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**Iowa PASRR SericeMatters Three-Part Webinar Series: ServiceMatters Walkthrough & DHS Follow Up**  
NF Staff and PASRR Providers with questions about ServiceMatters should attend the upcoming three- part training webinar series. The sessions will walk Providers through the entire ServiceMatters process and discuss what happens if you are determined to be non-compliant after two ServiceMatters reviews with Ascend.

The webinars will include: 1) Opportunity for questions, 2) Tips for success when preparing for ServiceMatters reviews, 3) Information on what will happen during technical assistance calls with Tammy, and 4) Information on what happens if Ascend reports possible non-compliance to DHS. Use the links below to register.

Part 1: ServiceMatters Process Walkthrough  
Tuesday 5/17/16 | 2-3 PM CT | [Click here to register](#)

Part 2: "Time with Tammy," How to Prepare, Who and What to Bring to the Technical Assistance Call  
Tuesday 5/31/16 | 2-3 PM CT | [Click here to register](#)

Part 3: Beyond ServiceMatters - What Happens Next with DHS?  
Tuesday 6/14/16 | 2-3 PM CT | [Click here to register](#)

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**NEW DATES: Iowa PASRR SericeMatters Three-Part Webinar Series: ServiceMatters Walkthrough and DHS Follow Up**  
Nursing Faculty Staff and PASRR Providers are strongly encouraged to attend the upcoming three-part training webinar series on care planning and the service monitoring process. This three part series was begun on 5/17/16, but was interrupted by a fire drill, so Ascend and DHS have decided to start it again, from the beginning in an effort to make all three parts more fully available to a broader audience.

The sessions will walk Providers through the entire ServiceMatters process and discuss what happens if you are determined to be non-compliant after two ServiceMatters reviews with Ascend.

The webinars will include: 1) Opportunity for questions, 2) Tips for success when preparing for ServiceMatters reviews, 3) Information on what will happen during technical assistance calls with Tammy, and 4) Information on what happens if Ascend reports possible non-compliance to DHS. Use the links below to register.

**Part 1: ServiceMatters Process Walkthrough** | Tuesday 6/14/16 | 2-3 PM CT | [Click here to register](#)

**Part 2: "Time with Tammy," How to Prepare, Who and What to Bring to the Technical Assistance Call**  
| Tuesday 6/28//16 | 2-3 PM CT | [Click here to register](#)

**Part 3: Beyond ServiceMatters - What Happens Next with DHS?** | Tuesday 7/12/16 | 2-3 PM CT | [Click here to register](#)

**PLEASE NOTE:** If you were already pre-registered for the webinars on 5/31/16 and 6/14/16, your registration will be carried over to the newly planned Technical Assistance event for that date.

We will also hold a Technical assistance webinar on Tuesday, 5/31/16, where we will offer an overview of frequently asked questions, how to effectively utilize the PASRR Providers website, and tools available to NF staff and other PASRR providers for assistance with care planning, development of crisis intervention and safety plans, and a discussion of behaviorally based treatment plans.

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Iowa PASRR ServiceMatters Three-Part Webinar Series: ServiceMatters Walkthrough and DHS Follow- Up Nursing Faculty Staff and PASRR Providers are strongly encouraged to attend the second webinar in the three-part training webinar series on care planning and the service monitoring process.

The sessions will walk Providers through the entire ServiceMatters process and discuss what happens if you are determined to be non-compliant after two ServiceMatters reviews with Ascend.

The webinars include: 1) Opportunity for questions, 2) Tips for success when preparing for ServiceMatters reviews, 3) Information on what will happen during technical assistance calls with Tammy, and 4) Information on what happens if Ascend reports possible non-compliance to DHS. Use the links below to register.

**Part 2: "Time with Tammy," How to Prepare, Who and What to Bring to the Technical Assistance Call**  
| Tuesday 6/28//16 | 2-3 PM CT | [Click here to register](#)

**Part 3: Beyond ServiceMatters - What Happens Next with DHS?** | Tuesday 7/12/16 | 2-3 PM CT | [Click here to register](#)

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Iowa PASRR ServiceMatters Webinar Series Part 3: Beyond ServiceMatters  
Nursing Faculty Staff and PASRR Providers are strongly encouraged to attend the third webinar in the three-part training webinar series on care planning and the service monitoring process.

