



Developmental Disabilities Administration (DDA) Updates

Bernard Simons, DDA Deputy Secretary

September 18, 2020



Deputy Secretary's Agenda



- Opening Remarks
- Deputy Secretary Update
- COVID-19 Regional Update
- Employment Data Initiatives Update
- Electronic Visit Verification Update
- Questions

Deputy Secretary's Opening Remarks

- The DDA's highest priority is the health, safety, and wellbeing of people with intellectual and developmental disabilities, their families, staff, and providers
- The DDA is committed to transparency with all of our stakeholders to ensure we are all working with the same information to support our shared missions
- Thank you for your continued support in joining me during these webcast so that we can stay in-touch and be able to provide you with the most current information

Direct Support Professional Recognition Week September 13-19, 2020

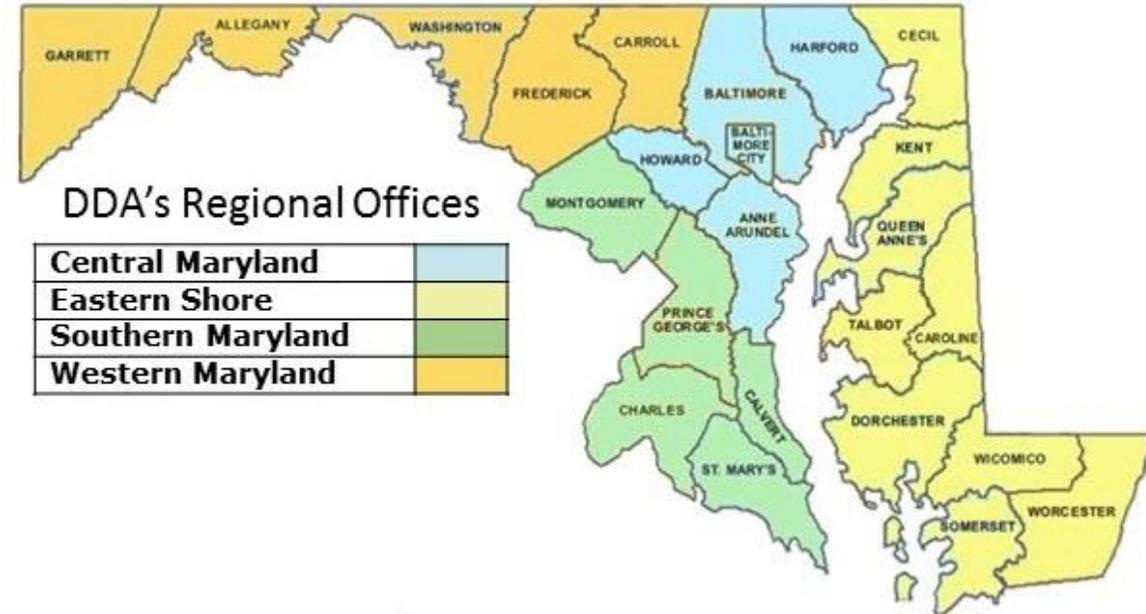


This week we are celebrating amazing DSPs all around Maryland! They are the heart and soul of everything we do to support people with developmental disabilities. Thank you!

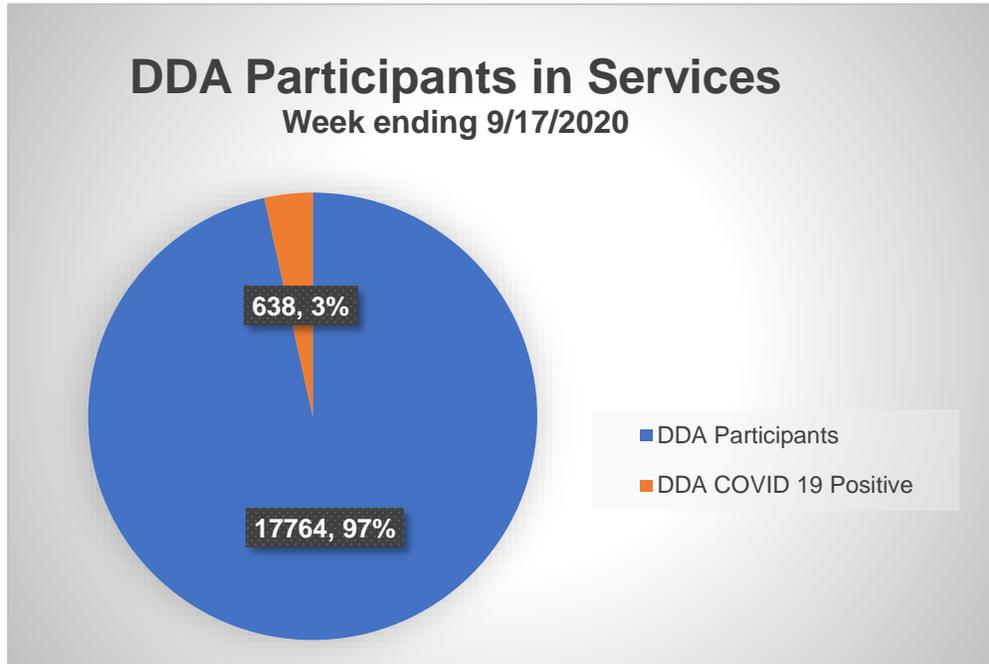


COVID-19 Regional Updates

- **SMRO**- Onesta Duke
onesta.duke@maryland.gov
- **ESRO**- Kim Gscheidle
kimberly.gscheidle@maryland.gov
- **CMRO**- Nicholas Burton
nicholas.burton@maryland.gov
- **WMRO**- Cathy Marshall
cathy.marshall@maryland.gov

