

1 / 18 / 2020

New Iowa PASRR Program Resource Website Now Available for Providers | Review & Bookmark New URL

The Iowa PASRR program's online resources now have a new home - right here! Last year, MAXIMUS launched a comprehensive website redesign, which features a more user-friendly, responsive layout, with formatting for easier use by a variety of devices. Since that launch, we've been coordinating with Iowa Department of Human Services (DHS) to transition all of the Iowa PASRR program's "provider tools and resources" to this robust new platform.

Be sure to review and bookmark this page (maximus.com/svcs/iowa) for future reference. Your **current user name and password will continue to work** on the new site.

Currently, IA PASRR resources are available on both the previous PASRR.com and this website. In the coming weeks, **content on pasrr.com will be decommissioned**. Stay tuned for additional information on this change.

The biggest difference we hope you'll notice is that the layout is more **user-friendly** and we expect that it will be easier to find what you are looking for! You may also notice that **some of the content is password-protected**. Over time, this vital new feature will allow us to provide you with even more targeted training materials and instructional videos that can better support your needs. These items are indicated by a small "lock" icon next to each link.

It's a simple 1-2-3 process to access secured content. If an item has a lock next to the text link, follow these steps:

- 1. Click on the link, which will prompt a login screen**
- 2. Enter your current user login name and current password**
- 3. Proceed with reviewing your document**

*You only need to **log in once per web session** to view all secured program content.

The transition for the Iowa PASRR Website has in no way affected the layout or functionalities of the existing PASRR system. Once logged into your account, **you will see no differences from the current layout or existing processes for PASRR submission, ServiceMatters, PathTracker notices, etc.**

Please direct any questions you have about this change or how to access content to the **Iowa PASRR Help Desk**:

Phone: **833.907.2777 (833.90.PASRR)**
Email: iowaPASRR@maximus.com

As always, you can continue to reach out to **Iowa DHS PASRR Program Manager, Lila Starr**, with policy issues, compliance questions, and other matters:

Email: lstarr@dhs.state.ia.us

3 / 20 / 2020

DHS & IME Approve Interim Telehealth Service Options | Spring 2020 Provider Training Cancelled

DHS & IME Release Notice Outlining Interim Telehealth Solutions

In light of the evolving public health situation, Iowa Department of Human Services (DHS) and Iowa Medicaid Enterprise (IME) have issued some important protocol changes that all state providers should review. Effective as of March 13th, these interim updates address necessary services, typically defined as direct contact services, by a transition to telehealth solutions where clinically appropriate.

This includes updates to billing services, premium suspensions, and guidelines for using telehealth when applicable. [Click here to download](#) and review these temporary process updates.

Iowa PASRR - Spring 2020 Road Show Cancelled

MAXIMUS and the Iowa Department of Human Services (DHS) urge everyone to be mindful of the many event restrictions now in place throughout the state of Iowa and across the country, as well as the need for social distancing. In keeping with the many precautions that are needed as we all attempt to address the consequences of the COVID-19 situation, the 2020 Spring PASRR Road Show, planned for late April - early May has been cancelled.

The health, safety and well-being of Iowa's providers and the many individuals we serve is our most critical priority. MAXIMUS and DHS will continue to align policies with recommendations put forward by state public health officials, federal agencies offering guidance to us, and the Centers for Disease Control (CDC).

The Iowa PASRR support team will continue to cover engaging topics in our ongoing Tuesday webinar series. In light of the cancellation of the 2020 Spring PASRR Road Show, we're scheduling two additional webinars in the month of April, and will soon announce a schedule of webinars for May and beyond. Review and register below for these insightful events:

2 p.m. Tue, March 31st	PASRR 101	Click here to register
2:00 p.m. Tue, April 7th	How to Submit a Level I	Click here to register
2:00 p.m. Tue, April 21st	Nursing Facility for persons with Mental Illness (FNMI) Level of Care and Compliance Issues	Click here to register

3 / 18 / 2020

New Tools and Resources Page on MAXIMUS.com to Replace PASRR.com This Evening, March 18th

As communicated over the last two months, MAXIMUS has launched a comprehensive website redesign, which features a more user-friendly, responsive layout, with formatting for easier use by a variety of devices. Later this evening, March 18th, this new site will replace PASRR.com.

The new IA PASRR Provider Tools and Resources page can be found here:

<https://maximus.com/svcs/iowa>

If you haven't already, be sure to review and bookmark this new link for future reference. Your current user name and password will continue to work on the new site. Currently, IA PASRR resources are available on both PASRR.com and the new MAXIMUS PASRR websites. Beginning tonight, March 18, the current pasrr.com will be decommissioned and content found there will no longer be available. Users attempting to access that URL will be redirected to the MAXIMUS site.

The biggest difference we hope you'll notice is that it's easier to find what you are looking for! You may also notice that some of the content is password-protected. These items are indicated by a small "lock" icon next to each link.

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Have Questions?

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Email: iowaPASRR@maximus.com

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Email: lstarr@dhs.state.ia.us

3 / 20 / 2020

Important Program Updates: DHS & IME Approve Interim Transition to Telehealth Service Options Spring 2020 PASRR Road Show Has Been Cancelled

DHS & IME Release Notice Outlining Interim Telehealth Solutions

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2:00 pm Tue, April 7th	How to Submit a Level I	Click here to register
2:00 pm Tue, April 21st	Nursing Facility for persons with Mental Illness (NFMi) Level of Care and Compliance Issues	Click here to register

5 / 08 / 2020

Register For Upcoming Provider Webinars: May - September 2020

Last week we kicked off a series of opportunities for providers to learn more about PASRR in the coming months. The first of these, Overview of PASRR Compliance of PASRR Level I Screenings, PASRR Level II Summaries, Service Matters and PathTracker+ was held on 5/12. Below are dates and registration links for these informative webinars, geared toward different aspects of the PASRR process, and the various roles we each play in helping those we serve. These training events are designed to be useful to anyone and everyone who may need to have some understanding of or interaction with PASRR. You are highly encouraged to register and attend one or more these informative sessions, all of which are live, interactive, and will offer you a chance to ask any questions that you may have.

2:00 p.m. - 3:30 p.m. CST | Tuesday, May 26, 2020

PASRR & Individuals with Interest in or History of Child or Dependent Adult Abuse

Please join us on Tuesday, May 26, 2020 at 2:00 p.m. CST for an overview of Preadmission Screening and Resident Review - PASRR and considerations when PASRR is being conducted for someone with a history of Child or Dependent Adult Abuse. PASRR is utilized to identify individuals with serious mental illness, intellectual or developmental disabilities, and related conditions, and identifies services that will be required for them if they enter an Iowa nursing facility. Within the past couple of years, we have seen a significant increase in the number of PASRR assessments involving individuals with some history of child or dependent adult abuse, and where Dependent Adult Abuse assessments are co-occurring with PASRR or have recently been undertaken. In such cases, it can be beneficial for the individual and their support network if/when those involved in PASRR can collaborate more effectively with those involved in child or dependent adult abuse assessment, and the service delivery that may follow.

This webinar will offer guidance on:

- Who/What/When/Why/and How of PASRR
- What information is needed to complete a thorough Level II evaluation and Summary of Findings?
- When PASRR requests Abuse information, what happens with it?
- Why court orders and legal/criminal history become important matters in such cases
- How Dependent Adult Abuse Assessments impact PASRR and service delivery within the nursing facility
- The need to understand determinations of legal capacity/competence, Powers of Attorney, Guardianships, Conservatorships, and the role they play in abuse determination and PASRR

Click Below to Register:

[PASRR & Individuals with Interest in or History of Child or Dependent Adult Abuse](#)

2 p.m. - 3 p.m. CST, Tuesday, May 26, 2020

****NOTE: This webinar is an hour and a half long. Please plan accordingly if you attend.***

2:00 p.m. - 3:00 p.m. CST | Tuesday, June 9, 2020

PASRR Status Changes & When to Complete Them

Please join us on Tuesday, June 9, 2020 at 2:00 p.m. CST for an Iowa PASRR Webinar, as part of our continuing education series. The webinar will take a deep dive into the issues surrounding when to submit a new PASRR based upon Significant Changes in Status. The Iowa Help Desk and the Iowa PASRR program receive more questions about Status Changes/Resident Reviews in PASRR and when to submit them, than any other single issue in PASRR. This webinar is truly for anyone and everyone who needs to understand a bit about when to submit new PASRRs and the correlations to overall compliance.

This webinar will offer guidance on:

- What might trigger a need for a Status Change for someone with a previous Negative Level I PASRR?
- What might trigger a need for a Status Change for someone who has previously been identified to be in the PASRR population, with a Level II PASRR?
- Ways to ensure you are compliant with Status Change PASRRs
- When in doubt, submit a new PASRR

Click Below to Register:

[PASRR Status Changes/Resident Reviews & When to Complete Them](#)

2 p.m. - 3 p.m. CST, Tuesday, June 9, 2020

2:00 p.m. - 3:00 p.m. CST | Tuesday, June 23, 2020

How to Successfully Submit a PASRR Level I Screening

Please join us on Tuesday, June 23, 2020 at 2:00 p.m. CST for an Iowa PASRR Technical Assistance webinar, as part of our continuing education series. This very important Iowa PASRR webinar will get into the weeds and address your questions about exactly how to successfully enter all necessary information to complete and submit a Level I PASRR screen and what documents are needed at the point of submission. This webinar will provide information on:

- Who gets a Level I PASRR Screening
- What information is required in a Level I Screen Submission
- Which documents to provide up front in an effort to help the process work as quickly and efficiently as possible
- What are the best practices for completing thorough and timely screenings
- The various outcomes of Level I screenings in Iowa

If you are a Hospital Administrator, hospital discharge planner, a nursing facility administrator, nursing facility DON or social worker, then this webinar is for you. If you work with other community-based service providers such as in-home health care providers, community mental health centers, group homes, hospice providers, or others who may have a need to learn how to submit Level I PASRR screens, please help us reach out and invite them as well.

Click Below to Register:

[How to Successfully Submit a PASRR a Level I Screening](#)

2 p.m. - 3 p.m. CST, Tuesday, June 23, 2020

2:00 p.m. - 3:00 p.m. CST | Tuesday, July 7, 2020

PASRR Abbreviated Level II Outcomes: Exemptions & Categorical Outcomes

Please join us on Tuesday, July 7, 2020 at 2:00 p.m. CST for an Iowa PASRR Technical Assistance webinar, as part of our continuing education series. This very important Iowa PASRR webinar will get into the weeds and address your questions about exactly how to understand a Level I PASRR screen that leads to an outcome of a 30-day Exemption from a full Level II or a Categorical Outcome, which also delays the full Level II process. This webinar will provide information on:

- When is it appropriate to request an exemption?
- What does it mean to be "exempted" from PASRR for 30 days
- What is a "categorical outcome" and what does this mean?
- Which documents to provide up front in an effort to help the process work as quickly and efficiently as possible?
- What are the best practices for completing thorough and timely screenings
- What to do when you are not reporting a PASRR Condition but PASRR requests that you send a Certification

If you are a Hospital Administrator, hospital discharge planner, a nursing facility administrator, nursing facility DON or social worker, or anyone else who may submit PASRR Level I screens, then this webinar is for you.

Click Below to Register:

[PASRR Abbreviated Level II Outcomes: Exemptions & Categorical Outcomes](#)

2 p.m. - 3 p.m. CST, Tuesday, July 7, 2020

2:00 p.m. - 3:00 p.m. CST | Tuesday, July 21, 2020

Overview of PASRR and Nursing Facilities for persons with Mental Illness (NFMI) Individuals who meet NFMI Level Of Care

Please join us on Tuesday, July 21, 2020 at 2:00 p.m. CST for a special webinar in the Iowa training series regarding individuals who's PASRR indicates that the person meets NFMI Level of Care (Nursing Facilities for persons with Mental Illness). This webinar will provide an overview of what the expectations are for nursing facilities who accept individuals who have very high behavioral health needs and meet the NFMI level of care.

There are currently 168 nursing facilities in Iowa who have accepted individuals who meet NFMI level of care at the present time, in addition to Iowa's three NFMI facilities of Davis Center in Bloomfield, Pillar of Cedar (formerly known as Country View) in Waterloo, and Southeast Iowa Behavioral Healthcare center (formerly known as Dave's Place) in Keokuk.