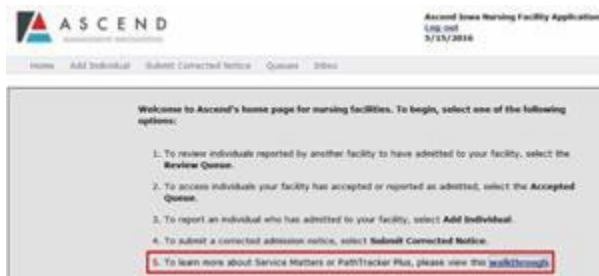
The presentation materials for the two sessions on ServiceMatters (Part 1, "ServiceMatters Process Walkthrough" and Part 2, "Time with Tammy: How to Prepare, Who and What to bring to the Technical Assistance Call,") can be found under your provider login on the Iowa PASRR Web-Based Home Page. Providers are encouraged to view Parts 1 and 2 prior to Part 3, if possible and convenient. However, participation in Parts 1 and 2 is not a prerequisite to being able to benefit from Part 3. If your facility has received one or more letters from DHS about possible noncompliance any time in the past two years, you are very strongly encouraged to participate in Part 3 as we believe the technical assistance offered will be

Session 3 will walk Providers through the entire process utilized by the Iowa Department of Human Services (DHS), in the Division of Mental Health and Disability Services (MHDS) whenever your care plan or service delivery are determined to be non-compliant after two ServiceMatters reviews with Ascend. DHS also utilizes this process any time they receive complaints of possible PASRR non-compliance from the Department of Inspections and Appeals (DIA) or others.

The webinars will include: 1) Opportunity for questions, 2) Tips for success when preparing for ServiceMatters reviews, 3) Information on what will happen during technical assistance calls with Tammy, and 4) Information on what happens if Ascend reports possible non-compliance to DHS. Use the links below to register.

Part 3: Beyond Service Matters - What Happens Next with DHS?  
Tuesday 7/12/16 | 2:00 - 3:00 PM CT | [Click here to register](#)

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of Human Services and Ascend, a MAXIMUS  
re not been utilizing Ascend PathTracker Plus, with  
s not yet entered 100% of your residents into  
PathTracker Plus system and the entry of all residents  
1/2016.

and urged to utilize PathTracker Plus in February of

**All current residents are required to be entered into PathTracker Plus**, along with original date of admission, regardless of payer source and regardless of PASRR Level I or PASRR Level II status.

Training about the implementation of PathTracker Plus was provided via live webinar on eleven occasions from January 25, 2016 - February 9, 2016.

A recording of this session has been available since January and can be found after [logging into](#) the Ascend system for your Nursing Facility, as pictured at left (see item #5).

If you have questions about system use of PathTracker, please contact the Iowa Helpdesk at Ascend for assistance. Ascend Iowa Help Desk: 1- 877-431-1388 ext. 3403 or [iowapasrr@ascendami.com](mailto:iowapasrr@ascendami.com).

Part 3: Beyond Service Matters - What Happens Next with DHS?  
Tuesday 7/12/16 | 2:00 - 3:00 PM CT | [Click here to register](#)

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**Iowa PASRR ServiceMatters & Beyond Recap of Three-Part Webinar Series with Questions and Answers** Nursing Faculty Staff and PASRR Providers are strongly encouraged to attend this recap of the three-part training webinar series on care planning, the ServiceMatters process, and DHS follow up.

The Recap will walk Providers through the ServiceMatters process and the process utilized by the Iowa Department of Human Services (DHS), in the Division of Mental Health and Disability Services (MHDS) whenever your care plan or service delivery are determined to be non-compliant after two ServiceMatters reviews with Ascend. DHS also utilizes this process any time they receive complaints of possible PASRR non-compliance from the Department of Inspections and Appeals (DIA) or others.

