MARYLAND Department of Health

Service Modification Guide 2020

What is a SM?

A Service Modification (SM) occurs any time a service needs to be manually entered, edited or voided. A modification can be submitted as a new service, as an edit to an existing service, or as an edit to a service with an associated claim. All SM's must reflect the **EXACT** date, time and reason for the modification. All modifications submitted that do not reflect accurate information can be considered fraudulent billing.

Different Types of SMs

Missing Time Request (MTR): If a Direct Support Professional (DSP) is unable to Clock in **AND/OR** out for a service an agency can submit a manual entry known as an MTR.

Adjustment: If a service has an associated closed claim for that date, but the agency finds an error or missing services (The DSP did not clock in/out), the agency can adjust the claim and submit an edit to the existing service or an entirely new service for that day.

All Participant's completed daily services from 1 agency are combined nightly into 1 claim
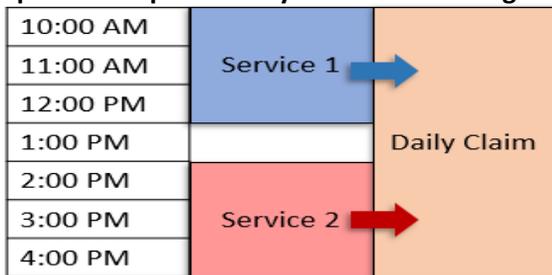
Staff Overlap - Same Provider: This occurs when 2 DSP's are clocked in under the same provider for the same participant, at the same time. This is considered double billing and is against policy.

When to Submit an MTR or Adjustment

The Adjustment and MTR policies are solely based on whether there is a CLAIM or NO CLAIM for the specific date.

Does a claim exist on this date?	What are you doing?	SM Type
YES	Adding a New Service	Adjustment
YES	Editing Existing Service	Adjustment
YES	Voiding a service	Adjustment Note: Voids will not receive points
NO	Adding a New Service	MTR
NO	Editing Existing Service	MTR

Service Modification Deadlines

Missing Time Request (MTR): All Missing Time Requests must be submitted within 2 business days of the month the service was provided.

Example: **Service 9/23/2020** ➡️ **SM must be submitted by 10/2/2020**

Adjustment and Staff Overlap - Same Provider: These SM's can be submitted 364 days after the service date. Keep in mind all SMs will be manually reviewed and researched, please submit all SM's with enough time for revision. MDH recommends at least 7-14 days before the 364-day cut off.

In-Progress SMs

The Agency is responsible for entering and submitting all SMs prior to the deadline. In-Progress SMs have not been submitted and will be held to policy deadlines.

Exception Type	Pending	In-Progress	Total
Staff Overlap - Same Provider	17	0	17
Missing Clock-in	15	0	15
Missing Clock-out	30	1	31

Service Modification Revision

All Service Modifications will be reviewed by DDA, SM's that do not follow policy will not be approved. DDA Allows DSPs to have 6 unexcused SM's a month. Unexcused means the DSP did not clock in/out due to fault of the DSP or agency or the reason for the SM was researched and found unverifiable or inaccurate. Unexcused SM's will receive 1 or 2 points in the system:

1 Point	Missed Clock in
1 Point	Missed Clock out
2 Point	Missed Clock in and out

If a DSP receives 6 points all other unexcused SMs for the month will be disapproved and not paid.

If a Service Modification is researched and is considered excused meaning the reason for the missed clock in and/or out is considered out of the DSPs or Agency's control, the SM will **NOT** be pointed and will be approved.

Note: Some SMs may receive points prior to research, this is to expedite payment to the agency, after the SM is researched and if it is found excusable the point(s) will be removed. The agency will not need to contact ISAS regarding SM points, the agency should only contact ISAS if a SM was disapproved for exceeding the 6 monthly allowed points and they would like to contest.

