



# **The Department of Health Care Services**

## **Online PASRR System Basics Training Manual**

Updated Version January 22, 2015 Level I Training for Facilities

**System Basics Training for all Users of the  
Online PASRR system**



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# 1. INTRODUCTION

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This training manual was created to assist all users of “Online PASRR,” ( the computerized system) created to support the completion, tracking, and management of all aspects of the Department of Health Care Services (DHCS) Preadmission Screening and Resident Review (PASRR) program. The manual provides background on the PASRR program, describes how to access and log in to Online PASRR, and supplies links to access technical support and other helpful resources. Specific instructions on the use of each part (Level I Screen, Level II Evaluation, Determination Letters and Reconsiderations) of Online PASRR are contained in supplemental manuals.

This document was prepared by the California Department of Health Care Services’ PASRR Section. The PASRR Section is responsible for the implementation and oversight of the federally mandated PASRR program that was established in 1987 through language in the Omnibus Budget Reconciliation Act (OBRA).

The responsibility for meeting PASRR requirements is shared by the California Departments of Public Health, Social Services, Health Care Services, General Acute Care Hospitals, and Nursing Facilities. All Medicaid credentialed skilled nursing facilities are required to confirm that a PASRR has been completed on each resident prior to admission to a MediCal certified facility. Failure to have a completed PASRR will result in denial of funding for nursing facility services until a PASRR screen is completed. A contractor is responsible for conducting Level II evaluations for all individuals being admitted to a NF suspected of having mental health needs. Finally, the DHCS PASRR authority is responsible for making determinations based on these evaluations and informing the individuals and facility of the recommendations.

## ***TERMINOLOGY***

The following terms are used in this manual and are defined here to increase reader understanding.

- Facility – The location where the PASRR Screening and Evaluation occur.
- Online PASRR – The software tool that electronically processes all aspects of the PASRR process, beginning with the submission of a Level I PASRR Screening.
- User – The person entering Level I data into Online PASRR.
- Administrator – This is the Online PASRR System Administrator.
- Resident/Individual – The person who is being screened for pre-admission and subsequently evaluated or re-screened. Although not actually a resident at the time of pre-admission, this term is used to refer to the prospective resident, which is consistent with the terminology in Online PASRR.
- Nursing Facility and Skilled Nursing Facility are used interchangeably in this document.
- PASRR CID - The Client Identifier assigned by the PASSR software. Assigning an identifier specifically for the PASSR software protects the individual’s personal health information such as social security and Medi-Cal number.



- Individual's Current Address- The address of the individual being evaluated for a PASRR is typically the facility of current residence.

## **ABBREVIATIONS**

Abbreviations are used throughout this manual and are listed here for reference. An extended list of abbreviations commonly used in the healthcare field is provided in a separate reference.

- ALH/ALF- Assisted Living Home/Facility
- DHCS – California Department of Health Care Services
- GACH- General Acute Care Hospital
- LOC- Level of Care
- MDS- Minimum Data Set
- SNF/ NF- Skilled Nursing Facility
- MI/ID- Mental Illness/ Intellectual Disability
- STP- Specialized Treatment Program

## **1.1 PASRR PROCESS OVERVIEW**

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PASRR was created in 1987 through language in the Omnibus Budget Reconciliation Act (OBRA). PASRR has 3 goals:

1. To identify individuals with mental illness (MI) and/or intellectual disability (ID). (Previously termed mental retardation);
2. To ensure they are placed appropriately, whether in the community or in a NF; and
3. To ensure that they receive the services they require for their MI or ID (wherever they are placed).

The authors of PASRR legislation required that individuals be screened pending admission to a NF (the Preadmission Screen) and again on a systematic basis after admission (the Resident Review). Subsequent legislation, the Americans with Disabilities Act (ADA) of 1990 further requires that states must serve qualified individuals "in the most integrated setting appropriate." PASRR was designed to ensure that individuals are not admitted to or retained in NFs when there are community based alternatives.

The PASRR process begins with a Pre-Admission Screen and results in a Determination Letter issued by the DHCS PASRR section. Residents, Conservators, facilities and other can request reconsideration and State Fair Hearings, if they disagree with the Determination Letter recommendations.

The major steps are detailed below.



## **1. LEVEL I (SCREENING)**

PASRR Screening is federally mandated:

- (Section 1919(e)(7) of the Social Security Act and Chapter 42 of the Code of Federal Regulations, §483.100 through 483.138)
- Funded 75 percent FFP and 25 percent State General Fund

Although the process is intended to be conducted prior to the prospective resident's admission to the facility, such as while in a GACH, due to certain circumstances the screen, and/or subsequent evaluation, may not be possible until the individual has arrived at the SNF.

