

PREADMISSION SCREENING AND RESIDENT REVIEW (PASRR) APPROVER & USER GUIDE

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Contents

PASRR System Roles.....	3
Approver Role.....	3
User Role.....	3
How to View the User List in the PASRR system.....	4
How to Add a New User.....	5
How to Deactivate a User.....	7
How to Reactivate a User.....	7
How to Change an Email for a User.....	8
How to add an Approver or Change a User to an Approver.....	8
How to Change an Email for an Approver.....	9
How To Add a Facility to an Existing User or Approver Account.....	9

PASRR SYSTEM ROLES

The PASRR system offers two facility roles for staff enrollment: Approver and User. There is no limit to the number of Approvers or Users a facility can enroll, and anyone with a business need may have access to the PASRR system. It is the facility's responsibility to ensure they have adequate PASRR-trained staff to complete the process in a timely manner. This includes having sufficient staff to accept and approve incoming file exchanges, maintain the Users list, submit Level I Screenings promptly, follow up to confirm cases close with valid resolutions, and ensure weekend coverage.

Approver Role

The Approver role has the ability in the PASRR system to do the following:

- » Submit a Level I Screening.
- » Print all PASRR documents.
- » **View incoming PASRR file exchange requests from another facility.**
 - **Accept or deny the PASRR file exchange.**
- » Send a PASRR file exchange to another facility.
- » Submit a Reconsideration Request.
- » View and **edit** their facility User list.
 - **Add, Inactivate, and Reactivate facility Users.**

User Role

The User role has the ability in the PASRR system to do the following:

- » Submit a Level I Screening.
- » Print all PASRR documents.
- » Send a PASRR file exchange to another facility.
- » Submit a Reconsideration Request.
- » View their facility User list.

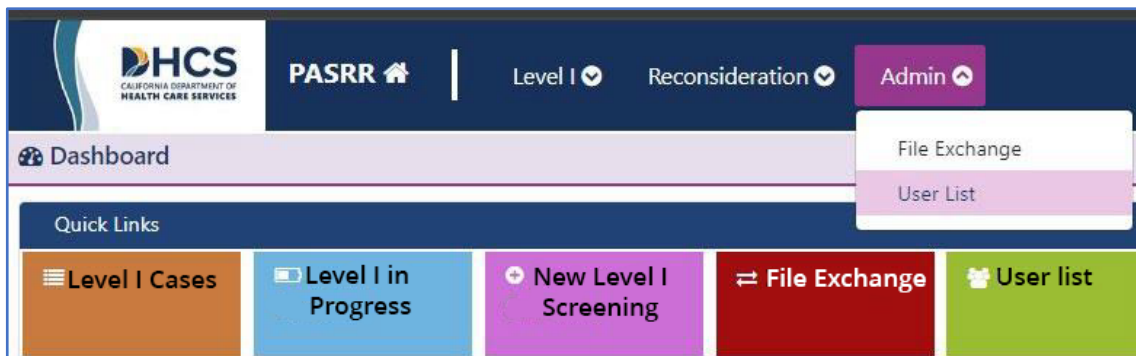
HOW TO VIEW THE USER LIST IN THE PASRR SYSTEM

The User list displays all staff enrolled in the PASRR system at the facility. The facility is responsible for maintaining this list, with Facility Approvers tasked with adding active staff and deactivating accounts for those who no longer require PASRR system access.

Instructions on how to view the User list in the PASRR system:

1. Log into the PASRR system using the direct link: <https://portal.dhcs.ca.gov>.
2. Enter your Microsoft account credentials.
3. Select the PASRR (PRODUCTION) icon.
4. On the Dashboard, select the "Admin" dropdown menu.
5. Select "User List" (**see Screenshot 1**).

Screenshot 1:



HOW TO ADD A NEW USER

If a facility staff member needs access to the PASRR system, a Facility Approver must add them as a User by submitting a request on the PASRR system's User list. Please allow 1-2 business days for the request to be approved and the Microsoft registration email to be sent.

Instructions on how to add a New User in the PASRR system:

1. On the User list, the Facility Approver selects the "Add User" button at the top right corner of the screen **(see Screenshot 2)**
2. On the User Information page, enter the following fields: **(see Screenshot 3)**
 - a. Email (required)
 - b. First Name (required)
 - c. Middle Initial
 - d. Last Name (required)
 - e. Job Title
 - f. Cell Phone or Direct Phone Number
3. Select the "Save" button.
4. The request is automatically sent to DHCS PASRR staff for approval.
 - a. A red bell icon will appear on the User list under the Action column, indicating that the request is pending approval **(see Screenshot 4)**.

Once the request is approved, the red bell icon will be removed, the account will become active, and the facility staff member will receive a registration invitation from either invites@microsoft.com or invites@cadhcs.onmicrosoft.com via email to access the PASRR system.

Screenshot 2:

The screenshot shows the HCS PASRR Admin interface. At the top left is the HCS logo (California Department of Health Care Services) and the text "PASRR Admin". A breadcrumb trail shows "User List 50" and "PASRR Admin". A search bar is present with a magnifying glass icon. Below the search bar are several filter fields: "Last Name" (with placeholder "Last Name"), "First Name" (with placeholder "First Name"), "Email" (with placeholder "Email"), "Status" (dropdown menu with "-- Select --"), "Last Login" (with placeholder "MM/DD/YYYY"), "Inactive Date" (with placeholder "MM/DD/YYYY"), "Facility" (dropdown menu with "-- Select --"), and "Role" (dropdown menu with "-- Select --"). There is also a "Job Title" field with placeholder "Job Title". At the bottom left are "Search" and "Reset" buttons.

