



## Guidance for ISAS System Use

**Note:** In the event of a public health emergency or state of emergency, the approval of federal disaster relief under the Medicaid State Plan, Emergency Preparedness and Response Appendix K, or other State and/or federal authorities may supersede this policy, standards, and requirements.

Policy		Explanation
<b>1. Using the ISAS System</b>	<b>1.1 Staff Profile</b>	All Direct Support Professionals (DSPs), including temporary staff, must have a staff profile, that includes a valid and accurate social security number, in the Provider Portal prior to the DSP's first service.
	<b>1.2 Staff Training</b>	Agencies are responsible for properly training all Direct Support Professionals (DSPs) on how to use the ISAS system before DSPs provide services.  <b>Note:</b> LTSSMaryland includes user manuals including DDA's Provider Portal manual and ISAS manual.
	<b>1.3 Participant's Phone to Clock In/Out</b>	DSPs must use the phone number listed on the participant's profile in LTSSMaryland when clocking in and out, unless the participant has been assigned a one time passcode (OTP) device. Repeated usage of unauthorized phone numbers will be investigated and will impact provider payment.
	<b>1.4 Accurate Service Information</b>	The service times, staff name, and staff social security number listed on a service must be accurate. Providing incorrect or inaccurate information is considered fraudulent billing and is subject to payment denial or recovery of payment.
	<b>1.5 Provider Portal User Profiles</b>	All Provider administrators and office staff accessing the Provider Portal must have a unique username and password.
	<b>1.6 Log in credentials/passwords</b>	All users must have confidential individual log-in credential and passwords. The sharing of log-in credentials and/or passwords is strictly prohibited.
<b>2. OTP Policy</b>	<b>2.1 One Time Passcode (OTP) Device Must Stay With the Participant</b>	A One Time Passcode (OTP) device must always remain with the participant to whom it was assigned. Providers should not keep OTP devices in their possession. It is considered fraudulent behavior for a provider to take the OTP device out of the participant's possession and use it.

<b>3. Service-related Policies</b>	<b>3.1 Protection of Confidential Information</b>	<p>Providers must not share Protected Health Information (PHI). When emailing ISAS please only send the Participant’s 15-digit Client ID, found in the Provider Portal.</p> <p>Recommended Subject Line “Personal Supports Billing Issue – [Insert Client ID]”</p>
	<b>3.2 Payment Only for Direct Services</b>	<p>Providers will only be paid for direct services provided to participants unless otherwise authorized by DDA. Direct services require the DSP to be <b>physically present</b> with the participant and provide in home skills development and community integration and engagement skills development.</p> <p>The following do <b>NOT</b> constitute Personal Supports direct services and cannot be billed for payment:</p> <ul style="list-style-type: none"> <li>● Running errands without the participant present.</li> <li>● Services provided to the participant while under the care of another entity (e.g., the participant is admitted to the hospital, a nursing/rehab facility, imprisoned, etc.) <ul style="list-style-type: none"> <li>○ <b>NOTE:</b> In the event of an emergency, MDH will pay for supports provided to the participant while the participant is in the emergency room <b>only</b> until they person is admitted to hospital</li> </ul> </li> <li>● Services registered while the Direct Support Professional (DSP) is sleeping.</li> </ul>
	<b>3.3 Verifying Eligibility</b>	<p>MDH can only reimburse agencies for services provided to eligible participants. Providers must check participants’ eligibility at the beginning of each month within the provider portal.</p>
	<b>3.4 Clocking In and Out During Periods of Ineligibility</b>	<p>Providers can choose to continue providing services for participants who lose eligibility or are in the appeals process to regain eligibility, but providers will not be paid during periods of participant ineligibility.</p>
	<b>3.5 Participants Cannot Receive Services in a Provider –Owned or Controlled Residence</b>	<p>Personal Supports can only be provided to participants who live in their own or family homes. Therefore, MDH can <b>NOT</b> pay for Personal Supports Services provided in Provider Licensed settings, including Community Living Group Homes, and Community Living Enhanced Supports settings or within Shared Living and Supported Living service.</p>
	<b>4. Exception Resolution Policies</b>	<b>4.1 Overlapping Services</b>
<b>4.2 Missing Time Submission Deadline</b>		<p>Missing Time Requests (MTRs) must be submitted within thirty (30) calendar days from the original Date of Service.</p>
<b>4.3 Six (6) Missing Time Limit</b>		<p>Unless a valid and verifiable excuse is given, MDH will only approve up to six (6) MTRs per month per DSP.</p>

<b>5. Payment Policies</b>	<b>5.1 Claim Adjustments</b>	Claims must be submitted and processed for payment within one year of the date of service delivery. No claims may be paid or adjusted one year after the date of service.
	<b>5.2 Repayment of Over-Paid Funds</b>	Providers must reimburse MDH for any overpayment of funds.
	<b>5.3 ISAS Work Week</b>	The ISAS workweek is from Thursday to Wednesday.
	<b>5.4 PCP Authorized Hours</b>	MDH will only pay providers up to the maximum monthly hours that are pre-authorized on a participant's Person Centered Plan (PCP). Services that exceed the PCP hours require review.