



## **SERVICEMATTERS & PATHTRACKER USER GUIDE IOWA PASRR PROVIDERS**

DEVELOPED: 2.1.16  
REVISED:

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Ascend provides this user guide as an over view of system operations. If you have a specific question about how to maneuver through the system that is not outlined in this user guide, contact:




Ascend Iowa Help Desk—877-431-1388 ext. 3403

Ascend will always support the current and most recent versions of Internet Explorer and Mozilla Firefox.

Ascend recommends Adobe Reader 10 or later.

Ensure that your firewall does not block our URL.

## Menu Bar Options

 Home Figure 1	 Queues Figure 2	 Inbox (27) Figure 3
Return to home screen.	Access the Queues.	Access your Notices.

## Queue Options

Review Queue	Lists pending residents
Accepted Queue	Lists residents claimed to your facility census
Quality Reviews in Process	Lists residents for whom Ascend requires information for the Level I quality review
ServiceMatters Reviews	Lists residents for whom Ascend requires information for the ServiceMatters review

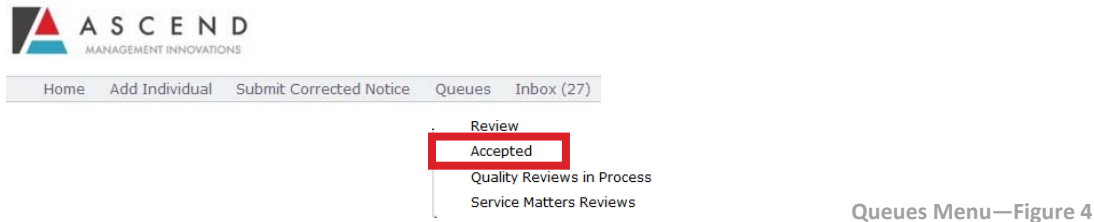
## Submitting Admissions Notice (PathTracker Plus)

Report admissions to IME.

*This is for residents new to your facility or those returning after a hospital stay of 11 or more days.*

**STEP 1:**  
 Hover over **Queues** in the menu bar.

Select **Accepted** to open a list of residents in your facility (**Fig. 5**).



ASCEND MANAGEMENT INNOVATIONS

Home Add Individual Submit Corrected Notice Queues Inbox (27)

Review  
**Accepted**  
 Quality Reviews in Process  
 Service Matters Reviews

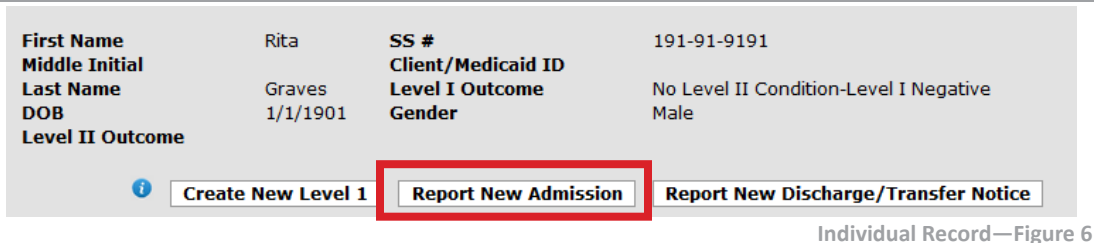
Queues Menu—Figure 4

**STEP 2:**  
 Click **View** to open the record.

Ascend ID	SS #	DOB	First Name	Last Name	PASRR Level I Outcome	PASRR Level I Review Date	Summary Outcome	Summary Date	
32828	9191	1/1/1901	Rita	Graves	No Level II Condition-Level I Negative	9/23/2015			<b>View</b>

Accepted Queue—Figure 5

**STEP 3:**  
 Click **Report New Admission** to submit an admission notice to IME.



First Name Rita SS # 191-91-9191  
 Middle Initial Client/Medicaid ID  
 Last Name Graves Level I Outcome No Level II Condition-Level I Negative  
 DOB 1/1/1901 Gender Male  
 Level II Outcome

**Report New Admission**

Individual Record—Figure 6

Complete the New Admission Form and submit.