Service Modification (SM) Category Guide

1 Select an MTR reason from the drop-down menu in the provider portal. Use this guide to help you determine the best reason. Choosing the reason that best suits the incident will help the ISAS Team better research the MTR will speed up the review process

2 Determine if a comment is needed, if not put N/A in the comment section.
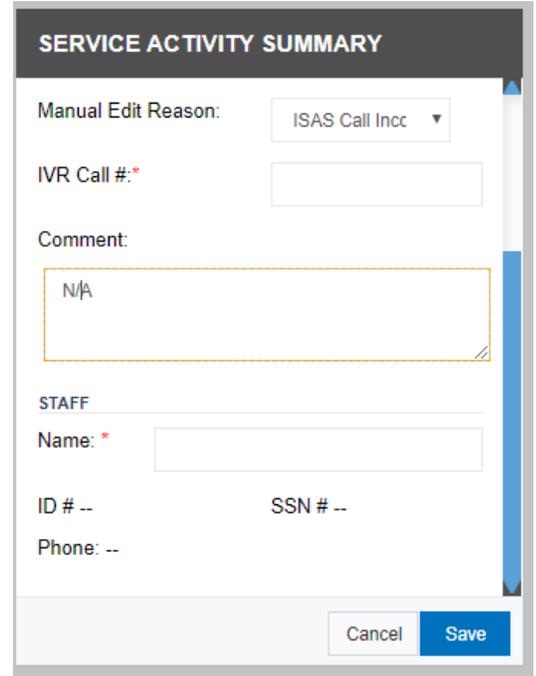
Select from drop down	When to use this category from the drop down in Provider Portal	Write in comments
Forgot to clock in/out	DSP forgets to use the system	
Staff Busy with Participant	DSP was busy with client duties and could not use the system	**Comment is optional (N/A)**
New or Substitute Staff	New or substitute DSP did not know how to use the system or did not have the proper information to use the system	
ISAS Call-in System Outage	A notification will be sent to all agencies during an outage	
Correcting Staff Clock in/out Error	DSP made an error when using the system that affected the clock in/out. Example: Selected wrong service, clock in/out instead of out/in, System confirmed wrong time.	
ISAS call incomplete	DSP said they clocked in/out but there is no record in the provider portal	
Participant Phone Problems	Client phone: Broken, out of minuets, missing, no reception	• **Date CCS was notified** • **Name of CCS that was notified**
OTP Issue	OTP: Broken, Missing, waiting on new device	
Emergency Situation	Emergency that prevented DSP from using the system: Client had to go to hospital, House fire	• **Date CCS was notified** • **Name of CCS that was notified** • **Explain incident**
Other	A unique situation that is not covered in the other categories. For COVID related remote services, when authorized, please use this category If the staff service provider is deaf or hearing impaired and manual entries have been authorized.	• **Explain incident** **COVID Remote Servcies** **1: [COVID-19 Remote]** **2: List services that were provided remotely.** **Deaf Staff:** **1: Staff is deaf or hard of hearing.**

Service Modification (SM) Category Examples

In this example the DSP stated that they did clock in and out for services. However, when the agency checked the Provider Portal no services appear for that date. The agency selected **ISAS call incomplete category** because that best fits the situation according to the SM category Guide. This category will let ISAS know to verify the DSP attempted to use the system. If an attempt was made, the service will be approved with no penalty.

According to the category Guide no further information is needed in the comments section, so the agency wrote N/A.

SERVICE ACTIVITY SUMMARY

Manual Edit Reason: ISAS Call Inco ▼

IVR Call #:*

Comment:

N/A

STAFF

Name: *

ID # --   SSN # --

Phone: --

Cancel   Save

In this example the DSP was unable to use the system because the client's OTP device was lost. The agency immediately notified the CCS so that they can provide a new OTP device ASAP.

The agency selected the category **"OTP Issue"** and provided the required information (according to the SM category guide). This will provide the ISAS team with the needed information to research the issue and result in a quicker resolution time.
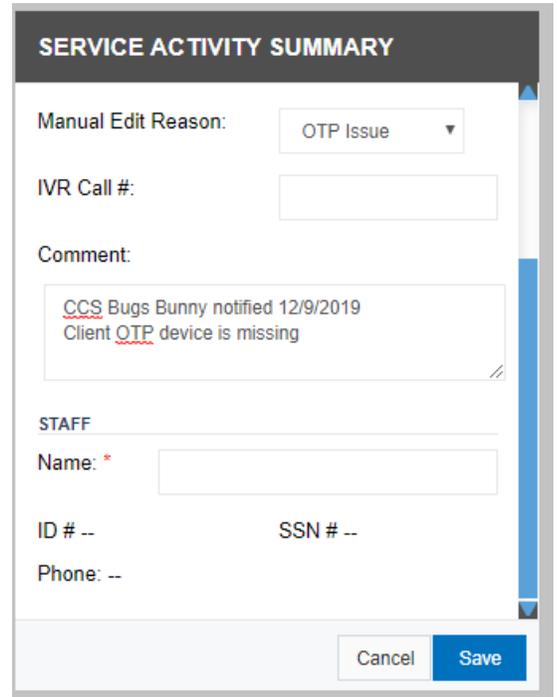
SERVICE ACTIVITY SUMMARY

