



Michael R. Pence, Governor  
State of Indiana

*Division of Aging*  
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## Division of Aging PASRR Update July 8, 2016

- After one week in AssessmentPro, we are happy to report the following stats:
  - Nearly 2500 Level I screenings submitted
    - 78% of those received an immediate negative outcome without further review
    - 22% went to clinical review
    - Only 8% of those triggered level II assessments
  - There are nearly 4,000 user accounts in the system
- This represents more than double the volume of Level Is we would have expected based on historical data. We are not sure why that is but will be reviewing data further next week. Remember if you received a 4B prior to June 30, 2016, authorizing admission, you don't need to do a Level I. You may have to do a level of care if the individual is or becomes Medicaid eligible for their stay in your nursing facility.
- Some of our hospitals and nursing facilities still do not have administrator accounts set up. Please do that right away so you will be ready when you have a screening to complete. We will be reaching out directly to these organizations.
- Q&A webinars will be held every Tuesday in July from 12 p.m. to 1 p.m. EST.
- Please do NOT call Ascend or Division staff for technical assistance. Send all requests to [PASRR@fssa.in.gov](mailto:PASRR@fssa.in.gov). It really will make us more efficient in working through the issues we receive to get them this way. It allows us to log and track which means we won't lose your request and we can assemble more FAQs to help folks find solutions quicker when they have questions.
- Some tips BEFORE sending us that email:
  - Check the Provider Manual for an answer to your question
  - Check the FAQ document for an answer to your question
  - Use the instructional videos and user guides that address all the routine processes in AssessmentPro and Pathtracker
- What happens when you do send us an email:



- Help Desk staff log in your inquiry – when that happens you get an email back that just tells you we have received your request.
  - That email has a serial number that starts THD-xxxx. Use that in the subject line of any follow up inquiries so we can link them together.
  - Your email is then in a queue worked by Help Desk and Division staff as quickly as possible. It is taking longer now than we would like due to volume. Timelines will reduce as things settle into a normal routine.
  - If necessary we will forward issues to Ascend and then advise you of their response.
  - If we have questions you will get an email with those questions, please respond directly from that as it already will have the serial number listed.
  - When we believe the issue is resolved, you will get a final email with that resolution noted.
  - You can always reply back if there is a further issue or send a new email on a separate issue.
- Stay informed! Please sign up [to receive Ascend's email updates](#), as well as the [DA's PASRR email updates](#).