The initial screening is not designed to be a comprehensive evaluation and may be completed as part of the referral to a receiving NF. A Level I PASRR screening may be performed based on standard documentation and information available at the screening location, typically relying on medical and psychiatric records common in the GACH. The screener may also consult with the hospital discharge staff or county mental health plan.

A Resident Review is required any time a SNF resident exhibits a significant change<sup>1</sup> in the physical or mental condition.

The Level I screen is completed online and submitted electronically to DHCS.

Online PASRR is a flexible system that changes as one move through the questions. Depending on responses, subsequent items may become inactive or new questions may appear on the screen. For individuals without mental health needs, the form will be very brief. Online PASRR notifies the user that it will generate a letter stating that a more complete mental health evaluation is not needed. A longer form is automatically available if mental health needs are identified, and a letter is automatically generated stating that a mental health evaluation (Level II) is needed.

## **2. LEVEL II (FULL EVALUATION)**

If there is a positive indication of mental illness on the Level I Screen, a DHCS contractor will perform a PASRR Level II evaluation. The purpose of the Level II Evaluation is to determine whether placement is appropriate; and to make recommends for specialized MI/ID services. The current third party organization contracted to perform PASRR Level II Evaluations is APS Healthcare. Their company information may be found at <http://www.apshealthcare.com>. Prior to a Level II Evaluation, APS will contact the facility to arrange the Level II visit.

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<sup>1</sup> There is no federal guideline specific to PASRR that defines "significant change in condition." The California PASRR Section recommends utilizing the change of condition protocol for the MDS 3.0 manual (pgs 2-20) a "significant change" is a decline or improvement in a resident's status that:

1. Will not normally resolve itself without intervention by staff or by implementing standard disease-related clinical interventions, is not "self-limiting" (for declines only);
2. Impacts more than one area of the resident's health status; and
3. Requires interdisciplinary review and/or revision of the care plan.



### **3. DETERMINATION LETTER**

After the Level II evaluation is completed by the contractor, the DHCS PASRR clinical team made up of Consulting Psychologists reviews each Level II evaluation and makes determinations and recommendations regarding appropriate placement and treatment for the individual.

A “Determination Letter” that includes the treatment and placement recommendations is issued to the facility

### **4. NOTIFICATION**

Online PASRR generates an online letter. It is the responsibility of the facility to distribute the letter to the resident and other parties as necessary. Another copy of this letter is expected to be retained by the facility for their records and to support appropriate services.

### **5. CATEGORICAL DETERMINATIONS**

Under certain circumstances, a Level II Evaluation may be unnecessary or terminated. If an advanced categorical determination is made, the case will be closed and a Letter of No Need will be generated.

The following conditions may warrant a categorical determination:

**Convalescent Care-** The resident is admitted to the NF directly from the hospital where they were treated for an acute physical illness for which they require less than 30 days of NF services as certified by their attending physician.

**Terminal Illness-** The resident’s attending physician certified prior to NF admission a prognosis that the individual has a life expectancy of 6 months or less.

**Severe Physical Illness-** As a result of a severe physical illness, the resident’s level of impairment is so severe that they could not benefit from specialized services.

**Respite Care-** The resident is admitted to a facility for a period not to exceed 30 days a year in order to provide respite to in-home caregivers.

**Emergency Situations-** Provisional admission pending further assessment in emergency situations requiring protective services, with NF placement not to exceed 7 days.

**Delirium-** Provisional admission pending further assessment in cases of delirium where an accurate diagnosis cannot be made until the delirium clears, with placement in the NF not to exceed 7 days. The resident must have a primary diagnosis of Delirium.

**Dementia-** (Now called **Neurocognitive Disorders**) - A comprehensive Level II PASRR Evaluation is not required in cases where the resident has a primary diagnosis of a Neurocognitive Disorder such that the cognitive impairment due to the disorder renders that individual unable to benefit from specialized services. If there is any doubt as to the resident’s severity of dementia during the Level I screening, they should be referred for a Level II Evaluation. A more complete discussion of the dementia issue is provided below.



## **6. COMPLAINTS, RECONSIDERATIONS AND STATE FAIR HEARINGS**

If an individual, facility or conservator is dissatisfied with the PASRR process, they can file a complaint, request Reconsideration, or a Fair Hearing at any time.

**Complaint** – For general complaints, contact the DHCS Ombudsman.

- Call Toll Free: 1-800-896-4042
- Email: [MHombudsman@dhcs.ca.gov](mailto:MHombudsman@dhcs.ca.gov)

**Reconsideration** - Once the Determination Letter has been issued, the individual, nursing facility, or conservator may request a reconsideration of the recommendations.

