



LTSSMaryland Provider User Roles At-A-Glance

LTSSMaryland Provider Portal includes five specific user roles for providers staff as noted below. To get trained and start using LTSSMaryland Provider Portal, providers will create a profile for appropriate staff. There are five types of profiles, based upon the role the staff play in your agency. Watch this [training video](#) to learn about the different roles and how to set up a profile. All roles except the Staff Provider below should email the LTSSMaryland helpdesk after setting up a profile to receive a login.

User Roles

- **Admin Provider:** Responsible for the agency’s administrative tasks. This user role can perform all functions for the Provider Agency in the LTSSMaryland Provider Portal. An existing administrator can create and designate other staff as administrators.
- **Billing Provider:** Manages the billing processes. Billing Providers need to have an account set up in LTSSMaryland to be able to view and follow up with billing related information for Electronic Visit Verification (EVV).
- **Provider Program Director:** Responsible for making decisions on service referrals.
- **Provider Program Staff:** Reviews service referrals before the Provider Program Director makes decisions on accepting or declining service referrals.
- **Staff Provider:** Direct Support Professionals (DSPs) who provide Personal Supports services to people. For the Provider Agency to bill for Personal Supports services requiring an EVV, each DSP must use the ISAS system and have a staff profile in LTSSMaryland Provider Profile, with the Staff Provider role.

	Access to LTSS Provider Portal	Create or Modify Staff Profiles	Bill for Services	Accept Services	Access Person’s Information
Admin Provider	Yes	Yes	Yes	Yes	Yes
Billing Provider	Yes	No	Yes	No	Yes
Provider Program Director	Yes	No	No	Yes	Yes
Provider Program Staff	Yes	No	No	No	Yes
Staff Provider (DSP)	No	No	No	No	No

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