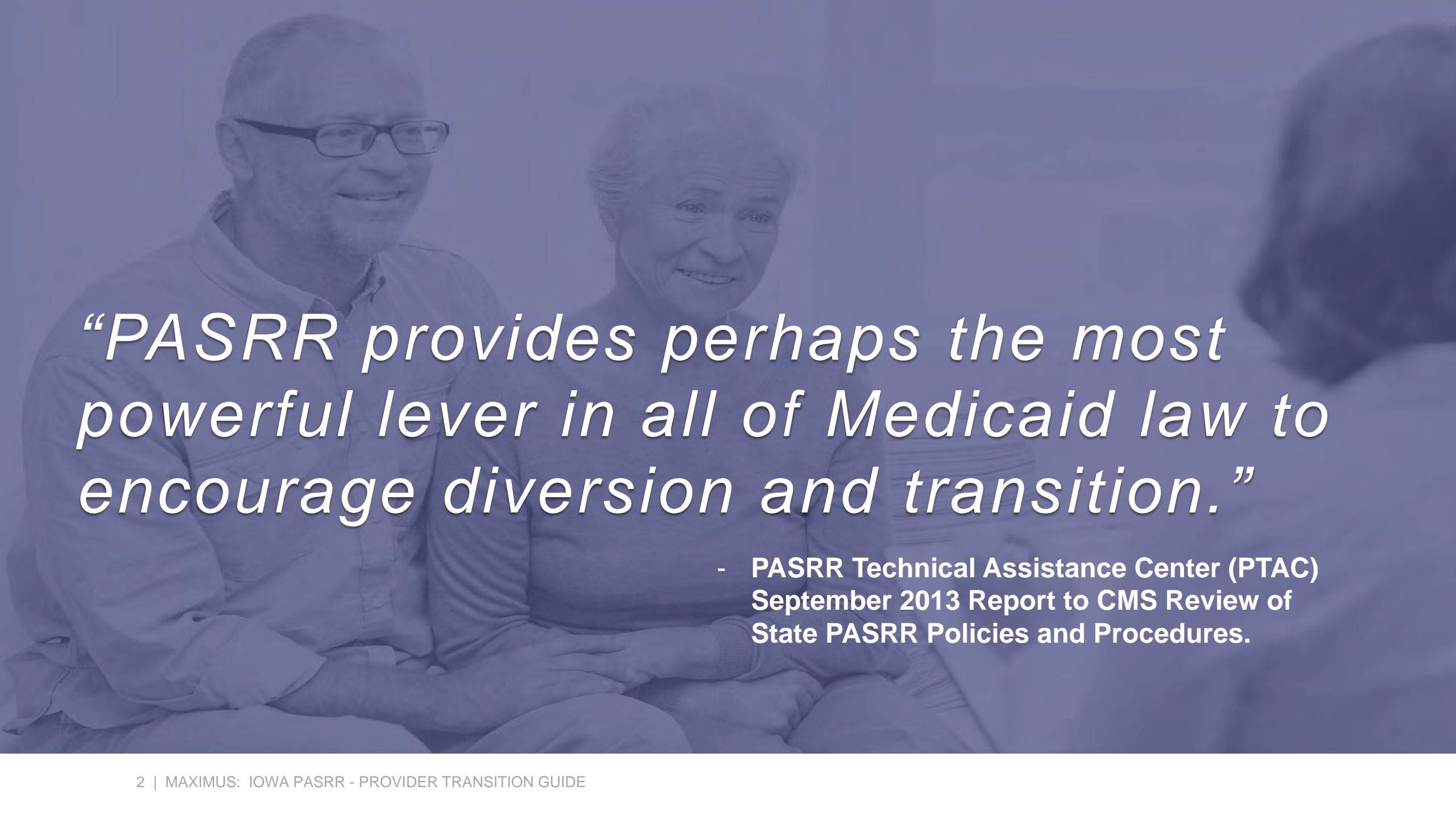


A photograph of a family of three sitting together in a bright, modern interior. A man in a light blue shirt is on the left, leaning forward and writing in a notebook. A woman in a light pink top is in the center, smiling warmly. A man in a red polo shirt is on the right, also smiling. The background shows large windows with white frames.

MAXIMUS®

PROVIDER TRANSITION GUIDE

Prepping Your Team for Iowa's New Online System
for Preadmission Screening and Resident Review
(PASRR) Assessments



“PASRR provides perhaps the most powerful lever in all of Medicaid law to encourage diversion and transition.”

- PASRR Technical Assistance Center (PTAC)
September 2013 Report to CMS Review of
State PASRR Policies and Procedures.

Recognizing the Need for Change

The Iowa Department of Human Services (DHS) recognized an opportunity to upgrade from its existing online system for management of the PASRR assessment process



DHS made the decision in early 2020 to transition from its existing 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 **October 1st 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

Contributors to the PASRR Process

Numerous providers and agencies are connected in some way to the PASRR process. Stewarding everyone involved through the migration and continuing to receive feedback is critical to the new system's success and ultimately, assurance that Iowa's vulnerable populations receive the services and care they need.



- Hospitals
- Nursing Facilities (NFs)
- Nursing Facilities for persons with mental illness (NFMIs)
- Medicaid Managed Care Organizations
- Long Term Care Ombudsman Staff
- Hospice Care Providers
- Mental Health Agencies
- Home Health Agencies

Benefits: Changes to Existing PASRR Process

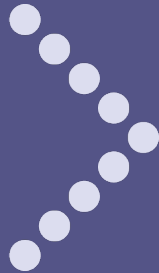
There will be minimal changes from existing workflows. The updates made to are designed to make processes easier and more intuitive for system users. These include:

Current Process: Submitters use their own coversheet, which must be retrieved and filed upon receipt into the system.



New Process: Submissions will be made using a QR coded coversheet provided directly through AssessmentPro, ensuring the information is filed into the system more quickly and efficiently.

Current Process: If a submitter works with multiple facilities, they may have to maintain multiple logins in the currently system



New Process: All submitters working for multiple facilities will have just one AssessmentPro login, with the ability to easily toggle which facility they represent when submitting screens

Maximizing AssessmentPro

Developed with adherence to federal and state compliance guidelines in mind, the AssessmentPro system is already making a positive impact in other PASRR programs across the country. Some capabilities of the new system 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 Iowa PASRR Resources You Need

One of the most important goals for Iowa DHS and the Maximus - Iowa PASRR Program Team's transition to the AssessmentPro system is to ensure that everyone involved in the PASRR process has access to the supports they need.



iowaPASRR@maximus.com



833.907.2777



877.431.9568



Maximusclinicalservices.com/svcs/iowa

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

Transition Suggestions

*Check out some
useful tips to help
your team through
the process*

1

Acknowledge and validate the concerns some staff will feel with this new process—all new beginnings start with an ending.

2

Set expectations internally with supervisors—there could be slight productivity loss initially until the learning curve is mastered.

3

Communicate with your team often about the transition and identify clearly what changes are coming—and when.

4

Limit extra changes thrown at staff during the transition and measure progress in inch-stones rather than milestones.

A New Beginning for Iowa PASRR

- ✓ **October 1, 2020 marks an important change in Iowa 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 Access Coordinators / AssessmentPro Administrators
- ✓ Access Coordinators / AssessmentPro Administrators register other facility user accounts
- ✓ Review Iowa Providers website often for new content, including FAQ updates, guides, etc.
- ✓ Add <https://maximusclinicalservices.com/svcs/iowa> to your 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