- A Reconsideration Request form is available online through a link provided in the Determination Letter and must be submitted by mail to the address identified in the letter. Once received by DHCS, a Consulting Psychologist other than the author of the original letter, will review the Request, consider the relevant issues, pursue collateral information if necessary, and issue a response.
- Register a complaint with the DHCS Ombudsman, as described above.
- If a NF believes there has been an error identifying the correct level of care, e-mail DHCS at [mhpasrr@dhcs.ca.gov](mailto:mhpasrr@dhcs.ca.gov)

**State Fair Hearing** - If the requestor would like to dispute the content of the Reconsideration Response, they may address their dispute by calling the California Department of Social Services (CDSS), Public Information and Assistance Unit.

- Call: 1-800-952-5253, for additional information
- Write a letter to CDSS requesting a Medicaid State Fair Hearing.
- Address: Department of Social Services  
State Fair Hearing Division  
744 P Street, MS 9-17-37  
Sacramento, CA 95814
- Fax: (916) 651-2789 or (916) 651-5210
- Email: [shd@dss.ca.gov](mailto:shd@dss.ca.gov)



## 2. ONLINE PASRR

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Online PASRR is the comprehensive, computerized system accessed through the internet and utilized by the DHCS PASRR authority to manage the PASRR process.

### 2.1 ROLES AND WORKFLOW

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The Online PASRR system comprises a variety of roles, each with its own set of associated privileges. The following roles are involved in the process:

<b>Role</b>	<b>Duties/ Privileges</b>
Level I User	An individual from the GACH or NF who enters a new NF case into Online PASRR. The user can see all the cases they have screened.
GACH/ NF Administrator	An individual with administrator privileges can also be a user. This role may also enter new PASRR Level I cases and complete Level I screens that are in progress (if required). The Administrator can see all cases for the facility
Contractor Administrator	An individual at APS Healthcare who assigns user levels and oversees workflow.
Contractor Level II Evaluator	A clinician at APS who conducts face to face evaluations and completes the Level II form.
Contractor Quality Assurance Supervisor	A clinician at APS who reviews Level II Evaluations to maintain quality.
Contractor MD	A medical doctor at APS who reviews the physical health and medical recommendations in the Level II Evaluation.
PASRR section Administrator	An individual at the PASRR section who oversees the PASRR system and assigns user roles.
PASRR section Consulting Psychologist	A clinician at the PASRR section who reviews Level II Evaluations and composes a Determination Letter indicating the recommended level of care and specialized services.



## 2.1.1 LEVEL II EXPECTATIONS OF FACILITY STAFF

Facility staff are expected to facilitate the Level II Evaluation by (including, but not limited to):

1. Preparing the individual for the appointment
2. Making the individual's chart and any other relevant materials available to the Evaluator. Materials should include at least the face sheet, most recent MDS, and a list of current medications.
3. Providing the Evaluator with a private location to visit the individual (this may be the resident's room if they are bedridden or if their room may be made a private space).

## 2.2 ACCESS ONLINE PASRR

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Online PASRR is available through the internet. Using your browser, go to:

<https://pasrr.dhcs.ca.gov>

You can also access Online PASRR from DHCS's website:

- [DHCS PASRR Website](#)

## 2.3 REGISTER FOR ONLINE PASRR

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DHCS has established a temporary process for NFs and GACHs to enroll as Administrators and Users. This process will be replaced with a fully automated process in the spring of 2015. To enroll and begin using the new On-line process, please complete the Administrator/User request form which is on the [DHCS PASRR Website](#). Look for the User ID Request (an Excel spreadsheet). Carefully follow the instructions:

- Enter correctly the names (both first and last) and e-mail addresses of users and administrators.
- The e-mail request must come from the e-mail account of the Requestor. The request must be sent as an attachment with the subject: *Name of your facility*– REQUEST FOR PASRR ADMIN/USER ACCOUNTS.
- **The request must be e-mailed to [MHPASRR@DHCS.CA.GOV](mailto:MHPASRR@DHCS.CA.GOV)**
- Please note that if your facility has more than one physical address, a separate form must be completed for Administrators and Users that are at each separate location.

Once NFs and GACHs complete the first step in the enrollment process; Administrators and Users will receive an encrypted e-mail from DHCS. They will need to use a temporary password to create a NEW password in order to enter Online PASRR. They will need the NEW password the first time you log in to Online PASRR. Specific instruction is available at the [DHCS PASRR Website](#). Look for the Registration and Login Instructions.

