



MAXIMUS[®]

PROVIDER TRANSITION GUIDE

Prepping for AssessmentPro, Connecticut's
New System for Preadmission Screening and
Resident Review (PASRR) Assessments

Recognizing the Need for Change

The Connecticut Department of Social Services (DSS) and Maximus recognized an opportunity to upgrade from its existing online system for management of the PASRR assessment process



DSS made the decision in early 2020 to transition from its existing Maximus system to AssessmentPro, a streamlined online application built on a foundation of industry best practices and strict adherence to state and federal PASRR compliance

New Opportunities of the Transition

The federally mandated PASRR process is vital in determining appropriate placement and care for individuals seeking nursing facility stay. The **November 2nd system launch** date for the state's new AssessmentPro system brings a number of **new opportunities** in both process and results for those we serve.



Intuitive
User Interface



Streamlined
Processes



Expanded
Resources



Better Serve
Individuals

Benefits: Changes to Existing PASRR Process

There will be minimal changes from existing workflows. The updates are designed to make processes easier and more intuitive for system users. These include:



Submitters will have the ability to **immediately upload documentation** within AssessmentPro. While fax will still be an available option, uploading will become the preferable method for documentation transmittal



All submitters working for multiple facilities will have just **one AssessmentPro login** for system access, with the ability to easily toggle back and forth between the facilities they represent when submitting various screens



Comprehensive new **system support materials**, including training video links and “how to” PDFs will be readily available to providers, whenever logged into the AssessmentPro system

Maximizing AssessmentPro

Developed with adherence to federal compliance guidelines in mind, AssessmentPro is already making a positive impact in other PASRR programs across the country. Bolstering the existing system with additional features, AssessmentPro's capabilities include:

- Instant approvals for screens that don't require clinical review or Level II assessment (65-75% of screens)
- 24/7 availability for providers to submit screening information
- Paperless workflow with queues managing work order and workflow
- Automated notification and provider print capability is permitted directly from the site. Submitters may print outcome letters and completed screens and provide copies to admitting facilities as confirmation of PASRR status.
- Prioritization of individuals in emergency departments
- A Message Center permits communication between the submitter and Clinical Reviewer
- Secure queues for submitters that organize pending and completed screens and enable facility staff to enter, save, place "on hold," and check the status of screens

System Requirements

To effectively access and use AssessmentPro, you must use one of the latest two versions of one of these browsers

1

Google Chrome

2

Microsoft Internet Explorer

3

Microsoft Edge

4

Mozilla Firefox

Your browser should be housed on a Microsoft-supported version of Microsoft Windows. Platforms using operating systems on Apple systems will not work.

Find the Connecticut PASRR Resources You Need

One of the most important goals for the Connecticut DSS and Maximus transition to AssessmentPro is ensuring that everyone involved in the PASRR process has access to the supports they need.



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[Maximusclinicalservices.com/svcs/connecticut](https://maximusclinicalservices.com/svcs/connecticut)

Explore the Connecticut PASRR Providers website for the latest program announcements, training materials, forms, relevant state links and other support documents

A New Beginning for Connecticut PASRR

- ✓ **November 2, 2020 marks an important change in Connecticut for individuals seeking Nursing Facility stay.**
- ✓ **Change:** Referral decisions transition to a more streamlined system, with intuitive user interface with more access to helpful system tools and resources.
- ✓ **Outcome:** Findings that paint an even more well-defined picture of each individual and their needs, helping to ensure person-centered care that appropriately diverts people from long-term institutionalization, and provides appropriate specialized services to those who can benefit from long-term care.
- ✓ **Each of you plays a part**—from your feedback in the movement away from a paper-based PASRR system to conducting accurate screening to identifying diversion candidates to providing long-term care and service delivery.

Your Readiness Checklist

- ✓ Perform system requirements check and confirm facility doesn't block assessmentpro.com
- ✓ Each facility should register at least two AssessmentPro Administrators
- ✓ AssessmentPro Administrators register other facility user accounts
- ✓ Review Connecticut PASRR website often for new content, including FAQ updates, guides, etc.
- ✓ Add <https://www.assessmentpro.com> to your web browser shortcuts
- ✓ Check AssessmentPro queue daily for updates
- ✓ Workflow reviewed for collecting information upon admission
- ✓ Ensure the following match Medicaid to prevent payment delays: First name, Last name, SSN, DOB, Gender, Medicaid ID
- ✓ Respond to Maximus clinical requests in a timely manner to prevent delays