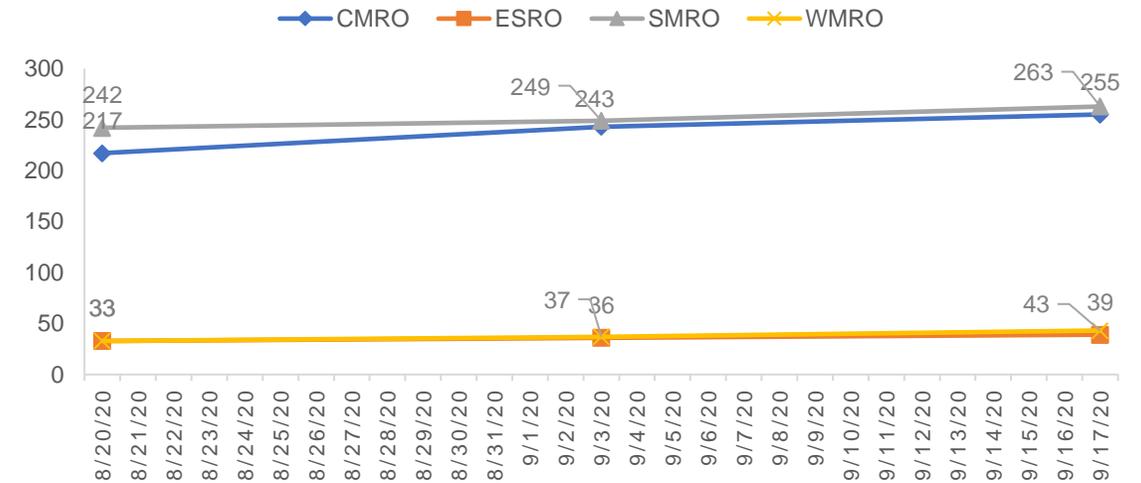


DDA Tracking



There are 17,764 people supported in services by the DDA of which 3% (638) have tested positive for COVID-19.

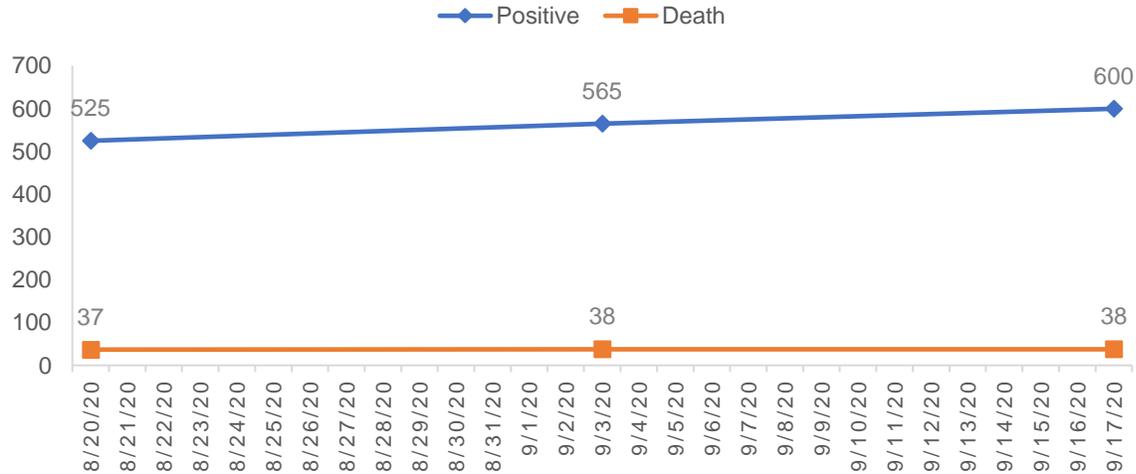
POSITIVE PARTICIPANTS BY REGION WEEK ENDING 9/17/2020



CMRO	255	Positive; Increase of	12
ESRO	39	Positive; Increase of	3
SMRO	263	Positive; Increase of	14
WMRO	43	Positive; Increase of	6

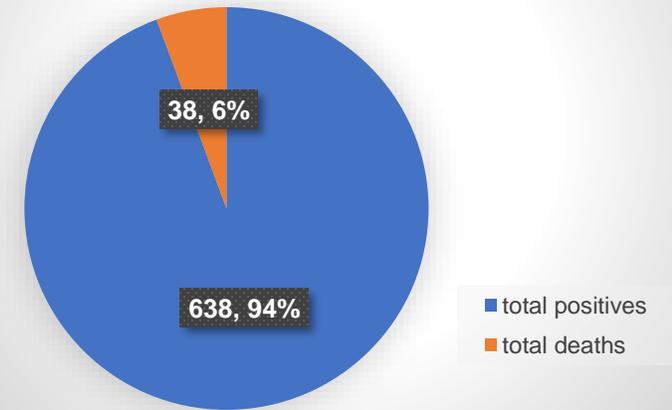
DDA Tracking

POSITIVE PARTICIPANTS STATEWIDE
WEEK ENDING 09/17/2020



There have been 638 participants reported as having tested positive for COVID-19 of which there have been 38 deaths.