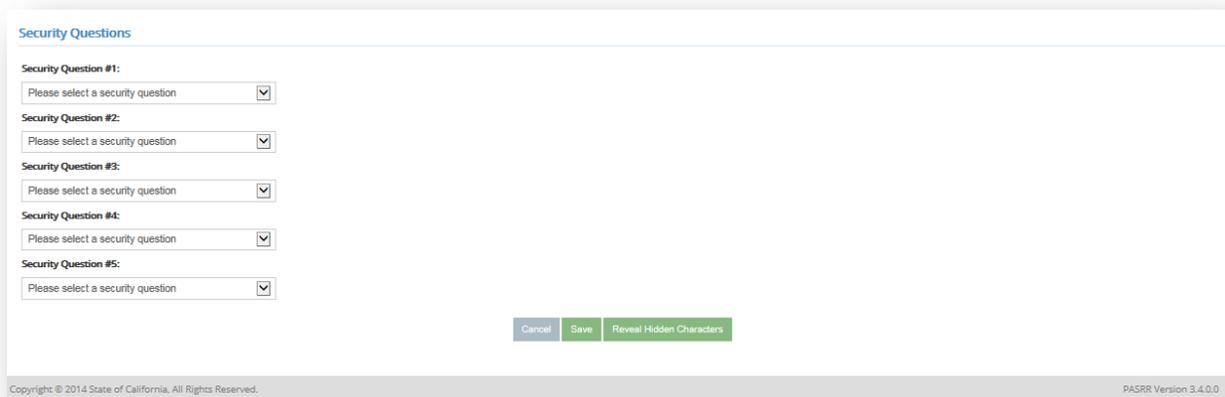
If you need help, please contact the DHCS PASRR Section at: [mhpasrr@dhcs.ca.gov](mailto:mhpasrr@dhcs.ca.gov) or call (916) 650-6945.

## 2.4 LOG IN FOR THE FIRST TIME

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These steps describe how a new user logs in for the first time.

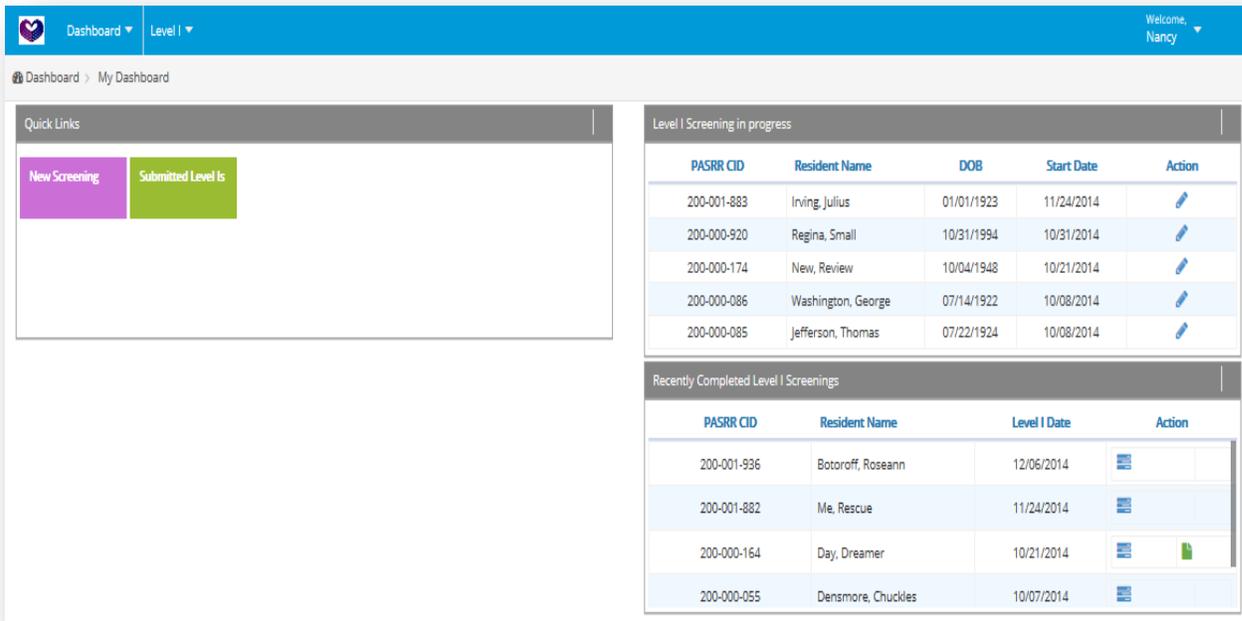
1. Open the link to Online PASRR – see the two options in the section above.
2. Enter the User name and Password that you received.
3. Select any 5 security questions from the list and enter answers that you can remember. The answers are case sensitive. Select 5 different questions.



