

**12/01/2017**

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**Easy 1-2-3 Step Instructions for Completing Level I Screen**

A link for instructions guide for completing a Level I Screen was sent to Iowa Providers via email, on Friday, 12/01/17.

**11/13/2017**

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**Register Now: Iowa Technical Assistance Webinar**

Join us for the upcoming Technical Assistance (TA) call at 2:00 PM to 3:00 PM CST, November 28th. The Webinar Topic for this informative session will focus on completing a Level I screening without adding a person into your PathTracker Census, as well as a basic over of PathTracker Plus.

**Click below to register:**

[Complete Level I Screening | PathTracker Plus Overview](#): Tuesday 2-3PM CST 11/28/17

**10/31/2017**

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**AmeriHealth Caritas Iowa, Inc., Announces Plans to Withdraw From the IA Health Link Program**

AmeriHealth Caritas Iowa Inc. is withdrawing from the IA Health Link managed care program. AmeriHealth Caritas will withdraw from the program effective Nov. 30, 2017. AmeriHealth Caritas members' coverage with their new MCO will begin on December 1, 2017. They should watch their mail for more information, which will arrive soon. Learn more by reading the [sample member letter](#).

For more information read the [Press Release](#) and the [Stakeholder Questions and Answers \(Q&A\)](#).

Updated information will be posted online as it is available. Please check the DHS website regularly: <http://dhs.iowa.gov/>

**9/21/2017**

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**Register Now: Iowa Technical Assistance Webinar**

Join us for the upcoming Technical Assistance (TA) call at 2:00 PM to 3:00 PM CST, October 26th. The Webinar Topic for this session will focus on quick tips to help you navigate and complete PASRR's more efficiently.

[Q&A Session](#): Tuesday 2-3PM CST 10/26/17

9/20/2017

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**Become a PASRR Superhero! Register Now for a PASRR Training Event Near You:**

The Webinar Topic will revisit what was discussed in our most recent webinar, **Common Obstacles and Potential Remedies to Securing Identified Specialized Services Rehabilitation Services and Community Placement Services**.

Join us at one of the FREE upcoming training events taking place around the state during the month of October. These sessions will offer valuable information regarding the Preadmission Screening and Resident Review (PASRR) process, ServiceMatters, PathTracker Plus, and other innovations. These workshops are brought to you by Ascend, a MAXIMUS Company, in conjunction with the Iowa Department of Human Services, Division of Mental Health and Disability Services (MHDS).

The upcoming full day training events include the opportunity to earn Continuing Education Units (CEUs) for nurses/Certificates of attendance for all others and will cover:

- - What is PASRR?
- - PASRR Level I screens - who needs one and what information is included?
- - PASRR Level II activity and Summary of Findings - How is a Level II different from a Level I and what is a Summary of Findings?
- - PASRR-Identified Services and Supports - I have a Level II, now what?
- - ServiceMatters - what is it and why does it matter?
- - PathTracker Plus - More than just a tool to track you census.
- - Questions and Answers about PASRR in Iowa.

[Click Here to View the Agenda](#)

**LEARNING OBJECTIVES**

By the end of this training, providers will:

- - Describe the purpose and function of PASRR
- - Define the appropriate occasions for submitting Level I screens
- - Apply the process and function of the Level II assessment and Summary of Findings report
- - Practice the purpose and function of PathTracker Plus
- - Integrate the foundational skills for creating PASRR-compliant care plans

**WHO SHOULD ATTEND**

- - Hospital and Long Term Care Social Workers
- - Nurses
- - PASRR System Users and Providers
- - Case Managers
- - Discharge Planners
- - Long-Term Care & RCF Providers

- - Behavioral Health Service Providers
- - Hospice and In-Home Health Care Providers
- - Options Counselors
- - Providers of Community Placement Support services
- - Anyone else vested in the future of Iowa PASRR

**CLICK THE DATE BELOW TO REGISTER**

Denison: Boulders Conference Center | [Monday, October 16, 2017](#)

Des Moines: Grand View University | [Tuesday, October 17, 2017](#)

Waterloo: Waterloo Center for the Arts | [Wednesday, October 18, 2017](#)