DDA COVID-19
Positives and Deaths
Week ending 9/17/2020



The 38 deaths represents approximately 6% of all (638) participants that tested positive.

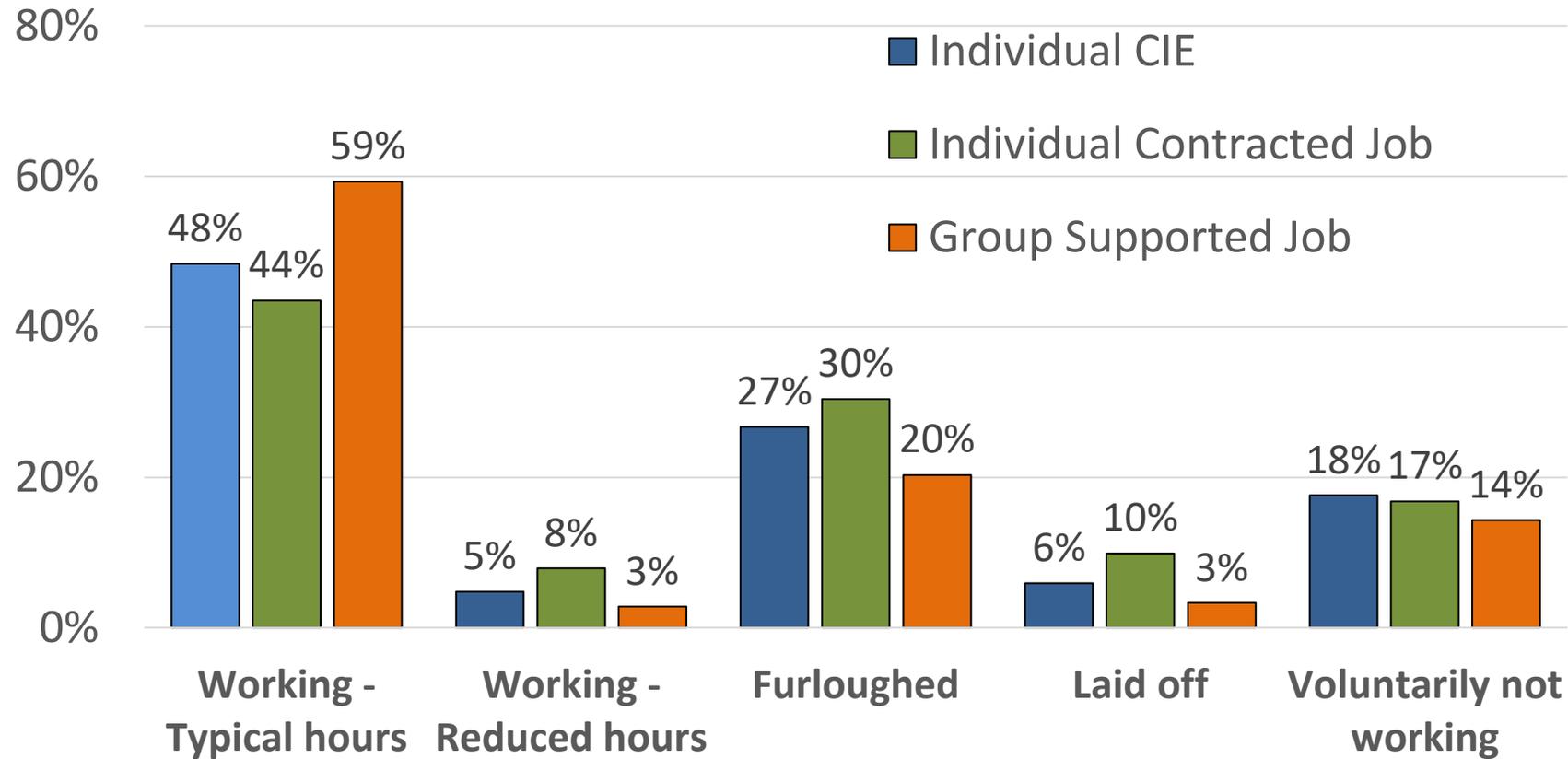
Staci Jones, DDA Employment Services

Employment Data Initiatives

DDA Employment Data Initiative

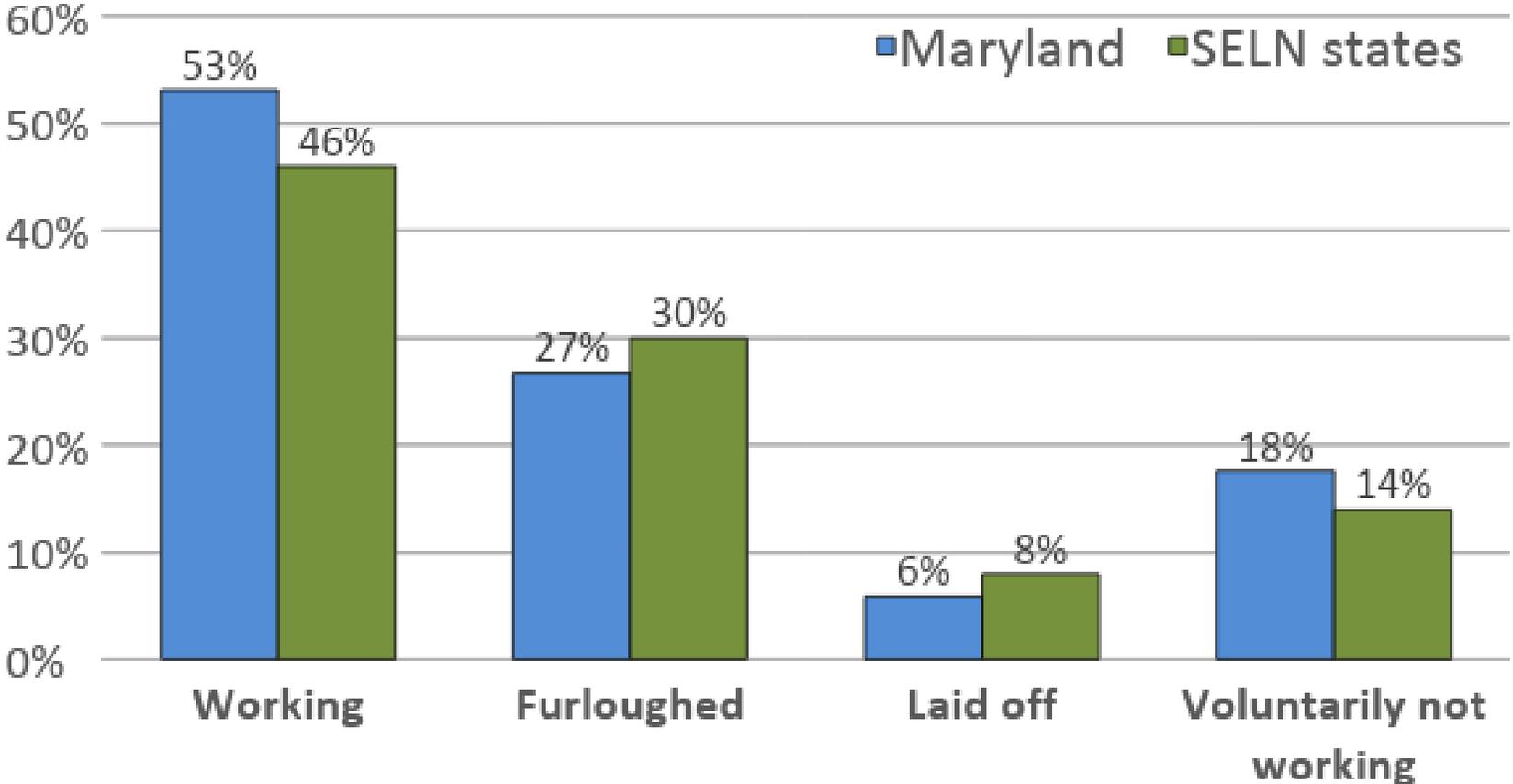
- Since 2014, DDA providers of Meaningful Day Services have been submitting employment outcomes twice a year
- Data is public at www.statedata.info/mdda
- Data collection would have typically occurred in May 2020
- Due to COVID-19, a modified survey was sent
- Aggregate data, as opposed to individual data, was collected
- Survey sent to 114 providers and 72 responded

Of people working Pre-COVID, what was their status, by percentage, in June/July 2020?



*Pre-COVID means March 1, 2020

Competitive Integrated Employment: MD compared to other SELN States



Data from 7 state SELN member states



Themes to consider

- Individual choice vs protection (dignity of risk)
- Supported decision making
- Group supported jobs: Employment vs program focus
- Use of technology

October 2020 Data Collection

- The DDA's next employment data tracking will begin in October
- Typical system and individual-level data will be tracked
- COVID related questions will be added, to assist in tracking impact over time such as:
 - How much of support provided has been remote support?
 - Does the person have necessary access to technology
 - Did the person lose their employment directly related to COVID?
- October data will be due by end of November 2020

Questions? Email Staci.Jones@Maryland.gov

Chioma Ani, LTSS Program Manager

Electronic Visit Verification Implementation

Electronic Visit Verification Update

- The DDA will be implementing Electronic Visit Verification (EVV) for Personal Supports, in order to meet the requirements of the federal 21st Century Cures Act by January 1, 2021

EVV Implementation

- The DDA will be implementing EVV by Region, starting with the Eastern and Western Regions on October 1, 2020
 - Providers who support people in Personal Supports services in multiple regions, will transition to EVV at the latest date for the regions in which they operate

