2/22/2021

Quarterly Provider Newsletter: Register for 3/01 Stakeholder Call | Review New FAQs | Process + Support Reminders

For the **Maine ASA Newsletter** for Winter 2021, we cover several important topics that are critical for providers. Be sure to review these useful updates and reminders shown below, which include:

- Register: Upcoming 3/01 ME ASA Stakeholder Call
- FAQs: Frequently Asked Questions to the Help Desk
- Process: Checking Status of Level I Screens
- Support: Review Important Web Resources

REGISTER: Upcoming ME ASA Stakeholder Call

Be sure to join the Maine ASA Support Team on **Monday, March 1st at 10:00 a.m. EST** for the next program Stakeholder Call.

This training is designed to give new PASRR program staff a solid foundation in how the program works. It is also appropriate for staffers who wish to refresh their understanding of PASRR.

- **Register for Maine ASA Stakeholder Call | 10 a.m. EST Monday, 3/01/21**

After registering, you will receive a confirmation email containing information about joining the meeting.

FAQs: Frequently Asked Questions to the Help Desk

Q: I've left out a diagnosis or medication on my Level I screen. What do I do?

A: If the Level I is still under review, let the clinical reviewer know this through the communicator. If the outcome has already been finalized, a new Level I will be needed. Check your Level I, however, because when the clinical reviewer finds discrepancies between the submitted documents and the screen, the screen will often be updated by the clinical reviewer. Your omitted information my have been updated by the clinical reviewer.

Q: Where do I find training materials for AssessmentPro?

A: The Provider Training Checklist can be **found here**. This contains user guides and short, helpful videos that cover a broad range of AssessmentPro activities.

Q: How do I get a copy of an individual's Level I?

A: For Nursing Home users, you'll need to be sure to admit the individual through PathTracker. Once admitted, the individual should be in your census, and you can access their profile through the census. More information on this can be **found here**, and navigating to the Admitting an Individual in PathTracker and Accessing Records for Individuals Residing in your Facility User Guides.

Q: The demographic information for an individual in AssessmentPro is wrong. How can this be fixed?

A: The Demographic information can be updated by clicking on the pencil icon in the individual's profile. More information on this can be **found here**, and navigating to the Updating an Individual's Demographic Information User Guide

Q: What is a status change or change in condition?

A: More information on this can be found on the PASRR Technical Assistance Center's (PTAC) website, **www.pasrrassist.org**. Navigate to a section specific to change in condition using **this link**.

PROCESS: Checking Status of Level I Screens

Be sure to log into AssessmentPro and check on the status of Level I screens often. Screens in Draft status have not been submitted, and won't be processed until submitted (see graphic below).

SUPPORT: Review Important Web Resources

Keep up with all of the latest COVID-19 updates, resource materials, and general program information by visiting the **OADS Resources website** regularly. Also, be sure to check out the **Maine ASA Tools and Resources** site often, scrolling down to check for new guides, forms and educational content.

Lastly, be sure to check the **PTAC site** often. They have a spring PASRR 101 webinar planned for 1 p.m. - 2 p.m. ET on Wednesday, April 28th, as well as other offerings on their calendar, many which offer FREE CEUs.

CONTACT: Your Maine ASA Resources

Referral & General Questions: 833.525.5784
Fax a Referral: 844.356.7500
Fax PASRR Materials: 877.431.9568
Email Referrals: Maine-ASA@maximus.com
Web Resources: ME ASA Tools and Resources

5/28/2021

Quarterly Provider Newsletter: AssessmentPro Queue System Change to Launch 6/02 | Review FAQs + New PASRR Glossary of Terms

In this **Spring 2021** edition of the **Maine ASA Quarterly Newsletter** we cover a few important topics, state providers may find useful. These include details on an **AssessmentPro system update** planned for **June 2nd**, a helpful new **Glossary of Terms** resource for the Maine PASRR program, as well as a closer look at some of the Help Desk's most frequently asked questions (**FAQs**) about program processes and procedures.

ASSESSMENTPRO UPDATE: Print Letters Functionality

A minor change is planned to launch on **Wednesday, June 2nd** for the AssessmentPro system's queue, which is viewable to Hospital and Nursing Facility users.

What's changing?
Currently when a provider prints a letter from the Recent Outcomes queue (pictured below), the printer button in the Print Letters column disappears, and the Unprinted Letters column displays a No. To reprint letters, the provider must open the assessment record.

