1388 (Option 9) | *Beginning November 16, 2026* **Help Desk email**: **VTPASRR@maximus.com** Program Website: **https://maximusclinicalservices.com/svcs/vt/pasrr/**
How does our facility get on the communication distribution list?	To be added to the Vermont Maximus Help Desk email distribution list, email a request to **VTPASRR@maximus.com** with the subject line: "Add my email to the Vermont PASRR Contact List." This communication should include your name, title, agency/facility, email address, and contact phone number. Note - Once you become a registered Maximus system user, you will automatically be added to the distribution list.
Who should I contact with any questions about the screening or assessment process?	To find answers to your program process questions, call the Vermont Maximus Help Desk: 1.877.431.1388 (Option 9) or contact via email: **VTPASRR@maximus.com**.
When I leave a voicemail for the Vermont PASRR Maximus Help Desk team, what turnaround time should I expect for a callback?	We thank you for your patience as we address calls in the order in which we receive them. Our standard practice is to return them as soon as the next Help Desk agent is available. Calls received after 5:30 p.m. CST will be returned within 2 business hours (excluding weekends and holidays). To avoid delays, do not leave multiple voicemails regarding the same issue.
What hours is the Maximus – Vermont PASRR Help Desk team available?	Help Desk staff are available for phone inquiries from 8:00 a.m. to 5:30 p.m. CST Monday – Friday with the exception of State holidays. Other support resources are always available for review through the Vermont PASRR Tools and Resources page: **https://maximusclinicalservices.com/svcs/vt/pasrr/resources**.
Is the Help Desk service available for submitters on the weekends?	Help Desk staff are not available to return calls on the weekends or holidays. However, all support resources are always available for review through AssessmentPro and the Vermont PASRR Tools and Resources page. AssessmentPro also remains available on weekends.
Where can I find Vermont PASRR support materials online?	Explore the Maximus Vermont PASRR Tools & Resources page, which has a growing list of materials that will include a broad range of support content, including contact information, recent announcements, helpful guides and training materials, and relevant state links. You can find these resources at: **https://maximusclinicalservices.com/svcs/vt/pasrr/resources**. ***Note*** *– Any items with a closed padlock icon will only be available to registered Maximus system users.*
How do I become a registered user of AssessmentPro?	To register as a new user, go to **AssessmentPro.com** and click New User.
Does Maximus have introductory AssessmentPro training resources available, which can be viewed by new staff who will be completing PASRR screens?	Yes, the Vermont PASRR Tools & Resources page has training materials accessible for review: **https://maximusclinicalservices.com/svcs/vt/pasrr/training**. Individual system usage questions can also be fielded to the Vermont PASRR Help Desk team: **VTPASRR@maximus.com**. ***Note:*** *Anyone wanting to access training materials must be registered AssessmentPro users.*

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What does the "padlock" icon mean next to some of the Maximus Vermont Tools and Resources and how do I access those?	Some training materials on the Maximus Vermont Tools & Resources page are password protected and limited to registered users of AssessmentPro. If you see a lock icon next to a particular item, take the following steps to open it: 1. Click the link and when prompted, enter your AssessmentPro system Username (your email address), Password 2. Click Log In, which will unlock and open the file. 3. All pw-protected content will now be available for your review for the duration of your web session without any additional logins.
What if I forgot my AssessmentPro username and password?	If you forgot your username and password, contact the Vermont PASRR Help Desk by phone: 1.877.431.1388 (Option 9) or email to: **VTPASRR@maximus.com**. If you have forgotten your password, click the forgot password button.
Can my coworkers and I share a username and password on AssessmentPro?	For HIPAA and security purposes, each user must have his/her own unique username and password. **Use of another person's username/password can result in termination of system privileges.**
PASRR Screen Submissions & the Level I Process	
What is PASRR and when did it start?	Preadmission Screening and Resident Review (PASRR) is a federally mandated screening process dating back to 1987. PASRR was created as a part of the Omnibus Budget Reconciliation Act (OBRA), also known as the Nursing Home Reform Act. PASRR requirements were also added to the Social Security Act as sections 1919 (b) (3) (F) and 1919 (e) (7). Nationwide, PASRR programs are overseen by the Centers for Medicare and Medicaid Services (CMS). States are responsible for implementing and operating PASRR programs in accordance with federal requirements found primarily at: 42 CFR (Chapter IV, Subchapter G) Part 483.100-138 Subpart C. **https://www.ecfr.gov/current/title-42/chapter-IV/subchapter-G/part-483/subpart-C.**
What is the purpose of the PASRR program?	PASRR was established as part of the de-institutionalization process to ensure people with disabilities (i.e., Serious Mental Illness, Intellectual and/or Related Conditions): • Are not inappropriately institutionalized in a NF • Receive services in the least restrictive setting, and that • Needed services/supports are identified for the NF to provide. PASRR is an important tool for states to use in rebalancing services away from institutions and towards supporting people in their homes, and to comply with the Supreme Court decision, Olmstead vs L.C. (1999). Under the Americans with Disabilities Act, individuals with disabilities cannot be required to be institutionalized to receive public benefits that could be furnished in community-based settings The goal of PASRR is to optimize an individual's placement success, treatment success, and ultimately, an individual's quality of life.

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What does PASRR require?	PASRR requires that all applicants to Medicaid-certified nursing facilities be given a preadmission, preliminary, screening to determine whether they might have a Serious Mental Illness (SMI) or an Intellectual Disability (ID) or a Related Condition (RC). This is called a Level I Screen. Individuals whose Level I screen shows indicators of SMI/ID/RC will receive a clinical review to determine if an in-depth evaluation, called a Level II, is needed prior to nursing facility (NF) admission or if assessment can be delayed until after admission. The applicability of the Exempted Hospital Discharge and PASRR categoricals are also considered. When a comprehensive Level II assessment is needed, it results in a determination as to whether the person has a qualifying PASRR condition, and if so, the appropriateness of the NF setting and any specialized (disability-specific) services needed.
The Level I Screening Process	
When do I need to submit a Level I PASRR Screen?	In Vermont, a Level I should be submitted in AssessmentPro when: • An individual is considering admission to a Medicaid Certified NF (i.e. for pre-admission screening) or when • A current NF resident has experienced a significant change (i.e., for a status change review) Note: Per OAAS, the Level I should only be submitted after the LOCET has been completed.
Who is required to have a preadmission Level I Screen?	Everyone seeking entry into a Medicaid certified NF, regardless of payer source, diagnoses, or current location must be screened prior to NF admission.
Who performs the Level I PASRR screening?	Maximus helps to carry out Level I PASRR screening as part of this program on behalf of the Department of Mental Health (DMH) and DAIL (Disabilities, Aging and Independent Living). You can learn more about Maximus here: **www.maximus.com**.

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