Manual Edit Reason: OTP Issue ▼

IVR Call #:

Comment:

CCS Bugs Bunny notified 12/9/2019
Client OTP device is missing

STAFF

Name: *

ID # --   SSN # --

Phone: --

Cancel   Save

If your agency needs further assistance submitting Service Modifications please contact the Technical Help Desk at ISASHelpDesk@LTSSMaryland.org or 1-855-463-587.

How to Submit a Full MTR

If the DSP does not clock in **AND** out for a service and there is **not** a closed claim for that specific date you will need to enter a full MTR.

Provider Portal — Home | Alerts | **Services** | Clients | Providers | Reports | Help | OTP | Feedback

1. Go to the Services tab within the Provider Portal, Select either "New Activity" or the "clock" in the right-hand corner

New Activity
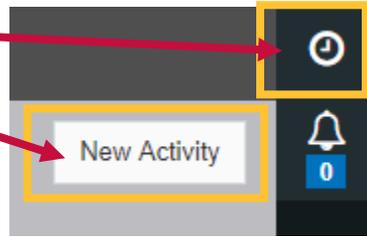
Note: The "Clock" can be selected from any tab within the Provider Portal
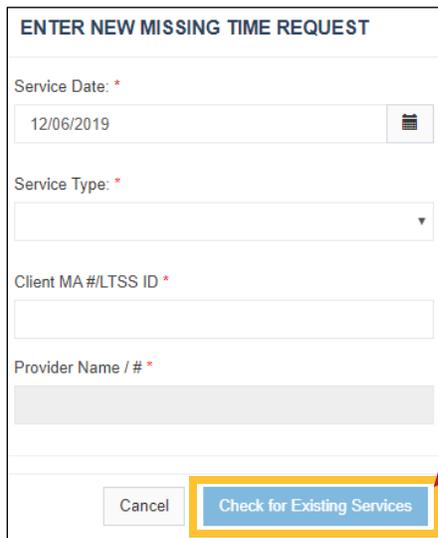
ENTER NEW MISSING TIME REQUEST

Service Date: *
12/06/2019

Service Type: *

Client MA #/LTSS ID *

Provider Name / # *

Cancel   Check for Existing Services

2. Enter the MTR information and verify that there is no existing service for that date.

2.A

If there is an existing service for that date the following message will appear:

Service exists for the entered combination. Please review or edit your clock in and out times from the Claim Detail Page ⬀

If there is an existing service for the date, an Adjustment will need to be submitted NOT a MTR.

2.B

If there is NOT an existing service for that date the following message will appear:

No existing services found for this date. Please enter the additional service information below.

Proceed to step 3

No existing services found for this date. Please enter the additional service information below.

SERVICE INFORMATION

Start Time: [   ] 🕐

End Time: [   ] 🕐

☐ Next day Clock-out

Manual Entry Reason: * [▼]

IVR Call#: [   ]

Comment: * [Your comment here..]

Provider:

Client Name:

Staff Name: * [   ]

Staff ID#:

Staff SSN:

Staff Phone:

[Reset] [Cancel] [**Submit**]

3. Fill in the service information:

1. **Service start time**
2. **Service end time:** (**Note:** if it is an overnight service that proceeds into the next day, check the **"Next day clock-out"** box)
3. **Manual entry reason**: Select from the drop down (view SM categories on PG_ for more information)
4. **IVR call#:** This is the number the DSP generally uses to clock in and out for services. Providing the correct number the DSP used to attempt to clock in and out will help ISAS verify the issue if the DSP was having issues using the system.
5. **Comment:** Enter information if required (view SM categories on PG_ for more information)
6. **Provider** and **client** information will auto populate
7. **Staff Name**: Start typing DSP name and select DSP name from list that will populate. (**Note:** If DSP name is NOT appearing, ensure that DSP has an ACTIVE profile within the Provider Portal)
8. **Staff ID** and **Staff SSN** will auto populate
9. **Select "Submit"**

SERVICE ACTIVITY SUMMA...