Wilton: Wilton Community Center | [Thursday, October 19, 2017](#)

**TRAINING SCHEDULE**

8:00 AM Registration Opens

9:00 AM Session Begins

12:00 - 1:00 PM Break for Lunch (on your own)

4:00 PM Session Ends

**9/06/2017**

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**LTCSWI Conference - Fall 2017**

Sign up for the informative LTCSWI Fall 2017 Fall Conference. [Click here for a brochure containing more registration details.](#) Conference speakers/topics include:

*You're Jumping on My Last Nerve: Dealing with Difficult People*

Celina Peerman, Ph.D.

Organizational Behavior Specialist

*Serving Iowans on Medicare in Nursing Facilities*

Kriss Gross, Director

Iowa Senior Health Insurance Information Program (SHIPP)

*Creating Safe and Welcoming Environments for the LGBTQ Community*

Daniel Hoffman-Zinnel, Executive Director

Keenan Crow, Director of Policy & Advocacy

Iowa One

**The Conference Will be Held:**

Friday, October 27, 2017

Gateway Hotel and Conference Center  
2100 Green Hills Drive, Ames, IA 50014

*Registration deadline: 10/20/2017*

## 9/05/2017

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### **Register Now: Iowa Technical Assistance Webinar**

Join us for the upcoming Technical Assistance (TA) call at 2:00 PM to 3:00 PM CST, September 12th. The Webinar Topic will revisit what was discussed in our most recent webinar, **Common Obstacles and Potential Remedies to Securing Identified Specialized Services Rehabilitation Services and Community Placement Services**.

This will be an open Q&A session with Ascend, so feel free to bring any questions you may have.

[Q&A Session:](#) Tuesday 2-3PM CST 08/22/17

## 8/18/2017

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### **Register Now: Iowa Technical Assistance Webinar**

Join us for the upcoming August 22nd Technical Assistance (TA) call at 2:00 PM to 3:00 PM, August 22nd. The Webinar Topic will be **Common Obstacles and Potential Remedies to Securing Identified Specialized Services Rehabilitation Services and Community Placement Services**.

This will be an open Q&A session with Ascend, so feel free to bring any questions you may have.

[Q&A Session:](#) Tuesday 2-3PM CST 08/22/17

## 8/04/2017

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### **Register Now: Iowa Technical Assistance Webinar**

Join us for the upcoming August 8th Technical Assistance (TA) call at 2:00 PM. This will be an open **Q&A session** with Ascend, so feel free to bring any questions you may have.

[Q&A Session:](#) Tuesday 2-3PM CST 08/08/17

## 6/29/2017

**Register Now: Iowa Technical Assistance Webinars**

The **Iowa Department of Human Services (DHS) and Ascend** are providing two technical assistance (TA) webinars for ongoing provider education during the month of July. These important sessions will help your facility comply with the latest Iowa PASRR updates. The events provided this month include:

**PathTracker Overview** - if you are new to PASRR and have questions about navigating through PathTracker and questions about how to submit admittance and discharge notices this webinar is for you.

**Service Matters Overview** - if you are new to PASRR and have questions about how to create a compliant care plan or how to successfully complete a Service Matters review, this webinar is for you.

[PathTracker Overview](#): Tuesday 2-3pm 07/11/17

[ServiceMatters Overview](#): Tuesday 2-3pm 07/25/17

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**6/07/2017**

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**Register Now: Iowa Technical Assistance Webinars**

The **Iowa Department of Human Services (DHS) and Ascend** are providing two **technical assistance (TA) webinars** for ongoing provider education during the month of **June**. These important sessions will help your facility comply with the latest Iowa PASRR updates. The events provided this month include:

**Level I PASRR Overview** - if you are new to PASRR or have questions about submitting Level I screens, this webinar is for you.

**Level II PASRR Overview** - if you are new to PASRR, or have questions about the Level II process, determinations, or summary of findings reports this webinar is for you.