EVV Implementation by DDA Regions	Date
Eastern and Western Regions	October 1, 2020
Southern Maryland Region	November 1, 2020
Central Maryland Region	December 1, 2020
DDA Achieves Full Compliance by the CURES Act Deadline	January 1, 2021

<https://dda.health.maryland.gov/Documents/EVV/DDA%20Provider%20Go-Live%20Date%20Announcement%2009.15.20.pdf>

EVV Training

Below are links to the [LTSSMaryland Training Videos](#)

EVV Billing Webinars

- [Entering EVV Services Through ISAS IVR](#)
- [Search and View EVV Services in Provider Portal](#)
- [Modifying EVV Services in Provider Portal](#)
- [Provider Portal](#)
- [DDA LTSS Provider Portal Reports](#)

EVV Training Calendar

Calendar of Events
September 2020

DDA Training Calendar

Calendar of Events
October 2020

MON	TUE	WED	THU	FRI
31	1	2 Maryland Community of Practice for Supporting Families Webinar Series	3	4 The Deputy Secretary's Friday Series of DDA Updates
7	8	9 CMRO Provider Revalidation and Enrollment Portal (ePREP) Sept 9	10	11
14	15 ESRO/WMRO: LTSSMaryland Provider EVV Billing SMRO - RN/Case Management/Delegating Nurse Orientation on September 15 & 17, 2020	16 Choking Prevention and Dysphagia Diets: Train the Trainer	17 ESRO/WMRO: LTSSMaryland Provider EVV Billing	18 ESRO/WMRO: LTSSMaryland Provider EVV Billing The Deputy Secretary's Friday Series of DDA Updates
21 ESRO/WMRO: LTSSMaryland Provider EVV Billing	22 ESRO/WMRO: LTSSMaryland Provider EVV Billing	23 ESRO/WMRO: LTSSMaryland Provider EVV Billing SMRO: Choking and Dysphagia Diets: Train the Trainer Virtual Training	24	25 ESRO/WMRO: LTSSMaryland Provider EVV Billing
28 ESRO/WMRO: LTSSMaryland Provider EVV Billing	29 ESRO/WMRO: LTSSMaryland Provider EVV Billing	30	1	2 The Deputy Secretary's Friday Series of DDA Updates

MON	TUE	WED	THU	FRI
28 ESRO/WMRO: LTSSMaryland Provider EVV Billing	29 ESRO/WMRO: LTSSMaryland Provider EVV Billing	30	1	2 The Deputy Secretary's Friday Series of DDA Updates
5	6 SMRO: LTSSMaryland Provider EVV Billing Virtual Training, October 6, 2020 SMRO - Virtual HRST Advanced Rater Training on October 6, 2020	7 SMRO: LTSSMaryland Provider EVV Billing Virtual Training, October 7, 2020 SMRO - Virtual HRST Clinical Reviewer Training on October 7, 2020	8 SMRO: LTSSMaryland Provider EVV Billing Virtual Training, October 8, 2020 Virtual CCS HRST Advanced Rater Training on October 8, 2020	9 Statewide Nurses Meeting - Pneumonia
12	13 SMRO: LTSSMaryland Provider EVV Billing Virtual Training, October 13, 2020	14 SMRO: LTSSMaryland Provider EVV Billing Virtual Training, October 14, 2020 CMRO Provider Revalidation and Enrollment Portal (ePREP) Oct. 14	15 Mandt Instructor Recertification Training in Hagerstown SMRO: LTSSMaryland Provider EVV Billing Virtual Training, October 15, 2020 more	16 SMRO: LTSSMaryland Provider EVV Billing Virtual Training, October 16, 2020 The Deputy Secretary's Friday Series of DDA Updates
19 SMRO: LTSSMaryland Provider EVV Billing Virtual Training - October 19, 2020	20 SMRO: LTSSMaryland Provider EVV Billing Virtual Training - October 20, 2020	21 SMRO: LTSSMaryland Provider EVV Billing Virtual Training - October 21, 2020	22 SMRO: LTSSMaryland Provider EVV Billing Virtual Training - October 22, 2020	23 SMRO: LTSSMaryland Provider EVV Billing Virtual Training - October 23, 2020
26 SMRO: LTSSMaryland Provider EVV Billing Virtual Training - October 26, 2020	27 SMRO: LTSSMaryland Provider EVV Billing Virtual Training - October 27, 2020	28 SMRO: LTSSMaryland Provider EVV Billing Virtual Training - October 28, 2020	29 SMRO: LTSSMaryland Provider EVV Billing Virtual Training - October 29, 2020	30 SMRO: LTSSMaryland Provider EVV Billing Virtual Training - October 30, 2020 The Deputy Secretary's Friday Series of DDA Updates

Rhonda Workman, Director of Federal Programs

DDA Website EVV Resources

DDA's EVV Resources

- We want to make sure that our stakeholder have information and tools available to provide guidance and resources
- We have created and shared:
 - A dedicated [DDA EVV webpage](#),
 - EVV Stakeholder Toolkits (e.g., [Participant Handout](#), [Tips for DSP](#), [Implementation Timelines](#), [Provider Go-Live Dates](#)), and
 - EVV related Webinars

