

7/29/2020

Learning Opportunities: Find Answers to Your Questions About Newly Launched AssessmentPro, Web Based PASRR System

We are now two weeks past the July 15th launch of Delaware's new web-based PASRR system, AssessmentPro. Thanks again to each of you for your continued engagement during this summer's training efforts and invaluable feedback throughout the transition process.

Do you still need answers to AssessmentPro questions? The Delaware PASRR program team has you covered, with additional reference materials, reminders, several Question and Answers sessions, as well as an upcoming System Overview training. Check out more information below on these helpful resources:

- **Register:** Upcoming Overview and Q&A Webinars
- **Resources:** Download a series of training content
- **FAQs:** Your top most asked questions
- **Support:** How to contact the Help Desk

REGISTER: System Overview and Q&A Sessions

If you missed the recent training webinars, its not too late! Join us for tomorrow's System Overview, led by **Delaware PASRR Program Manager, Melanie Wilson**. This informative two-hour session includes a helpful walk-through of the **PASRR process** and a practical guide to using the state's new web-based tool, AssessmentPro. There is also a series of informative Question and Answer sessions planned for the next few weeks, where you can share your toughest system questions. Sign up below:

[System Overview Training | 11 a.m. Thursday, July 30th](#)

Register in advance for this session. Once registered, you will receive a confirmation email with more details.

[8/04 DE PASRR Provider Q&A Session | Join Zoom Meeting](#)

Time/Date: 10 a.m. - 11 a.m. ET, August 4, 2020

Call in Number: 877.853.5257 US Toll-free

Meeting ID: 975 2535 4864

[8/06 DE PASRR Provider Q&A Session | Join Zoom Meeting](#)

Time/Date: 1 p.m. ET - 2 p.m. ET, August 6, 2020

Call in Number: 877.853.5257 US Toll-free

Meeting ID: 992 3342 9075

[8/11 DE PASRR Provider Q&A Session | Join Zoom Meeting](#)

Time/Date: 1 p.m. ET - 2 p.m. ET, August 11, 2020

Call in Number: 877.853.5257 US Toll-free

Meeting ID: 994 9404 8070

REMINDER: Preventing Duplication Submissions

If you're unsure whether someone else on your team has **already submitted a screen** for an individual, you are able to look that up in AssessmentPro. Save time and prevent duplication by taking the following steps before beginning a new screen:

Step 1: Search for the individual in AssessmentPro

Step 2: Check in Assessment History for existing records

FAQs: Tackling Your AssessmentPro Questions

Over the next several emails you receive from us, we'll be sharing some of the most commonly asked questions we're hearing from Delaware 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 (if this is a full Level II).

RESOURCE: AssessmentPro Guides

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

AssessmentPro Guide for MCO/AAA Users | [Request - NEW!](#)
This latest guide covers the steps to add an Agency user to the system.

Checklist - AssessmentPro Training | [Request](#)
This must-have guide contains links to video tutorials and instructional PDFs on all the major features you'll need to know about AssessmentPro.

Recording - AssessmentPro Training | [Listen](#)
Unable to attend the recent System Overview sessions? Walk through a recent presentation by the DE PASRR program team.

Presentation - Provider Training | [Request](#)
Miss the recent System Overview sessions? Ask the Help Desk for a copy of this useful presentation, chock-full of invaluable information on the PASRR process and AssessmentPro.

Frequently Asked Questions | [Download](#)
Explore some of the questions most often fielded about the PASRR process and using the AssessmentPro system.

Delaware PASRR Tools & Resources | [Explore](#)
Stay up-to-date with all the program's latest announcement, forms, guides and relevant state links.

SUPPORT: Contacting the Help Desk

Have questions on a recent submission? We'd like to hear from you! Contact the Delaware PASRR Help Desk:

DEPASRR@maximus.com | 83.DEL.PASRR (833.357.2777)

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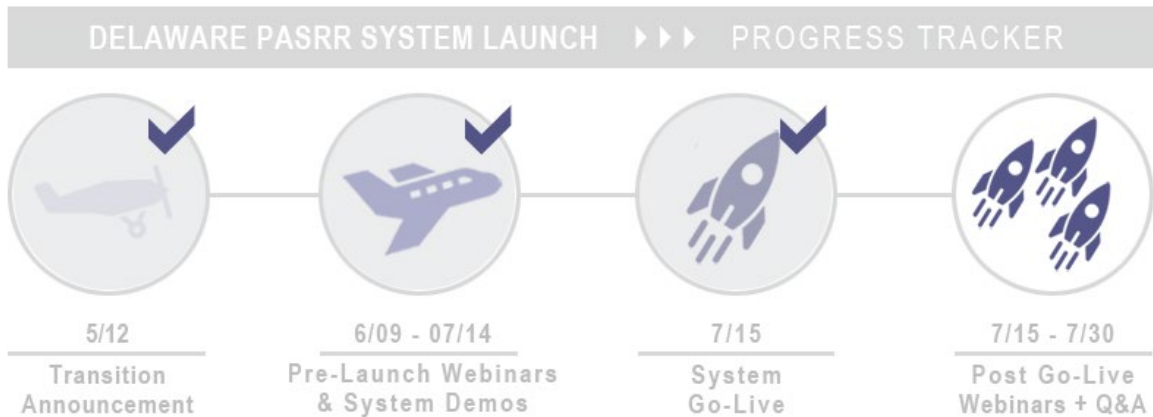
Review Helpful System Tips, Explore New Resources, & Register for Upcoming Webinars

