



2/22/2021

IN PASRR Quarterly Newsletter: Register for 3/03 Q&A Webinar | Best Practice Process Reminders

For the **Indiana PASRR 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: 3/03 Provider Q&A Webinar
- Best Practice: PASRR process reminder
- Support: IN PASRR Help Desk contacts

REGISTER: Provider Q&A Webinar | Wednesday, 3/03

Find answers to your toughest PASRR questions at the upcoming Provider Q&A Webinar, taking place on Wednesday, March 3rd at 3 p.m. EST. Click the link below to register in advance for this informative session:

- [Provider Q&A Webinar | 3 p.m. EST on Wednesday, March 3rd](#)

BEST PRACTICE: PASRR Process Reminders

1. Providers should not submit a PASRR for an individual who is no longer in their facility. If they are not there, the PASRR will be cancelled.
2. Please make sure to have a contact that can complete the Level II with the independent contractor (IC) over the phone and can assist the IC to contact the individual to be interviewed, if the person is able to complete a phone interview.
3. The contact information should be placed in the text box on the Level I, if the contact person is not the same as the submitter who submitted the Level I.
4. Be sure to update the Medicaid field in Assessment Pro once an individual gets a Medicaid number.
5. When emailing the Help Desk, be sure to include all the demographics of the individual.

Have other questions regarding updating an individual's information in AssessmentPro? Click here for a helpful [AP User Guide](#).

SUPPORT: Indiana PASRR Help Desk Contacts

Phone: 833.597.2777

Email: pasrr@fssa.in.gov

Web Resources: <https://maximusclinicalservices.com/svcs/indiana>



5/20/ 2021

IN PASRR Quarterly Newsletter | Identifying Individuals With No SSN | Mailing Address Accuracy & HIPAA Compliance

In this **Spring 2021** edition of the **Indiana PASRR Quarterly Newsletter** we cover a few important topics, state providers may find useful. These include instructions on **correctly designating a patient in AssessmentPro** who doesn't have a known social security number, a link to the updated **IN PASRR FAQs**, as well as a best practice reminder on the importance of **providing accurate mailing address** information to help ensure protection of PHI.

HOW TO: Identifying Individual in AssessmentPro With Unknown SSN

What should you do if a patient is confused and cannot provide information (e.g., doesn't know her/his social security number) and the family is also unable to provide the required information?

AssessmentPro includes an "other" option with several secondary identifiers. If you do not have access to one of these, contact the state to assist with research.

Details on this **Frequently Asked Question** and other useful system and process guidance is all available in the updated **Indiana PASRR FAQs**.

Click here to download this helpful resource.

REMINDER: Mailing 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: Indiana PASRR Help Desk Contacts

Phone: 833.597.2777

Email: pasrr@fssa.in.gov



7/15/2021

IN PASRR Quarterly Newsletter: Register for Upcoming 7/28 Webinar | Review AssessmentPro Best Practice Reminders

In this latest edition of the **Indiana PASRR Quarterly Newsletter**, the program support team is excited to share registration details on the upcoming **PASRR 101 Webinar**, planned for **Wednesday, July 28**, as well as some insights into why providers might want to opt for the digital upload feature in AssessmentPro rather than submitting materials via fax. Continue reading below to learn more.

REGISTER: Return to PASRR Basics | 11 a.m. ET Wed, 7/28

Are you new to PASRR or would like a refresher on some specific topics? Join the Indiana PASRR training team for the upcoming webinar: Return to PASRR Basics at **11 a.m. ET on Wednesday, July 28**. During this insightful session, participants will learn more about the importance of this vital program and breakdown of the process. Select the link below to register for this event:

[Return to PASRR Basics | 11 a.m. ET on Wednesday, 7/28](#)

*After registering, you will be sent a **confirmation email** containing details on how to join the meeting.*

ASSESSMENTPRO TIP: Uploading Files Directly to the System

AssessmentPro simplifies the submission process, making uploading both easier and faster than faxing. A few advantages of direct system submission of supporting documentation include:

- 1. Immediate receipt confirmation**
The moment you upload, you can see the documents on the individual's assessment record. This allows you to confirm receipt of those materials by Maximus in real time.
- 2. Speed up the process**
Documents get to Maximus more quickly, reducing delays for you and the individuals you're serving.
- 3. Avoid potential fax issues**
Direct system upload allows AssessmentPro users to avoid any potential issues with fax receipt or document clarity. If a fax line goes down, users who upload do not experience any delays. Uploaded documents do not have distorted text, which can potentially occur with a fax.

SUPPORT: Indiana PASRR Help Desk Contacts

Phone: 833.597.2777

Email: pasrr@fssa.in.gov



9/22/ 2021

PASRR Process Reminders - Respite Categoricals | Medicaid Number Field in AssessmentPro | LOC Denials

The Indiana PASRR program team at Maximus and the Family and Social Services Administration (FSSA) have gathered a few helpful reminders for state providers to keep in mind as we bring individuals through the PASRR process. Be sure to review the helpful tips below and please reach out for support with any additional questions to: pasrr@fssa.in.gov

1. Respite Categoricals

A **respite categorical** is available for people in the community. Community settings include a person's home, Emergency/observation room, and assisted living and residential care facilities. Hospital admissions, nursing facilities and psychiatric facilities are not community settings.

The approved outcome **must be received prior to admission to the nursing facility**. If the person has been admitted to the nursing home prior to the approved outcome, it will follow the full level II process.

2. Filling Out Medicaid Number in AssessmentPro

The Medicaid number field in the Level of Care requires a "+" for non-traditional Medicaid/Medicaid pending, a "N" if no Medicaid and the **"9 digit number"** for Medicaid recipients. Please use the "+" for this field for insurance policy numbers.

3. Level of Care Denials

If a provider receives a **LOC denial** for a person who has discharged from their facility, the AAA will follow the same protocol used prior to Maximus completing reviews. If there is no such protocol, the Care Manager will seek direction from their supervisor. It is acceptable for AAAs to do DBRs when either a person has already been discharged from a NF or when a person refuses to participate. These exceptions will require permission from the PASRR Director.

QUESTIONS? Contact Indiana PASRR Support

Phone: 833.597.2777

Email: pasrr@fssa.in.gov