

# Instructions for using the ISAS System

## DDA Practice Line



### ISAS System Clock-In Messages

### Description

### My Inputs

*Welcome to the ISAS Maryland Clock-in and Clock-Out System*

The ISAS Practice line will be available starting 9/7/2020 until 1/15/2021. You should **NOT** use the live line until your participant's start date.

Practice Line: **1-855-799-0328**  
 Live Line: \_\_\_\_\_  
 My ISAS Start-Date is: \_\_\_\_\_

*For Personal Supports, press 1. For Personal Supports Enhanced, press 2*

Please discuss with your agency administrator or CCS in advance on which service type your participant receives. The same option must be selected for both Clock-In and Clock-Out

My participant receives the following service type:  
 \_\_\_\_\_  
 \_\_\_\_\_

*You selected "Personal Supports"/"Personal Supports Enhanced" If this is the correct service, press 1, if this is the wrong service, press 2*

**[Required for Some Participants Only]**

*Enter the client's 11-digit MA Number or 9-digit OTP Serial Number and press the # key*

You will be asked for this information if you are calling in from a phone # that is not assigned or unique to that participant in LTSSMaryland.

The **11-digit MA #** is the participant Medicaid Assistance # The **9-digit OTP Serial Number** can be found on the back of the OTP device You will only need **one** of the above 2 numbers.  
**Test MA:** 11111111111  
**Test OTP SN :** 797463993

*If prompted enter in the 6-digit OTP code*

If the number you are calling from is unique to that participant, then you will not be asked for this information.

For the ISAS Practice Line, any 6-digit OTP code will work, except 999 999.

*Enter your 9-digit provider MA Number*

Please obtain this from your agency administrator.

9-Digit provider number must be real provider MA number  
 MA #: \_\_\_\_\_

*Enter your 9-digit Social Security # Number*

This information must be entered in advance into the LTSSMaryland system by your agency administrator. The live line will be updated in real time.

For the ISAS Practice Line, you may use the practice SSN of **111 111 111**.  
 Your SSN will also work in the ISAS Practice Line, but the information may take up to 2 weeks to update in the practice line. Your SSN will be updated in real time in the Live Line.

*To clock in, press 1. To clock out, press 2*

*To confirm your clock in/out time of <Date/Timestamp> Press 1. To go back, press 2*

*Your clock in/clock out times have been successfully recorded. Thank you for calling the ISAS Maryland Clock In and Clock Out System. Goodbye.*

Please wait until you hear this message before you hang-up. If you hang-up earlier, your call will **NOT** be recorded.