PASRR Users: Reminder about Deactivating Delegates on the Provider Web Portal and PASRR System

When a registered delegate leaves your organization, it is important that they are deactivated on the Provider Web Portal as well as in the Preadmission Screening and Resident Review (PASRR) system. When a delegate is deactivated on the Provider Web Portal, it does not automatically deactivate their access to the PASRR system.

To deactivate a registered delegate on the Provider Web Portal, the Admin User will need to:

1. Log in to the Provider Web Portal.
2. Click on the "Manage Account" link on the Provider Web Portal home page.
3. On the Delegate Assignment page, select the delegate from the delegate list.
4. The delegate information will display; click the "Inactivate" button.
5. A pop-up message will display indicating that the delegate's status has been set to inactive.

Note: You may also call customer service at (877) 638-3472 for assistance with delegate deactivation. Press 2 for Provider, then 0, then 6 for Provider Web Portal.

To remove a delegate from the PASRR system, the PASRR Admin will need to:

1. Log in to the PASRR application.
2. Click on the "Admin" tab.
3. Click on "Show Users for *Name of Organization*."
4. Locate the User ID that is associated with the delegate that has left the organization and click "Remove User."
5. A pop-up message will display with "Are you sure you want to remove this user?"
6. If OK is selected, the user record is removed.

Note: You can call the HPES PASRR department for assistance at (800) 525-2395 with PASRR user deactivation questions.

A PASRR Admin Quick Reference Guide has been published that includes instructions regarding requesting a role within an organization, approving roles and removing users. The guide is on the Prior Authorization Training Materials webpage at https://www.medicaid.nv.gov (select "Training Materials" from the "Prior Authorization" tab.)