Upcoming dates and registration links are available below:

[Level I PASRR Overview](#): Tuesday 2-3pm 06/13/17

[Level II PASRR Overview](#): Tuesday 2-3pm 06/27/17

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**5/10/2017**

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**Register Now: Iowa PASRR Technical Assistance Webinars**

The Iowa Department of Human Services (DHS) and Ascend are providing two technical assistance (TA) webinars for ongoing provider education during the month of May. These important sessions will help your facility comply with the latest Iowa PASRR updates. The events provided this month include:

- Frequently Asked Questions from the April 2017 Onsite Training - An informative recap of PASRR basics and common questions.

- PASRR Overview and History - If you are new to PASRR, this webinar will provide you with an overview of PASRR and its history.

**Upcoming dates and registration links are available below. Click the links to register:**

[Frequently Asked Questions from the April 2017 Onsite Training](#) - Tuesday 2-3pm 05/16/17

[PASRR Overview and History](#) - Tuesday 2-3pm 05/30/17

**4/28/2017**

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## **Important Announcement: Ascend Email Set to Transition to Over to MAXIMUS**

### **Email Transition 101 - A Primer on What to Expect During the Switch**

We are excited to announce that Ascend will take an important step in the coming weeks, kicking off a transition from our current Ascendami.com email addresses to MAXIMUS.com email accounts. This change is scheduled to occur on June 5th.

#### **How Will the Transition Affect Me?**

Getting up to speed. There's a few things that you will need update to complete the setup process. Here are three simple steps to get you moving:

#### **1. Create New Account**

Starting June 5th, we will have a new secure email solution. You will need to create a new account once you receive a secure email from us.

#### **2. Whitelist MAXIMUS Domain**

You will need to add any "@maximus.com" accounts to the Safe Senders List, also called Whitelisting.

- Large entities, please inform your IT administrator.
- Small entities, [click here](#) for clear setup instructions.

#### **3. Use New Email Addresses**

Begin using the new MAXIMUS.com accounts for each of your Ascend contacts in order to send/receive secure messages and schedule meetings. The ascendami.com email addresses will still receive emails, but those will be forwarded to the MAXIMUS.com addresses.

**4/17/2017**

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**Thank You for Making Iowa PASRR Provider Training a Success!**

We would like to extend a huge note of thanks to all of the attendees for Ascend's recent Iowa PASRR Provider Training Sessions, held throughout the week of April 3rd. Over 300 Providers joined us from diverse backgrounds of expertise, such as Hospitals, Nursing Facilities, Hospice Providers, and MCO Community Based Case Managers. These events were held in multiple cities across the state, including: Des Moines, Denison, Waterloo and West Branch.

We truly appreciate the passion, focus and invaluable input that you contributed to these important sessions. For those unable to attend an event held in your area, or if you're interested in referencing some of the useful information provided, we invite you to click and explore: [Building Knowledge, Improving Lives](#)

This resource, located in Provider Tools, as well as numerous other reference materials are available on your go-to source for all things PASRR: Iowa page on [pasrr.com](http://pasrr.com)

**3/08/2017**

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#### **Topic Change for the 3/28/17 Technical Assistance Webinar**

ATTENTION: The topic for the Tuesday, 3/28/17 technical assistance webinar has changed. The new topic is: Planning for Community Discharge and Resources Available.

If you are registered for the 3/28/17 session and would like to cancel, email a reply to the confirmation message you received upon sign-up.

If you are registered and plan to attend the revised session, you can simply disregard this message.

**Click the registration link below to participate, if you have not already registered.**

Tue, March 28 | 2 - 3 PM | REVISED TOPIC: Planning for Community Discharge and Resources Available | [Click here to register](#)

**3/07/2017**

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#### **Building Knowledge, Improving Lives**

Join us as at one of the Free training events offered by Ascend, a MAXIMUS Company, and the Iowa Department of Human Services. We'll review what we've accomplished in the evolution of Iowa's PASRR program and look forward to where we will go together. You will receive valuable information regarding the Preadmission Screening and Resident Review (PASRR) process, ServiceMatters, Care Planning, and more!

