

QUESTIONS	ANSWERS
<i>Contact Information and Resource Access</i>	
What is the contact information for Ascend?	For questions about the status of a review, sign into your Ascend system and check your two-week history. For difficulties associated with on-line submissions, assistance with logging in, becoming a web-supervisor, or questions about a pending Level I/LOC screen, contact your state's Ascend helpdesk at 877.431.1388.
Does Ascend have an introductory PASRR training video that can be viewed by new staff completing the PASRR screens?	A Provider Manual is available on your state's PASRR.com page. For contracts using AssessmentPro, additional training resources are available through www.Ascendami.com , select your state from the Tools & Resources by state dropdown.
<i>PASRR/Level of Care (LOC) Information</i>	
When must a Level I screen be completed?	<p>A Level I screen must be completed in the following circumstances:</p> <p>When an individual is being newly admitted to a NF;</p> <p>When a NF resident has an expiring time-limited approval (e.g., an Exempted Hospital Discharge, Provisional Delirium, Emergency, Respite) and they need to remain in the NF beyond the authorized period;</p> <p>When a resident of a NF has experienced a significant change in status that suggests that a Level II (PASRR) evaluation must be conducted or there has been a significant change in mental health status since previous LI.</p> <p>A Level I screen is not necessary when a Level of Care update is occurring because of a previous time limited authorization, unless key information in the previous Level I screen was inaccurate.</p>
Can a person with a Level II condition be admitted to a NF over the weekend?	Before a person can admit to the NF, a level I screen must be completed, including outcome receipt. For instances where a person requires a Level II assessment, the Level II must be complete prior to admission.

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How can we avoid unnecessary Level IIs related to the single episode of depression, regarding major depression and ICD-10 codes?	When the ICD-10 transition occurred, many facilities adopted software to convert the ICD-9 codes to ICD-10, and the corresponding diagnoses. Unfortunately, Depressive Disorder NOS/mild situational depression does not have a direct translation from ICD-9 to ICD-10. What we have learned is that many people now have diagnoses of Major Depression that a clinical professional did not give. To avoid unnecessary Level IIs, verify that the person's diagnosis comes from a clinical assessment and not a system crosswalk. This means a psychiatrist or otherwise qualified clinician diagnosed the person with Major Depression. Although we will consider more than just a diagnosis, we cannot overlook a diagnosis of Major Depression when evaluating for PASRR conditions.
When is a Level of Care (LOC) review required?	<p>If Ascend completes Level of Care screens in your state, this answer is in two parts: Applicant and Resident.</p> <p>Applicant:</p> <ul style="list-style-type: none"> • An LOC review is required for Medicaid recipients seeking admission to a Medicaid Certified NF and Medicaid will be the pay source <p>Resident:</p> <ul style="list-style-type: none"> • An LOC is required: <ol style="list-style-type: none"> 1. If the person admitted under Medicare or Private Pay and is converting to Medicaid active and Medicaid will be the primary pay source; 2. If the person has an expiring time-limited stay on an LOC screen and requires continued nursing facility stay; and/or 3. If there is a significant change in status from a previously identified LOC screen.

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How long is the Level I "good?"	<p>If the individual does not immediately admit to a NF, the Level I is valid for one year from the date of the review, provided there has been no significant change.</p> <p>If a significant change in mental health status has occurred since the last approval, a new Level I screening is required.</p> <p>This applies to reviews completed in the hospital or the community.</p>
When is Status Change review required?	Submit a new Level I screen as a status change whenever there is a change in the person's mental status from the prior Level I review or when a NF resident is reported to have no prior Level I review.
How long will it take to receive the results of my submitted Level I and or LOC?	<p>If there are no indicators that additional review is required, you should receive an immediate web reviewed approval.</p> <p>If a clinical review is required, you will receive an approval within 6 business hours of your referral, if or once all information is received. Keep in mind that if additional information is required, the review is placed on hold until the information is received; therefore, it is vital that you submit all requested information as to not create any undue delays in processing the review.</p>

