

Welcome to ISAS!

The MDH ISAS Team welcomes DDA Providers to using the ISAS telephone system to record Personal Supports Services.

The below information can be used to direct you to the right resources for all of your questions.

| Issue or Concern | Contact | Telephone and/or Email |
|---|---------------------------------|--|
| Billing and Policy Questions - Missing Time Requests (MTR) - Questions about Personal Support Services that were rejected - Question if claim status = Rejected | MDH ISAS Division | MDH.ISAShelp@maryland.gov 410-767-1719 (Voicemail only) |
| Technical Issues (How to Questions and ISAS Registration) - Staff issues with using the ISAS IVR Clock-in/out system | ISAS Help Desk | ISAShelpdesk@Ltssmaryland.org 1-855-463-5877 |
| OTP Replacement (lost or damaged), PCP Questions, Participant Eligibility Issues | CCS | Specific to each participant. Found on the participant's profile in Provider Portal |
| Agency Change of Address/ PH# Provider Enrollment | DDA Regional Provider Relations | CMRO Provider Relations Department (410) 234-8200 SMRO Teresa Nataline (301) 362-5123 ESRO Andrea Jones (410) 572-5945 WMRO Timothy Jenkins (240) 313-3860 |
| Register for Electronic Funds Transfer (Direct Deposit or EFT) and Missing Checks | The Comptroller of Maryland | General Accounting Division at 410-260-7375 or toll free at 888-784-0144 Directions for EFT |

Useful Links

| Document Name | Descriptions | Link |
|-------------------------------------|--|--|
| DDA EVV Website | Provider toolkit , Memos, FAQ | DDA EVV Website |
| Service Modification Guide | Guide on how to submit service modification in Provider Portal | DDA Service Modification Guide |
| DDA Policy Guide | Guide to the DDA Provider Portal policies | PolicyStat |
| DDA Provider Portal Webinars | Webinars on how to use LTSSMaryland Provider Portal | Webinar Link |
| DDA Provider Portal Guide | Complete guide on how to manage service and navigate the Provider Portal system. | Guide Link |