

QUESTIONS	ANSWERS
<i>Contact Information and Resource Access</i>	
<p>How do I contact the Iowa PASRR Help Desk at Maximus?</p>	<p>Contact by phone: 833.907.2777</p> <p>Contact by email: IowaPASRR@maximus.com</p> <p>Submit via fax: 877.431.9568</p> <p>Iowa PASRR Website: https://maximusclinicalservices.com/svcs/iowa</p> <p>Please bookmark the above site if you haven't already!</p>
<p>How does our facility get on the communication distribution list?</p>	<p>For updated on the status of any review, sign into your Maximus AssessmentPro account and check your two-week history.</p> <p>For difficulties associated with on-line submissions, assistance with logging in, becoming an Access Coordinator/AP Administrator, questions about a pending Level I Screen, or other general questions, contact the Iowa PASRR Help Desk at: 833.907.2777 or by email: IowaPASRR@maximus.com.</p> <p>To be added to the Iowa PASRR email distribution list, email a request to IowaPASRR@maximus.com with the subject line: "Please add my email to the IA PASRR Contact List." This communication should include your name, title, agency/facility, email address, and contact phone number.</p>
<p>Who should I contact with any questions about the LI submission process?</p>	<p>To find answers to your questions about the LI submission process, call Iowa PASRR Help Desk: 833.907.2777 or email: IowaPASRR@maximus.com.</p>
<p>When I leave a voicemail for the Iowa PASRR Help Desk team at Maximus, what turnaround time should I expect for a call-back?</p>	<p>We thank you for your patience as we address calls in the order we receive them. Our standard practice is to return calls as soon as the next helpdesk agent is available, and within the same business day for calls received before 4:00 PM EST. Calls received after 4:00 PM EST will be resolved the next business day.</p>
<p>Where can I find Iowa PASRR support materials online?</p>	<p>Explore the Iowa PASRR Website; Tools & Resources page, which has a growing list of content, including contact information, recent announcements, links to register for training, care planning tools, helpful guides, and relevant state links. You can find these all resources at: https://maximusclinicalservices.com/svcs/iowa.</p>
<p>Does Maximus have introductory AssessmentPro training resources available, which can be viewed by new staff who will be completing PASRR screens?</p>	<p>Yes, the Iowa PASRR Website has training materials accessible for review 24/7/365: https://maximusclinicalservices.com/svcs/iowa. Individual system usage and access questions will be fielded to the IA PASRR Help Desk team: IowaPASRR@maximus.com.</p>
<p>How do I obtain my AssessmentPro username and password?</p>	<p>Contact your facility's Access Coordinator/AP Administrator to determine whether you have a valid AssessmentPro account. Your email address is your username. If you have forgotten your password, click the Forgot Password link on the login page and follow the instructions. A link will be emailed to you so you can set up a new password.</p> <p>If you do not receive an email after following these steps, contact the IA PASRR Help Desk by phone: 833.907.2777 or email to: IowaPASRR@maximus.com.</p> <p>If you need to register as your facility's first web Access Coordinator/AP Administrator, contact the IA PASRR Help Desk.</p>

<p>Can my coworkers and I share a username and password on AssessmentPro?</p>	<p>No. For HIPAA and security purposes, each user must have his/her own unique username and password. Use of another person's username/password can result in termination of system privileges.</p>
<p>Is the Help Desk available for submitters on the weekends?</p>	<p>Help Desk staff are not available to return calls on the weekends, however all supports and resources are always available through the Iowa PASRR Website.</p>
<p>I would like to review a resource file on the Iowa PASRR Webpage, but it has a "lock" icon next to it and doesn't appear to be accessible. How do I access it?</p>	<p>Any locked materials will be unlocked once you log in using your email and password. Some training materials on the Iowa PASRR page are password protected. If you see a "lock" icon next to a particular item, you may also take the following steps to unlock it:</p> <ol style="list-style-type: none"> 1. Click the link and when prompted, enter your AssessmentPro system Username (your email address), Password 2. Click Log In, which will unlock and open the file 3. All password-protected content will now be available for your review for the duration of your web session without any additional log ins