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<i>System Access and Use</i>	
<p>How do I obtain my user name and/or password?</p>	<p>Contact your facility's web supervisor to obtain your user name and password.</p> <p>If you are the supervisor and forgot your user name and password, contact the Ascend helpdesk for your state at 877-431-1388 or email them at Ascend-NEPASRR@maximus.com.</p> <p>If you need to register as a web supervisor, contact Ascend.</p> <p>If you need to add an additional user for your facility, contact your web supervisor and have them review the Registration Instructions (available on pasrr.com under Supervisor Tools) to add additional users.</p> <p>For states using AssessmentPro, review the instructions available on www.Ascendami.com and select your state from the State Tools & Resources dropdown.</p>
<p>Who can complete a Level I screen?</p>	<p>A health care professional, such as a nurse, social worker, physician, or home health agency, must complete the clinical portions of the screen. Health care professionals must be working in a professional or clinical capacity and may include LPNs, RNs, and social workers with a B.S. degree or higher. Social service staff are not required to be licensed to submit information. The health care professional may be employed by a hospital, nursing facility, or social service agency. Authorized administrative staff from the facility are permitted to complete only the demographic portions of the screen.</p>
<p>Must all Level I and Level of Care screening information be submitted online at www.pasrr.com or www.AssessmentPro.com?</p>	<p>All PASRR and LOC screens are required to be submitted online. In the event of extended technical difficulties, the submitter should contact Ascend toll at 877.431.1388 or email them at Ascend-NEPASRR@maximus.com.</p>
<p>Will I be the only one from my agency that can view online screens I submitted?</p>	<p>No, any authorized staff at a facility may view screening information for persons at that facility. Staff is authorized by a supervisor at that facility and will be designated by the facility supervisors as either clinical or administrative.</p>
<p>Can the NF view completed screens online if the hospital has said that the appropriate paperwork has been completed?</p>	<p>For states with access to PASRR.com or www.AssessmentPro.com, the admitting facility will have access to completed Level I, LOC, and Level II information through the system following the person's admission to the NF. For information prior to admission, the submitting entity will need to transmit the records to the NF.</p>

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We have learned that some of our responses are incorrect after submitting the screen. How do we make changes?	Changes cannot be made in submitted data; however, corrections can be noted in the information box at the end of the screen. Contact your Ascend helpdesk at 877-431-1388 or email them at Ascend-NEPASRR@maximus.com for assistance in changing submitted information. New screens will need to be submitted once an outcome/determination has been made.
How do I access the Ascend system?	Ascend's web system is available 24 hours a day, 7 days a week at www.assessmentpro.com (AssessmentPro) or www.PASRR.com (Webstars). You will use this same website to submit PASRR Level I and/or Level of Care screens. Ensure your facility has this website on its safe list.
Can my coworkers and I share one username and password?	For HIPAA and security purposes, each user must have his/her own unique username and password. Use of another person's username/password can result in termination of system privileges.
<i>Nebraska PASRR Specific Questions</i>	
Do individuals in a swing bed require a PASRR?	A PASRR is not currently required for an individual to go to a swing bed.
Concerning out-of-state NH placements, should we perform a Nebraska PASRR or let the facility perform their respective ones?	The facilities should perform their own. It's very rare that you will have to perform a Nebraska PASRR so that Nebraska Medicaid can pay for an out-of-state placement.
In what instances would a resident who is from a nursing home and will be returning to that same nursing home, require a new PASRR?	Only perform an additional PASRR if the resident has actually discharged from LTC facility, went to a psychiatric hospital, or had major change in mental status.
We used to receive an e-mail notification when a pending or Level 2 PASRR cleared and/or additional information is required.	The system should alert you with updates. It is designed to provide you access and will send notifications to the email address you placed in the PASRR system. If it is a system LTC email, may get lost in translation. For example, a facility may have four people using the same, shared login and password. In the AssessmentPro system, they will have their own individual logins/email accounts. If several individuals are currently using the same login information, this practice should be discontinued immediately. There is no charge incurred to set up additional, individual accounts and there is no limit to the number of accounts per facility. This policy allows the deletion of an individual account access when someone leaves, rather than the entire facility losing access.