Start Time: ✏   End Time: ✏
3:25 PM   3:30 PM

Status: Provider In Progress

STAFF

Name:

Manual Edit   Emergency

[Discard] [Edit] [Details]

+ New Service Activity

4. Locate service in the system and select submit.

[Submit Services]

How to Submit a Partial MTR

If the DSP does not clock in **OR** out for a service and there is **not** a closed claim for that specific date you will need to submit a partial MTR.

1. On the Provider Portal Home page under "Actions required" go to the section "Resolve by Provider" **Missing Clock in** and **Missing Clock out**. The count will let you know how many partial services are pending. In this example there are 20 services with a missing clock in. That means the DSPs clocked out but failed to clock in. The agency is responsible for resolving these exceptions. Click on the number to open the pending partial services.

2. **Select a specific tile to resolve.**

You can also sort the tiles to your specific needs.

3. Select Details

Client Name:	Smith, John		ID #		MA #	

Service Date: **11/28/2019**	Claim Status: **N/A**	Claim Type: **N/A**	Total Billed --	Total Paid --	RA NO.:
Service Type:	Proc Code:	Program:	Claim # --	Claim ICN: --	
	Provider #	Provider FEIN	Provider Address:	Provider Name	

Start Time ▲	End Time	Service Status	Staff Name	Exception Type
--	8:37 AM	New		Missing Clock-in

Details

4. Choose an action to take

SERVICE ACTIVITY SUMMARY

Start Time: | End Time: ☎
-- | **8:37 AM**

Status: New

Exception Type: **Missing Clock-in**

Manual Edit Reason:

STAFF

Name: |

ID # | SSN # ***-**-

Phone: **(443)** -

Discard   Edit   Details

A. Discard: If the partial service is incorrect you can choose to "Discard" the service.

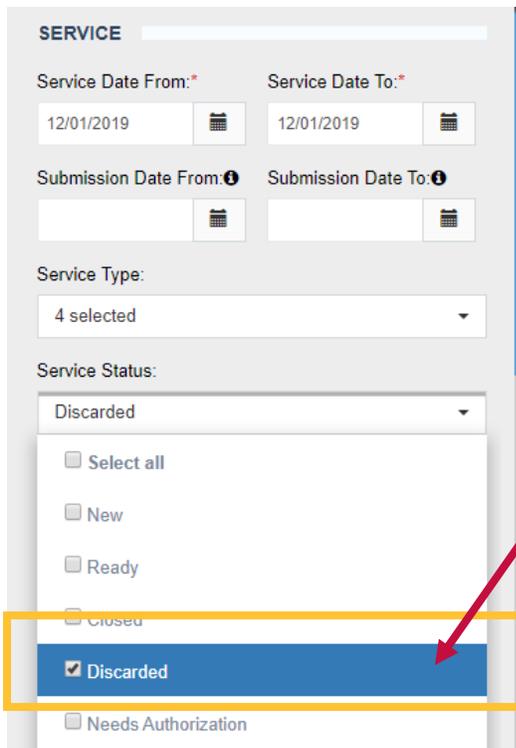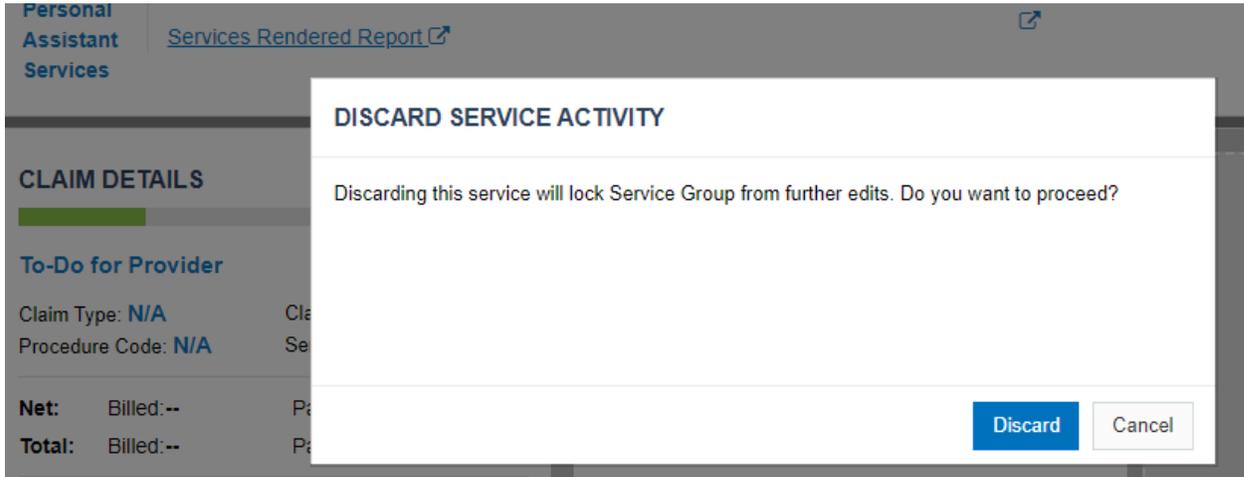**B. Edit:** Here you can quickly edit the Partial Service.