The upcoming trainings include the opportunity to earn Continuing Education Units (CEUs)/Contact Hours and will cover:

- A quick review of the PASRR basics - great information for those new to working with PASRR and a refresher for our seasoned PASRR providers
- A discussion of how PASRR integrates with the new CMS guidelines for nursing facilities
- Using the newly revised functions of PathTracker Plus - what it is and why you must use it
- ServiceMatters - what it is, why it matters, and how we're doing so far
- PASRR-compliant Care Planning - everything you need to know about planning for delivery of PASRR-identified services
- Community Placement Supports and discharge planning - how to use available resources
- Delivery of behavioral health services to individuals with significant needs
- Behaviorally based treatment plans
- Questions and answers about PASRR in Iowa

**Who Should Attend:**

- PASRR Providers
- Nurses
- Social Workers
- Nursing Facility Administrators
- Hospital Social Workers and Discharge Planners
- Case Managers
- Long-Term Care & RCF Providers
- Behavioral health services providers
- Anyone invested in the future of older Iowans, individuals with disabilities, and their long term care needs

**Click the link below to register for a session near you**

[Tuesday, April 4: City of Denison Boulders Conference Center - Boulders Hall](#)

[Wednesday, April 5: Des Moines Hy-Vee Euclid Room](#)

[Thursday, April 6: Waterloo Sullivan Brothers Iowa Veterans Museum - Mess Hall](#)

[Friday, April 7: West Branch Hoover Presidential Library and Museum - Auditorium](#)

*Location addresses and information provided in the registration link.*

[Click here to view the agenda](#)

**Training Presenters**

Lila Starr, LBSW | Iowa Department of Human Services, Division of Mental Health & Disability Services

Joi Shaw, MS | Ascend, a MAXIMUS Company, PASRR Division Manager

Alice Bernet, RN, PhD, PMHNP-BC | Ascend, a MAXIMUS Company, Clinical Director

No charge for attendance or CEUs!

IBON Provider #94

0.63 CEUs.



Nurses must attend the full day to receive CEUs. No partial CEUs will be awarded.

### 3/01/2017

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The Iowa Geriatric Education Center, based at the University of Iowa Carver College of Medicine, is sponsoring the 2017 Geriatric Lecture Series. This educational opportunity will focus on cognitive decline and dementia. CEUs are available for participation in this online lecture series at NO COST to participants. Individuals wishing to participate may pull up these lectures at their convenience each month, beginning in March through December 2017.

A new lecture is available the 1st working day of each month at: <http://www.healthcare.uiowa.edu/igec/e-learning/geriatric-lecture-series>

The schedule is also available online at: [http://www.healthcare.uiowa.edu/igec/e-learning/geriatric-lectureseries/gls\\_schedule.asp](http://www.healthcare.uiowa.edu/igec/e-learning/geriatric-lectureseries/gls_schedule.asp)

For more information, including presenters and subjects of each monthly lecture, please review the online schedule referenced above, or open the flyer, which can be found in the Education Tools section of the Iowa PASRR Provider [website](#).

We hope that Iowa's healthcare professionals will be able to utilize this important series, which has been made available for free throughout 2017 to federal grant funding.

### 2/03/2017

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Iowa Medicaid Enterprise has just released [Information Letter 1760-MC-FFS](#) which is intended to address questions and hopefully clarify policy surrounding PASRR-related care planning and the delivery of PASRR identified services. Information contained in this letter will continue to be shared with providers through Webinars and face to face training delivered by Ascend and DHS.

### 1/30/2017

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As Iowa nursing facility providers are aware, Iowa DHS and Ascend have developed several **optional Iowa-specific tools** for use in development of **PASRR-compliant care plans**. Many providers have offered feedback that a video about how to use the tool would be a useful addition to the tools previously available. The [Iowa PASRR NF Level II Care Planning Tool Training video](#) provides visual instruction on navigating and using the original Care Planning Tool. It assists providers in learning how to effectively and efficiently develop PASRR-compliant nursing facility care plans. It is our hope that these tools will assist in the timely scheduling and delivery of PASRR-identified Specialized Services, Rehabilitative Services, and Community Placement Supports that providers find listed in the PASRR Summary of Findings for the individuals they serve.

