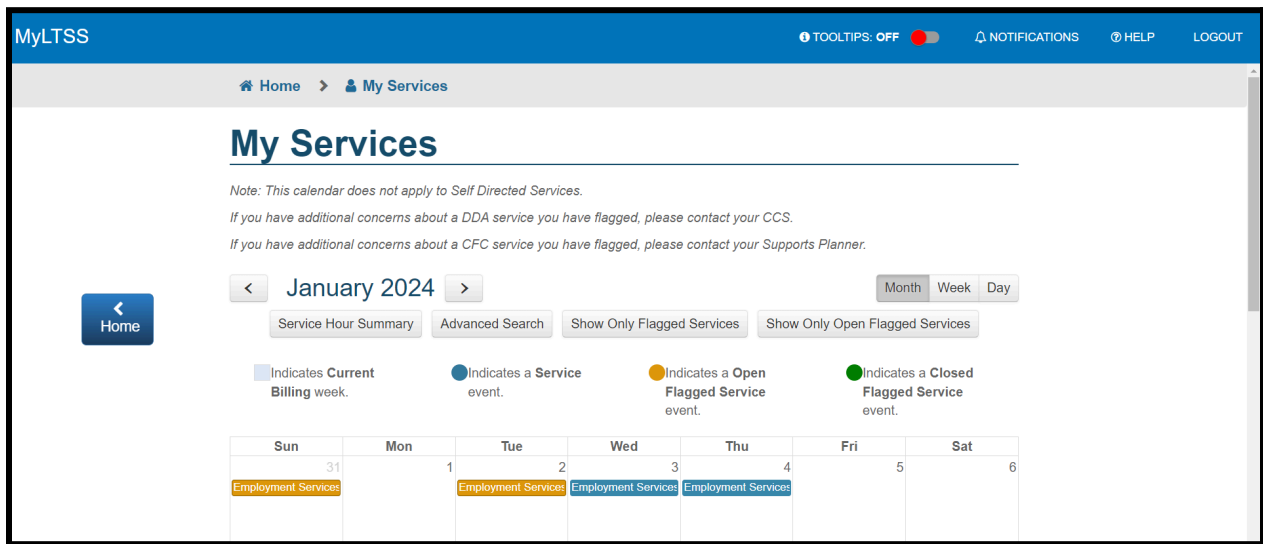


DDA March 2024 Release Items

Within the My Services section of MyLTSS where a participant can review services that have been delivered to them, a new color categorization has been added for 'Open Flagged Services.' This will allow them to easily differentiate between those services they have flagged that have been reviewed and closed by their CCS or Regional Office versus those that are still open and under investigation.



There is also a function available on the page where they can limit the results of what shows on their calendar view to only open flagged services by clicking the 'Show Only Flagged Services' button as seen in the figure below.

List of Open Flagged Services

This page will display all the Flagged Services that have not been closed or awaiting decision till date.

Service Date	Service Name	Provider Staff Name	Provider Location #	Flag Date	Flag Reason	Flag Status
01/02/2024	Employment Services - On-going Job Supports	N/A	357281100	02/14/2024	Provider left early	Under Review
12/31/2023	Employment Services - Follow Along Supports	N/A	357281100	02/14/2024	Provider arrived late	Under Review
12/05/2023	Employment Services - On-going Job Supports	N/A	357281100	02/14/2024	Provider left early	Under Review

Within the Notifications area of MyLTSS, an enhancement has been made to show the comments that were entered by the CCS or Regional Office when a flagged service was reviewed. This will be seen in the form of a comment as seen in the figure below.

Notifications

Employment Services - On-going Job Supports

Service Date: 11/30/2023

Service Time: N/A

Flag Status: Reviewed - No Further Action Required

Flag Completed Date: 02/14/2024

Service Duration: N/A

Flag Status Description: Your Case Manager fully reviewed your flagged service. Please contact your Case Manager with questions.

