

2/24/2021

Quarterly Newsletter: PASRR System, AssessmentPro, Coming Later in 2021 | New FAQs | Resource Reminders

For the North Dakota PASRR Newsletter for Winter 2021, we cover several important topics that are critical for providers - including an exciting announcement about changes coming to the PASRR process in the months ahead. Be sure to review these updates and reminders shown below, which include:

- Sneak Peek: New PASRR system, AssessmentPro, coming soon
- FAQs: Frequently Asked Questions to the Help Desk
- Support: ND PASRR Training Resources
- Questions? Contact the Help Desk

SNEAK PEEK: New PASRR System, AssessmentPro, Coming Later in 2021!

North Dakota's Department of Human Services (DHS) will be partnering with Maximus to move to the Maximus-developed online platform, AssessmentPro, for its PASRR assessments management later this year. As we move toward the launch of this industry leading system, we will keep the ND provider community and other PASRR stakeholders connected throughout the transition process, with migration updates and helpful resources. Stay tuned in the coming weeks for more information on next steps, including:

- Process Guides: Understand what's changing, with a helpful overview of AssessmentPro processes and procedures
- System Benefits: Walkthrough of the positive impact this new tool can have for the provider community and most importantly, those we serve together across North Dakota
- Account Registration: Step-by-step instructions to create your new account for the new system
- Learning Opportunities: Dates and registration details for training webinars

FAQs: Frequently Asked Questions to the Help Desk

Q: I forgot to add (or later discovered) a person's mental health diagnosis for a level I that has already been approved. Can you add the diagnosis for me?

A: If the level I PASRR screen has already been approved/reviewed, the Maximus clinician cannot edit the diagnoses. You will need to submit a new level I to reflect any additional diagnoses that are either newly diagnosed or newly reported.

Q: When do I need to submit a status change level I for a nursing facility resident?

A: A true status change (for PASRR) would be a new PASRR level II diagnosis (such as new major mental illness/ID, etc.) *or* new psych symptoms (this could be just psych symptoms or could be psych symptoms requiring a new psych admission). If these situations occur, a new level I should be submitted.

Q: Do I need to do a new level I and/or LOC when a person is transferring from one NF to another NF?

A: Nursing Facility (NF) to NF transfer would only require a new PASRR level I screen if there is a status change in mental health noted. NF to NF transfer would only require a new LOC if the prior LOC approval was done more than 90 days ago.

Q: When a person applies to Medicaid what screen do I submit to Maximus?

A: For NF residents who are Medicaid pending, a new LOC is needed. The LOC should be submitted every 90 days while Medicaid remains *pending.* You do NOT need to do a new level I PASRR screen for Medicaid pending status.

Q: I am trying to submit a screening, and at the current location the box is pink and will not let me proceed without putting something in there, what do I do?

A: There is a drop-down menu that allows you to select a blank box to continue. If not selected, it will not allow you to proceed in submitting the screening.

Q: Which I need assistance with setting up users in the system (user access to submit screenings), what do I do?

A: There are instructions on the [Maximus website](#) for completing this under [Resources](#).

Q: How do I request a copy of a screen completed?

A: If a tracking request is submitted, there will be an option to select if you would like to receive the screen information via fax.

SUPPORT: ND PASRR Training Resources

Whenever you have a referral or assessment process question, be sure to reference the [ND PASRR Tools and Resources site](#), which contains numerous training videos, guides and manuals.

In the months ahead, stay tuned for a number of new training webinars and support materials coming your way, ahead of the planned AssessmentPro transition.

QUESTIONS? North Dakota PASRR Help Desk Contacts

Phone: 833.997.2777

Email: Ascend-NDPASRR@maximus.com

Web: https://maximusclinicalservices.com/svcs/north_dakota

6/04/2021

Quarterly Newsletter: Updates on Upcoming 9/27 AssessmentPro Migration + Potential Return to In-Person Assessing | HIPAA Compliance Reminder

In this latest edition of the **North Dakota PASRR Quarterly Newsletter** we cover several important topics that state providers may find useful. These include some updates and upcoming webinar about the planned **September 27th** PASRR transition to the **AssessmentPro system** and a likely return to face-to-face assessments coming later this year, as well as a best practice reminder on the importance of **providing accurate mailing address** information to help ensure protection of PHI.

COMING SOON: AssessmentPro System Migration

As shared in our Winter Quarterly Newsletter, the **North Dakota DHS Medical Services Division** has made the decision to migrate from its current system processes for PASRR submissions over to the web-

based **AssessmentPro** system. Already making an impact in other PASRR assessment management programs across the country, AssessmentPro is planned for a **September 27th launch** date.