## Submitting Discharge/Transfer Notice (PathTracker Plus)

Report discharge/transfer to IME. *From the Accepted Queue (Fig. 5). This is for residents leaving your facility permanently or for hospital stays of 11 or more days.*

**STEP 2:**  
 Click **View** to open the record.

Ascend ID	SS #	DOB	First Name	Last Name	PASRR Level I Outcome	PASRR Level I Review Date	Summary Outcome	Summary Date	
32828	9191	1/1/1901	Rita	Graves	No Level II Condition-Level I Negative	9/23/2015			<b>View</b>

Accepted Queue—Figure 7

**STEP 3:**  
Click **Report New Discharge/Transfer Notice** to submit a discharge/transfer/deceased notice to IME.

<b>First Name</b>	Rita	<b>SS #</b>	191-91-9191
<b>Middle Initial</b>		<b>Client/Medicaid ID</b>	
<b>Last Name</b>	Graves	<b>Level I Outcome</b>	No Level II Condition-Level I Negative
<b>DOB</b>	1/1/1901	<b>Gender</b>	Male
<b>Level II Outcome</b>			

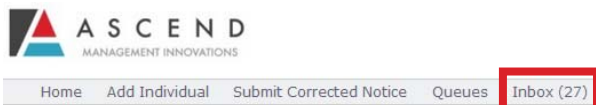
Individual Record—Figure 8

Complete the Discharge/Transfer Form and submit.

## Inbox Notices

Review ServiceMatters and Level I Quality Reviews Notices. *From the Navigation menu.*

**STEP 1:**  
Click **Inbox** to open your inbox (Fig. 10).



Navigation Menu—Figure 9

**STEP 2:**  
Select **View** to read the notice.  
  
Click **Mark as Read** to track the notices you have responded to.

Notifications							Total Records: 32
Ascend ID	SSN	DOB	First Name	Last Name	Notification Subject	Mark as Read	
32830	1555	1/1/1901	Joe	Brown	Level 1 QA Notice	<input checked="" type="checkbox"/>	<a href="#">View</a> <a href="#">Delete</a>
32828	9191	1/1/1901	Rita	Graves	Level 1 QA Notice	<input checked="" type="checkbox"/>	<a href="#">View</a> <a href="#">Delete</a>
32831	1321	1/1/1901	Martin	Phillips	Level 1 QA Notice	<input type="checkbox"/>	<a href="#">View</a> <a href="#">Delete</a>
32868	9487	1/1/2001	brock	horner	Level 1 QA Notice	<input type="checkbox"/>	<a href="#">View</a> <a href="#">Delete</a>
32868	9487	1/1/2001	brock	horner	Level 1 QA 2nd Notice	<input type="checkbox"/>	<a href="#">View</a> <a href="#">Delete</a>
32894	6858	1/1/1959	Cat	Woman	Level 1 QA Notice	<input type="checkbox"/>	<a href="#">View</a> <a href="#">Delete</a>
22	8958	10/23/1937	Inaad	erahs	Service Matters Notice	<input type="checkbox"/>	<a href="#">View</a> <a href="#">Delete</a>
22	8958	10/23/1937	Inaad	erahs	Service Matters Outcome	<input type="checkbox"/>	<a href="#">View</a> <a href="#">Delete</a>

Inbox—Figure 10

Respond to the notice by accessing the related queue.

## ServiceMatters

Complete the ServiceMatters form and submit care plans. *From the Queues menu (Fig. 2).*

**STEP 1:**  
Hover over **Queues** in the menu bar.  
  
Select **ServiceMatters Reviews** to open a list of residents in your facility who require a ServiceMatters review (Fig. 12).



Queues Menu—Figure 11

**STEP 2:**  
Click **Begin** to open the ServiceMatters Review Form.

Service Matters Reviews				
Review Status	Individual Name	Individual ID	Due Date for NF Response	Action
Submitted To Ascend	elwranc oetgz	23440	2/3/2016	<a href="#">View</a>
New	round two	32847	2/3/2016	<a href="#">Begin</a>
Editing	Wonder Woman	32883	2/2/2016	<a href="#">Edit</a>

ServiceMatters Review queue—Figure 12

Complete the ServiceMatters Review Form. Submit to Ascend.

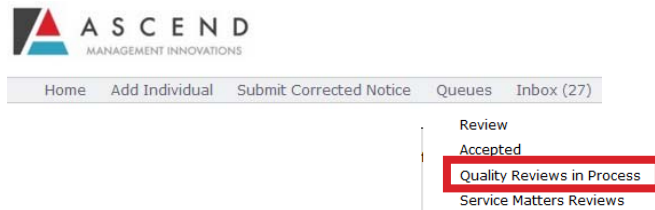
## Level I Quality Reviews

Complete the Level I Quality Reviews form. *From the Queues menu (Fig. 2).*

### STEP 1:

Hover over **Queues** in the menu bar.

