



Michelle Baass | Director

PASRR IN No: 24-004

**Date:** September 4, 2024

**To:** Preadmission Screening and Resident Review (PASRR) Partners

**Subject:** DHCS Level 2 Evaluations Contractor Name Change

**Purpose:** The purpose of this information notice is to inform all PASRR Partners of the upcoming name change of DHCS Level 2 Evaluations contractor from Kepro to Acentra Health, effective September 11, 2024.

**Executive Summary:**

Effective September 11, 2024, the Department of Health Care Services (DHCS) will update the PASRR website and PASRR Online System to reflect the name change of DHCS' third-party Level 2 Evaluations contractor for the PASRR program from Kepro to Acentra Health. This name change will not impact the PASRR process of operations. All future communications must use the updated Acentra Health contact information.

**Background:**

The DHCS contractor responsible for administering PASRR Level 2 Evaluations has undergone a rebranding, resulting in a name change from Kepro to Acentra Health. This change is part of the contractor's organizational updates and as a result, DHCS will update the PASRR website and PASRR Online System with the new name Acentra Health on September 11, 2024. The name change will not impact the PASRR process or any other operational procedures. However, it is important for all facilities to update their records with the new contact information for Acentra Health.

**DHCS Level 2 Evaluation Contractor Name Change:**

On September 11, 2024, all references to Kepro will be changed to Acentra Health. Moving forward, the contractor will be referred to as Acentra Health or Acentra. Their previous phone and fax number will remain the same, however, their email will change from [CAPASRR@kepro.com](mailto:CAPASRR@kepro.com) to [CAPASRR@acentra.com](mailto:CAPASRR@acentra.com).

If you need to contact the DHCS contractor for a Level 2 Evaluation or any other matter, please use the following updated contact information.



**Acentra Health can be reached securely by:**

**Phone:** (888) 201-0614

**Fax:** (844) 523-6388

**Email:** [CAPASRR@acentra.com](mailto:CAPASRR@acentra.com)

Please update your records with the new name and contact details.

**References**

For further guidance, please visit the [PASRR website](#).

For PASRR Information Notices, please visit the [PASRR Information Notices](#) page.

For training material, please visit the [PASRR Training](#) page.

For questions regarding this PASRR IN, please contact DHCS' PASRR program staff at [ITServiceDesk@dhcs.ca.gov](mailto:ITServiceDesk@dhcs.ca.gov).

Sincerely,



Kyna Kemp, Chief  
PASRR Section  
Clinical Assurance Division  
Department of Health Care Services