



Dear DDA Providers,

MDH is pleased to present the ISAS Practice Clock-In & Clock-Out system, available today until 1/15/2021. Your DSP staff may use this line to practice their clock-in and clock-out system ahead of time. Please note that this DDA Practice Line has a different phone # from the live ISAS #. Please make sure your staff is aware of the live ISAS # once your provider region is live (for either 10/1, 11/1 or 12/1) as calls made on the practice line will **not be recorded**. Please see the accompanying guide that can be provided to your staff to assist with using the practice system.

DDA Practice Line:

1-855-799-0328

- Please note the practice line data is **only updated twice a month**. Changes to participants and your staff information in LTSSMaryland will carry over to the practice line after each of the following maintenance periods. The live clock-in/out system is linked directly to LTSSMaryland and will be updated in real-time.
 - **Practice Line Data Update Schedule:**
 - 9/26/2020, 10/10/2020, 10/24/2020, 11/7/2020, 11/21/2020, 12/5/2020, 12/19/2020
 - The Practice IVR Line will be unavailable the weekend of the dates listed above from **Friday 6:00 PM to Sunday 12:00 PM**. Any client/staff changes made in LTSSMaryland before will be reflected in the practice line immediately after these maintenance periods.
- Please note that if the caller is the first caller of that day, the caller may experience an up to 20 second delay on the first call.

Participant Information:

- **Participant Phone vs Non-Participant Phone:**
 - If your staff is calling in from the Participant's phone #, then no MA # or OTP will be needed. If your staff is calling from the Participant's phone and the system is asking for that information, please reach out to the CCS Coordinator to update the LTSSMaryland participant phone #.
 - If your staff is calling in from a non-participant phone, your staff will need the 11-digit MA # or the 9-digit OTP serial number found on the back of the device. Please obtain this information either through the participant or the CCS Coordinator.
- **6 Digit OTP Code:**
 - The OTP code will be required if your staff is calling in from a non-participant phone.
 - On the practice line, any 6-digit code except 999 999 will work.
 - For the live system, please use the 6-digit number on the front of the OTP token

DSP Staff Information:

- Using SSN on the Practice Line:
 - Your DSP staff may use the SSN of 111-11-1111 on the practice line.
 - Your DSP staff may also use their real SSN on the practice line. Please note this information is only updated from the LTSSMaryland site to the Practice Line twice a month.

Sincerely,

MDH LTSS Team