**2017 Technical Assistance (TA) Webinars - Registration Now Open**

To assist you in planning your learning calendar for the start of 2017, we have opened registration for our Iowa PASRR Technical Assistance webinars. This is your chance to learn with DHS and Ascend, ask questions, and understand more about PASRR, care planning, ServiceMatters, Ascend/DHS service monitoring, and PathTracker.

These 1-hour sessions will take place on the dates and times listed below. Note the topic change for 9/13/16. Click the links below to register:

January 10 | 2 - 3 PM | **Topic: PASRR 101: Why We Do PASRR**

January 24 | 2 - 3 PM | **Topic: PASRR Level I**

February 7 | 2 - 3 PM | **Topic: PASRR Level II**

February 21 | 2 - 3 PM | **Topic: Chat with Ascend and DHS: Open Q&A Session**

9/23/2016

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### *Looking to the Future by Strengthening our Foundation*

Join us at one of the Ascend, A MAXIMUS Company, and the Iowa Department of Human Services FREE training events around the state offering valuable information regarding the Preadmission Screening and Resident Review (PASRR) process, ServiceMatters, Care Planning, and important changes and innovations.

The upcoming trainings include the opportunity to earn Registered Nurse (RN) CEUs (certificates of attendance provided upon request for other licensure/certifications)

- A return to PASRR basics - great information for those new to working with PASRR and a refresher for our seasoned PASRR providers
- Using PathTracker Plus and Links to Payment - what PathTracker is and why you must use it
- ServiceMatters - what it is and why it matters
- Using the Care Planning tools - everything you need to know about developing a PASRR-compliant care plan
- Questions and Answers about PASRR in Iowa - looking to the future by strengthening our foundation

### LEARNING OBJECTIVES

By the end of this training, providers will:

- Recognize the purpose and function of PASRR, including the history
- Define the difference between Rehab and Specialized Services
- Recognize the varying Level I and Level II outcome possibilities
- Recall the function and purpose of PathTracker
- Implement the foundational skills for creating PASRR-compliant care plans

### WHO SHOULD ATTEND

- Nurses
- Social Workers
- PASRR providers
- Case Managers
- Hospital Discharge Planners
- Long-term Care & RCF Providers
- Behavioral health services providers
- Anyone else vested in the future of IA PASRR

**TRAINING DATES**

Tuesday, October 18, 2016: Sioux City - Hilton Garden Inn Riverfront

Wednesday, October 19, 2016: Des Moines - Grand View College

Thursday, October 20, 2016: Waterloo - Allen College

Friday, October 21, 2016: Iowa City - University of IA Hospital and Clinics

Attend an event in your community!

**CLICK THE DATE TO REGISTER**

[Tuesday, October 18, 2016: Sioux City](#)

[Wednesday, October 19, 2016: Des Moines](#)

[Thursday, October 20, 2016: Waterloo](#)

[Friday, October 21, 2016: Iowa City](#)

**TRAINING SCHEDULE**

8:00 AM - Registration opens

9:00 AM - Hospital and NF provider sessions begin promptly

12:00 PM - Break for lunch (on your own), Hospital providers finish

*Hospital providers are welcome to stay for the NF-specific information in the afternoon*

4:00 PM - NF providers finish

No charge for attendance or CEUs!

IBON Provider #94 - AM session will award 0.33 CEUs, full day will award 0.66 CEUs

*No partial CEUs will be provided.*

*Certificates of Attendance available upon request.*

**8/31/2016**

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**2016 Technical Assistance (TA) Webinars - Registration Now Open**

To assist you in planning your learning calendar for the rest of 2016, we have opened registration for our Iowa PASRR Technical Assistance webinars. This is your chance to learn with DHS and Ascend, ask questions, and understand more about PASRR, care planning, ServiceMatters, Ascend/DHS service monitoring, and PathTracker.

