

From: PASRR Program - AHCCCS <pasrrprogram@azahcccs.gov>

Sent: Thursday, November 14, 2024 9:04 AM

To: PASRR Program - AHCCCS <pasrrprogram@azahcccs.gov>

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Subject: AHCCCS SOLUTIONS CENTER PORTAL- WE ARE LIVE

Good morning,

We are now LIVE with Arizona's Pre-Admission Screening and Resident Review (PASRR) Program self-service portal. The platform is available as of November 14th, 2024 @ 8 AM MST.

Use of the new [AHCCCS Solutions Center portal](#) will be **required** for all external PASRR stakeholders including the ACC-RBHAs, Nursing Facilities, and Hospitals (as appropriate). We understand there will be questions and a learning curve as we navigate this new system and will be available to respond to questions.

Please find all the Training User Guides needed on our PASRR website:

[Pre-Admission Screening and Resident Review \(PASRR\)](#) You can also find FAQ, Resources, [Training Recordings](#) and Contacts on this site.

If you have technical issues with the portal, please contact the ISD Service Desk @ 602-417-4451.

On Tuesday, November 12, 2024 at 10:53:34 AM UTC-7 PASRR Program - AHCCCS wrote:

Hello, We are launching the Pre-Admission Screening and Resident Review (PASRR) Program self-service portal on November 14, 2024 at 8:00 am. Please note at this time there is no availability for other evaluators to pick up other users submitted forms. AHCCCS will take this feedback for assessment to consider the possibility of future enhancements.

Also please note that when you are creating a new account the system will ask for a multi-factor authentication (MFA). A link to detailed instructions have been attached below as well as can be found on the [PASRR website](#).

We are working internally to upload the training videos to the [PASRR website](#) and updating the FAQs for this process.

[PASRR MFA](#) instructions