The webinars include:

- > The ServiceMatters Review Process,
- > Tips for success when preparing for reviews,
- > How to recognize when non-compliance can't be repaired,
- > Information on what will happen during the DHS review process with Lila Starr,
- > What happens if MHDS reports PASRR non-compliance to DHS-Iowa Medicaid Enterprise,
- > And . . . time for Questions and Answers! Use the link below to register:

Recap: ServiceMatters and Beyond - What Happens Next with DHS?

Tuesday 7/26/16 | 2:00 - 3:00 PM CT | [Click here to register](#)

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2016 Technical Assistance (TA) Webinars - Registration Now Open

To assist you in planning your learning calendar for the rest of 2016, we have opened registration for our Iowa PASRR Technical Assistance webinars. This is your chance to learn with DHS and Ascend, ask questions, and understand more about PASRR, care planning, ServiceMatters, Ascend/DHS service monitoring, and PathTracker.

These 1-hour sessions will take place on the dates and times listed below. Click the links below to register:

8/9/16 | 2 - 3 PM | Topic: *PASRR 101 - The Basics of Preadmission Screening & Resident Review* | [Click to register](#)

8/23/16 | 2 - 3 PM | Topic: *PathTracker with Links to Payments - System Updates* | [Click to register](#) 9/13/16 | 2 - 3 PM | Topic: *How to Optimize Use of the Iowa PASRR Providers Website - Walkthrough of PASRR.com* | [Click to register](#)

9/27/16 | 2 - 3 PM | Topic: *Updates about the Iowa PASRR Process* | [Click to register](#) 11/8/16 | 2 - 3 PM | Topic: *Onsite Training Follow Up - Q&A* | [Click to register](#)

11/22/16 | 2 - 3 PM | Topic: *Part 1 - ServiceMatters (Ascend Care Plan and Service Monitoring) Process Walkthrough* | [Click to register](#)

12/6/16 | 2 - 3 PM | Topic: *Part 2 - Time with Tammy - How to Prepare, Who, and What to Bring to the TA Call* | [Click to register](#)

12/20/16 | 2 - 3 PM | Topic: *Part 3 - Beyond ServiceMatters - What Happens Next with DHS? (DHS Care Plan and Service Monitoring)* | [Click to register](#)

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## Technical Assistance Webinar Topic Change 8/23/16 and 9/13/16

To accommodate a necessary programming change, we have switched the Topic of our IA Technical Assistance webinar on August 23, 2016 to *How to optimize use of the Iowa PASRR providers website: Walkthrough of PASRR.com*, which was originally scheduled for the webinar on September 13. The new topic for the September 13, 2016 webinar is: ***PathTracker with Links to Payments - System Updates***, which was originally scheduled for the webinar on August 23.

If you are already registered for the webinar on 8/23 or 9/13 and remain interested in attending for the new topics, you need not do anything - your registration remains active.

If you are interested in registering for the webinar based on the new topic, please register using the links below.

If you are registered and no longer wish to attend, simply do not log into the webinar. There is no need to notify us of a cancellation.

These 1-hour sessions will take place on the dates and times listed below. Click the links below to register:

8/23/16 | 2 - 3 PM | Topic: *PathTracker with Links to Payments - System Updates* | [Click to register](#) 9/13/16 | 2 - 3 PM | Topic: *How to Optimize Use of the Iowa PASRR Providers Website - Walkthrough of PASRR.com* | [Click to register](#)  
9/27/16 | 2 - 3 PM | Topic: *Updates about the Iowa PASRR Process* | [Click to register](#) 11/8/16 | 2 - 3 PM | Topic: *Onsite Training Follow Up - Q&A* | [Click to register](#)  
11/22/16 | 2 - 3 PM | Topic: *Part 1 - ServiceMatters (Ascend Care Plan and Service Monitoring) Process Walkthrough* | [Click to register](#)  
12/6/16 | 2 - 3 PM | Topic: *Part 2 - Time with Tammy - How to Prepare, Who, and What to Bring to the TA Call* | [Click to register](#)  
12/20/16 | 2 - 3 PM | Topic: *Part 3 - Beyond ServiceMatters - What Happens Next with DHS? (DHS Care Plan and Service Monitoring)* | [Click to register](#)

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## 2016 Technical Assistance (TA) Webinars - Registration Now Open

To assist you in planning your learning calendar for the rest of 2016, we have opened registration for our Iowa PASRR Technical Assistance webinars. This is your chance to learn with DHS and Ascend, ask questions, and understand more about PASRR, care planning, ServiceMatters, Ascend/DHS service monitoring, and PathTracker.