DDA's EVV Webpage

- Memos and Correspondence
- At-A-Glance Documents
- Frequently Asked Questions
- Toolkit
 - Participants and Families
 - Coordinators of Community Services
 - Direct Support Professionals
 - Provider Leadership
- Webinars

DDA's EVV Webpage



DDA's EVV Webpage



Quick Links

- [> About DDA](#)
- [> Recommended Websites](#)
- [> Forms & Policies](#)

Services We Provide

Electronic Visit Verification (EVV)

The Developmental Disabilities Administration (DDA) is implementing Electronic Visit Verification (EVV) per the federal Centers for Medicare Services and Medicaid (CMS) requirements for Personal Support Services. EVV refers to technology that electronically verifies that services are delivered at the right time, to the right place to the right person. It is required for both traditional and self-directed services. Information pertaining to EVV will be posted here for all stakeholders .

- [Behavior Supports](#)
- [Coordination Of Community Services](#)
- [Employment](#)
- [Housing](#)
- [Low Intensity Supports Services \(LISS\)](#)
- [Nursing](#)
- [Self-Directed Services](#)
- [Training and Webinars](#)
- [Transitioning Youth](#)

Current Initiatives

- [DDA's Transformation Plan](#)
- [DDA Medicaid Waiver Programs](#)
- [Family Supports Waiver](#)
- [Community Supports Waiver](#)
- [Community Pathways Waiver](#)
- [Health Risk Screening Tool Information](#)
- [Support Intensity Scale](#)
- [Home and Community-Based Services \(HCBS\) final rule](#)
- [Volunteer Opportunities](#)

Memos/Correspondence

- [EVV Provider Toolkit and ISAS Practice](#)

At- A- Glance Documents

- [Electronic Visit Verification \(EVV\)](#)

Frequently Asked Questions

Toolkit

Participants and Families

- [DDA ISAS Participant Handout](#)

Coordinators of Community Services

- [CCS OTP Presentation](#)
- [CCS Reference Guide to ISAS](#)

Direct Support Professionals

- [Tips for DSP](#)
- [EVV: DDA Practice Phone Memo August 16, 2020](#)
- [DDA EVV Wallet Cards](#)

Provider Leadership

- [Tips for Provider Executives](#)
- [Implementation Timeline](#)
- [Provider LTSS Maryland Go-Live Dates for Personal Supports](#)
- [EVV Billing Webinars](#)

Webinars

- [Personal Support and Electronic Visit Verification \(EVV\) Implementation Webcast – August 17, 2020](#)
- [Personal Support and Electronic Visit Verification \(EVV\) Implementation Presentation](#)
- [Electronic Visit Verification \(EVV\) - December 4, 2019](#)

DDA's EVV Resources



Electronic Visit Verification At a Glance

What is Electronic Visit Verification?

- **Electronic Visit Verification (EVV)** refers to technology that electronically verifies that services are delivered at the right time, in the right place and to the right person
- The **Federal 21st Century CURES Act** requires that Maryland uses Electronic Visit Verification (EVV) to verify six factors for Personal Supports services:
 - Type of service performed
 - Person receiving the service
 - Date of the service
 - Location of the service
 - Individual providing the service
 - Time the service begins and ends
- **Personal Supports Services** will require the use of EVV
 - Traditional services and
 - Self-directed services

What is the In-Home Supports Assurance System (ISAS)?

- **In-Home Supports Assurance System (ISAS)** is how Maryland is implementing EVV
- **ISAS** is a phone based, electronic billing system
- It is already used throughout Maryland for people receiving personal care services through Community First Choice
- **Direct Support Professionals (DSPs)** will check in at the start of the service and check out at the end of the service using the person's landline or cellular telephone or the assigned **one-time password (OTP)** token (See below to learn more about OTPs)

Benefits of EVV

- **For the person:**
 - Helps ensure people are receiving authorized services
 - Can improve the quality of services, because it makes DSPs' activities transparent and measurable
 - EVV helps the DDA and Medicaid be good stewards of public resources
- **For the provider:**
 - Enables providers to view their service information online
 - Makes reporting more efficient, because it is automated
 - Records when DSPs start and stop working, reducing likelihood of billing errors and fraud

Continued on Page 2

Issue Date: 8.24.2020

- User friendly “[EVV At A Glance](#)” document that describes EVV and the One Time Password (OTP) device
- Distributed with the OTP device to people receiving Personal Supports

EVV Resources for Participants

[Reference: DDA ISAS Participant Handout](#)

ISAS Guide for Participant's

What is the In-Home Supports Assurance System (ISAS)?

- ISAS is a phone-based electronic billing system for Personal Supports Services.
- ISAS records your Direct Support Professional's (DSP) shift start and end times.

Important: Using ISAS does not affect the services you receive

What ISAS means for you:

Your DSP will need to use your phone to clock in and out for all Personal Supports services provided:

- Make sure your phone is easily accessible for the DSP.
- Make sure your phone is fully charged.
- If you are having phone issues, let the CCS.

What is an OTP Device?