These 1-hour sessions will take place on the dates and times listed below. *Note the topic change for 9/13/16.* Click the links below to register:

9/13/16 | 2 - 3 PM | Topic: *PathTracker with Links to Payments - System Updates* | [Click to register](#)

9/27/16 | 2 - 3 PM | Topic: *Updates about the Iowa PASRR Process* | [Click to register](#)  
11/8/16 | 2 - 3 PM | Topic: *Onsite Training Follow Up - Q&A* | [Click to register](#)  
11/22/16 | 2 - 3 PM | Topic: *Part 1 - ServiceMatters (Ascend Care Plan and Service Monitoring) Process Walkthrough* | [Click to register](#)  
12/6/16 | 2 - 3 PM | Topic: *Part 2 - Time with Tammy - How to Prepare, Who, and What to Bring to the TA Call* | [Click to register](#)  
12/20/16 | 2 - 3 PM | Topic: *Part 3 - Beyond ServiceMatters - What Happens Next with DHS? (DHS Care Plan and Service Monitoring)* | [Click to register](#)

## 8/22/2016

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### Technical Assistance Webinar Topic Change 8/23/16 and 9/13/16

To accommodate a necessary programming change, we have switched the Topic of our IA Technical Assistance webinar on August 23, 2016 to *How to optimize use of the Iowa PASRR providers website: Walkthrough of PASRR.com*, which was originally scheduled for the webinar on September 13. The new topic for the September 13, 2016 webinar is: *PathTracker with Links to Payments - System Updates*, which was originally scheduled for the webinar on August 23.

If you are already registered for the webinar on 8/23 or 9/13 and remain interested in attending for the new topics, you need not do anything - your registration remains active.

If you are interested in registering for the webinar based on the new topic, please register using the links below.

If you are registered and no longer wish to attend, simply do not log into the webinar. There is no need to notify us of a cancellation.

These 1-hour sessions will take place on the dates and times listed below. Click the links below to register:

8/23/16 | 2 - 3 PM | Topic: *PathTracker with Links to Payments - System Updates* | [Click to register](#)  
9/13/16 | 2 - 3 PM | Topic: *How to Optimize Use of the Iowa PASRR Providers Website - Walkthrough of PASRR.com* | [Click to register](#)  
9/27/16 | 2 - 3 PM | Topic: *Updates about the Iowa PASRR Process* | [Click to register](#)  
11/8/16 | 2 - 3 PM | Topic: *Onsite Training Follow Up - Q&A* | [Click to register](#)  
11/22/16 | 2 - 3 PM | Topic: *Part 1 - ServiceMatters (Ascend Care Plan and Service Monitoring) Process Walkthrough* | [Click to register](#)  
12/6/16 | 2 - 3 PM | Topic: *Part 2 - Time with Tammy - How to Prepare, Who, and What to Bring to the TA Call* | [Click to register](#)

12/20/16 | 2 - 3 PM | Topic: *Part 3 - Beyond ServiceMatters - What Happens Next with DHS? (DHS Care Plan and Service Monitoring)* | [Click to register](#)

## 8/3/2016

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### **2016 Technical Assistance (TA) Webinars - Registration Now Open**

To assist you in planning your learning calendar for the rest of 2016, we have opened registration for our Iowa PASRR Technical Assistance webinars. This is your chance to learn with DHS and Ascend, ask questions, and understand more about PASRR, care planning, ServiceMatters, Ascend/DHS service monitoring, and PathTracker.

These 1-hour sessions will take place on the dates and times listed below. Click the links below to register:

8/9/16 | 2 - 3 PM | Topic: *PASRR 101 - The Basics of Preadmission Screening & Resident Review* | [Click to register](#)

8/23/16 | 2 - 3 PM | Topic: *PathTracker with Links to Payments - System Updates* | [Click to register](#)

9/13/16 | 2 - 3 PM | Topic: *How to Optimize Use of the Iowa PASRR Providers Website - Walkthrough of PASRR.com* | [Click to register](#)

9/27/16 | 2 - 3 PM | Topic: *Updates about the Iowa PASRR Process* | [Click to register](#)

11/8/16 | 2 - 3 PM | Topic: *Onsite Training Follow Up - Q&A* | [Click to register](#)

11/22/16 | 2 - 3 PM | Topic: *Part 1 - ServiceMatters (Ascend Care Plan and Service Monitoring) Process Walkthrough* | [Click to register](#)