It's finally here! Earlier this week on July 15th we celebrated the official launch of Delaware's new **web-based PASRR system, AssessmentPro**. Thank you for taking the steps necessary to make this transition a reality. We look forward to partnering with you to make a lasting impact in your community.

As you begin to familiarize yourself with process changes and the various AssessmentPro tools available, we know you'll have questions on how to maximize the system. Over the next few weeks, the Delaware PASRR program team at Maximus will provide several informative **Q&A Sessions**, as well as **System Overviews**, for those who might've missed the webinars in June and early July. There's also plenty of resources to quickly get you up to speed in using AssessmentPro, such as:

- [AssessmentPro Training Checklist](#)
- [Training Session Recording](#)
- [PASRR & AssessmentPro FAQs](#)
- [PASRR Tools & Resources Web Portal](#)

Learn more about these helpful options below, as well as an important reminder on **COVID-19 accommodations** now in place and details on contacting the **Delaware PASRR Help Desk**.



ASSESSMENTPRO GUIDE: Training Resources & Reminders

Toolkit: Your AssessmentPro Essentials

Empowering your team with the right resources is one of the biggest keys to success for yesterday's AssessmentPro implementation. Check out our top tools to get you moving!

[NEW! Frequently Asked Questions \(FAQs\) | Request](#)

This handy resource covers the questions most often fielded about the PASRR process and using the AssessmentPro system.

[Assessment Training Checklist | Request](#)

This must-have guide contains links to video tutorials and instructional PDFs on all the major features you'll need to know about **AssessmentPro**.

[Assessment Training Recording | Request](#)

Unable to attend the recent System Overview sessions? Listen to **Program Manager, Melanie Wilson**, walk you through the key things you'll need to know.

[Provider Training Presentation | Request](#)

Miss some of the important items covered during the **System Overview** sessions? Ask the Help Desk for a copy of this useful presentation, chock-full of invaluable information on the PASRR process and AssessmentPro.

LEARN: System Overviews + Q&A Webinars

The Delaware PASRR program team has kicked off a new series of **post-launch Q&A sessions** and additional System Overview training events. Choose the session and date/time that works best for you!

Post-Launch Q&A Sessions

[Post-Launch Q&A Session | 1:00 p.m. ET, TODAY July 17th](#)

Meeting ID: 988 4608 5853

Password: 462179

[Post-Launch Q&A Session | 10:00 a.m. ET, July 20th](#)

Meeting ID: 996 6437 7343

Password: 009999

[Post-Launch Q&A Session | 1:00 p.m. ET, July 21st](#)

Meeting ID: 946 3253 4395

Password: 270225

[Post-Launch Q&A Session | 1:00 p.m. ET, July 24th](#)

Meeting ID: 939 5322 6079

Password: 076754

[Post-Launch Q&A Session | 1:00 p.m. ET, July 27th](#)

Meeting ID: 998 7309 2762

Password: 928107

System Overview Webinars

[System Overview Training | 2:00 p.m. ET, July 22nd](#)

Register in advance for this session. Once registered you will receive a confirmation email with more details.

[System Overview Training | 11:00 a.m. ET, July 30th](#)

Register in advance for this session. Once registered you will receive a confirmation email with more details.

REMINDER: COVID-19 Accommodations Now in Place

As of 7/15, the **DHSS/DMMA** decision to employ various telehealth solutions for completion of assessments is now in effect. As an interim solution for the Delaware PASRR program, PASRR assessments will be completed by independent contractor assessors via secured Zoom and telephone.

Ahead of any potential lifting of face-to-face assessment restrictions, the Governor has mandated required **weekly COVID-19 testing** for any vendors entering a state nursing facility. Personal Protective Equipment (**PPE**) and strict usage guidelines will also be supplied to assessors, once in-person assessments resume. Updates on process changes ahead will continue to be shared as they arise.

SUPPORT: Delaware PASRR Help Desk

Have questions about AssessmentPro and can't find the answer in the resources listed above? Contact the Delaware PASRR Maximus support team for more information:

Email: DEPASRR@maximus.com

Phone: **83.DEL.PASRR (833.357.2777)**

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