- A One Time Passcode Device (OTP) is a time-synchronized device issued by your CCS as needed.
- Not all participants will have an OTP device in their homes. They are only used if you don't have a phone for your DSP to use or if you often receive care in the community
- You should keep the OTP device in a place where your DSP can easily access it. Your DSP will need it each time they clock in or out.
- If you have an OTP device it must remain in your possession. Your DSP or agency may never remove the device from your possession.
- If you have questions regarding your OTP or if your DSP took your OTP please contact your CCS.



- What is the In-Home Supports Assurance System (ISAS)
- What does this mean to the person receiving Personal Support Services
- What is a One Time Passcode Device (OTP)



EVV Resources for Families

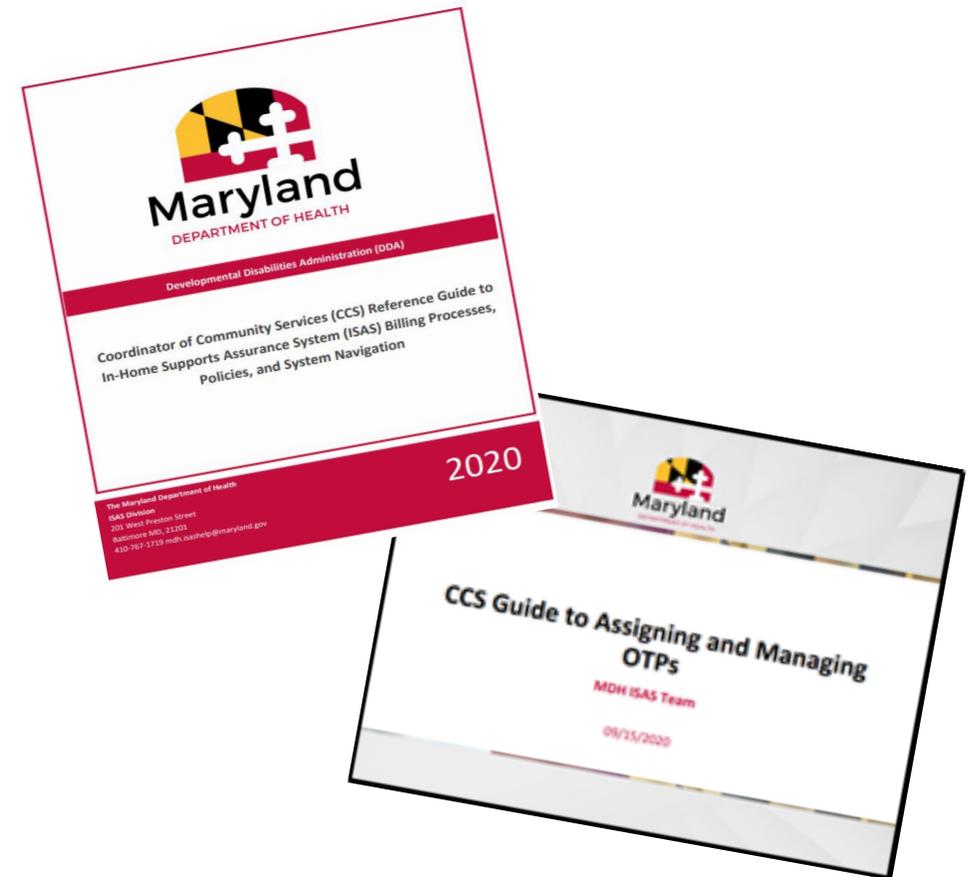
- DDA's Director of Family Supports, Mary Anne Kane Breschi, will facilitate a conversation about how EVV works at home and in the community
- Participants include a Maryland family, DDA provider, and Medicaid to hear about their experiences and for a live questions and answer session
- Dates: September 30 and October 28 at noon
- Register [here](#)

EVV Resources for CCS Agencies

- CCS Guide to the ISAS Billing Processes, Policies and System Navigation
- CCS Guide to Assigning and Managing One Time Password Devices

References:

- [CCS OTP Presentation](#)
- [CCS Reference Guide to ISAS](#)



EVV Resources for DSPs

- [Tips for DSPs](#) on EVV
- [EVV Wallet Card](#) with phone numbers
- [DSP ISAS Practice Phone Line](#) guidance



The image shows a wallet card for EVV (Electronic Visit Verification) numbers. It features the Maryland Department of Health Developmental Disabilities Administration logo on the left, which includes a stylized cross and the state flag colors. The text on the card reads: "EVV Numbers to Know for Personal Supports". On the right side, it instructs users to call a specific number at the beginning and end of each shift and provides a text number for reporting mistakes or problems. The card also includes a "Thank you!" message.

Maryland
DEPARTMENT OF HEALTH
DEVELOPMENTAL DISABILITIES
ADMINISTRATION

**EVV Numbers
to Know for
Personal
Supports**

Call the number below at the
beginning and end of each
Personal Support shift
1-833-917-2100

If you make a mistake or have a
problem, text the number below

Thank you!