C. Details: You can view further details regarding the service and client within the details page:

- Service Details
- Client Profile
- Client PCP

You can also edit the service with in the details page.

4A. Discarding

When discarding a service you will need to enter the reason you are discarding the service. Please be clear and use the exact reason for the service discard.

Personal Assistant Services   Services Rendered Report ↗

DISCARD SERVICE ACTIVITY

CLAIM DETAILS

Discarding this service will lock Service Group from further edits. Do you want to proceed?

To-Do for Provider

Claim Type: **N/A**
Procedure Code: **N/A**

Net: Billed:**--**
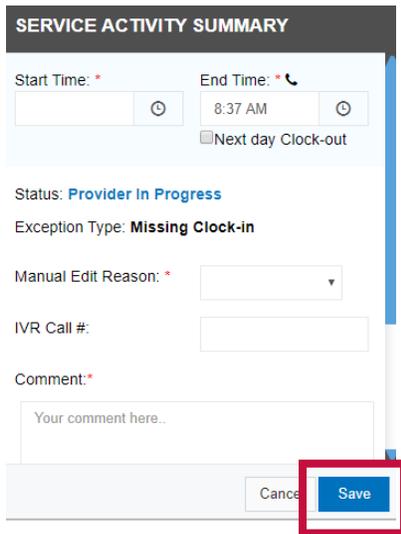**Total:** Billed:**--**

[Discard] [Cancel]

Discarded Service Search

You can search for all discarded services in the service search tab.

1. Service Tab
2. Service Date From
3. Service Date to
4. Service Status: Check the "Discarded" box
5. Click "Search"

SERVICE

Service Date From:* 12/01/2019
Service Date To:* 12/01/2019
Submission Date From: ❶
Submission Date To: ❶

Service Type:
4 selected

Service Status:
Discarded

☐ Select all
☐ New
☐ Ready
☐ Closed
☑ Discarded
☐ Needs Authorization

4B. Editing a service

Once you select the service "Edit" option you will then be able to edit the information in the service box.

1. **Enter Missing Time**
2. **Manual Edit Reason**: Select the exact reason the DSP was unable to clock in or out from the drop down (view SM categories on PG_ for more information)
3. **IVR call#:** This is the number the DSP generally uses to clock in and out for services. Providing the correct number the DSP used to attempt to clock in and out will help ISAS verify the issue if the DSP was having issues using the system.
4. **Comment:** Enter information if required (view SM categories on PG 9 for more information)
5. **Provider** and **client** information will auto populate
6. **Staff Name**: Start typing DSP name and select DSP name from list that will populate. (**Note:** If DSP name is NOT appearing ensure that DSP has an ACTIVE profile within the Provider Portal)
7. **Staff ID** and **Staff SSN** will auto populate
8. **Select "Save"**
9. **Once you select save, you will then see a submit butting in the**