Developed with strict adherence to state and federal compliance guidelines, this gold standard tool will bring some important changes to the PASRR program. Over the next several months, we will be sharing all the **process updates, training opportunities** and **resource materials** needed to prepare you for launch, including:

- Next steps in the system transition
- AssessmentPro benefits
- Preview of upcoming learning sessions

Next steps: Stay tuned for an announcement later this month with topics and registration details on an upcoming **PASRR/Level of Care 101 Webinar** planned for **July 28th**.

UPDATE: Return to Face-to-Face Assessments

The State of North Dakota is looking at a potential **return to in-person interviews** as an option for PASRR assessments later in 2021 as well. Additional details will be provided once an official transition date has been finalized.

HIPAA REMINDER: Address Accuracy Critical to Compliance

Did you know that PASRR has **required mailings** as a critical part of the process of getting individuals the services they need? **Maximus relies on the submitter who initiated the screen to provide the correct mailing addresses** for recipients, guardians, and when applicable, attending physicians. Maximus may be required to issue multiple surface mail notices at various points in the process - from the date of the decision to one business day from the decision.

The submitter plays a crucial role in **protecting an individual's PHI** from potential breaches. Entering correct and current mailing address information is one of the most important ways that a Provider can help **ensure HIPAA compliance** as each person is stewarded through the required PASRR documentation process.

SUPPORT: North Dakota PASRR Help Desk Contacts

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6/30/2021

As shared in the recent Quarterly PASRR Newsletter, the **State of North Dakota - DHS Medical Services Division** has made the decision to migrate from its current system processes for Preadmission Screening and Resident Review (**PASRR**) submissions over to the web-based **AssessmentPro** system. Already making an impact in other PASRR assessment management programs across the country, AssessmentPro is currently targeted for a **September 27th** launch date.

Developed with strict adherence to state and federal compliance guidelines, this gold standard tool will bring some important changes to the PASRR program. Over the next several months, we will be sharing

all the **process updates**, **training opportunities**, and **resource materials** needed to prepare you for launch, including:

- AssessmentPro benefits
- PASRR/Level of Care 101 registration info
- Next steps in the system migration
- North Dakota PASRR Help Desk contacts

Continue reading below to learn more about this important transition and what it will mean for you and those we serve across the state.

As we move through the transition, here's a helpful progress tracker spotlighting key project milestones. It will continue to be included in future communications as a helpful, at-a-glance view of where we are in the process.



BENEFITS: A Closer Look at AssessmentPro

A key reason for the upcoming system change is to benefit those we serve, resulting in assessments that paint a **more well-defined picture of each individual's service needs**.

While AssessmentPro brings **expanded options** and a more **intuitive, streamlined package**, North Dakota providers will only see minimal changes to their existing PASRR Level I and Level II processes. Below are a couple of the primary benefits for providers and other system users.

1. Simplified Processes

Providers who work for **multiple facilities** will only need one AssessmentPro login to access the system. You will simply toggle to the appropriate facility as necessary

2. Digital Upload of Documents

Submission of materials becomes easier, with the option to **digitally upload documents** directly into the system instead of the currently required fax process.

3. **Printing Letters**

AssessmentPro allows the option to easily **print letters for individual/guardian/physician** and hand out to them.

4. **Expanded Resources**

Providers will have access to a large array of detailed **system training guides, recordings, and other support materials** behind the AssessmentPro system login.

REGISTER: PASRR / Level of Care 101 | 2 p.m. CT Wed, 7/28

Ahead of the planned AssessmentPro transition, the ND PASRR training team will be offering several webinars covering a wide range of topics to ensure that your facility is ready to begin using this new online system on day one. The first session is **PASRR/Level of Care 101 at 2 p.m. CT on Wednesday, July 28th**. This insightful, hour-long session will provide a broad overview of all key steps in the process. Click the link below to sign up for this helpful webinar:

- [PASRR/Level of Care 101 | 2 p.m. - 3 p.m. CT Wednesday, 7/28/21](#)

NEXT STEPS: Bringing the Pieces Together

Keeping you informed will remain a vital responsibility for the North Dakota PASRR team at Maximus throughout the transition process. As more details become available in the coming weeks, we will continue to reach out with updates as we move toward the **September 27th AssessmentPro migration** - sharing timely updates, learning opportunities, as well as more instructional details on process changes and new support resources.

We appreciate your continued partnership, feedback, and most importantly, the critical role you play in the assessment process for the thousands of individuals positively impacted by these programs each year.

SUPPORT: North Dakota PASRR Help Desk Contacts

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Email: Ascend-NDPASRR@maximus.com