All facilities who are presently caring for someone who meets NFMI level of care are invited to attend this essential webinar. We also wish to invite representatives of any other NFs who are considering self-identifying as a facility that can meet these very high behavioral health needs. The discussion will provide you guidance on definitions of PASRR Identified Specialized Services that are unique to NFMI, including:

- Functional Assessment
- Behaviorally-Based Treatment Plans

As well as a discussion on:

- Expectations of Ascend, DHS and DIA
- Ways to improve care planning

- How to know if you are the right fit for someone with this type of outcome
- Click Below to Register:

[Overview of PASRR and Nursing Facilities for persons with Mental Illness \(NFMI\) as the Level Of Care](#)

2 p.m. - 3 p.m. CST, Tuesday, July 21, 2020

2:00 p.m. - 3:00 p.m. CST | Tuesday, August 4, 2020

How to Successfully Complete a PASRR Service Matters Review

Please join us on Tuesday, August 4, 2020 at 2:00 p.m. CST for an Iowa PASRR Technical Assistance webinar, as part of our continuing education. A function of Iowa's PASRR process is that for every PASRR Level II where an individual in the PASRR population is identified as needing one or more "Specialized Services," Ascend will monitor whether the NF has developed a PASRR compliant care plan that includes all PASRR identified services and will ask for specific evidence that documents the delivery of PASRR identified specialized services. This Iowa PASRR webinar will offer specific guidance on how to successfully complete a PASRR Service Matters Review. This webinar will provide you specific information on:

- How to write a PASRR Compliant Care plan
- Where to find the Iowa PASRR NF Level II Care Planning Tool, and the video on how to use it
- How to ensure that PASRR identified services are being provided
- What information is needed to document that PASRR identified Specialized Services (SS) are being delivered
- How to complete the Service Matters Form
- How to ensure full PASRR compliance with regard to service delivery

Click Below to Register:

[How to Successfully Complete a PASRR Service Matters Review](#)

2 p.m. - 3 p.m. CST, Tuesday, August 4, 2020

2:00 p.m. - 3:00 p.m. CST | Tuesday, August 18, 2020

PathTracker+ for Nursing Facility Social Workers, Administrators, & Business Office Staff

Please join us on Tuesday, August 18, 2020 at 2:00 p.m. CST for an Iowa PASRR Technical Assistance webinar, as part of our continuing education series. This Iowa PASRR Webinar is specifically designed for the staff in your NF who are involved in making admission, transfer, and discharge notifications to Iowa Medicaid and into PathTracker Plus, which is a feature of the PASRR database. The webinar will include an overview of several critical functionalities of PathTracker Plus, including the when, where, why, and how to submit admissions, transfer, discharge, and corrected notices. We recommend attendance in this webinar for facility administrators and business office staff, as well as those typically involved in PASRR, within the nursing facility.

The use of PathTracker Plus has been mandatory since February 1, 2016. It is critical that appropriate nursing facility staff are trained and prepared to make necessary entries into the system in a timely manner. It is also critical that the NF stop any and all use of paper Case Activity Reports, also known as CAR forms, and that ALL changes that would have been submitted using a CAR form in the past, must

now be made only in the electronic PathTracker Plus system.

- How to make entries into PathTracker Plus System
- Time Frames for submission of Admission, Discharge, and Transfer notices, and their impact on the individual
- How PathTracker Plus informs Iowa Medicaid and income maintenance workers in the DHS Centralized Facilities Eligibility Unit (CFEU)
- Why your NF should never again submit a "paper CAR" form

Click Below to Register:

[PathTracker+ for Nursing Facility Social Workers, Administrators, & Business Office Staff](#)

2 p.m. - 3 p.m. CST, Tuesday, August 18, 2020

2:00 p.m. - 3:00 p.m. CST | Tuesday, Sept. 1, 2020

PASRR 101: an In-depth Look into the Basics of Preadmission Screening and Resident Review

Please join us on Tuesday, September 1, 2020 at 2:00 p.m. CST for the PASRR 101 webinar. It is intended to give those who are new to PASRR or anyone who may need a refresher an opportunity to start from scratch, spend an hour with us, and become familiar with the basics. This webinar is intended to offer an opportunity for nursing facilities, hospitals, hospice and PACE providers, MCOs, community based service providers, community behavioral health agencies, other provider organizations, and interested parties, to learn with us. This webinar should be viewed as a per-requisite to other PASRR training offered by DHS and Ascend/Maximus about PASRR in Iowa, although it can also serve as a useful refresher for many.

If you plan to join DHS and Ascend/Maximus in any of the face-to-face full day "PASRR Road Show," training events in the Fall of 2020, we encourage you to attend this PASRR 101 event as it will prepare you to develop a deeper understanding of the topics we'll be discussing in those more advanced training events. The discussion will provide guidance on:

- History and purpose of the federally mandated PASRR program
- Links between PASRR and the Supreme Court Olmstead Decision
- Who receives a PASRR?
- The basics of PASRR Level I and Level II
- Information needed to complete a thorough Level II evaluation and Summary of Findings
- PASRR in Iowa - unique features
- What is PASRR compliance and why is it important?

Click Below to Register:

[PASRR 101 an In-depth Look into the Basics of Preadmission Screening and Resident Review](#)

2 p.m. - 3 p.m. CST, Tuesday, September 1, 2020

8 / 13/2020

Exciting Changes Coming to PASRR Online System | Register for Upcoming 8/18 & 9/01 Webinar Sessions | Review New Resource - Getting Started with PASRR

We're pleased to introduce you to **AssessmentPro**, a game-changing, gold standard web tool slated to replace the state's current PASRR online system later this year. Developed for strict adherence to federal and state compliance guidelines, AssessmentPro is already making a big impact in other PASRR programs across the country. Included is a brief overview of **next steps and instructional content** you will receive about this important transition in the months ahead.

Be sure to review details below and register for the next two sessions in our ongoing **Iowa PASRR Technical Assistance** webinar series. These include an **August 18th** webinar covering several critical functionalities of **PathTracker Plus** and an **In-Depth Look into the Basics of PASRR** on **September 1st**. Also included is a helpful new resource for you to review and share with your team: **Getting Started with PASRR for Iowa Health Care Providers**.

SNEAK PEEK: New PASRR System Coming Later in 2020!

As we move toward the launch of **AssessmentPro**, an industry leading online system for management of the PASRR assessment process, keeping you connected with available training resources and transition updates is one of our most critical goals. Stay tuned in the coming weeks for the more information on next steps, including:

- **Process Guides:** Understand what's changing, with a helpful overview of AssessmentPro processes and procedures.
- **System Benefits:** Walk-through of the positive impact this new tool can have for the provider community and most importantly, those we serve together across the State of Iowa.
- **Account Registration:** Review step-by-step instructions to create your new account for the new system.
- **Learning Opportunities:** Explore dates/times and registration details for information system overview webinars.

REGISTER: Upcoming 8/18 & 9/01 Webinars PathTracker Plus for Nursing Facility Social Workers, Administrators, & Business Office Staff

Please join us on **Tuesday, August 18, 2020 at 2:00 p.m. CST** for an Iowa PASRR Technical Assistance webinar, as part of our continuing education series. This Iowa PASRR Webinar is specifically designed for the staff in your NF who are involved in making admission, transfer, and discharge notifications to Iowa Medicaid and into PathTracker Plus, which is a feature of the PASRR database. The webinar will include an overview of several critical functionalities of PathTracker Plus, including the when, where, why, and how to submit admissions, transfer, discharge, and corrected notices. We recommend attendance in this webinar for facility administrators and business office staff, as well as those typically involved in PASRR, within the nursing facility.

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- Information needed to complete a thorough Level II evaluation and Summary of Findings
- PASRR in Iowa - unique features
- What is PASRR compliance and why is it important?

Click below to register for the webinar:

[PASRR 101: An In-depth Look into the Basics of Preadmission Screening and Resident Review](#)
2 p.m. - 3 p.m. CST, Tuesday, September 1, 2020

QUICK TIPS: Getting Started with PASRR for Iowa Health Care Providers

The Iowa Department of Human Services (IA DHS) and Iowa PASRR program team at Maximus have developed a helpful guide covering a broad range of topics to help your new staff get started with PASRR including:

- Who should train on PASRR
- Bookmarking the IA PASRR website, reviewing materials, and requesting database access
- Attending available PASRR trainings
- Learning compliant care planning
- Facility management should make this document available to all employees involved in PASRR - on individual computers and in shared workspaces. [Click here to download this useful resource.](#)

8/ 25 / 2020

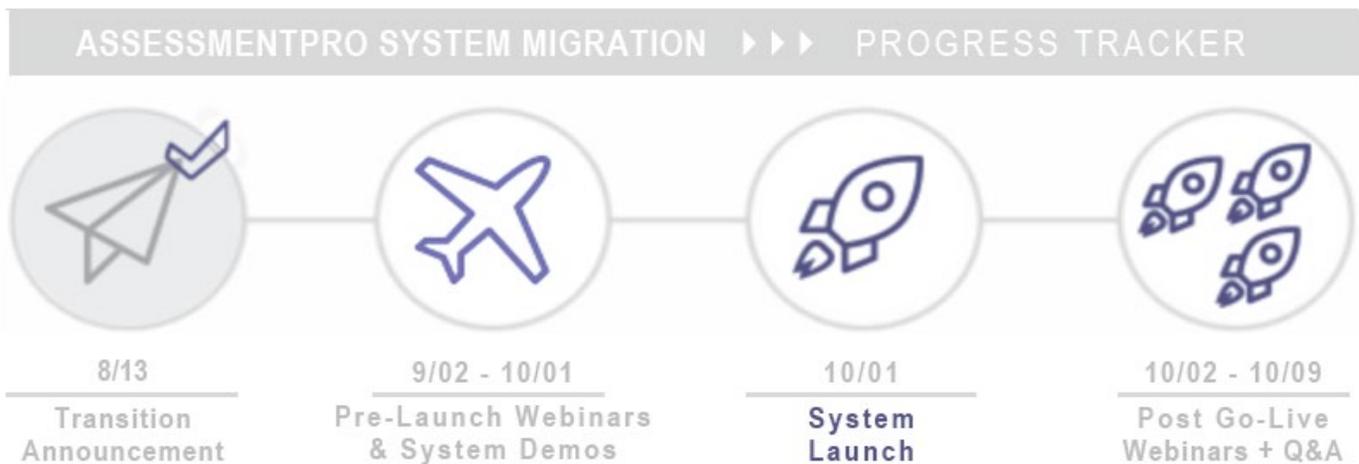
Be Ready for the Planned October 1st PASRR System Implementation - Register for AssessmentPro Training Today!

Preadmission Screening and Resident Review (**PASRR**) is a critical process to safeguard that each individual seeking admission to a nursing facility receives the care and services that best suit their needs. The Iowa Department of Human Services (**IA DHS**) is taking important next steps to continue improving this process for the vulnerable populations we serve by working with partner, Maximus, to transition PASRR to the web-based **AssessmentPro (AP)** system.

The cornerstone of the Maximus application "toolkit," AssessmentPro was developed for strict adherence to all federal and state **compliance guidelines**, as well as industry **gold standard best practices**. Already making a positive impact in other PASRR programs across the country, this migration will further streamline the evaluation process for Iowa providers when it launches on October 1st.

As we move toward this impactful change, you can expect to receive weekly communications covering timely transition updates, learning opportunities, and helpful resources. Be sure to explore the valuable information listed below, including the following important topics:

[Register for AP Training](#) | [System Benefits](#) | [Download PASRR Quick Tips](#)



*As we move toward the transition, we'll be sharing a helpful, **visual progress tracker** spotlighting key project milestones. We will continue to update it throughout the migration for an at-a-glance view of where we are and what's next in the process.*

REGISTER: Upcoming AssessmentPro Webinars

The State of Iowa DHS and your PASRR support team at Maximus are excited to kick off the first in a series of new learning opportunities taking place throughout the AssessmentPro implementation process. These insightful, **hour-long webinars** will cover a broad range of topics including:

- **PASRR Overview**
- **Level I Walk-through**
- **System Basics**
- **AssessmentPro Admin Roles**

The first training events will focus on system basics and the PASRR process. Be sure to review the dates/times and click the link below to register for one session from each set of webinar topics, so that you and your team will be prepped for the upcoming transition. Note: After registering, you will receive a confirmation email and a reminder message an hour before the session is scheduled to begin.

