

Q: Does Ascend have an introductory PASRR training video, which can be viewed by new social workers?

A: A Provider Manual is posted on www.pasrr.com under Educational Tools. The provider request for a training video was forwarded to Stephanie Petitt, Training Coordinator.

Q: Can Ascend include hospitals in email blasts to nursing facilities? The hospitals participating in the IMD training reported feeling misinformed, as they were not included.

A: Ascend will try to remember and include hospital providers in distribution of information, when relevant.

Q: What is the “cut off” time for a Level I being referred for a Level II evaluation?

A: Level II referrals made after 2:00 PM Central Standard Time, will go into effect the following day, at 8:00 AM. Referrals made after 2:00 PM, on a Friday, will go into effect the next working business day. If the day following a referral is a holiday, the referral start time will go into effect at 8:00 AM, the next business day.

Q: Is it possible for providers to have access to all referrals submitted by their facility?

A: At this time, the State has asked Ascend to identify what this request would entail. More information is required before the State can respond definitively, to this question. Information has been requested by IT. Once the information is received and compiled, it will be presented to the State for their review and consideration.

Q: It’s difficult for providers to find a nursing facility in the facility menu when there has been a name change. Can Ascend do something to let the hospital’s know when a name change occurs?

A: The State sends notices to providers and Ascend when a nursing facility name changes; however, it’s not possible to send each provider a personal notice. Many times, the notice goes to someone in administration, or the business office, responsible for assuring this information is distributed to all necessary entities. Ascend is not charged with disseminating that information; however, we can assist by posting nursing facility name changes, when made aware, on www.pasrr.com, under *Announcements*. Both the facility’s new name and “previously known as” name will be included in the postings.