12/6/16 | 2 - 3 PM | Topic: *Part 2 - Time with Tammy - How to Prepare, Who, and What to Bring to the TA Call* | [Click to register](#)

12/20/16 | 2 - 3 PM | Topic: *Part 3 - Beyond ServiceMatters - What Happens Next with DHS? (DHS Care Plan and Service Monitoring)* | [Click to register](#)

## 7/21/2016

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**Iowa PASRR ServiceMatters & Beyond Recap of Three-Part Webinar Series with Questions and Answers**  
Nursing Faculty Staff and PASRR Providers are strongly encouraged to attend this recap of the three-part training webinar series on care planning, the ServiceMatters process, and DHS follow up.

The Recap will walk Providers through the ServiceMatters process and the process utilized by the Iowa Department of Human Services (DHS), in the Division of Mental Health and Disability Services (MHDS) whenever your care plan or service delivery are determined to be non-compliant after two ServiceMatters reviews with Ascend. DHS also utilizes this process any time they receive complaints of possible PASRR non-compliance from the Department of Inspections and Appeals (DIA) or others.

The webinars include:

- > The ServiceMatters Review Process,
- > Tips for success when preparing for reviews,
- > How to recognize when non-compliance can't be repaired,
- > Information on what will happen during the DHS review process with Lila Starr,
- > What happens if MHDS reports PASRR non-compliance to DHS-Iowa Medicaid Enterprise,
- > And . . . time for Questions and Answers!

Use the link below to register:

### **Recap: ServiceMatters and Beyond - What Happens Next with DHS?**

Tuesday 7/26/16 | 2:00 - 3:00 PM CT | [Click here to register](#)

**7/13/2016**

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**It has come to the attention of Iowa Department of Human Services and Ascend, a MAXIMUS Company that many Iowa Nursing Facilities have not been utilizing Ascend PathTracker Plus, with links to Iowa Medicaid payment.** If your facility has not yet entered 100% of your residents into PathTracker Plus, you are reminded that use of the PathTracker Plus system and the entry of all residents into PathTracker Plus has been mandatory since 2/1/2016.

All Iowa Nursing Facilities were first notified about and urged to utilize PathTracker Plus in February of 2015, well over a year before it became required.

**All current residents are required to be entered into PathTracker Plus,** along with original date of admission, regardless of payer source and regardless of PASRR Level I or PASRR Level II status.

Training about the implementation of PathTracker Plus was provided via live webinar on eleven occasions from January 25, 2016 - February 9, 2016.

A recording of this session has been available since January and can be found after [logging into](#) the Ascend system for your Nursing Facility, as pictured at left (see item #5).

If you have questions about system use of PathTracker, please contact the Iowa Helpdesk at Ascend for assistance. Ascend Iowa Help Desk: 1-877-431-1388 ext. 3403 or [iowapasrr@ascendami.com](mailto:iowapasrr@ascendami.com).

**7/08/2016**

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**Iowa PASRR ServiceMatters Webinar Series Part 3: Beyond ServiceMatters**

Nursing Faculty Staff and PASRR Providers are strongly encouraged to attend the third webinar in the three-part training webinar series on care planning and the service monitoring process.

The presentation materials for the two sessions on ServiceMatters (Part 1, "ServiceMatters Process Walkthrough" and Part 2, "Time with Tammy: How to Prepare, Who and What to bring to the Technical Assistance Call,") can be found under your provider login on the Iowa PASRR Web-Based Home Page. Providers are encouraged to view Parts 1 and 2 prior to Part 3, if possible and convenient. However, participation in Parts 1 and 2 is not a prerequisite to being able to benefit from Part 3. If your facility has received one or more letters from DHS about possible noncompliance any time in the past two years, you are very strongly encouraged to participate in Part 3 as we believe the technical assistance offered will be very useful to you.

Session 3 will walk Providers through the entire process utilized by the Iowa Department of Human Services (DHS), in the Division of Mental Health and Disability Services (MHDS) whenever your care plan or service delivery are determined to be non-compliant after two ServiceMatters reviews with Ascend. DHS also utilizes this process any time they receive complaints of possible PASRR non-compliance from the Department of Inspections and Appeals (DIA) or others.