Session 1: Intro to AssessmentPro, User Roles, & System Sign-Up

[AssessmentPro Overview | 3 pm CT Wednesday, September 2, 2020](#)

[AssessmentPro Overview | 10 am CT Thursday, September 3, 2020](#)

[AssessmentPro Overview | 2 pm CT Friday, September 4, 2020](#)

Session 2: Iowa PASRR - Level I Walkthrough & AssessmentPro

[Level I Walkthrough | 2 pm CT Tuesday, September 15, 2020](#)

[Level I Walkthrough | 9 am CT Wednesday, September 16, 2020](#)

[Level I Walkthrough | 9 am CT Thursday, September 17, 2020](#)

Next Steps: Stay tuned for more details coming soon on registration for future webinars, which will cover new topics, including an overview of tools - **PathTracker** and **ServiceMatters**, as well as additional dates for the same topics covered in the sessions listed above. We will also be offering a post-launch series of **Q&A sessions** in early October, where you can find answers to your toughest PASRR and AssessmentPro questions.

BENEFITS: What You Should Expect

The Iowa PASRR program's transition to the AssessmentPro system will result in very **few changes to your day-to-day PASRR processes**, while maximizing impact with several key benefits. several key benefits.

1. In-depth representation of needs

The most critical improvements with the launch of the new system will be the ability to immediately upload documentation within AssessmentPro to paint an even more well-defined picture of each individual and their needs. Although fax will still be available, easier uploading will become the preferable method for documentation transmittal.

2. Simplified processes for multi-facility users

No more logging in and out when changing facilities. Providers working with multiple facilities will only need one AssessmentPro login for system access. Simply toggle to the appropriate facility as necessary, once you're logged in.

3. Expanded resources

Comprehensive new system training and support materials will be readily available to providers, when logged into the AssessmentPro system.

RESOURCE: PASRR for Iowa Health Care Providers

As shared in a recent communication, the Iowa Department of Human Services (IA DHS) and Iowa PASRR program team have developed a helpful guide covering a broad range of topics to **help your new staff get started with PASRR** including:

- Who should train on PASRR
- Bookmarking the IA PASRR website, reviewing materials, and requesting database access
- Attending available PASRR trainings
- Learning compliant care planning

Facility management should make this document available to all employees involved in PASRR - on individual computers and in shared workspaces. [Click here](#) to download this useful resource.

SUPPORT: Contact the Iowa PASRR Help Desk

Have questions about the upcoming transition? Contact the Iowa PASRR Help Desk:

iowaPASRR@maximus.com | [833.907.2777](tel:833.907.2777)

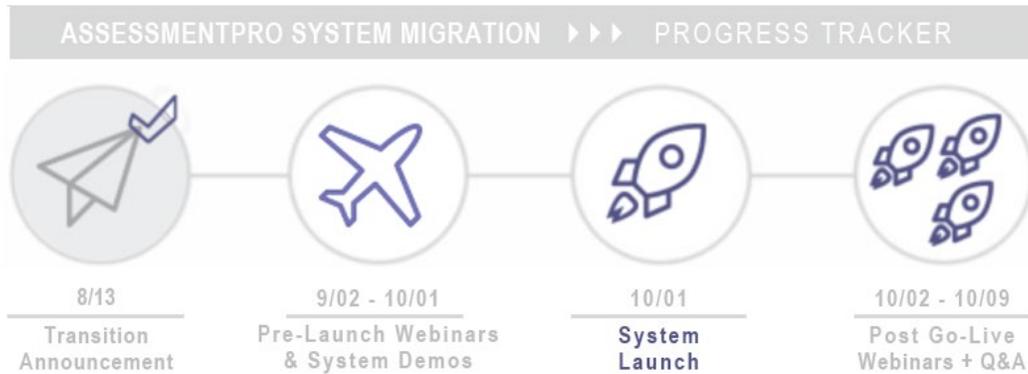
9/2/2020

One Month Countdown Until AssessmentPro Implementation | Register for Upcoming Webinars | Review System Roles + Sign-Up Process Preview | Download PASRR Quick Tips

We're now **one month away** from the Iowa Department of Human Services' (IA DHS) planned **October 1st transition to the AssessmentPro (AP)** system for online management of all PASRR Level I screen's and Level II evaluations. There are several steps that must be taken to ensure that you can continue to submit Level I screens and that no delays are experienced for individuals receiving Level II evaluations, once the AP system launches next month.

Not sure where to begin prepping for this change? We've got you covered, with some important items below to review, including:

[AP Webinar Registration](#) | [Account Roles + Sign Up Preview](#) | [Download PASRR Quick Tips](#)



TRAINING: Register for Upcoming Webinars

The State of Iowa DHS and your PASRR support team at Maximus are excited for today's kick-off of the first in a series of new **learning opportunities**, which will be taking place throughout the AssessmentPro implementation process. These insightful, **hour-long webinars** will cover a broad range of topics including:

- **PASRR Overview**
- **Level I Submission Walk-through**
- **System Registration**
- **User Basics**
- **Access Coordinator Role**

The first training events, listed below, will focus on account roles and sign-up, system basics, and the PASRR Level I submission process. Be sure to **review the dates/times and click the links below** to register for one session from each series of webinars, so that you and your team will be prepped for the upcoming transition.

Series 1: Intro to AssessmentPro, User Roles, & System Sign-Up

[AssessmentPro Overview | 3 pm CT TODAY, September 2, 2020](#)
[AssessmentPro Overview | 10 am CT Wednesday, September 3, 2020](#)
[AssessmentPro Overview | 2 pm CT Thursday, September 4, 2020](#)

Series 2: Iowa PASRR - Level I Submission Training

[Level I Submission Training | 2 pm CT Tuesday, September 15, 2020](#)
[Level I Submission Training | 9 am CT Wednesday, September 16, 2020](#)
[Level I Submission Training | 9 am CT Thursday, September 17, 2020](#)
[Level I Submission Training | 9 am CT Tuesday, September 29, 2020](#)
[Level I Submission Training | 2 pm CT Wednesday, September 30, 2020](#)
[Level I Submission Training | 1 pm CT Thursday, October 1, 2020](#)

Series 3: Iowa PASRR - System Registration, ServiceMatters & PathTracker - NEW!

[System Registration, ServiceMatters & PathTracker | 2 pm CT Tuesday, September 22 2020](#)
[System Registration, ServiceMatters & PathTracker | 10 am CT Wednesday, September 23, 2020](#)
[System Registration, ServiceMatters & PathTracker | 10 am CT Thursday, September 24, 2020](#)

After registering, you will receive a confirmation email and a reminder message an hour before the session is scheduled to begin.

ACCOUNT SETUP: Identifying User Roles + Sign Up Preview

The **system user roles and sign up instructions** listed below will be covered in the upcoming AssessmentPro webinars, but be sure to review it closely ahead of your scheduled session, so you can field any questions to the Training team that you may have.

REVIEW: Choose Your AssessmentPro Role

Your team should determine all necessary AssessmentPro system users who will need access and choose the appropriate role for each (list shown below). Note: The first users set up should be the facility's designated Access Coordinators, as these individuals are responsible for approving for your other facility users.

Access Coordinator/AP Administrator: Responsible for review and approval of all other facility users.

Clinical User: Any individuals who can begin and submit a Level I PASRR screen.

Non-Clinical User: Someone who can begin, but cannot submit a Level I screen.

*You can sign up for multiple roles. For example, an Access Coordinator/AP Administrator can also be a Clinical User

PREVIEW: Sign Up Instructions After Series #1 Training

During Series #1 of the planned webinar sessions linked above (9/02-04), you will be provided with more information on selecting the appropriate user role, as well as the instructions and URL details to sign up for your individual AssessmentPro account. Below is a sneak peek at these critical steps, so that you can begin to become familiar with the process

1. Visit the URL provided by the Training team > **Click New User?**
2. **Complete Registration Form** > Hover over circled i for more info
3. **Click Save to proceed** > As you enter data into the fields depicted at right and select Iowa (even if your facility is in a different state) from the State drop-down, an additional field will appear for Facility

*Note: If you plan to choose the Administrator role, be sure to select the checkbox under Facility, which says "Request Access Coordinator Access"

4. Return to the URL provided by the Training team > Enter your Login: Email & Password (UserName will always be your email address)
5. Review User Agreement before first login > **Click Log in**

REMINDER: PASRR for Iowa Health Care Providers

If you've yet to do so, be sure to download and review the helpful reference guide below, which covers a broad range of topics to assist your staff in getting started with PASRR:

[Download: Getting Started with PASRR for Iowa Providers](#)

SUPPORT: Contact the Iowa PASRR Help Desk

Have questions about the upcoming transition? Contact the Iowa PASRR Help Desk:

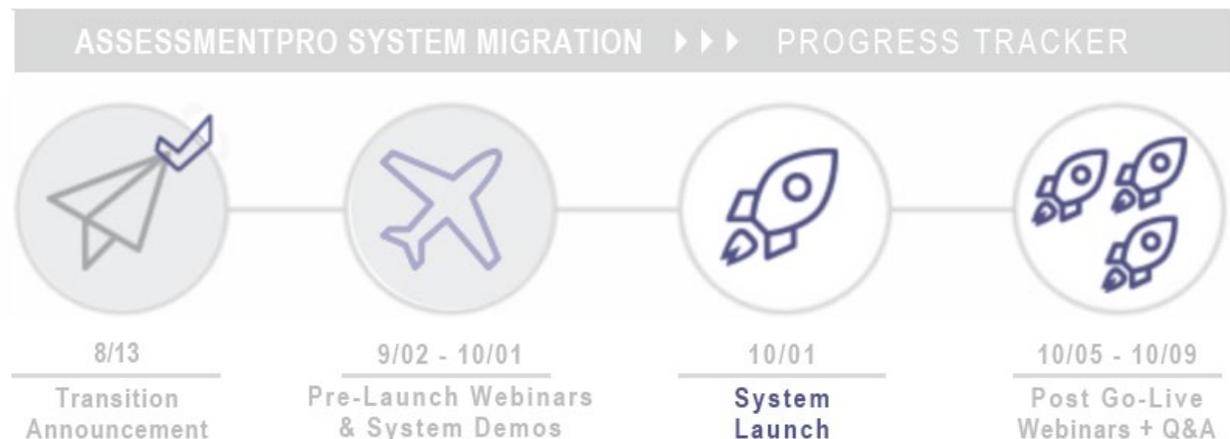
lowaPASRR@maximus.com | [833.907.2777](tel:833.907.2777)

9/10/2020

Complete Your AssessmentPro Countdown Checklist Ahead of October 1st Implementation | Register for Upcoming Webinars | Review System Roles FAQs

The countdown continues! We're less than three weeks away from the **October 1st launch** of Iowa's new **AssessmentPro** system for the management of **PASRR** database information. Follow the helpful steps laid out in the **Countdown Checklist** below to ensure your team is ready for this important change and avoids any potential LI submission delays on or after the go-live date. These next steps include:

- Registration for multiple AssessmentPro **training webinars**
- **User roles** selection and system **account sign up** guidance
- Download and review new resource: **AssessmentPro FAQs**



ASSESSMENTPRO COUNTDOWN CHECKLIST

1. REGISTER: AssessmentPro Training Webinars

The IA DHS and your PASRR support team at Maximus continue their month-long series of informative **training webinars** to ensure that you're fully prepped with the information and support tools needed for the AssessmentPro launch on 10/01. You should have already signed up and attended Series

#1: Intro to AssessmentPro, which took place last week. The additional **hour-long sessions** indicated below will cover:

- **PASRR Overview**
- **Level I Submission Walk-through**
- **System Registration**
- **User Basics**
- **Access Coordinator Role**

Be sure to review the **dates/times and click the links below to register** for one session from each series of webinars, if you haven't already, so that you and your team will be prepped for the upcoming transition.

Choose a date/time that works best for you in each series and register:

Series 2: Iowa PASRR - Level I Submission Training

- [Level I Submission Training | 2 pm CT Tuesday, September 15, 2020](#)
- [Level I Submission Training | 9 am CT Wednesday, September 16, 2020](#)
- [Level I Submission Training | 9 am CT Thursday, September 17, 2020](#)
- [Level I Submission Training | 9 am CT Tuesday, September 29, 2020](#)
- [Level I Submission Training | 2 pm CT Wednesday, September 30, 2020](#)
- [Level I Submission Training | 1 pm CT Thursday, October 1, 2020](#)

Series 3: Iowa PASRR - System Registration, ServiceMatters & PathTracker

- [System Registration, ServiceMatters & PathTracker | 2 pm CT Tuesday, September 22 2020](#)
- [System Registration, ServiceMatters & PathTracker | 10 am CT Wednesday, September 23, 2020](#)
- [System Registration, ServiceMatters & PathTracker | 10 am CT Thursday, September 24, 2020](#)

Note: Material covered will be identical for all session dates listed within each series, so only one sign up per series is necessary - unless you would like additional review of the content.