EVV Practice Line for DSPs

Instructions for using the ISAS System DDA Practice Line



ISAS System Clock-In Messages	Description
Welcome to the ISAS Maryland Clock-in and Clock-Out System	The ISAS Practice line opens on 9/7/2020 and goes through 1/15/2021. DO NOT use the live line until your participant's start date for EVV.
For Personal Supports, press 1. For Personal Supports Enhanced, press 2	Ask your agency which type of Personal Supports the participant gets. You must enter the same Personal Supports Type for Clock-In and Clock-Out.
You selected "Personal Supports"/"Personal Supports Enhanced" If this is the correct service, press 1, if this is the wrong service, press 2	
[Required for Some Participants Only]	
Enter the client's 11-digit MA Number or 9-digit OTP Serial Number and press the # key	Enter this information when: (1) you are calling from a phone that is not assigned to the participant in LTSSMaryland; or (2) the phone number is shared. The system will prompt you when this extra information is needed.
If prompted enter in the 6-digit OTP code	
Enter your 9-digit provider MA Number	Ask your agency for this number.
Enter your 9-digit Social Security # Number	Your agency must enter your SS number into LTSSMaryland when they register you. ISAS updates in real time. (The practice line takes up to two weeks to update.)
To clock in, press 1. To clock out, press 2	
To confirm your clock in/out time of <Date/Timestamp> Press 1. To go back, press 2	
Your clock in/clock out times have been successfully recorded. Thank you for calling the ISAS Maryland Clock-In and Clock-Out System. Goodbye.	Please wait until you hear this message before you hang-up. If you hang-up earlier, your call will NOT be recorded.

My Inputs

Practice Line: **1-855-799-0328**
Live Line: _____

My ISAS Start-Date is: _____

My participant receives the following service type:

The **11-digit MA #** is the participant Medicaid Assistance # The **9-digit OTP** Serial Number can be found on the back of the OTP device You will only need **one** of the above 2 numbers.

For the ISAS Practice Line, any 6-digit OTP code will work, except 999 999.

9-Digit Provider MA #: _____

For the ISAS Practice Line, you may use the practice SSN of **111 111 111**. Your SSN will also work in the ISAS Practice Line, but the information may take up to 2 weeks to update in the practice line. Your SSN will be updated in real time in the Live Line.

- The DDA and Medicaid have set up an ISAS Practice Line
- DSPs can call in and practice clocking in and out of shifts
- They can do this using the participant's phone or by using an OTP device
- The Practice Line is live now through January 15th

Reference: [EVV: DDA Practice Phone Memo August 16, 2020](#)

Last Updated: 9/4/2020



EVV Resources for Provider Leadership

1. Train, train, train! Electronic Visit Verification (EVV) is new for staff.

2. Set up an **EVV text line** that your staff can use if they forget to clock-in or out. Consider who will receive this text and sharing the responsibility, depending on how many Direct Support Professionals (DSPs) your agency has who will be providing Personal Supports and using EVV. The DDA will share a sample wallet card for DSPs that your organization can personalize.

For example, a Direct Support Professional may start work at 9 AM, but forget to clock in until 9:25 AM. If they text to notify you, you can go into the system and proactively make adjustments.

3. Staff can also use the EVV text line if they are working with someone in a rural area with **no landline and no cell service**. Staff can send a text saying when they arrived and left, which can be entered administratively into the system, if needed. This also allows for a reconciliation process at the end of a week, if the staff clock in and out when they have access to a signal.

4. The **One Time Password device** shows the code for 60 seconds at a time. There are 6 bars on the right side that count down as the minute elapses. If there are only 1 or 2 bars remaining, the DSP should wait until the new code rolls around (about 15 seconds later) to ensure that there is sufficient time to see the code and enter it into the In-Home Supports Assurance System (ISAS).

5. Create a **tip sheet for your DSPs** with all of the information they need. Include the number to call to clock in and out, as well as your EVV text line in case they need help. The DDA will share a sample tip sheet that your organization can personalize.

6. All staff who will be providing Personal Supports, including temporary staff, must be **entered into the LTSSMaryland system**.

Issue Date: 8/16/2020

Developmental Disabilities Administration | Visit: 201 West Preston Street, Baltimore, MD 21202 | Find Out More: 844-237-8894 | dda.health.maryland.gov

- [Tactical tips](#) from the LTSSMaryland billing pilot providers

- [EVV Go-Live Dates by provider](#)

- [Implementation timeline by Region](#)

DDA Resources for EVV

- The DDA will continue to build out the toolkit and host regular presentations and “open mike” question and answer sessions on EVV for all stakeholders
- Please attend and share examples of what’s working and if you are hitting barriers
- Together, we will achieve full implementation of EVV and meet the requirements of the federal 21st Century Cures Act

Amendment #3 2020

Reminders

- Public comment period September 1st – 30th 2020
 - [Family Supports Waiver Amendment #3 – 2020 dedicated page](#)
 - [Community Supports Waiver Amendment #3 – 2020 dedicated page](#)
 - [Community Pathways Waiver Amendment #3 – 2020 dedicated page](#)
- Public comments can be submitted to wfb.dda@maryland.gov or mailed to DDA Federal Programs at 201 West Preston Street, 4th Floor, Baltimore MD 21201 through September 30, 2020

Questions