Select **Quality Reviews in Process** to open a list of residents in your facility who require a Level I Quality review (Fig. 14).



Queues Menu—Figure 13

### STEP 2:

Click on the **number in the Quality Review column** to open the Quality Review form.

NF Quality Reviews in Process Queue

Client ID	Quality Review	Resident Last Name	Resident First Name	Response Due to Ascend
32894	<a href="#">15</a>	Woman	Cat	2/6/2016

Quality Reviews in Process Queue—Figure 14

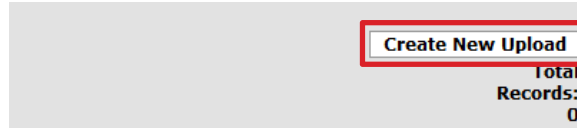
Complete the Quality Review Form. Submit to Ascend

## Uploading Attachments

Attached Records for Ascend Review. *From the ServiceMatters Form*

### STEP 1:

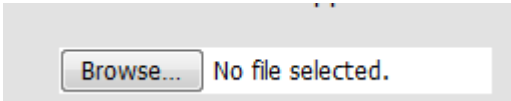
Click **Create New Upload** to open the upload feature.



ServiceMatters Form—Figure 15

### STEP 2:

Click **Browse...** to locate the file from your computer/system.

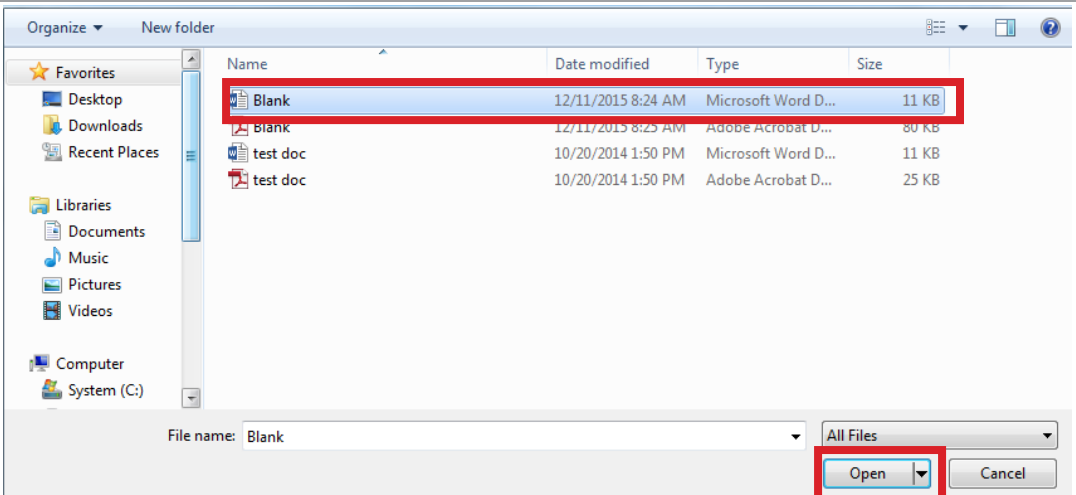


Upload Screen—Figure 16

### STEP 3:

Click the **title of the document** to identify it.

Click **Open** to select the document for the record.

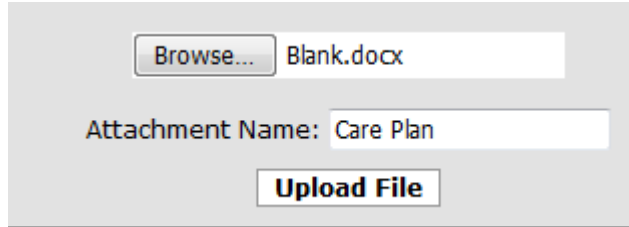


File Selection Screen—Figure 17

**STEP 4:**

Name the Attachment.


Click **Upload File** to upload the document to the record.



Upload Screen—Figure 18

**STEP 5:**

Click **Return to ServiceMatters** to return to the record.



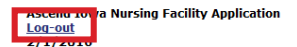
Upload Screen—Figure 19

**Log Out**

*Always Log-out before closing your browser. Failure to do so can result in locked records.*

**Locked records are unavailable for two hours until the system releases the lock.**

Click **Log-out** to end your session.



Upper Right Corner—Figure 20