2. SELECT: AssessmentPro User Role(s)

After completion of last week's **Intro to AssessmentPro** sessions with the IA PASRR Training team, the next step will be to select the appropriate user roles for each member of your team involved in the PASRR process.

- **Access Coordinator/AP Administrator** - This role type should be your facility's first account registered, as the Coordinator(s) will then be responsible for review and approval of all your other users.

**It is strongly recommended to select multiple Access Coordinators. This helps to ensure continuity if one is unavailable or leaves the position before a replacement Access Coordinator can be registered in the system.*

- **Clinical User** - This role is for individuals who can begin and submit a Level I screen.

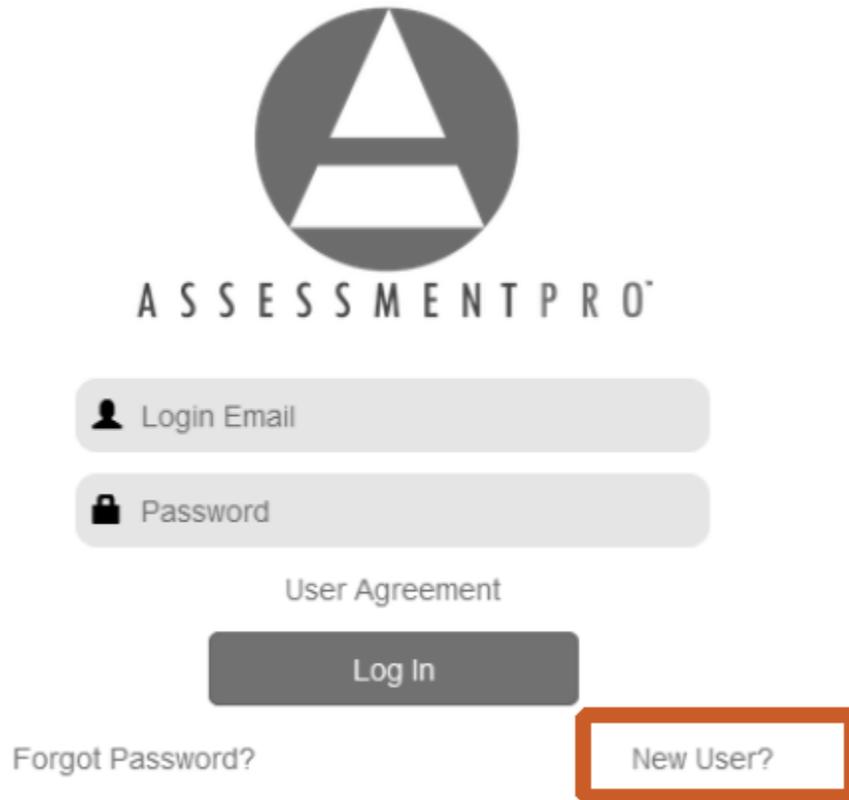
- Non-Clinical User - This role applies to individuals who can begin, but cannot submit a Level I PASRR screen, but may submit PathTracker Plus information for the facility.

NOTE: You can sign up for more than one role listed above. For example, an Access Coordinator can also be a Clinical User.

3. REVIEW: AssessmentPro Account Sign Up Process

The next step after attending the recent AssessmentPro Overview Training (Series #1) and determining the correct user role(s), based on your activities in the PASRR process, is to complete the account sign up process for all users within your agency/hospital/facility. It will take just a few easy steps to create your AssessmentPro account. After the initial steps above are completed, follow the instructions below to complete this important task:

1. Visit the URL provided to you by the Training team. Click **New User?**



2. Complete Registration Form

Hover over ***circled i*** for more info

Click **Save** to proceed > As enter data into the fields depicted at right and select Iowa (even if your facility is in a different state) from the State drop-down, an additional field will appear for Facility. **Note: If you plan to choose the Access Coordinator/AP Administrator role, be sure to select the checkbox under Facility, which says "Request Access Coordinator Access"*



A S S E S S M E N T P R O

First Name

Last Name

Email Address

Re-enter Email Address

Phone - Business

Phone - Direct

Phone - Mobile

Phone - Fax

State

Credentials

Custom credential

Password

Re-enter Password

3. Return to the URL provided by the Training team

Enter your **Login: Email & Password**

Review **User Agreement** before first login

Click **Log in**



The image shows the AssessmentPro login interface. At the top center is the AssessmentPro logo, which consists of a dark gray circle containing a white stylized 'A' shape. Below the logo, the text 'ASSESSMENTPRO' is displayed in a spaced-out, uppercase font. The login form is enclosed in a light gray rounded rectangle with a dark orange border. It contains two input fields: the top one is labeled 'Login Email' with a person icon, and the bottom one is labeled 'Password' with a lock icon. Below the password field is a link for 'User Agreement' with an arrow pointing left towards it. At the bottom of the form is a dark gray 'Log In' button. Below the form are two links: 'Forgot Password?' on the left and 'New User?' on the right.

4. DOWNLOAD: Review AssessmentPro System FAQs

We've gathered some of the most **Frequently Asked Questions (FAQs)** from providers across the country about AssessmentPro, the PASRR process, and accessing support resources. This helpful reference guide, also available on the Iowa PASRR Providers page: <https://maximus.com/svcs/iowa>, will continue to be updated and shared in the coming months, as providers have more questions about the system's features and processes. [Click here to download.](#)

Other Resources: If you've yet to do so, be sure to review PASRR for Iowa Health Care Providers - Quick Tips, a helpful guide covering a broad range of topics to help your new staff get started with PASRR: [Click here to download.](#)

5. ASK A QUESTION: Contact Iowa PASRR Help Desk

If you have questions on any of the steps listed above or other details about the upcoming **10/01/2020 AssessmentPro transition**, contact the Iowa PASRR Help Desk for more information:

Email: iowaPASRR@maximus.com

Phone: **833.907.2777**

Web: maximusclinicalservices.com/svcs/iowa

Sign up for our Mailing List: Do you or someone else on your team need to be added to our email list? Contact us at: iowaPASRR@maximus.com with the subject line "Please add me to the IA PASRR contact list" and include full name, title, facility name and email address in the body of the message.

9/ 18 / 2020

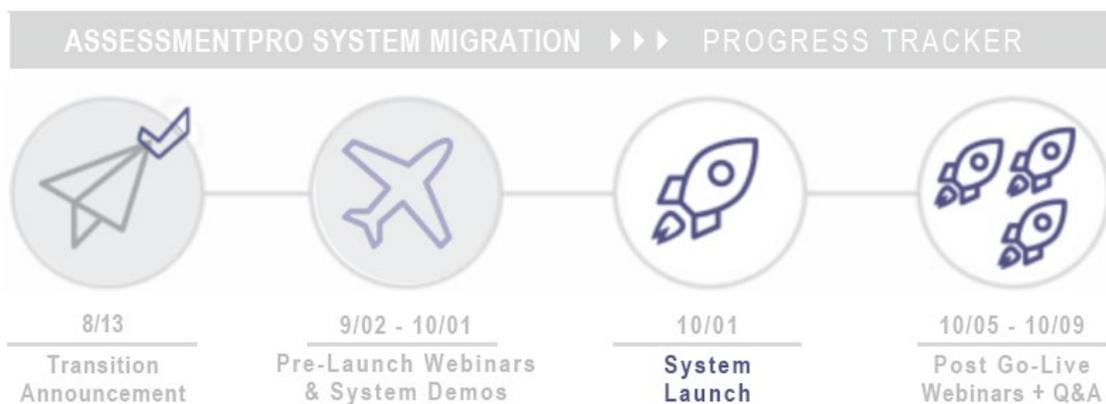
Is Your Facility Ready for the October 1st AssessmentPro Transition? Attend Upcoming Webinars | Select User Role | Create User Account | Review New Support Resources

We're less than two weeks away from the **October 1st** launch of Iowa's new online PASRR platform, **AssessmentPro**. Is your team ready for this game-changing transition? There are several steps each facility need to take in order to avoid any potential delays to new PASRR screens and assessments after that go-live date. This includes:

- Register: Attend upcoming **training webinars**
- Action Required: Create your **user account** in AssessmentPro
- New Resource: Review the AssessmentPro **Provider Transition Guide**
- Support: Reminders on how to contact your **Iowa PASRR Help Desk**

What's NOT changing? The Iowa PASRR Providers Website is still the place everyone should go, in order to begin any interaction with Iowa PASRR, up to and after **October 1, 2020**. Please be sure to bookmark the website, if you've yet to do so: <https://maximusclinicalservices.com/svcs/iowa>

All of our resources, announcements and links to sign up for training will still be found there!



REGISTER: Attend Upcoming AssessmentPro Webinars

Training is imperative to ensure that everyone involved with the PASRR process has a solid understanding of the new AssessmentPro platform, processes, and the changes taking place with the transition. Be sure to review the **dates/times and click the links below to register** for one session from each series of webinars listed, as each will cover a different set of topics.

System Registration, ServiceMatters & PathTracker

[System Registration, ServiceMatters & PathTracker | 2 pm CT Tue, 9/22](#)

[System Registration, ServiceMatters & PathTracker | 10 am CT Wed, 9/23](#)

[System Registration, ServiceMatters & PathTracker | 10 am CT Thu, 9/24](#)

PASRR Level I Submission Training

[Level I Submission Training | 9 am CT Tuesday, September 29, 2020](#)

[Level I Submission Training | 2 pm CT Wednesday, September 30, 2020](#)

[Level I Submission Training | 1 pm CT Thursday, October 1, 2020](#)

COMING SOON: Post-Launch Q&A Sessions

Stay tuned for more details on a series of **Q&A sessions on 10/05-09**.

After registering, you will receive a confirmation email and a reminder message an hour before the session is scheduled to begin.

REQUIRED ACTION: Create Your AssessmentPro Account

If you've yet to do so, each member of your facility team who will be involved with the PASRR process needs to review and select an appropriate AssessmentPro user role(s), then sign up for individual system accounts. Review the instructions below to complete both of these important tasks:

SELECT System User Role(s)

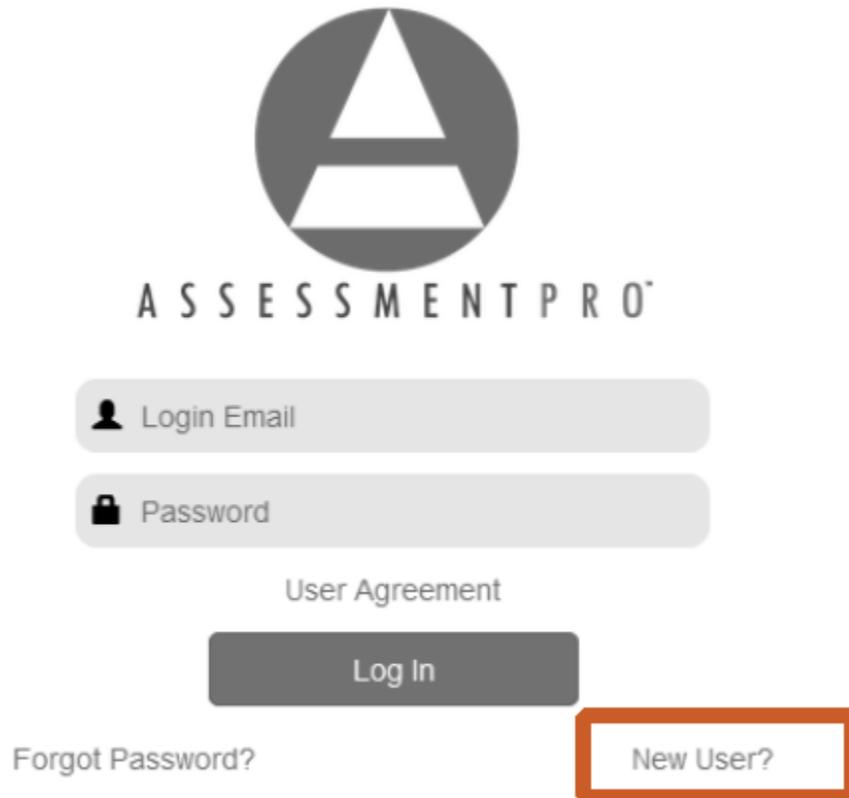
- Access Coordinator/AP Administrator - This role must be set up first. Responsible for review and approval of all other facility users.
We strongly recommend that each facility have AT LEAST TWO Access Coordinators/AP Administrators, but you may have more than two. These Access Coordinators should be the people who use PASRR the most, and they will be able to give access to others.
- Clinical User - This role is for individuals who can begin and submit a Level I screen.
- Non-Clinical User - Applies to individuals who can begin, but not submit Level I PASRR screens. This kind of access would work well for business office staff, who need to make entries of Admission/Transfer/Discharge notices in PathTracker Plus.

