

2/03/2017

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

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.

1/12/2017

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

Upcoming Training - Register Now!

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

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

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

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

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



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.

7/08/2016

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

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

NEW DATES: 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 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

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.

Part 1: ServiceMatters Process Walkthrough
Tuesday 5/17/16 | 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 5/31/16 | 2-3 PM CT | [Click here to register](#)

Part 3: Beyond ServiceMatters - What Happens Next with DHS?
Tuesday 6/14/16 | 2-3 PM CT | [Click here to register](#)