



Larry Hogan, Governor · Boyd K. Rutherford, Lt. Governor · Dennis R. Schrader, Acting Secretary

December 15, 2020

Dear Personal Supports Providers,

The MDH In-Home Supports Assurance System (ISAS) team would like to thank all providers for their continued support in the ongoing transition to using Electronic Visit Verification (EVV) for Personal Supports Billing. In order to improve providers' ability to manage their staff's clock-ins and outs, the ISAS team is changing one of our policies for system use.

Effective **March 1, 2021** MDH is revising the Monthly Missing Time Request (MTR) Submission Deadline policy.

- **Previous Policy:** Missing Time Requests (MTRs) must be submitted within two (2) business days after the end of the month.
- **New Policy:** Missing Time Requests (MTRs) must be submitted within thirty (30) calendar days from the original Date of Service.

**Example:** Your staff forgets to clock-in and out for a service provided on Monday, March 1, 2021. Agency Administrators must submit the MTR for this staff by Thursday, April 1, 2021.

The goal of this change is to reduce the burden on provider administrators and billing staff to quickly find and address errors at the end of each month. We hope that this will provide more flexibility to work with Direct Support Professionals (DSPs) to correct missed clock-ins and outs.

Attached to this message is an updated ISAS Policy Document, which will be posted on the MDH and DDA web pages for your reference. If your agency has any questions about this change, please email the MDH ISAS team at [mdh.isashelp@maryland.gov](mailto:mdh.isashelp@maryland.gov).

Sincerely,

A handwritten signature in black ink that reads "Eric Saber".

Eric Saber  
Assistant Director  
Medicaid Provider Services