NOTE: You can sign up for more than one role listed above. For example, an Access Coordinator can also be a Clinical User.

Create Your System Account

Once you've determined the correct role(s), based on your activities in the PASRR process, follow the instructions below to complete this important task. All users can sign themselves up for an account. Your facility's Access Coordinator(s) will then be notified through AssessmentPro of the new account request.

1. Visit AssessmentPro.com. Click **New User?**



2. Complete Registration Form

Hover over ***circled i*** for more info

Click **Save** to proceed > As enter data into the fields depicted at right and select Iowa (even if your facility is in a different state) from the State drop-down, an additional field will appear for Facility. **Note: If you plan to choose the Access Coordinator/AP Administrator role, be sure to select the checkbox under Facility, which says "Request Access Coordinator Access"*



A S S E S S M E N T P R O

First Name

Last Name

Email Address

Re-enter Email Address

Phone - Business

Phone - Direct

Phone - Mobile

Phone - Fax

State

Credentials

Custom credential

Password

Re-enter Password

- Return to the URL provided by the Training team

Enter your **Login: Email & Password**

Review **User Agreement** before first login

Click **Log in**



The image shows the AssessmentPro login interface. At the top is the AssessmentPro logo, which consists of a dark grey circle containing a white stylized 'A' shape. Below the logo, the text 'ASSESSMENTPRO' is displayed in a spaced-out, dark grey font. The login form is enclosed in a light grey rounded rectangle. It contains two input fields: the first is labeled 'Login Email' with a person icon, and the second is labeled 'Password' with a lock icon. Below these fields is a link for 'User Agreement' with an arrow pointing left towards the password field. At the bottom of the form is a dark grey 'Log In' button. Below the form are two links: 'Forgot Password?' on the left and 'New User?' on the right. Orange boxes highlight the 'Login Email' and 'Password' fields, and the 'Log In' button. An orange arrow points from the right side of the form towards the 'User Agreement' link.

NEW RESOURCE: Provider Transition Guide

As you prep for the October 1st launch, be sure to check out a handy new reference, developed for everyone involved in the PASRR process. The Provider Transition Guide is chock-full of helpful reminders on the benefits of AssessmentPro, ways to maximize the new system, and tips to help your team successfully navigate this impactful change. Click the link below to review:

[Review the AssessmentPro Provider Transition Guide](#)

Additional Resources: There are other AssessmentPro-related guides and materials also available for your reference. Choose from the links below to learn more:

- [AssessmentPro System Frequently Asked Questions \(FAQs\).](#)
- [System Overview Training Series #1 - Recording \(register to view when prompted\).](#)

SUPPORT: Iowa PASRR Help Desk Contacts

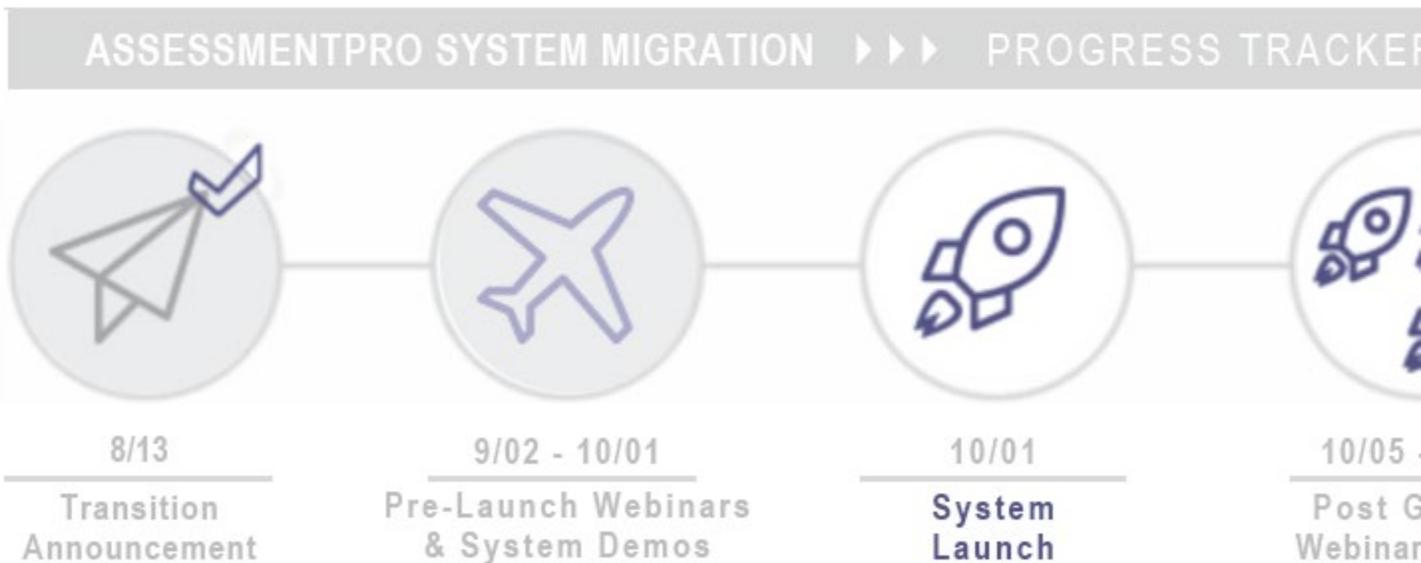
Email: iowaPASRR@maximus.com
Phone: 833.907.2777
Fax: 877.431.9568
Web: maximusclinicalservices.com/svcs/iowa

9/ 24 / 2020

Final Countdown to October 1st AssessmentPro Migration | Be Prepared – Register for Upcoming Webinars, Create System Account, Download Training Checklist

With one week left to go until the **Thursday, October 1st AssessmentPro transition** for database management of all **PASRR** program assessments, be sure that your facility is ready for the change. Review important next steps and resources listed below, including:

- Register for upcoming **AssessmentPro webinars**
- Review resources, including the new **AssessmentPro Training Checklist**
- Process reminders on **user role selection & system account setup**
- Support resources, including the **Iowa PASRR Provider Website**



TRAINING: Register for Upcoming Webinars

Over the past month, the Iowa PASRR Training team has held webinars on a variety of different topics about PASRR processes, account setup and basics on the AssessmentPro system. These events continue next week with **PASRR Level I Submission Training**. Content presented in this series will be identical, so review the registration details listed below and choose the date/time that works best with your schedule.

PASRR Level I Submission Training

- [Level I Submission Training | 9 am CT Tuesday, September 29, 2020](#)
- [Level I Submission Training | 2 pm CT Wednesday, September 30, 2020](#)
- [Level I Submission Training | 1 pm CT Thursday, October 1, 2020](#)

AssessmentPro Post-Launch Q&A Sessions - NEW

Once we arrive at the 10/01 launch date, we know that you may have additional questions once you begin actively using the system. With that in mind, we invite you to join us for a series of **AssessmentPro Post-Launch Q&A Sessions** taking place each day during the week following implementation. These hour-long open forums are the ideal place to field your toughest AssessmentPro questions with the experts. We'll also address any general PASRR questions that you have during these sessions. Sign up below for as many sessions as you need.

- [AssessmentPro Post-Launch Q&A Session | 1 pm CT Monday, October 5, 2020](#)
- [AssessmentPro Post-Launch Q&A Session | 1 pm CT Tuesday, October 6, 2020](#)
- [AssessmentPro Post-Launch Q&A Session | 1 pm CT Wednesday, October 7, 2020](#)
- [AssessmentPro Post-Launch Q&A Session | 1 pm CT Thursday, October 8, 2020](#)
- [AssessmentPro Post-Launch Q&A Session | 1 pm CT Friday, October 9, 2020](#)

**After registering for any sessions listed above, you will receive a confirmation email and a reminder message an hour before the session is scheduled to begin.*

DOWNLOAD: AssessmentPro Training Resources

Helpful resources have been developed to get you up to speed with AssessmentPro and maximizing its numerous tools and features. Below are some useful reference guides to help you navigate this new web-based system - including a brand new Training Checklist, with instructional resources for all major AssessmentPro processes.

AssessmentPro Training Checklist - NEW

Links to video tutorials and instructional PDFs on all the major features you'll need to know about AssessmentPro.

[Click to download](#)

System Overview Training Series #1 - Recording

If you were unable to attend one of the earlier training webinars or would like a refresher on the content shared, click the link below to review a recording of one of the Series #1 sessions presented earlier in September. Register to view when prompted.

[Click to listen](#)

Provider Transition Guide

This guide contains reminders on the benefits of AssessmentPro, ways to maximize the new system, and tips to help your team successfully navigate this impactful change.

[Click to download](#)

AssessmentPro System - Frequently Asked Questions

Explore some of the questions most often fielded about the PASRR process and using the AssessmentPro system.

[Click to download](#)

Iowa PASRR Providers Website - Please BOOKMARK This Site! All Iowa PASRR Activity Starts Here!

Stay up-to-date with the program's latest announcement, guides and relevant state links.

[Explore the site](#)

REMINDER: Select AssessmentPro User Roles & Create an Account

If any members of your team involved in the PASRR process have yet to do so, it is critical that they choosing appropriate system user roles and set up an AssessmentPro account. Here are reminders to complete both of those tasks.

AssessmentPro User Roles

AP Administrator

This role must be set up first.

Responsible for **review and approval of all other facility users.**

Clinical User

This role applies to individuals who can begin and submit a **Level I screen.**

Non-Clinical User

Applies to individuals who can begin but cannot submit a **Level I screen.**

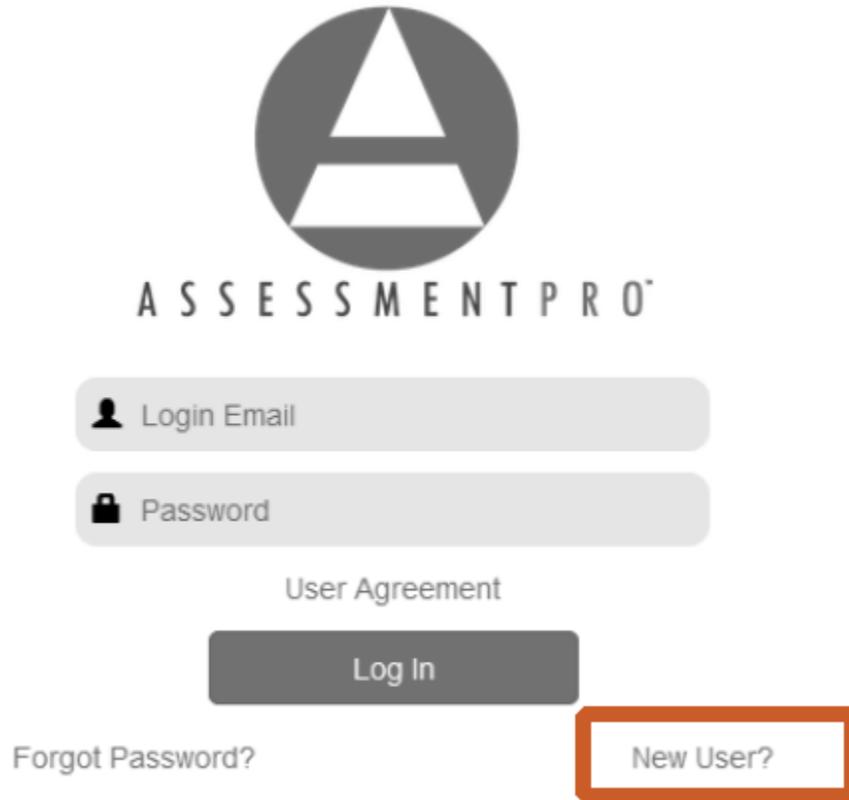
It's recommended that multiple AP Administrators be selected to ensure continuity.

**You can sign up for multiple roles. For example, an AP Administrator can also be a Clinical User.*

Once you've determined the correct role(s), based on your activities in the PASRR process, follow the instructions below to complete this important task. All users can sign themselves up for an account. Your

facility's AP Administrator(s)/Access Coordinators will then be notified through AssessmentPro of the new account request.

1. Visit AssessmentPro.com. Click **New User?**



2. Complete Registration Form

Hover over **circled i** for more info

Click **Save** to proceed

As you enter data into the fields depicted at right and select Connecticut (*even if your facility is in a different state*) from the **State** dropdown, an additional field will appear for **Facility**.