Comments: test



The Invite a Representative area in MyLTSS has been updated to clearly show what access level/permissions have been granted to any invited representative for that participant.

Home > My Information > My Representatives > Invite a Representative

Invite a Representative

Please select a representative from below to continue.

To edit this information, please contact your Case Manager:

Test Representative

Phone Number: 333-444-5555 Email Address: test@gmail.com

Access Level: Accept/Decline a PCP, Flag Services

Manage Invite Disable Access

When using the Manage Invite functionality, the participant will now have the flexibility to decide what functions they want to grant that representative to perform on their behalf within MyLTSS. In the event none of the options are selected, this implies that the invited representative will have view only access to the participants MyLTSS record.

Please Confirm

You are authorizing this Representative to view your MyLTSS account and perform the actions listed below on your behalf.

If no actions are selected, the representative will only have access to view your MyLTSS account.

Actions

- Accept/Decline a PCP
- Flag Services
- Manage Service Provider Tasks
- Invite/Disable PCP access to Provider

Send Invite Cancel

Within LTSSMaryland, CCS and other....

The screenshot shows a web interface for a user profile. At the top, it says "Profile" and provides metadata: "Created By: MMIS Import", "Created Date: 07/29/2018", "Last Updated By: MMIS Import", and "Last Updated Date: 01/04/2024". There is an "Expand All" button on the right. Below this is a blue header for "MyLTSS" with an "Edit" button. The main section is titled "MyLTSS Representative Access" and contains three buttons: "Send Invite", "Manage Invite", and "Disable Access". Below the buttons is a table with the following data:

Representative Name	Invited?	Registered?	Access
Test Rep1	Yes	Yes	Accept/Decline a PCP, Flag Services, Manage Service Provider Tasks
Test Rep2	Yes	Yes	Flag Services, Manage Service Provider Tasks, Invite/Disable PCP access to Provider

When using the Manage Invite function from the MyLTSS Representative Access section, the user will have the ability to manage what functions a specific representative can perform on behalf of the participant in MyLTSS. To manage the permissions of a specific representative, start by clicking next to their name and then the system will display what current permissions they have. Updates can be made and then click the Submit button to save those changes.

Please Confirm ✕

Representative Name* _____

You are authorizing this representative to view your MyLTSS account and perform the actions listed below on your behalf.

Test Rep1

Test Rep2

Actions _____

If no actions are selected, the representative will only have access to view your MyLTSS account.

Accept/Decline a PCP

Flag Services

Manage Service Provider Tasks

Invite/Disable PCP access to Provider

To disable

Please Confirm ✕

Representative Name* _____

You are disabling this representatives access to MyLTSS

Test Rep1

Test Rep2

To

MyLTSS Representative Access			
Representative Name	Invited?	Registered?	Access
Test Rep1	Yes	Yes	Accept/Decline a PCP, Flag Services, Manage Service Provider Tasks
Test Rep2	No	No	N/A

When...

Please Confirm ✕

Representative Name* _____

You are authorizing this representative to view your MyLTSS account and perform the actions listed below on your behalf.

Test Rep2

Actions _____

If no actions are selected, the representative will only have access to view your MyLTSS account.

Accept/Decline a PCP

Flag Services

Manage Service Provider Tasks

Invite/Disable PCP access to Provider

The CCS will also now have the flexibility to manage Provider access to a participants PCP via the MyLTSS section of the Client Profile.

Profile

Created By: MMIS Import Created Date: 07/29/2018 Last Updated By: Quinones, Nicolas Last Updated Date: 02/20/2024 Expand All

MyLTSS Edit

MyLTSS Provider Access Manage Provider Invite

When managing a Providers access to a participants PCP....

Enable or Disable Access to Test Client's PCP ✕

Provider Location Name	Provider Number	Provider Address	Actions
TARGET COMMUNITY & EDUCATIONAL SERV	357281100	111 STONER AVE, WESTMINSTER, MD 21157	Send Invite Access Disable Access
TARGET COMMUNITY & EDUCATIONAL SERV	357281110	111 STONER AVE, WESTMINSTER, MD 21157	Send Invite Access Disable Access

Close

XYZ

Please Confirm ✕

You are authorizing this Provider to view all your Person Centered Plan information. Would you like to continue?