REMINDER: PROVIDERS MUST "SAVE" and "SUBMIT" SERVICES:
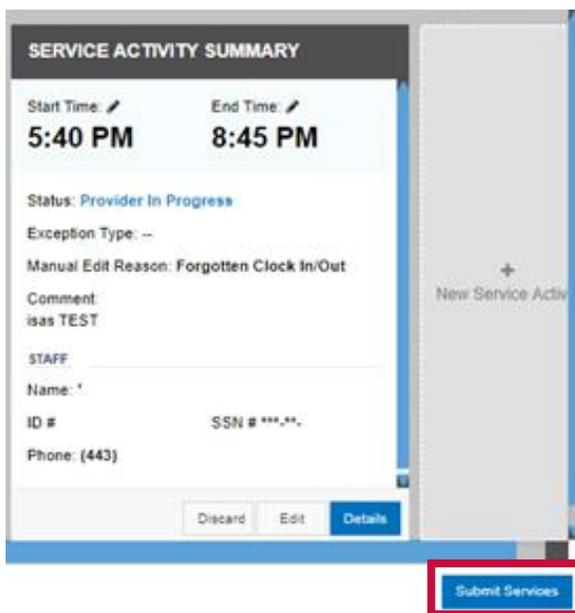
You must **submi**t all services to MDH in order for them to be reviewed. When editing or entering an MTR you must first **SAVE** and then **SUBMIT**. If you do not "**Submit Services**," your services will stay in a service status of "Provider In Progress" and MDH cannot review and pay services.

We recommend that agencies regularly review unsubmitted services. To review saved and unsubmitted services:

1. Select services tab
2. Under the Service Status heading, unselect all service statuses and then select "Provider In
3. Select Search

How to Submit an Adjustment

CLAIM DETAILS

Claim is Paid

Claim Type: **Original**   Claim Status: **Paid**
Procedure Code: Services with Exception: **--**

1. Once the existing claim has been paid or rejected for the specific date of service your agency will be able to submit an adjustment to the existing claim:

2. Select the "Adjust Services" button in the right hand corner. This button will not appear until the claim is in "Paid" or "Rejected" status. This means you must wait until the status is in a paid or rejected status to submit an adjustment.

SERVICE ACTIVITY SUMMARY

Start Time: 📞   End Time: 📞
8:59 PM   **11:51 PM**

Status: **Closed**
Manual Edit Reason:

STAFF

Name:
ID #   SSN # ***-**-

Phone:

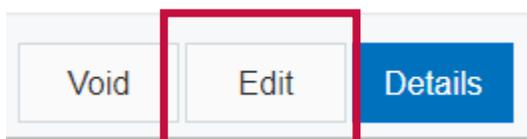Details

Adjust Services   **Void All Services**

3. Decide whether you would like to edit an existing service or submit a new service for that date

Edit:

To edit the service select the "Edit" button at the bottom of the service tile. Proceed with same steps as editing an MTR.

Void   **Edit**   Details

New Service Activity:

To submit a new service select the "New Service Activity" tile next to the existing service tiles. Proceed with same steps as entering a MTR.

+
New Service Activity
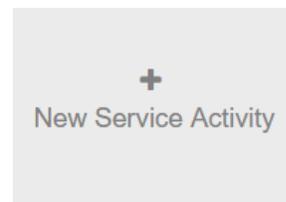
How to Edit a Staff Overlap - Same Provider

1. On the Provider Portal Home page under "Actions required" go to the section "Resolve by Provider" **Staff Overlap - Same Provider**. The count will let you know how many Overlaps are pending. In this example there are 17.

Exception Type	Pending	In-Progress	Total
Staff Overlap - Same Provider	17	0	17
Missing Clock-in	15	0	15
Missing Clock-out	30	1	31

2. Select a service tile and select details to open the service activity summary

Client Name:

ID #
MA #

Services with Exceptions: **1**
Services: **1**   Claims: **0**

3. Select details on the service activity summary to open the details summary page

SERVICE ACTIVITY SUMMARY

Start Time: 📞   End Time: ✏
10:37 AM   **6:23 PM**

Status: **Pending Provider**

Exception Type: **Staff Overlap - Same Provider**

Manual Edit Reason: **ISAS Call Incomplete**

Comment:
1. Staff attempted to clock out. 2.System did not registered it.

STAFF

Discard   Edit   Details

4. In the detail's summary page – select "View Overlap Service" This will open the overlapping service's detail summary page. You can then compare service times and remove the overlapping time by editing or voiding one of the services.

SERVICE   Status: **Pending Provider**   ↩ Back to Summary

Start Time: 📞   End Time: ✏   ☐ Next day Clock-out   Exception Type(s): **1**
10:37 AM   **6:23 PM**

Clock-in OTP: Clock-out OTP: Total Time: Staff Overlap - Same Provider ⓘ
                      --   **7 Hr 46 min** (31 units)   View Overlap Service

Clock In Phone #   Clock Out Phone #
                          --