*Note: If you plan to choose the AP Administrator role, be sure to select the checkbox under **Facility**, which says **"Request AssessmentPro Administrator Access"**



A S S E S S M E N T P R O

First Name

Last Name

Email Address

Re-enter Email Address

Phone - Business

Phone - Direct

Phone - Mobile

Phone - Fax

State

Credentials

Custom credential

Password

Re-enter Password

3. Return to [AssessmentPro.com](https://www.AssessmentPro.com)

Enter your **Login: Email & Password**

Review **User Agreement** before first login

Click **Log in**

**Reminder: Your UserName will always be your email address.*



A S S E S S M E N T P R O

User Agreement ←

[Forgot Password?](#)

[New User?](#)

SUPPORT: Iowa PASRR Help Desk Contacts

Phone: 833.907.2777

Email: iowaPASRR@maximus.com

Fax: 877.431.9568

Web Resources: [Iowa PASRR Provider Site](#)

9/30/2020

The 10/01 AssessmentPro Migration is Just One Day Away! Review the AssessmentPro Go-Live Checklist

We're almost there! This **Thursday, October 1st** marks the Iowa PASRR program's transition to the **AssessmentPro** system. Is your facility ready for the launch? [Avoid potential delays](#) in Level I screen submissions or Level II evaluations once the transition is complete. Review the **AssessmentPro Go-Live Checklist** listed below, which covers:

- Upcoming **webinars** and post-launch **Q&A sessions**
- **Training toolkit** of available resources
- Reminder on AssessmentPro **benefits**
- Setting up your team's new **system accounts**
- Help Desk contacts + **Iowa PASRR Provider Website**

Next steps: After this evening, **September 30th**, new screens will need to be submitted through AssessmentPro and access to the existing PASRR system for the purpose of new submissions will then be disabled.

Additional questions? Review training materials on the Iowa PASRR Provider website, register for an upcoming Q&A session, or contact the Help Desk for other questions not found below: iowaPASRR@maximus.com.

ASSESSMENTPRO GO-LIVE CHECKLIST

REGISTER: Upcoming Webinars + Post-Launch Q&A Sessions

If you've yet to attend the previous sessions, be sure to join the Iowa PASRR Training team for one of the PASRR Level I Submissions webinars scheduled ahead of Thursday's AssessmentPro launch.

Choose a date/time below that works best for you to register:

PASRR Level I Submission Training

[Level I Submission Training | 2 pm CT Wednesday, Sep 30, 2020](#)
[Level I Submission Training | 1 pm CT Thursday, Oct 1, 2020](#)

AssessmentPro Post-Launch Q&A Sessions

You may have additional questions following tomorrow's launch. With that in mind, we will be offering daily **Post-Launch Q&A Sessions** each day next week, to field your toughest AssessmentPro questions, as well as any general PASRR topics you'd like to cover. Click the links below to register for these helpful hour-long sessions.

[AssessmentPro Post-Launch Q&A Session | 1 pm CT Monday, Oct 5, 2020](#)

[AssessmentPro Post-Launch Q&A Session | 1 pm CT Tuesday, Oct 6, 2020](#)

[AssessmentPro Post-Launch Q&A Session | 1 pm CT Wednesday, Oct 7, 2020](#)

[AssessmentPro Post-Launch Q&A Session | 1 pm CT Thursday, Oct 8, 2020](#)

[AssessmentPro Post-Launch Q&A Session | 1 pm CT Friday, Oct 9, 2020](#)

Note: After registering for any sessions listed above, you will receive a confirmation email and a reminder message an hour before the session is scheduled to begin.

TOOLKIT: AssessmentPro Resources

Check out these important go-to resources below as a first pass for all your AssessmentPro questions.

AssessmentPro Training Checklist | [Download](#)

Links to video tutorials and instructional PDFs on all the major features you'll need to know about AssessmentPro.

System Overview Training Series #1 Recording | [Listen](#)

If you would like a refresher on the content shared, click the link below to review a recording of one of the Series #1 sessions presented earlier in September. Register to view when prompted.

Provider Transition Guide | [Download](#)

This guide contains reminders on the benefits of AssessmentPro, ways to maximize the new system, and tips to help your team successfully navigate this impactful change.

AssessmentPro System - Frequently Asked Questions | [Download](#)

Explore some of the questions most often fielded about the PASRR process and using the AssessmentPro system.

Iowa PASRR Providers Website | [Explore](#)

Stay up-to-date with the program's latest announcement, guides and relevant state links. Bookmark this site. All Iowa PASRR activity should start [here](#).

PROCESS REVIEW: AssessmentPro Account Sign Up

Any facilities that have yet to set up accounts in AssessmentPro should review the steps below to select the proper user roles for each team member involved in the PASRR process, then create their system accounts.

Access Coordinator/AP Administrator

This role type should be your facility's [first account registered](#), as the Coordinator(s) will then be responsible for review and approval of all your other users. This role must be set up first and should be the people who **use the PASRR system the most frequently**, within your facility.

Responsible for **review and approval of all other facility users**. Please choose **at least two per facility**. This helps to ensure continuity if one is unavailable or leaves the position before a replacement Access Coordinator can be registered in the system.

Clinical User

This role is for individuals who can **begin and submit a Level I** screen.

Non-Clinical User

This role is for business office staff who submit **PathTracker notices** for nursing facilities, but may not use other functions much. This role applies to individuals who can begin, but cannot submit a Level I PASRR screen.

ServiceMatters Respondent

This role applies only for those working in Nursing Facilities who develop care plans, arrange services, and complete **ServiceMatters reviews**.

Log In to Create Your AssessmentPro System Account

A) Visit [AssessmentPro.com](https://www.assessmentpro.com)

Click **New User?**

B.) Complete Registration Form

Hover over **circled i** for more info

Click **Save** to proceed > As enter data into the fields depicted at right and select Iowa (even if your facility is in a different state) from the **State** drop-down, an additional field will appear for **Facility**

**Note: If you plan to choose the Access Coordinator/AP Administrator role, be sure to select the checkbox under Facility, which says "Request Access Coordinator Access"*

C.) Return to the URL provided
by the Training team

Enter your **Login: Email & Password**

Review **User Agreement** before first login

Click **Log in**

BENEFITS: Review AssessmentPro System FAQs

The transition will result in very **few changes to your day-to-day PASRR processes**, while maximizing impact with several key benefits.

In-depth representation of needs

With the launch of the new system will be the ability to immediately upload documentation within AssessmentPro to paint an even more well-defined picture of each individual and their needs. Although fax will still be available, easier uploading will become the fastest, most accurate, and preferred method for documentation transmittal.

Simplified processes for multi-facility users

Providers working with multiple facilities will only need one AssessmentPro login for system access. Simply toggle to the appropriate facility as necessary, once you're logged in.

Expanded resources

Additional training and support materials will be readily available to providers, when logged into the AssessmentPro system. Anything on the website that appears with a lock on it, will automatically be unlocked when you are logged in.

ASK A QUESTION: Contact Iowa PASRR Help Desk

If you have questions or need assistance with anything about the upcoming **10/01/2020 AssessmentPro transition**, contact the Iowa PASRR Help Desk:

Phone: 833.907.2777

Email: iowaPASRR@maximus.com

Fax: 877.431.9568

Web Resources: [Iowa PASRR Provider Site](#)

10/ 2 / 2020

Transition to AssessmentPro Complete | Interim Issue with NF Notices in PathTracker | Sign Up for Q&A Sessions

As we hope you are aware, this **Thursday, October 1st**, was the official "go-live" day for our **new platform for Iowa PASRR, AssessmentPro**. DHS and Maximus offered 12 training events in September to help all our providers be well prepared for the launch of AssessmentPro, and we'll be hosting live, one-hour **Q&A sessions** from **October 5-9th, 1:00 pm CT** each day, to address any questions and training issues regarding the launch. Registration links will be provided at the end of this message. Ascend/Maximus has doubled the number of staff working on the [Iowa Help Desk](#), in order to be well prepared to address the many questions and support needs that we anticipated might arise.

UPDATE: Historical Records Issue Currently Being Addressed

Since yesterday's system launch, a technical issue has come to our attention. It's related to the movement of PathTracker Plus historical records of admission, transfer, and discharge notices, from the legacy/old system to the AssessmentPro platform. Some nursing facilities may notice when going into the new platform to review their census, individuals in the facility census who were discharged in the past and don't appear to be discharged now.

We ask, at this time, that you not attempt to address or fix this issue. Our IT staff are working diligently to address the issue, and we hope to have a solution within the next few days. We'll share that solution in additional announcements by email and posted to the Iowa PASRR Providers website, as soon as it is available: <https://maximusclinicalservices.com/svcs/iowa>. We also intend to share those updates during next week's Q&A webinars (registration info listed below), if available by then.

Other Issues?

In the interim, we advise providers to make us aware of any other issues that may arise by emailing the Help Desk with any other questions or concerns: iowaPASRR@maximus.com. Thank you for your support and patience as we make our transition into this new, more intuitive, and more user friendly platform.

LEARN: Upcoming Q&A Sessions | October 5 - 9, 2020

Have additional questions about AssessmentPro or the PASRR process? Here's your opportunity to find answers to your toughest questions. Join the Training team for a series of **AssessmentPro Post-Launch Q&A Sessions** taking place every day next week. Sign up below for as many of these hour-long sessions as you need.

[AssessmentPro Post-Launch Q&A Session | 1 pm CT Monday, 10/05/2020](#)
[AssessmentPro Post-Launch Q&A Session | 1 pm CT Tuesday, 10/06/2020](#)
[AssessmentPro Post-Launch Q&A Session | 1 pm CT Wednesday, 10/07/2020](#)
[AssessmentPro Post-Launch Q&A Session | 1 pm CT Thursday, 10/08/2020](#)
[AssessmentPro Post-Launch Q&A Session | 1 pm CT Friday, 10/09/2020](#)

After registering, you will receive a confirmation email and a reminder message an hour before the session is scheduled to begin.

SUPPORT: Iowa PASRR Help Desk Contacts

Phone: 833.907.2777

Email: iowaPASRR@maximus.com

Fax: 877.431.9568

Web Resources: [Iowa PASRR Provider Site](#)

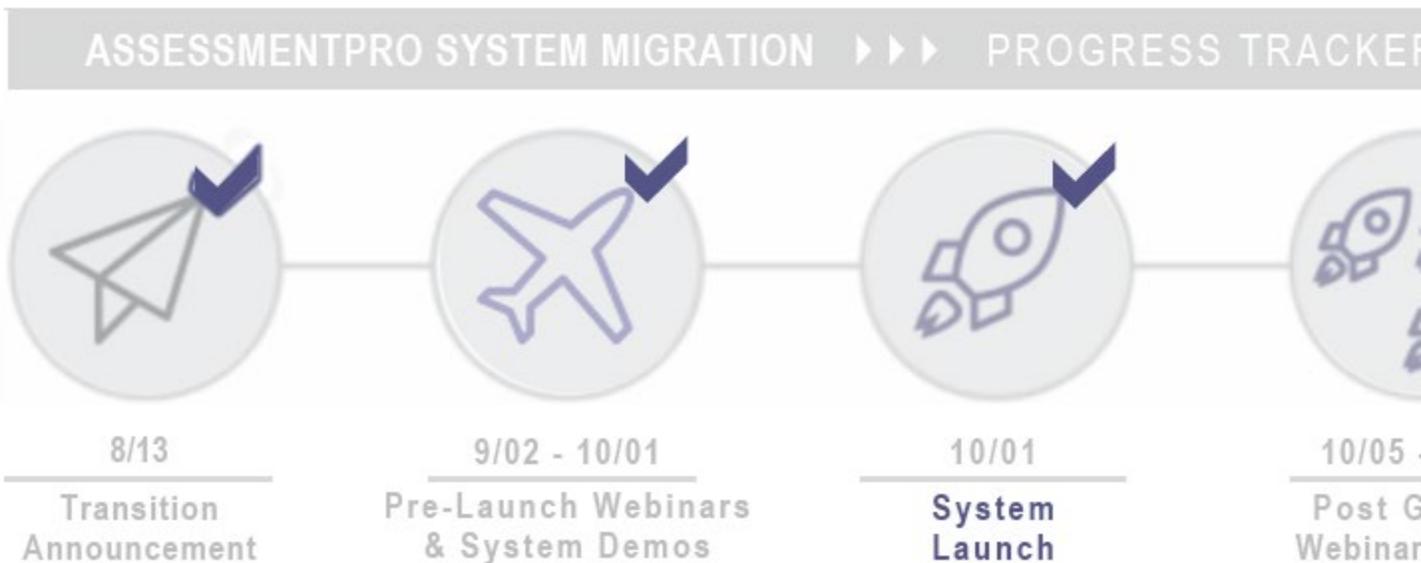
10/9/2020

Review Helpful System Tips, Explore Resources, & Register for Final Q&A Webinar

We are now one week past the October 1st migration to Iowa's new PASRR system, AssessmentPro. Thanks for your continued engagement and invaluable feedback throughout the recent implementation and training process.