The webinars will include: 1) Opportunity for questions, 2) Tips for success when preparing for ServiceMatters reviews, 3) Information on what will happen during technical assistance calls with Tammy, and 4) Information on what happens if Ascend reports possible non-compliance to DHS. Use the links below to register.



**Part 3: Beyond Service Matters - What Happens Next with DHS?**Tuesday 7/12/16 | 2:00 - 3:00 PM CT | [Click here to register](#)**6/22/2016**

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**Iowa PASRR ServiceMatters Three-Part Webinar Series: ServiceMatters Walkthrough and DHS Follow-Up**

Nursing Faculty Staff and PASRR Providers are strongly encouraged to attend the second webinar in the three-part training webinar series on care planning and the service monitoring process.

The sessions will walk Providers through the entire ServiceMatters process and discuss what happens if you are determined to be non-compliant after two ServiceMatters reviews with Ascend.

The webinars include: 1) Opportunity for questions, 2) Tips for success when preparing for ServiceMatters reviews, 3) Information on what will happen during technical assistance calls with Tammy, and 4) Information on what happens if Ascend reports possible non-compliance to DHS. Use the links below to register.

**Part 2: "Time with Tammy," How to Prepare, Who and What to Bring to the Technical Assistance Call |**Tuesday 6/28//16 | 2-3 PM CT | [Click here to register](#)**Part 3: Beyond ServiceMatters - What Happens Next with DHS?** | Tuesday 7/12/16 | 2-3 PM CT | [Click here to register](#)**6/02/2016**

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**NEW DATES: Iowa PASRR SericeMatters Three-Part Webinar Series: ServiceMatters Walkthrough and DHS Follow Up**

Nursing Faculty Staff and PASRR Providers are strongly encouraged to attend the upcoming three-part training webinar series on care planning and the service monitoring process. This three part series was begun on 5/17/16, but was interrupted by a fire drill, so Ascend and DHS have decided to start it again, from the beginning in an effort to make all three parts more fully available to a broader audience.

The sessions will walk Providers through the entire ServiceMatters process and discuss what happens if you are determined to be non-compliant after two ServiceMatters reviews with Ascend.

The webinars will include: 1) Opportunity for questions, 2) Tips for success when preparing for ServiceMatters reviews, 3) Information on what will happen during technical assistance calls with Tammy, and 4) Information on what happens if Ascend reports possible non-compliance to DHS. Use the links below to register.

**Part 1: ServiceMatters Process Walkthrough** | Tuesday 6/14/16 | 2-3 PM CT | [Click here to register](#)

**Part 2: "Time with Tammy," How to Prepare, Who and What to Bring to the Technical Assistance Call** | Tuesday 6/28//16 | 2-3 PM CT | [Click here to register](#)

**Part 3: Beyond ServiceMatters - What Happens Next with DHS?** | Tuesday 7/12/16 | 2-3 PM CT | [Click here to register](#)

**PLEASE NOTE:** If you were already pre-registered for the webinars on 5/31/16 and 6/14/16, your registration will be carried over to the newly planned Technical Assistance event for that date.

We will also hold a Technical assistance webinar on Tuesday, 5/31/16, where we will offer an overview of frequently asked questions, how to effectively utilize the PASRR Providers website, and tools available to NF staff and other PASRR providers for assistance with care planning, development of crisis intervention and safety plans, and a discussion of behaviorally based treatment plans.

## 5/6/2016

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**Iowa PASRR SericeMatters Three-Part Webinar Series: ServiceMatters Walkthrough & DHS Follow Up**  
NF Staff and PASRR Providers with questions about ServiceMatters should attend the upcoming three-part training webinar series. The sessions will walk Providers through the entire ServiceMatters process and discuss what happens if you are determined to be non-compliant after two ServiceMatters reviews with Ascend.

The webinars will include: 1) Opportunity for questions, 2) Tips for success when preparing for ServiceMatters reviews, 3) Information on what will happen during technical assistance calls with Tammy, and 4) Information on what happens if Ascend reports possible non-compliance to DHS. Use the links below to register.

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