These 1-hour sessions will take place on the dates and times listed below. *Note the topic change for 9/13/16.* Click the links below to register:

9/13/16 | 2 - 3 PM | Topic: *PathTracker with Links to Payments - System Updates* | [Click to register](#)

9/27/16 | 2 - 3 PM | Topic: *Updates about the Iowa PASRR Process* | [Click to register](#) 11/8/16 | 2 - 3 PM |  
Topic: *Onsite Training Follow Up - Q&A* | [Click to register](#)

11/22/16 | 2 - 3 PM | Topic: *Part 1 - ServiceMatters (Ascend Care Plan and Service Monitoring) Process Walkthrough* | [Click to register](#)

12/6/16 | 2 - 3 PM | Topic: *Part 2 - Time with Tammy - How to Prepare, Who, and What to Bring to the TA Call* | [Click to register](#)

12/20/16 | 2 - 3 PM | Topic: *Part 3 - Beyond ServiceMatters - What Happens Next with DHS? (DHS Care Plan and Service Monitoring)* | [Click to register](#)

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### *Looking to the Future by Strengthening our Foundation*

Join us at one of the Ascend, A MAXIMUS Company, and the Iowa Department of Human Services FREE training events around the state offering valuable information regarding the Preadmission Screening and Resident Review (PASRR) process, ServiceMatters, Care Planning, and important changes and innovations.

The upcoming trainings include the opportunity to earn Registered Nurse (RN) CEUs (certificates of attendance provided upon request for other licensure/certifications)

A return to PASRR basics - great information for those new to working with PASRR and a refresher for our seasoned PASRR providers

Using PathTracker Plus and Links to Payment - what PathTracker is and why you must use it

ServiceMatters - what it is and why it matters

Using the Care Planning tools - everything you need to know about developing a PASRR- compliant care plan

Questions and Answers about PASRR in Iowa - looking to the future by strengthening our foundation

### LEARNING OBJECTIVES

By the end of this training, providers will:

Recognize the purpose and function of PASRR, including the history

Define the difference between Rehab and Specialized Services

Recognize the varying Level I and Level II outcome possibilities

Recall the function and purpose of PathTracker

Implement the foundational skills for creating PASRR-compliant care plans

### WHO SHOULD ATTEND

Nurses

Social Workers

PASRR providers

Case Managers  
Hospital Discharge Planners  
Long-term Care & RCF Providers  
Behavioral health services providers  
Anyone else vested in the future of IA PASRR

## TRAINING DATES

Tuesday, October 18, 2016: Sioux City - Hilton Garden Inn Riverfront Wednesday, October 19, 2016: Des Moines - Grand View College Thursday, October 20, 2016: Waterloo - Allen College  
Friday, October 21, 2016: Iowa City - University of IA Hospital and Clinics Attend an event in your community!

## CLICK THE DATE TO REGISTER

[Tuesday, October 18, 2016: Sioux City](#) [Wednesday, October 19, 2016: Des Moines](#) [Thursday, October 20, 2016: Waterloo](#) [Friday, October 21, 2016: Iowa City](#)

## TRAINING SCHEDULE

8:00 AM - Registration opens  
9:00 AM - Hospital and NF provider sessions begin promptly  
12:00 PM - Break for lunch (on your own), Hospital providers finish  
*Hospital providers are welcome to stay for the NF-specific information in the afternoon*  
4:00 PM - NF providers finish

No charge for attendance or CEUs!

IBON Provider #94 - AM session will award 0.33 CEUs, full day will award 0.66 CEUs  
*No partial CEUs will be provided.*  
*Certificates of Attendance available upon request.*