Still need answers to AssessmentPro questions? The Iowa DHS and the IA PASRR program support team have you covered, with additional reference materials, reminders, as well as the last of our week-long series of Q&A sessions. Check out more information below on these helpful resources:

- Register: Today's Q&A Webinar
- Update: Historical records issue now resolved
- FAQs: Check out some frequently asked questions
- Resources: Review helpful training content
- Support: How to contact the Help Desk



REGISTER: Q&A Session | Today, 10/09 @ 1 pm CT

If you still have AssessmentPro or PASRR questions and missed the Post-Launch Webinars held earlier this week, its not too late! Join us for today's final Q&A session, led by the Iowa PASRR Program Training team. This informative hour-long event is an open forum, where you can share your toughest system questions with the experts. Sign up below:

[Post-Launch Q&A Session | 1 pm CT Today, Oct 9, 2020](#)

PROCESS UPDATE: Historical Records Issue Now Resolved

As shared in our most recent communication, a technical issue arose following last week's transition process. Some nursing facilities may have noticed individuals in the facility census who were discharged in the past and don't appear to be discharged now, when using the new system to review their census. The IT team successfully resolved this issue on Tuesday evening.

If you have experienced any other issues since the system migration, please email the Help Desk with any other questions or concerns: iowaPASRR@maximus.com. As always, we appreciate your support and patience as we make final adjustments to this more intuitive and user friendly platform.

FAQs: Tackling Your AssessmentPro Questions

Over the next several emails you receive from us, we'll be sharing some commonly asked questions we're hearing from Iowa AssessmentPro system users. Below are a few important ones to keep in mind. To review more, be sure to download the latest version of the [FAQs resource guide here](#).

- **Q: Can multiple staff work on the same submission?**
A: Yes, multiple people can work on a PASRR draft to prepare it for submission. However, only one person from a facility can edit the screen at a time. On the provider's landing page in AssessmentPro, there is a tab for Draft screens. Within that tab, there will be two sub-tabs: My Screens and Facility Screens. If the provider opens the Facility Screens sub tab, they will be able to access the draft screens within their facility. Once they open a draft screen, they can complete and submit it to Maximus.
- **Q: If the hospital does not know which NF a patient is discharging to, is there another way to get the PASRR determination to the NF?**
A: You can print the outcome and send it to the nursing facility that is chosen. The NF should read and review the PASRR before accepting the person to ensure they can meet their needs there.

RESOURCE: AssessmentPro Guides

Helpful resources have been developed to get you up to speed with AssessmentPro and maximizing it's many capabilities. Below are some useful reference guides to help you navigate this new web-based platform.

Checklist - AssessmentPro Training | [Download](#)

Links to video tutorials and instructional PDFs on AssessmentPro features.

Presentation - Provider Training | [Recording](#)

Get a refresher with a recording of a AssessmentPro System Overview shared with providers during the recent transition. *Register to view, when prompted.

Frequently Asked Questions | [Download](#)

Explore some questions about using the AssessmentPro system.

Provider AssessmentPro Transition Guide | [Download](#)

Helpful if you have others on your team who are new to AssessmentPro, this guide contains reminders on AssessmentPro use and helpful ways to maximize the system.

Iowa PASRR Tools & Resources | [Bookmark & Explore](#)

Stay up-to-date with all the program's latest announcement, forms, guides and relevant state links.

SUPPORT: Iowa PASRR Help Desk Contacts

Phone: 833.907.2777

Email: iowaPASRR@maximus.com

Fax: 877.431.9568

Web Resources: [Iowa PASRR Provider Site](#)

10/20/2020

Register for Upcoming Provider Webinars – October 2020 – March 2021

Now that the learning opportunities related to the recent AssessmentPro migration have been completed, we're pleased to announce a new Iowa PASRR Technical Assistance Webinar series, offering providers the opportunity to learn more about PASRR. The first of these sessions, Overview of PASRR and Nursing Facilities for persons with Mental Illness (NFMI) Individuals who meet NFMI Level Of Care, is scheduled to take place next Tuesday, October 27th.

Below are dates and registration links for each of these informative webinars, geared toward different aspects of the PASRR process, and the various roles we each play in helping those we serve. These training events are designed to be useful to any individual who may need to have some understanding of, or interaction with, the PASRR process. You are highly encouraged to register and attend one or more of these informative sessions, all of which are live, interactive, and will offer you a chance to ask any questions that you may have.

Overview of PASRR and Nursing Facilities for persons with Mental Illness (NFMI) Individuals who meet NFMI Level of Care

[CLICK HERE TO REGISTER | 2 p.m. CST October 27, 2020](#)

Description:

Please join us on **October 27, 2020 at 2:00 p.m. CT** for a special webinar in the Iowa training series regarding individuals whose PASRR indicates that the person meets NFMI Level of Care (Nursing

Facilities for persons with Mental Illness).

This webinar will provide an overview of what the expectations are for nursing facilities who support individuals who have very high behavioral health needs and meet the NFMI level of care.

There are currently 168 nursing facilities in Iowa who have accepted individuals who meet NFMI level of care at the present time, in addition to Iowa's three NFMI facilities of Davis Center in Bloomfield, Pillar of Cedar (formerly known as Country View) in Waterloo, and Southeast Iowa Behavioral Healthcare center (formerly known as Dave's Place) in Keokuk.

All facilities who are presently caring for someone who meets NFMI level of care are invited to attend this essential webinar. We also wish to invite representatives of any other NFs who are considering self-identifying as a facility that can meet these very high behavioral health needs.

The discussion will provide you guidance on:

- Definitions of PASRR Identified Specialized Services that are unique to NFMI, including:
- Functional Assessment
- Behaviorally Based Treatment Plans
- Along with a discussion of:
 1. Expectations of Ascend, DHS and DIA
 2. Ways to improve care planning

Deep Dive into PASRR Abbreviated Level II Outcomes: Exemptions & Categorical Outcomes

[CLICK HERE TO REGISTER | 2 p.m. CST Tuesday, November 10, 2020](#)

Description:

Join us on **Tuesday, November 10, 2020 at 2:00 p.m. CT** for an Iowa PASRR Technical Assistance webinar, as part of our continuing education series. This very important Iowa PASRR webinar will get into the weeds and address your questions about exactly how to successfully complete a Level I PASRR screen with an expected outcome of a 30-day Exemption or a Categorical Outcome. This webinar will provide information on:

- When is it appropriate to request an exemption?
- Which documents to provide up front to help the process work as quickly and efficiently as possible?
- What are the best practices for completing thorough and timely screenings
- What to do when I am not reporting a PASRR Condition but Ascend requests that I send a Certification

If you are a Hospital Administrator, hospital discharge planner, a nursing facility administrator, nursing facility DON or social worker, then this webinar is for you. If you work with other community-based service

providers such as in-home health care providers, community mental health centers, group homes, or hospice providers who want to learn more about the appropriate time to request a 30-day Exemption and Categorical Outcome.

Level II PASRR Summary of Findings - How to Review, Understand, & Implement the PASRR Summary of Findings

[CLICK HERE TO REGISTER | 2 p.m. CST Tuesday, November 24, 2020](#)

Description:

Please join us on **Tuesday, November 24, 2020 at 2:00 p.m. CT** for an Iowa PASRR Technical Assistance webinar, as part of our continuing education series. This very important Iowa PASRR webinar will get into the weeds and address your questions about exactly how to successfully review a Level II PASRR Summary of Finding, understand the content and services identified and how to successfully implement the PASRR identified Services and Supports.

How to Successfully Complete a PASRR Service Matters Review

[CLICK HERE TO REGISTER | 2 p.m. CST Tuesday, December 1, 2020](#)

Description:

Please join us on **Tuesday, December 1, 2020 at 2:00 pm CT**, for an Iowa PASRR Technical Assistance webinar, as part of our continuing education.

A function of Iowa's PASRR process is that for every PASRR Level II where an individual in the PASRR population is identified as being in need of one or more "Specialized Services," Ascend will monitor whether the NF has developed a PASRR compliant care plan that includes all PASRR identified services, and will ask for specific evidence that documents the delivery of PASRR identified specialized services.

This Iowa PASRR webinar will offer specific guidance on how to successfully complete a PASRR Service Matters Review

This webinar will provide you specific information on:

- How to write a PASRR Compliant Care plan
 - Where to find the Iowa PASRR NF Level II Care Planning Tool, and how to use it
 - How to ensure that PASRR identified services are being provided
 - What information is needed to document that PASRR identified Specialized Services (SS) are being delivered
 - How to complete the Service Matters Form
 - How to ensure full PASRR compliance with regard to service delivery
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How to Successfully Complete a Level I PASRR Screen

[CLICK HERE TO REGISTER | 2 p.m. CST Tuesday, December 15, 2020](#)

Description:

Please join us on **Tuesday, December 15, 2020 at 2:00 p.m. CT** for an Iowa PASRR Technical Assistance webinar, as part of our continuing education series. This very important Iowa PASRR webinar will get into the weeds and address your questions about exactly how to successfully complete a Level I PASRR screen and what documents are needed at the point of submission. This webinar will provide information on:

- Who gets a Level I PASRR Screening
- What information is required in a Level I Screening
- Which documents to provide up front to help the process work as quickly and efficiently as possible
- What are the best practices for completing thorough and timely screenings
- The various outcomes of Level I screenings in Iowa

If you are a Hospital Administrator, hospital discharge planner, a nursing facility administrator, nursing facility DON or social worker, then this webinar is for you. If you work with other community-based service providers such as in-home health care providers, community mental health centers, group homes, hospice providers, or others who may have a need to learn how to submit Level I PASRR screens, please help us reach out and invite them as well.

PASRR 101: An In-depth Look into the Basics of Preadmission Screening and Resident Review

[CLICK HERE TO REGISTER | 2 p.m. CST Tuesday, January 5, 2021](#)

Description:

Please join us on **Tuesday January 5, 2021, at 2:00 p.m. CT** for the PASRR 101 webinar. It is intended to give those who are new to PASRR an opportunity to start from scratch, spend an hour with us, and become familiar with the basics. This webinar is intended to offer an opportunity for nursing facilities, hospitals, hospice and PACE providers, MCOs, community behavioral health agencies, other provider organizations, and interested parties, to learn with us. This webinar should be viewed as a per-requisite to other training offered by DHS and Maximus about PASRR in Iowa, although it can also serve as a useful refresher for many.

PASRR & Individuals with Interest in or History of Child or Dependent Adult Abuse

[CLICK HERE TO REGISTER | 2 p.m. CST Tuesday, January 19, 2021](#)

Description:

Please join us on **Tuesday, January 19, 2021 at 2:00 p.m. CT** for an overview of Preadmission Screening and Resident Review - PASRR and considerations when PASRR is being conducted for someone with a history of Child or Dependent Adult Abuse. PASRR is utilized to identify individuals with serious mental illness, intellectual or developmental disabilities, and related conditions, and identifies services that will be required for them if they enter an Iowa nursing facility. Within the past couple of years, we have seen a significant increase in the number of PASRR assessments involving individuals with some criminal or child abuse history, assessments that are conducted while individuals have also been identified as dependent adults by DHS, and where Dependent Adult Abuse assessments are co-occurring with PASRR or have recently been undertaken. In such cases, it can be beneficial for the individual and their support network if/when those involved in PASRR can collaborate more effectively with those involved in child or dependent adult abuse assessment, and the service delivery that may follow.

This webinar will offer guidance on:

- Who/What/When/Why/and How of PASRR
 - What information is needed to complete a thorough Level II evaluation and Summary of Findings?
 - When PASRR requests Abuse information, what happens with it?
 - Why court orders and legal/criminal history become important matters in such cases
 - How Dependent Adult Abuse Assessments impact PASRR and service delivery within the nursing facility
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PathTracker+ for Nursing Facility Social Workers, Administrators, & Business Office Staff

[CLICK HERE TO REGISTER | 2 p.m. CST Tuesday, February 2, 2021](#)

Description:

Please join us on **Tuesday, February 2, 2021 at 2:00 pm CT**, for an Iowa PASRR Technical Assistance webinar, as part of our continuing education series.

This Iowa PASRR Webinar is specifically designed for the staff in your NF who are involved in making admission, transfer, and discharge submissions into PathTracker Plus, which is a feature of the PASRR database.