The screenshot shows a web form titled "Security Questions". It contains five sections, each labeled "Security Question #1:" through "Security Question #5:". Each section has a dropdown menu with the text "Please select a security question" and a downward arrow. At the bottom right of the form, there are three buttons: "Cancel", "Save", and "Reveal Hidden Characters". The "Save" button is highlighted in green. At the bottom left of the page, there is a copyright notice: "Copyright © 2014 State of California, All Rights Reserved." At the bottom right, there is a version number: "PASRR Version 3.4.0.0".

4. Click **SAVE**.

5. Online PASRR opens your home page, the dashboard. It is empty.
  - Go to the Level I Training Manual to:
    - Learn more about the dashboard – see Level I Screen System Basics.
    - Start a new screening – See Open Level I.



The screenshot shows the PASRR dashboard interface. At the top, there is a blue navigation bar with 'Dashboard' and 'Level I' dropdown menus, and a user greeting 'Welcome, Nancy'. Below the navigation bar, the main content area is divided into several sections:

- Quick Links:** A section with two buttons: 'New Screening' (purple) and 'Submitted Level Is' (green).
- Level I Screening in progress:** A table listing active screenings with columns for PASRR CID, Resident Name, DOB, Start Date, and Action.
- Recently Completed Level I Screenings:** A table listing completed screenings with columns for PASRR CID, Resident Name, Level I Date, and Action.

PASRR CID	Resident Name	DOB	Start Date	Action
200-001-883	Irving, Julius	01/01/1923	11/24/2014	
200-000-920	Regina, Small	10/31/1994	10/31/2014	
200-000-174	New, Review	10/04/1948	10/21/2014	
200-000-086	Washington, George	07/14/1922	10/08/2014	
200-000-085	Jefferson, Thomas	07/22/1924	10/08/2014	

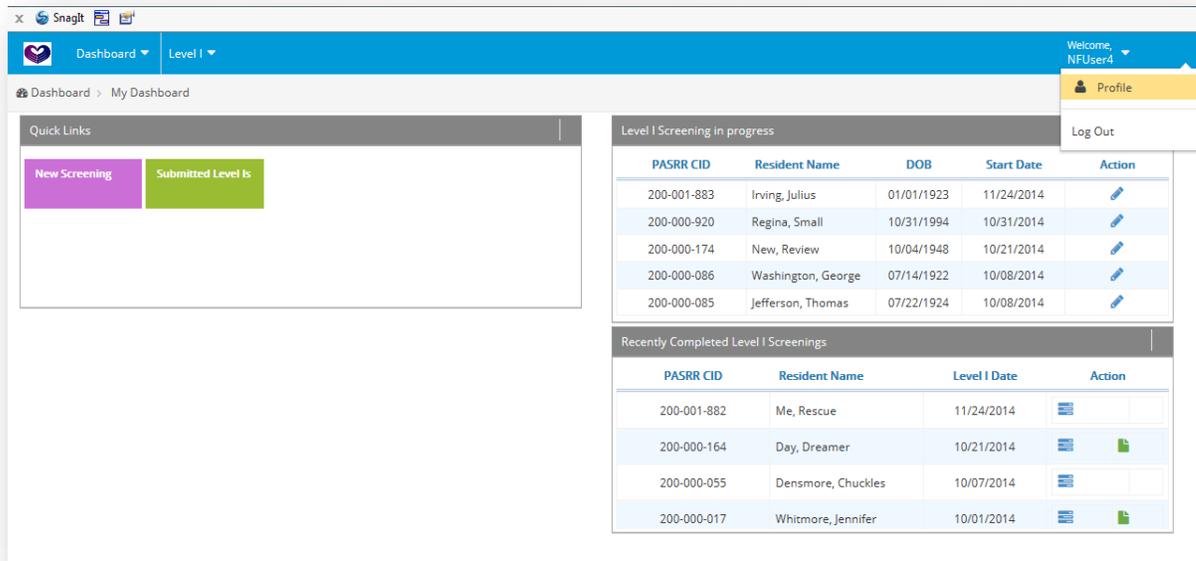
  

PASRR CID	Resident Name	Level I Date	Action
200-001-936	Botoroff, Roseann	12/06/2014	
200-001-882	Me, Rescue	11/24/2014	
200-000-164	Day, Dreamer	10/21/2014	
200-000-055	Densmore, Chuckles	10/07/2014	

When you first enter your dashboard, there are no cases listed on the right. The Level I Screening in Progress and Recently Completed Level I Screenings will be filled in as you perform and save screenings.