After the update, when a provider prints a letter from the *Recent Outcomes* queue, the printer button in the *Print Letters* column will remain, and the *Unprinted Letters* column will display a *No*. So providers will need to rely on the *Unprinted Letters* column to tell them whether they've already printed outcome letters. To reprint letters, the provider can use the Print Letters button again to print directly from the queue.

How does this update help your current process?
This change will make life easier for providers if they need to reprint letters they've already printed.

NEW RESOURCE: Maine PASRR Glossary of Terms

For those new to PASRR or maybe just needing a refresher, here's a handy reference guide covering some of the most common terms related to this important program. **Click here to review**.

FAQs: Common Questions to the Help Desk

Q: Can I combine multiple referrals into one fax?

A: It is best practice to send referrals separately, rather than combine multiple referrals into one fax. When a single fax transmission is received with multiple referrals, it results in the need to digitally separate each individual referral. Sending each referral in a separate fax transmission reduces the risk of potential HIPAA violation and speeds up the intake process.

Q: What is the expected turnaround time for a LTC MED assessment?

A: Expected turnaround times for LTC MED Assessments depends upon referral type

- Hospitals are expected within 24-hours of referral
- Reassessments for community based programs are 21-business days from referral
- Reassessments with service need requests have a 5-business day turnaround
- For Nursing Facility with a first non-Skilled Nursing Facility (SNF) day cannot be completed prior to the first non SNF date
- 20-day copay assessments are not completed before the 20th Medicare day
- All other referrals have a 5-business day turnaround time

Q: Can I admit someone to the nursing facility without a PASRR determination letter?

A: No. In accordance with state and federal regulations, you must have a completed PASRR determination letter in place prior to nursing facility admission. Without this letter, your nursing facility is out of compliance and risks non-payment for services rendered.

MAXIMUS®

SUPPORT: Your Maine ASA Resources

Referral & General Questions: 833.525.5784
Fax a Referral: 844.356.7500
Fax PASRR Materials: 877.431.9568
Email Referrals: Maine-ASA@maximus.com
Email General Questions: Ask-MaineASA@maximus.com

6/7/2021

Maine ASA - Quarterly Provider Newsletter: AssessmentPro Queue System Change Launched 6/02 | Review FAQs + New Glossary of Terms

In this latest edition of the **Maine ASA Quarterly Newsletter** we cover a few important topics, state providers may find useful. These include details on an AssessmentPro system update launched on **June 2nd**, a helpful new **Glossary of Terms** resource for the Maine PASRR program, as well as a closer look at some of the Help Desk's most frequently asked questions (**FAQs**) about program processes and procedures.

ASSESSMENTPRO UPDATE: Print Letters Functionality

A minor change was launched on **Wednesday, June 2nd** for the AssessmentPro system's queue, which is viewable to Hospital and Nursing Facility users.

What's changed?

Previously when a provider prints a letter from the Recent Outcomes queue (pictured below), the printer button in the Print Letters column disappears, and the Unprinted Letters column displays a No. To reprint letters, the provider must open the assessment record.

Post update, when a provider prints a letter from the Recent Outcomes queue, the printer button in the Print Letters column will remain, and the Unprinted Letters column will display a No. So providers will need to rely on the Unprinted Letters column to tell them whether they've already printed outcome letters. To reprint letters, the provider can use the Print Letters button again to print directly from the queue.

How does this update help your current process?
This change will make life easier for providers if they need to reprint letters they've already printed.

NEW RESOURCE: Maine PASRR Glossary of Terms

For those new to PASRR or maybe just needing a refresher, here's a handy reference guide covering some of the most common terms related to this important program. **Click here to review**.

FAQs: Common Questions to the Help Desk

Q: Can I combine multiple referrals into one fax?

A: It is best practice to send referrals separately, rather than combine multiple referrals into one fax. When a single fax transmission is received with multiple referrals, it results in the need to digitally separate each individual referral. Sending each referral in a separate fax transmission reduces the risk of potential HIPAA violation and speeds up the intake process.

Q: What is the expected turnaround time for a LTC MED assessment?

A: Expected turnaround times for LTC MED Assessments depends upon referral type:

- Hospitals are expected within 24-hours of referral
- Reassessments are due on or before the reassessment due date, if referred timely
- For Nursing Facility with a first non-Skilled Nursing Facility (SNF) day cannot be completed prior to the first non SNF date
- 20-day copay assessments are not completed before the 20th Medicare day
- All other referrals have a 5-business day turnaround time

SUPPORT: Your Maine ASA Resources

Referral & General Questions: 833.525.5784
Fax a Referral: 844.356.7500
Fax PASRR Materials: 877.431.9568
Email Referrals: **Maine-ASA@maximus.com**