

<b>Adding Residents</b>	<b>Do I Add My Entire Census?</b>
<ul style="list-style-type: none"> <li>Click on the “add individual” button to add a new person</li> </ul>	<ul style="list-style-type: none"> <li>You can but it isn’t necessary to do all at once</li> </ul>
<ul style="list-style-type: none"> <li>You should only need to do this if the admitting facility was mis-identified on the original screen or if the person was pre-Ascend</li> </ul>	<ul style="list-style-type: none"> <li>You will need the person in there to complete the 352/353 process, when appropriate.</li> </ul>
<b>Forms 352/353</b>	
<ul style="list-style-type: none"> <li>This system replaces the paper forms</li> </ul>	
<ul style="list-style-type: none"> <li>Use the system the same way you would have used the forms</li> </ul>	
<ul style="list-style-type: none"> <li>You will no longer fax/mail the 352/353 to the district office</li> </ul>	
<ul style="list-style-type: none"> <li><b>This process has nothing to do with your W-9 process. Continue to complete this process as you always have</b></li> </ul>	
<b>Printing</b>	<b>System Access</b>
<ul style="list-style-type: none"> <li>Click on review and print</li> </ul>	<ul style="list-style-type: none"> <li>Contact your facility supervisor to add you as a user</li> </ul>
<b>Review Queue</b>	
<ul style="list-style-type: none"> <li>Select not in my facility and choose submit to indicate this person is not a resident in your facility</li> </ul>	
<ul style="list-style-type: none"> <li><b>Do not accept people who are not in your facility</b></li> </ul>	
<ul style="list-style-type: none"> <li>If you have a person in your accepted queue that should not be there, submit the information through the email helpdesk</li> </ul>	
<b>Nothing Happens When I Click a Feature/Button</b>	<b>Acronyms</b>
<ul style="list-style-type: none"> <li>Make sure your pop-up blocker allows pop ups from the Ascend web site</li> <li>Check to see if a new tab opens instead of progressing your existing browser tab</li> </ul>	<ul style="list-style-type: none"> <li>MID = Medicaid ID Number (do not enter a Medicare or alternate number)</li> </ul>

Contact Ascend: [CThelpDesk@ascendami.com](mailto:CThelpDesk@ascendami.com) or 877-431-1388 x3281