## 2.5 CHANGE SECURITY QUESTIONS AND ANSWERS

1. Go to the top right corner and click 'Profile'



The screenshot shows a web dashboard with a blue header. In the top right corner, a dropdown menu is open, showing 'Profile' and 'Log Out' options. The main content area is divided into two sections. The left section, titled 'Quick Links', contains two buttons: 'New Screening' (purple) and 'Submitted Level Is' (green). The right section, titled 'Level I Screening in progress', contains a table with the following data:

PASRR CID	Resident Name	DOB	Start Date	Action
200-001-883	Irving, Julius	01/01/1923	11/24/2014	
200-000-920	Regina, Small	10/31/1994	10/31/2014	
200-000-174	New, Review	10/04/1948	10/21/2014	
200-000-086	Washington, George	07/14/1922	10/08/2014	
200-000-085	Jefferson, Thomas	07/22/1924	10/08/2014	

Below this table is another section titled 'Recently Completed Level I Screenings' with a table containing the following data:

PASRR CID	Resident Name	Level I Date	Action
200-001-882	Me, Rescue	11/24/2014	
200-000-164	Day, Dreamer	10/21/2014	
200-000-055	Densmore, Chuckles	10/07/2014	
200-000-017	Whitmore, Jennifer	10/01/2014	

2. Go to the Security questions section.
3. Select any question number and click the dropdown. The dropdown menu will provide a list of questions to choose. Select the new question and type in your new answer. You may elect to change one or all questions and answers. The answers are case sensitive. Click 'Save'.

### Security Questions

Security Question #1:	Enter Answer	Confirm Answer
In what city does your nearest sibling live? <input type="text"/>	<input type="text"/>	<input type="text"/>
Security Question #2: What is the name of the company of your first job? <input type="text"/>	<input type="text"/>	<input type="text"/>
Security Question #3: What was the first concert you attended? <input type="text"/>	<input type="text"/>	<input type="text"/>
Security Question #4: What is your preferred musical genre? <input type="text"/>	<input type="text"/>	<input type="text"/>
Security Question #5: What was the make and model of your first car? <input type="text"/>	<input type="text"/>	<input type="text"/>

4. A message that your security questions have been saved will display at the top of the page.



## 2.6 ENTRY SCREEN AND DASHBOARD

Online PASRR provides instructions as the user enters information into the fields. The system changes as the user progresses through the sections with some questions becoming blocked and new questions appearing, depending on an earlier response. Online PASRR guides the user with clear instructions, and mandatory fields are indicated by a red border.

### Entry Screen

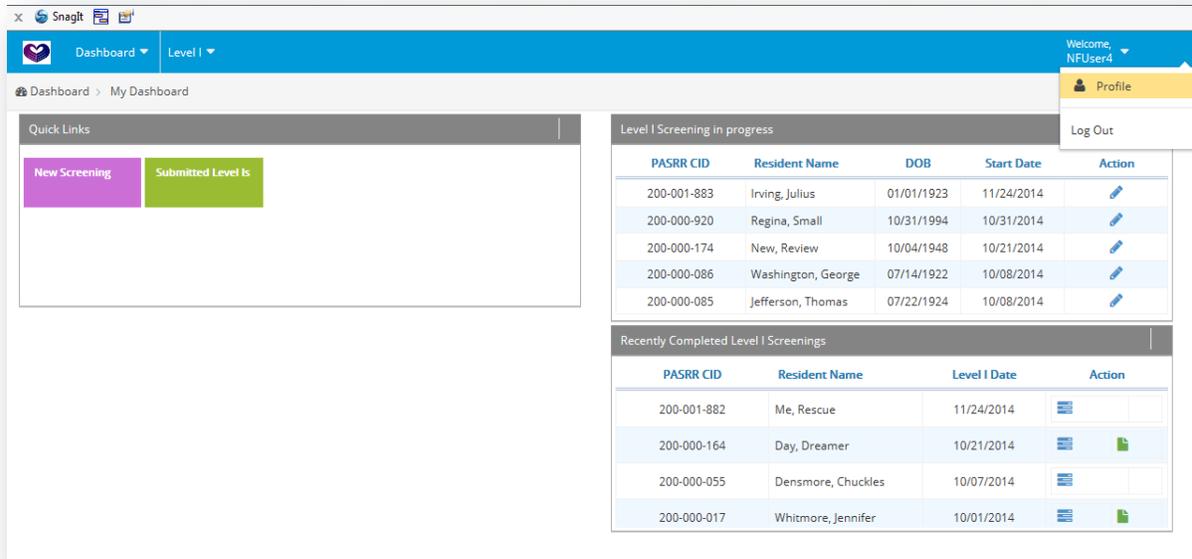
Online PASRR's entry screen provides helpful contact information to the DHCS PASRR Section and to the Department of Developmental Services. It also displays the security question that you selected the first time you logged in.