Screenshot 3:

The screenshot shows the "User Information" form. At the top, a message states "Required fields are marked with an asterisk (*).". The form is titled "User Information" and is divided into three sections: "Basic Details", "Role & Facility Details", and "Save/Cancel" buttons at the bottom.

Basic Details

- Email * (text input)
- First Name * (text input)
- MI (text input)
- Last Name * (text input)
- Status * (dropdown menu, currently set to "Active")
- Job Title (text input)
- Cell Phone (text input with format () - -)

Role & Facility Details

- Role Category * (dropdown menu, currently set to "Facility")
- Role * (dropdown menu, currently set to "GACH/NF User")
- Facility * (text input, currently set to "20# (V,ILLA - MARIA)'s (20 VILLA MARIA, , NOVATO, CA, 94927)")

Buttons: Save, Cancel

Screenshot 4:

The screenshot shows a single button labeled "Action" with a red bell icon below it.

HOW TO DEACTIVATE A USER

If a facility staff member no longer requires access to the PASRR system, a Facility Approver must deactivate their account by submitting a request on the PASRR system's User list. Please allow 1-2 business days for the request to be processed.

Instructions on how to deactivate a User in the PASRR system:

1. On the User list, the Facility Approver selects the "Edit" button under the Action column for the staff member with an "Active" status account.
2. On the User Information page, select "Request to Inactivate User from Facility" button **(see Screenshot 5)**.
3. The request is automatically sent to DHCS PASRR staff for approval.
 - a. A red bell icon will appear on the User list under the Action column, indicating that the request is pending approval.
4. Once the request is approved, the red bell icon will be removed, the account will be deactivated, and the facility staff member will no longer have access to log into the PASRR system.

Screenshot 5:



HOW TO REACTIVATE A USER

If a facility staff member's User account is deactivated but later needs access to the PASRR system, a Facility Approver must reactivate their account by submitting a request on the PASRR system's User list. Please allow 1-2 business days for the request to be processed.

Instructions on how to reactivate a User in the PASRR system:

1. On the User list, the Facility Approver selects the "Edit" button under the Action column for the staff member with an "Inactive" status account.
2. On the User Information page, select "Submit Reactivation Request" button **(see Screenshot 6)**.
3. The request is automatically sent to DHCS PASRR staff for approval.
 - a. A red bell icon will appear on the User list under the Action column, indicating that the request is pending approval.

4. Once the request is approved, the red bell icon will be removed, the account will be reactivated, and the facility staff member will have access to log into the PASRR system.

Screenshot 6:



HOW TO CHANGE AN EMAIL FOR A USER

If a facility staff member's email is incorrect and needs to be updated, a Facility Approver must submit a request on the PASRR system's User list. Please allow 1-2 business days for the request to be processed.

Instructions on how to change an email for a User in the PASRR system:

1. Follow the instructions in "How to Deactivate a User" for the incorrect email.
2. Follow the instructions in "How to Add a New User" for the correct email.

HOW TO ADD AN APPROVER OR CHANGE A USER TO AN APPROVER

If a facility staff member needs to be assigned the Approver role or upgrade their User role to an Approver, the request must be submitted by the Facility Administrator or upper-level management using the PASRR Facility Approver Certification Appointment form available on the DHCS website. Please allow 1-2 business days for the request to be processed.

Instructions on how to add an Approver or change a User to an Approver in the PASRR system:

1. Visit the [DHCS PASRR Enrollment page](#) and follow the instructions to download the PASRR Facility Approver Certification Appointment form to "Add" a new Approver.
 - Please Note: Approvers can be downgraded to a User on the Approver Form. Active Approvers can deactivate a User account.
2. Submit the completed PASRR Facility Approver Certification Appointment form to the PASRRIT@DHCS.CA.GOV inbox for processing.

3. If approved, the staff member who submitted the request will receive an email confirming that the request is completed. The staff member added as an Approver or whose role was changed to an Approver, can then log into the PASRR system with Approver access.

HOW TO CHANGE AN EMAIL FOR AN APPROVER

If a facility Approver's email is incorrect and needs to be updated, the request must be submitted by the Facility Administrator or upper-level management using the PASRR Facility Approver Certification Appointment form available on the DHCS website. Please allow 1-2 business days for the request to be processed.

Instructions on how to change email for an Approver in the PASRR system:

1. Visit the [DHCS PASRR Enrollment page](#) and follow the instructions to download the PASRR Facility Approver Certification Appointment form.
2. Complete the form and list the incorrect email as "Remove" and the correct email as "Add."
3. Submit the completed PASRR Facility Approver Certification Appointment form to the PASRRIT@DHCS.CA.GOV inbox for processing.
4. Once the request is processed, the staff member who submitted the request will receive an email confirming that the request is completed. The Approver whose email was changed, can then log into the PASRR system with the updated email.

HOW TO ADD A FACILITY TO AN EXISTING USER OR APPROVER ACCOUNT

User:

1. If a facility needs to be added to a User's existing account, a Facility Approver from each facility must add them as a User by submitting a request on the PASRR system's User list. Please allow 1-2 business days for the request to be approved and the Microsoft registration email to be sent.
2. Follow the instructions in "How to Add a New User" for the new facility.

Approver:

1. If a Facility needs to be added to an Approver's existing account, the request must be submitted by the Facility Administrator or upper-level management

from each facility using a PASRR Facility Approver Certification Appointment form available on the DHCS website. Please allow 1-2 business days for the request to be processed.

2. Follow the instructions in "How to Add an Approver or Change a User to an Approver" for the new facility.