The webinar will include an overview of several critical functionalities of PathTracker Plus, including the when, where, why, and how to submit admissions, transfer, discharge, and corrected notices. The use of PathTracker Plus has been mandatory since February 1, 2016. It is critical that appropriate nursing facility staff are trained and prepared to make necessary entries into the system in a timely manner. It is also critical that the NF stop any and all use of paper Case Activity Reports, also known as CAR forms, and that ALL changes that would have been submitted using a CAR form in the past, must now be made only in the electronic PathTracker Plus system.

Understanding Powers of Attorney, Legal Guardians and Conservators, Office of the Public Guardian - Two Part Series (Part One)

[CLICK HERE TO RESGISTER | 2 p.m. CST Tuesday, February 16, 2021](#)

Description:

Please join us on **Tuesday, February 16, 2021 at 2:00 p.m. CT** and on **Tuesday, March 2, 2021, at 2:00 p.m CT**, for a two-part series in our Iowa PASRR Technical Assistance webinars where we'll take a deep dive into issues surrounding Powers of Attorney, and court ordered Legal Guardians and Conservators, how they are impacted by the cognitive capacity and health status of the individuals we serve, and many questions that arise as we try to understand the differences, similarities, and implementation issues involved with each. PASRR frequently identifies a need for individuals to undergo an assessment and/or decision-making process about the need for designation of Substitute Decision Makers and we'll explore the issues and address some of the many questions that our attendees may have. We'll be joined by Jennifer Donovan of the Iowa Office of the Public Guardian, who will share her knowledge with us and facilitate better understanding of some of the many issues that frequently arise.

Part 1, which will be held on February 16th, will address the important legal differences between Powers of Attorney for Healthcare and Financial matters, Guardianships, Conservatorships, and when each of these may be appropriate for an individual. Iowa's Office of the Public Guardian will present information to nursing facility and hospital providers to help providers understand what to do when individuals, families, or PASRR identifies a need for consideration of powers of attorney and/or guardians and conservators. We hope it will further empower you to help individuals in Iowa enhance their quality of life! The webinar will be moderated by **MAXIMUS Program Manager, Brad Goodin**, and **Lila Starr, PASRR Program Manager** for Iowa DHS.

Understanding Powers of Attorney, Legal Guardians and Conservators, Office of the Public Guardian - A Two Part Series (Part Two)

[CLICK HERE TO REGISTER | 2 p.m. CST Tuesday, March 2, 2021](#)

Description:

Please join us on **Tuesday, March 2, 2021, at 2:00 p.m. CT**, for the second of a two-part series in our Iowa PASRR Technical Assistance webinars where we'll take a deep dive into issues surrounding Powers of Attorney, and court ordered Legal Guardians and Conservators, how they are impacted by the cognitive capacity and health status of the individuals we serve, and many questions that arise as we try to understand the differences, similarities, and implementation issues involved with each. PASRR frequently identifies a need for individuals to undergo an assessment and/or decision-making process about the need for designation of Substitute Decision Makers and we'll explore the issues and address some of the many questions that our attendees may have. We'll be joined by Jennifer Donovan of the Iowa Office of the Public Guardian, who will share her knowledge with us and facilitate better understanding of some of the many issues that frequently arise.

Part 2 on March 2nd will also feature **Jennifer Donovan**, and will address questions that arise in Part 1, offer another quick basic overview of materials shared in Part 1, and then go deeper into issues pertaining to Powers of Attorney, Guardianships and Conservatorships, offering tools and resources that will be very useful to hospitals, nursing facilities, and other providers who may have occasion to help individuals and older Iowans who are considering making designations of Powers of Attorney, designating end of life instructions and documents, and/or may be in need of court appointed guardians and/or conservators.

PASRR Status Changes & When to Complete Them

[CLICK HERE TO REGISTER | 2 p.m. CST Tuesday, March 16, 2021](#)

Description:

Please join us on **Tuesday, March 16, 2021 at 2:00 p.m. CT** for an Iowa PASRR Webinar, as part of our continuing education series. The webinar will take a deep dive into the issues surrounding when to submit a new PASRR based upon Significant Changes in Status. The Iowa Help Desk and the Iowa PASRR program receive more questions about Status Changes/Resident Reviews in PASRR and when to submit them, than any other single issue in PASRR. This webinar is truly for anyone and everyone who needs to understand a bit about when to submit new PASRRs and the correlations to overall compliance.

This webinar will offer guidance on:

- What might trigger a need for a Status Change for someone with a previous Negative Level I PASRR?
- What might trigger a need for a Status Change for someone who has previously been identified to be in the PASRR population, with a Level II PASRR?

- Ways to ensure you are compliant with Status Change PASRRs
 - When in doubt, submit a new PASRR
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Overview of PASRR Compliance of PASRR Level I Screenings, PASRR Level II Summaries, Service Matters & PathTracker+

[CLICK HERE TO REGISTER | 2 p.m. CST Tuesday, March 30, 2021](#)

Description:

Please join us on **Tuesday, March 30, 2021 at 2:00 p.m. CT** for an Iowa PASRR Technical Assistance webinar, as part of our continuing education series. This webinar will offer an in-depth overview of some of the many ways that it is possible to understand compliance and achieve full compliance with PASRR. The discussion will provide guidance on:

- What a Level I Screening is and understanding the Level I Outcomes
- What is a Level II PASRR and how do I review a Level II summary of Findings?
- What are the most common Level I Compliance Issues?
- What are the most common Level II Compliance Issues?
- What is a Status Change PASRR and how does submission of them impact compliance?
- What is Service Matters and how does it relate to achieving compliance?
- How do DHS/Ascend/DIA and others review NF Care Plans for PASRR compliance?
- How and when we do we need to Implement and verify that Discharge Planning is occurring?
- Attendees will learn to identify many ways that one can be non-compliant with PASRR

11/06 / 2020

Iowa PASRR Program: AssessmentPro Basics | PathTracker Questions | Register for IA PASRR Training Series

As we move into the Iowa PASRR program's second month since launching its new PASRR system, AssessmentPro (AP), it's important to keep in mind all of the various supports available to your team. If you're stumped by a "how to" question or maybe looking for additional ways to maximize this online PASRR toolkit, here are a few tools you may find helpful, including:

- FAQs: Recent questions about the PathTracker functionality
- Resources: AssessmentPro guides, recordings and videos
- Training: Sign up for free, twice monthly webinars through March 2021
- Contact the Iowa PASRR Help Desk through the Providers Web Page

Note: *There is a planned Iowa PASRR outage between 7 p.m. - 9 p.m. CT on Tuesday, 11/17 for system maintenance activities.*

Action Required: As the Iowa PASRR program continues to fully transition to AssessmentPro, please be

aware that Service Matters are still coming due in the previous "Legacy" PASRR platform, for LII PASRRs that were already in process before the 10/01 launch of AssessmentPro. Be sure to make sure all tasks are completed by continuing to check back in the previous system, which you can access by clicking on the "Legacy System Log In," which you'll find just below the introduction on the left side of the [Iowa PASRR Providers web page](#).

ASSESSMENTPRO BASICS: Choosing an AssessmentPro Administrator / Access Coordinator

By now, every agency or facility that uses PASRR should have at least one, and preferably two or more individuals designated as the **AssessmentPro Administrator(s)/Access Coordinators**. The people who sign up in the system for this role do not need to be supervisors or administrators, but should be the people who use the PASRR online system the most. They can give various kinds of access to other users within your agency or facility.

FAQs: Tips for Using PathTracker

The Iowa PASRR Help Desk team is receiving a lot of questions about the use of the PathTracker tool in AssessmentPro. Below are a few of the most commonly asked questions we're hearing from providers.

To review more, be sure to download the latest version of the [FAQs resource guide](#) here.

Q: I'm unable to make any changes in PathTracker.

A: If you cannot edit or make changes in PathTracker, go into your AssessmentPro **User Profile** and ensure that you are listed as either a **Clinical User** or **Non-Clinical User** role. If you don't see one of those roles listed, contact one of your facility's AssessmentPro Administrator(s) / Access Coordinator(s) and ask them to give you access.

Q: I've noticed there's a column in the Census tab of PathTracker that currently indicates that some or all PASRRs are out of compliance. Do I need to do something to address this?

A: No, you can ignore this column of information for now. The AssessmentPro IT support team are making some updates to rectify this issue. An update will be shared with providers once the issue is resolved.

Q: There is a column called Actions under the Census tab of PathTracker and the information shown there doesn't always seem to be accurate. Should I notify someone when I notice this has occurred?

A: This issue is also currently in the process of being resolved by the AssessmentPro IT support team. You can ignore any discrepancies shown there. An update will be shared with providers once the issue is resolved.

IOWA PASRR RESOURCES: Please Bookmark the Web Page!

All PASRR activity in Iowa should begin by going to the Iowa PASRR Providers web page, so if you have not already bookmarked it, please take a moment to do that right now. Please be sure that you use this link to check for announcements and/or seek assistance every time you want to interact with Iowa PASRR. *Contact information for the Iowa Help Desk is located at the top of the web page.

[Iowa PASRR Tools & Resources | Bookmark](#)

AssessmentPro Guides

Below are several helpful reference guides to help ensure you're familiar with all the basic tools available in AssessmentPro, so that you can maximize the capabilities of this new platform.

[Checklist - AssessmentPro Training | Download](#)

Links to video tutorials including how to set up your access and instructional PDFs on other features.

[Presentation - Intro to AssessmentPro Video Training | Recording](#)

Get a valuable overview of the AssessmentPro platform by watching this recorded overview shared with providers during the recent transition. *Register to view, when prompted.

[Frequently Asked Questions | Download](#)

Explore some questions about using the Iowa PASRR system.

REGISTER: Iowa PASRR Training Series

The new **Iowa PASRR Technical Assistance Webinar** series, which launched in October, continues through March of 2021 with a full slate of learning opportunities. These include topics that are critical to the provider community, such as: A Deep Dive into PASRR Abbreviated Level II Outcomes, Level II Summary of Findings, and How to Successfully Complete a Service Matters Review.

Check out more details and register for these webinars by reviewing the October 20th Announcement on the **[Iowa PASRR Providers Website](#)**.

SUPPORT: Iowa PASRR Help Desk Contacts

Phone: 833.907.2777

Email: iowaPASRR@maximus.com

Fax: 877.431.9568

Web Resources: [Iowa PASRR Provider Site](#)

11/16/2020

Telephonic Interview Update | 11/17 System Outage | Help Desk Resources

If you have not yet bookmarked the [Iowa PASRR Providers website](#), please take a moment to do that now. Be sure to begin all PASRR activity for Iowa on the page, where you'll find the links to **AssessmentPro login**, as well as the login for the legacy system for anyone who may need it, tools and **training materials** for AssessmentPro, and much more, including contacts for the **Iowa Help Desk**.

ANNOUNCEMENT: Telephonic PASRR Interviews

In March of 2020, the Iowa Department of Human Services authorized Maximus to change **all face-to-face Level II PASRR assessments so that they would be conducted telephonically or by other electronic means, such as secure video conference**, due to the COVID-19 pandemic. The Iowa PASRR Program Team will continue working closely with DHS for guidance on when face-to-face assessments may resume. There have been no other changes to the PASRR requirements in Iowa, and all functions continue to be required until further notice.

The Iowa Medicaid Enterprise (IME) issued some responses about the PASRR program early on in the pandemic. Below are some excerpts from the **IME COVID-19 FAQs for Long Term Care Facilities**.

Q: What is the effective start date of when the IME is suspending Pre-Admission Screening and Resident Review (PASRR) for nursing facilities?

A: There is no effective date at this time. The IME will continue to evaluate and share information as it develops.

Q: Has the IME already requested suspension of the Pre-Admission Screening and Annual Resident Review (PASRR) Level 1 and Level II Assessments?

A: The IME has not suspended PASRR screenings at this time and they should continue to be performed as required. The IME is monitoring PAs and timeframes for approval and will make changes as needed.

Be sure to check back on the state's **COVID-19 resources** page: <https://www.dhs.iowa.gov/COVID19>, as well as the [Iowa PASRR Providers website](#) frequently for new guidance and updates.

UPDATE: Planned System Outage | Tuesday, 11/17

There is an Iowa PASRR system outage planned for **this Tuesday evening, November 17th from 7 p.m. - 12 a.m. CT/ 8 p.m. - 1 a.m. ET**, for system upgrades. Please plan any screen submissions and other system activity accordingly.



SUPPORT: Iowa PASRR Help Desk Contacts

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Fax: 877.431.9568

Web Resources: [Iowa PASRR Provider Site](#)