On

The screenshot shows the Online PASRR entry screen. At the top left is the DHCS logo and the text "PASRR". The main content area is divided into four colored boxes: "Faster" (blue border), "Request Delegated Hospital Packet" (yellow border), "Referrals to DMH" (red border), and "Referrals to DDS" (green border). Each box contains a brief description and contact information. To the right is a "security question" section with a welcome message, a prompt to answer a question, a text input field, and a "Submit" button. At the bottom, there is a copyright notice and the version number "PASRR Version 3.4.0.0".

### Using the Dashboard

When you log in to Online PASRR, your personal dashboard displays. From the dashboard you access the system's main functions depending on your user role and associated privileges. For example, as a Level I user, you can initiate a new screen, access and edit a previous screen.



The screenshot shows a web application dashboard for a Level I user. The top navigation bar includes 'Dashboard' and 'Level I'. The user is identified as 'Welcome, NFUser4'. The dashboard is divided into several sections:

- Quick Links:** Contains two buttons: 'New Screening' (purple) and 'Submitted Level Is' (green).
- Level I Screening in progress:** A table listing active screenings with columns for PASRR CID, Resident Name, DOB, Start Date, and Action.
- Recently Completed Level I Screenings:** A table listing completed screenings with columns for PASRR CID, Resident Name, Level I Date, and Action.

PASRR CID	Resident Name	DOB	Start Date	Action
200-001-883	Irving, Julius	01/01/1923	11/24/2014	
200-000-920	Regina, Small	10/31/1994	10/31/2014	
200-000-174	New, Review	10/04/1948	10/21/2014	
200-000-086	Washington, George	07/14/1922	10/08/2014	
200-000-085	Jefferson, Thomas	07/22/1924	10/08/2014	

PASRR CID	Resident Name	Level I Date	Action
200-001-882	Me, Rescue	11/24/2014	
200-000-164	Day, Dreamer	10/21/2014	
200-000-055	Densmore, Chuckles	10/07/2014	
200-000-017	Whitmore, Jennifer	10/01/2014	

This is a personal dashboard for a Level I User. The Level I dashboard is explained in more detail in the Level I Training Manual.

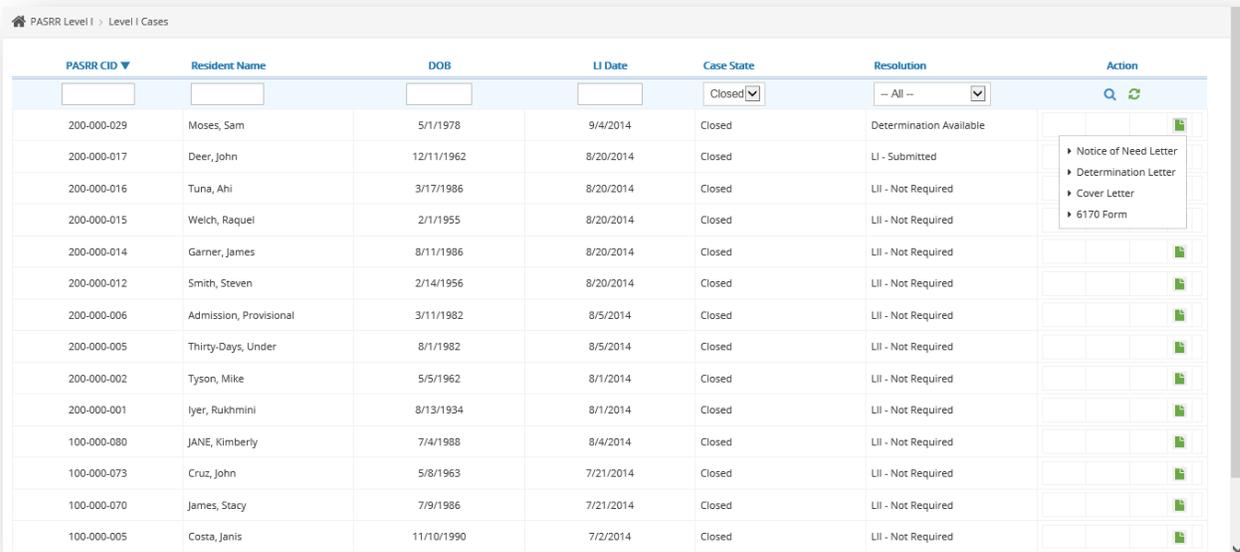
### 3. PRINT A DOCUMENT

The far right column, “Action” displays several Icons that allow you to sort files and to print.

Select a blue or green icon in the far right column. The blue icon displays the Level I form. The green icon displays any letters, such as Notice of No Need or Letter of Determination.