Test

Enable or Disable Access to Test Client's PCP			
Provider Location Name	Provider Number	Provider Address	Actions
TARGET COMMUNITY & EDUCATIONAL SERV	357281110	111 STONER AVE, WESTMINSTER, MD 21157	Send Invite Access Disable
TARGET COMMUNITY & EDUCATIONAL SERV	357281100	111 STONER AVE, WESTMINSTER, MD 21157	Invite Sent Access Disable

Close

Test

Please Confirm

You are about to disable this Provider's access. Would you like to continue?

CRISP info

Profile

Created By: MMIS Import Created Date: 07/29/2018 Last Updated By: Quinones, Nicolas Last Updated Date: 02/20/2024 Expand All

- ▶ MyLTSS Edit
- ▼ Share CRISP Information Edit


Share CRISP Information

Select the Edit button to grant access or disable access to the clients CRISP information. The selection will be saved automatically.

Yes
 No
 Unknown

PCP acceptance process (name of actual user that did it)...

MyLTSS Dashboard

Category	Information	Action
EDD Request for Information Letter	Letter Date: 05/26/2020	View
Financial Redetermination Due Date	Community Pathways - Waiver Financial Redetermination Due Date: 07/31/2024	
DDA Current Person-Centered Plan (PCP)	Community Pathways - Effective Date: 08/31/2023	View
DDA Due Date for Next Person-Centered Plan (PCP)	Community Pathways - Annual Date: 02/06/2024	
DDA In-Progress Person-Centered Plan (PCP)	Community Pathways - Pending Regional Program Staff Review Proposed Effective Date: 02/06/2024	View Accept  Decline
Contribution To Care (CTC) Amount	Effective 03/2023 - \$110.00 Monthly Effective 04/2023 - \$110.00 Monthly	
Current Plan of Service (POS)	-	

Test...The electronic signature page that is available within the Signature section of the PCP in LTSSMaryland for the CCS to access will also reflect the name of the actual person that accepted the PCP, whether that is the participant or their representative.

Signature

 [Sign](#) 

Test Client (Feb 20, 2024 01:15 PM)

 [Accept](#) [Cancel](#)

Enable MYLTSS Access to MDH Staff and Case Management Agencies

The business intent of this project is to create a path by which support staff within LTSSMaryland such as CCS, Regional Office, Help Desk, etc. can access a participants MyLTSS account in a view only mode in order to assist them with trouble shooting issues or answer questions they may have. The LTSSMaryland user will need to first access the participants record in LTSSMaryland and then through the Client Profile page will be able to click a link that allows them to log into that particular participants MyLTSS account, if they have registered. LTSSMaryland users will be required to reenter their LTSSMaryland login name and password when using this functionality and will need to do so each time they try to access a specific participants record in order to validate who they are and secure the participants information.

The screenshot shows the 'Client Profile' page in the LTSSMaryland system. The top navigation bar includes links for Home, Clients, My Lists, Alerts, Dashboard, Assignments, Reports, Wait Lists & Registries, MW Waitlist, and Client Details. The client's profile information is displayed, including ID, MFP Eligibility, and creation/last updated dates. The 'MyLTSS' section is expanded, showing a checkbox for 'Allow MyLTSS Access' and a link 'Navigate to client's MyLTSS Profile' which is highlighted with a red arrow. There is also an 'Edit' button for the MyLTSS section.

The screenshot shows the 'New Flag' dialog box in the MyLTSS system. The dialog prompts the user to provide details about the service in question. The 'Why are you flagging this service?' dropdown menu is set to 'Provider left early'. There are 'Back', 'Previous', 'Cancel', and 'Submit' buttons. A red box at the bottom right contains the text: 'You are in read-only mode, no change can be made in this mode.'

