

Provider Availability and Scheduling System (PASS)

Do all Early Neutral Evaluation programs use PASS for applications and scheduling?

While providers are encouraged to apply within PASS to all desired programs, not all programs are using PASS at this time. Go to <http://www.mncourts.gov/Help-Topics/ENE-ECM.aspx#tab05> [Provider](#), click the Prospective Providers link, and use the dropdown menu at the bottom of the page to view each county's application process and requirements. A [Timelines](#) document that lists each program's status with regard to PASS is also available.

Is it necessary to enter profile information for every application?

No. Profile information is saved in the system and automatically used for subsequent applications. However, it's important to verify the information is still accurate before applying to additional programs.

Should providers include out-of-state or expired licenses in their profile?

Providers are welcome to include any relevant licenses in their profile. However, only active Minnesota licenses will be verified and visible on program rosters.

Is it possible to apply to a county's FENE and SENE programs on one application?

Providers may only select one service type at a time when applying to ENE programs in PASS. However, providers can apply to multiple counties for the same service type on one application.

May an assistant manage a provider's calendar and profile information in PASS?

Yes, if the assistant has access to the provider's login credentials and is set up in the system to receive email notifications. All users must attend PASS training and agree to the PASS acknowledgements and terms of service.

How is a provider notified when a session is scheduled?

Providers receive an email notification immediately when a session is scheduled in PASS. The session confirmation is also incorporated into the court order.

How does a provider cancel or reschedule a session?

Generally, providers are responsible for contacting the parties directly to cancel or reschedule a session, which must be done outside of PASS. However, for programs that require an amended order to cancel or reschedule a session, follow the local process.

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How far in advance should providers enter availability?

Providers are encouraged to maintain availability at least 60 days into the future. Provider names will not appear on rosters or in search results if availability is not entered for the specified date range.

How can providers limit availability so only one session is scheduled per day?

In the Modify Existing Availability screen, check the box above the definition listing. See [QRG: Adding and Modifying Provider Availability in PASS](#) for more information.

How can providers remove availability when a schedule conflict arises?

See [QRG: Viewing the Provider Calendar and Adding Exceptions to Availability in PASS](#) for instructions.

What additional resources are available for help using PASS?

Resources for ENE providers using PASS are available on the Minnesota Judicial Branch public website. Go to <http://www.mncourts.gov/Help-Topics/ENE-ECM.aspx#tab05Provider>, then click Provider Availability and Scheduling System (PASS).