A window opens to display the documents available. Select the one you wish to print. The document opens as a PDF and can be saved or printed.

**Note:** In order to print, you must have Adobe reader installed on your computer and the computer must be connected to a printer.



The screenshot shows a web application interface for PASRR Level I cases. At the top, there is a breadcrumb trail: "PASRR Level I > Level I Cases". Below this is a table with the following columns: PASRR CID, Resident Name, DOB, LI Date, Case State, Resolution, and Action. The "Case State" column is currently set to "Closed" and the "Resolution" column is set to "-- All --". A search icon and a refresh icon are located in the top right of the table area. A dropdown menu is open over the "Action" column for the first row, showing options: "Notice of Need Letter", "Determination Letter", "Cover Letter", and "6170 Form".

PASRR CID	Resident Name	DOB	LI Date	Case State	Resolution	Action
200-000-029	Moses, Sam	5/1/1978	9/4/2014	Closed	Determination Available	[Icons]
200-000-017	Deer, John	12/11/1962	8/20/2014	Closed	L1 - Submitted	[Icons]
200-000-016	Tuna, Ahi	3/17/1986	8/20/2014	Closed	LII - Not Required	[Icons]
200-000-015	Welch, Raquel	2/1/1955	8/20/2014	Closed	LII - Not Required	[Icons]
200-000-014	Garner, James	8/11/1986	8/20/2014	Closed	LII - Not Required	[Icons]
200-000-012	Smith, Steven	2/14/1956	8/20/2014	Closed	LII - Not Required	[Icons]
200-000-006	Admission, Provisional	3/11/1982	8/5/2014	Closed	LII - Not Required	[Icons]
200-000-005	Thirty-Days, Under	8/1/1982	8/5/2014	Closed	LII - Not Required	[Icons]
200-000-002	Tyson, Mike	5/5/1962	8/1/2014	Closed	LII - Not Required	[Icons]
200-000-001	Iyer, Rukhmini	8/13/1934	8/1/2014	Closed	LII - Not Required	[Icons]
100-000-080	JANE, Kimberly	7/4/1988	8/4/2014	Closed	LII - Not Required	[Icons]
100-000-073	Cruz, John	5/8/1963	7/21/2014	Closed	LII - Not Required	[Icons]
100-000-070	James, Stacy	7/9/1986	7/21/2014	Closed	LII - Not Required	[Icons]
100-000-005	Costa, Janis	11/10/1990	7/2/2014	Closed	LII - Not Required	[Icons]



## 4. LIST OF CASES

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Depending on one's role, a List of Cases will display the cases associated with a personal account. Therefore, the title of this list will change to match the user's role. For example, a Level I user will see a list including all the cases generated by their facility. A Level II Evaluator will see all the cases assigned to them, including those that are completed.

From here you can print documents such as the DHCS Level I 6170 form, the Letter of Need, or the letter of No Need generated by Online PASRR specific to a case. You can also review case status.

The Case List may be sorted by clicking on the down arrow next to each column title. For example, the down arrow at the top of the Resolution column allows a Level I user to sort the list according to the status of the case. Once sorted, it is easy to find cases that are still in progress or that are ready to print.

To put In Progress cases at the top, in the **Resolution** column, select the down arrow and highlight '**LI – In Progress**'.

To narrow your search, you can filter the Case List by specific search criteria or even seek a particular case by entering the CID number or other data such as the resident's last and first names.

More detail about the Case List is provided in the Level I and Level II training manuals.



## 5. GETTING HELP

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The PASRR user has several options for finding answers or requesting help.

### ***YOUR FACILITY'S PASRR ADMINISTRATOR***

A person and a backup at your facility have been designated as the PASRR administrator. He or she can contact DHCS to create and delete users, reset passwords, and assist you with issues for logging on to Online PASRR.

If you have questions about accessing PASRR, contact your administrator first.

### ***DHCS ASSISTANCE AND DOCUMENTATION***

DHCS provides a number of methods for supporting administrators and users including online help and a phone number.

1. **Online PASRR** - The URL is: <https://pasrr.dhcs.ca.gov>
2. **DHCS Website** - <http://www.dhcs.ca.gov/services/MH/Pages/PASRR.aspx>  
The website has a number of helpful documents, including:
  - Frequently Asked Questions
3. **Supporting Documentation**
  - This Training Manual for System Basics
  - PASRR Level I Training Manual
4. **PASRR Section Email** - [mhpasrr@dhcs.ca.gov](mailto:mhpasrr@dhcs.ca.gov)
5. **DHCS Dedicated Phone Line** - 916-650-6945 (Your questions will be responded to within 24 hours)