LTSSMaryland nicolas.quinones (On behalf of: Shaw, Kesha)
Location: Division of Eligibility Waiver Services Menu Account

Home Clients My Lists Alerts Assignments Reports **Client Details**

ID: 2570289AD130200 DOB: MFP Eligible: N/A

Profile
 Created By: MMIS Import Created Date: 07/29/2018 Last Updated By: MMIS Import Last Updated Date: 02/14/2024 Expand All

Client MyLTSS

Profile MyLTSS Access

Client Summary

Case Management

Allow MyLTSS Access

Update the DDA PCP Approval Automation Process for CSQ Compliance and Gap in Effective Dates

Person Centered Plan Status: Pending Regional Program Staff Review Plan Type: Annual PCP View

[Back to List](#) Print Expand All

- ▶ **Risks** **
- ▶ **Rights Restrictions**
- ▶ **Outcomes** **
- ▶ **Service Authorization** **
- ▶ **Documentation** ** Manage
- ▶ **Focus Area Exploration** **
- ▶ **Signatures** **
- ▶ **Service Plan Workflow History**
- ▼ **Auto-Approval Failure Reasons**

Date	Auto-Approval Failure Reasons	Service Name
02/22/2024	Change in HRST Score	
02/22/2024	CSQ Non-Compliance	

Person Centered Plan Status: Pending Regional Program Staff Review **Plan Type:** Revised PCP [View](#)

[Back to List](#) [Print](#) [Expand All](#)

- ▶ [Important FOR Me](#) **
- ▶ [Risks](#) **
- ▶ [Rights Restrictions](#)
- ▶ [Outcomes](#) **
- ▶ [Service Authorization](#) **
- ▶ [Documentation](#) **
- ▶ [Focus Area Exploration](#) **
- ▶ [Signatures](#) **
- ▶ [Service Plan Workflow History](#)
- ▼ [Auto-Approval Failure Reasons](#)

Date	Auto-Approval Failure Reasons	Service Name
02/22/2024	Gap in Effective Date	

DDA Person Centered Plan My List

Type* Show Me* Auto Approval Failure Reason*

All All Individuals who need a PCP reviewed, All individuals with an in progress clarification request, All Individuals with an In Progress Emergency Revised PCP All

Check all Uncheck all

N/A

Above amount limit

Above hour limit

Backdated Effective Date

Change in HRST Score

CSQ Non-Compliance

Date Added To This My List	Last Name	First Name	Enrolled In	Program Type	Annual PCP Date	Type	Agent?	Assigned CCS	Assigned CCS Agency	Actions
02/22/2024	673211 UAT	Pinkie	CP	CP	06/25/2024	Annual		Lindsey Bryant	TOTAL CARE SERVICES INC	View

Score, CSQ Non-Compliance Regional Program Staff Review

Consume Financial Redetermination Due Date from MMIS Client Eligibility File

Client Summary							
Expand All							
▶ Eligibility Information							
▶ Current Assignments							
▼ Current Enrollment							
Program	Enrollment Date	Annual Med/Tech/LOC Due Date	Annual Med/Tech/LOC Status	Waiver Financial Redetermination Due Date	Waiver Financial Redetermination Status	Receiving MDC Services	Actions
Community Supports	01/15/2021	01/08/2025	N/A	12/31/9999	N/A	No	Reset Med/Tech/LOC Due Date

Transactional Reports Phase 2

The following LTSSMaryland reports will be converted from Real Time to Nightly reports.

- CCS - Agency Performances Report
- CCS - Coordinator Productivity Report
- CCS Geographic Differential Tracking Report
- CCS - Waiver Report

Category	Name	Data Frequency	Actions
CCS	CCS - Agency Performance Report	Nightly	View
CCS	CCS - Coordinator Productivity Report	Nightly	View
CCS	CCS - Geographic Differential Tracking Report	Nightly	View
CCS	CCS - Waiver Report	Nightly	View