Background

Over the past six years, the Developmental Disabilities Administration (DDA) has redesigned its service delivery system to be more person and family-centered and built a strong information technology platform to support efficient processes.

The DDA transitioned to LTSS*Maryland* in 2018 for all case management functionalities and eligibility. The entire person-centered planning process lives and is housed in LTSS*Maryland*. These processes will continue, including the requirement for service providers to use LTSS*Maryland* to review and approve services noted on the Person-Centered Plan (PCP).

To continue to ensure fiscal payment strategies used within LTSS*Maryland* are functional, future transitions will be implemented using small groups of providers who volunteer to transition. This transition plan will continue to support the live testing of the new detailed service authorization and fee-for service billing functionality in LTSS*Maryland* and the Medicaid Management Information System (MMIS) prior to full system transition. This testing is being done to reduce the risk of payment issues for all participants and providers.
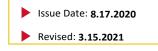
Until the DDA system is fully transitioned into LTSS*Maryland*, the DDA will be operating in two systems: LTSS*Maryland* and the legacy Provider Consumer Information System (PCIS2)

Until further notice:

- **Person-centered plans will be completed and approved in LTSS*Maryland*,**

- **Pilot providers, Personal Supports, and Supported Living Providers that have transitioned shall bill through LTSS*Maryland*, and**

- **All other DDA Providers offering services under the traditional service model will be authorized and billed through PCIS2.**

The DDA remains committed to moving forward with transforming its policies and funding processes to create a flexible, person-centered, family-oriented system of support so people can have full lives.

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Overview

To help stakeholders navigate between the two systems, the DDA is issuing this transition from Provider Consumer Information System (PCIS2) into LTSS*Maryland*: Person-Centered Planning operational guidance.

All participants will follow the same process for requesting services in their Person-Centered Plan (PCP), which has been in place since August 2018 when the new PCP process was launched in LTSS*Maryland*. The Coordinator of Community Services (CCS) will continue to document services requested in the Detailed Service Authorization section of the PCP in LTSS*Maryland* as per DDA's Person-Centered Plan Development and Authorization guidance.

The rates associated with the service authorization is for participant's using the self-directed service delivery model and participants whose providers are billing through the LTSS*Maryland* for fee-for-services (i.e., Pilot, Personal Supports, and Supported Living Providers).

For providers and participants not billing through the LTSS*Maryland* for fee-for-services, final authorization of services (and their approved scope, frequency, duration, and rates) by both the provider and the DDA will occur only in PCIS2.

To crosswalk between LTSS*Maryland* and PCIS2, the provider must review the requested services in the PCP in LTSS*Maryland* and then complete a Cost Detail Tool to apply the rates from PCIS2. If PCIS2 rates apply, then any services authorization by the provider or the DDA in LTSS*Maryland* will not have any final legal effect, unless the participant is self-directing services or the participant's provider is billing through the LTSS*Maryland* for fee-for-services.
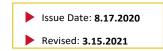
If the provider and participant are participating in the fee-for-service pilot program, then this guidance, for navigating between PCIS2 and LTSS*Maryland*, does not apply. These providers and participants will follow applicable guidance for the fee-for-service pilot program.

Below are some highlights of the information that is contained in the guidance. There is no change to billing procedures. In the Appendix is a chart that shows all of the services that will continue in LTSS*Maryland* and those that will continue to operate in PCIS2.

Person-Centered Planning

Existing Processes That Continue Through the Transition Period

The CCS, in coordination with the person and his or her support team, develops the person's PCP in LTSS*Maryland*, using the detailed service authorization process and listing the services available that would meet the person's assessed needs and preferences. The CCS also works with the person using the traditional service delivery model to select a provider for each service and sends a service referral to the provider through LTSS*Maryland*. The provider must take action to accept or reject the referral within five (5) days. If no action is taken the referral expires and will need to be resent based on the participant's choice.

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The person-centered planning process in LTSS*Maryland* requires month-by-month service planning. The CCS leads a conversation with the person and his or her support team to determine which services the person needs, the amount, and in which months services will be utilized. This is different from PCIS2, where the total services are authorized for the year.

In the example below, the milestone BSS-Behavioral Assessment and BSS-Behavioral Plan services are checked each month to support the flexibility in service delivery and the provider's ability to bill in the actual month that the service was provided. Also, quarter hour unit BSS-Brief Support Implementation and BSS- Behavioral Consultation services have units of service across the entire plan year to support the person's needs and service flexibility.
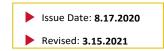
▸ Existing - 12/04/2019	ⓘ BSS - Behavioral Assessment	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	$1,346.64	Accepted 1/17/2020
▸ Existing - 12/04/2019	ⓘ BSS - Behavioral Plan	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	$1,346.64	Accepted 1/17/2020
▸ Existing - 12/04/2019	ⓘ BSS - Behavioral Consultation	40	41	20	22	22	16	18	18	21	40	39	13	$7,908.10	Accepted 1/17/2020
▸ Existing - 12/04/2019	ⓘ BSS - Brief Support Implementation	22	23	20	9	8	9	9	9	9	8	9	9	$1,536.48	Accepted 1/17/2020

New Processes During the Transition Period

Under the traditional service delivery mode, once the services in LTSS*Maryland* are selected, the Cost Detail Tool must be completed which lists the comparable services that are available through PCIS2, including amount, duration, and scope for the PCP plan year. For new participants with no service provider selected, the CCS completes the Cost Detail Tool. For participants with selected providers, the provider completes the Cost Detail Tool and submits it to the CCS. For participants using the self-directed service delivery model, the CCS completes the self-directed budget sheet. Please reference the below resources on service mapping between the two systems:

- At a Glance - Meaningful Day Services - Revised March 15, 2021
- At a Glance - Personal Supports Services - Revised March 15, 2021
- At a Glance - Support Services - Revised March 15, 2021
- At a Glance - Residential Services - Revised March 15, 2021

After the CCS reviews and confirms with the person that the Cost Detail Tool or self-directed budget sheet (as applicable) meets their needs and preferences, they upload it in the PCP documentation section so that it is included with the PCP for submission to the Regional Office through LTSS*Maryland*.

Residential Services: Dedicated Hours

Dedicated hours in LTSS*Maryland* do not directly correlate to add-on hours in PCIS2. This is because there is a difference in how the rates are constructed. See DDA's Person-Centered Plan Development and Authorization - Revised Jan 29, 2021 and Guidelines for Service Authorization and Provider Billing Documentation - Revised Feb 5, 2021 guidance for more information.

In PCIS2, rates for Residential services are based upon the person's matrix scores. Add-ons can be authorized in PCIS2 when a person needs more staffing support than what is included in the rate for the person's matrix. Dedicated hours are not available through PCIS2.

In LTSS*Maryland*, rates for Community Living-Group Home, Community Living - Enhanced Supports, and Supported Living include shared hours based on the size of the home. There is also an option for shared overnight hours. In addition, "Dedicated hours" are used in LTSS*Maryland* when a person needs more staffing support than what is included in the service shared hours that are included in the base rate for the size of the home. These are hours that provide one-to-one or two-to-one staffing for a person.

As part of the person-centered planning process, there should be a discussion of the person's support needs and the number of hours available in the home. If the person's needs cannot be met through residential services base service hours and overnight supports, then a request for dedicated staff hours may be requested. Residential services dedicated hours are provided in either a 1:1 or 2:1 staff to person ratio based on the assessed need to support people with habilitation and community integration.

For people currently in Residential (Community Living - Group Home) services, there will be a consideration of whether the current authorization in PCIS2 continues to meet the person's needs. If the current authorization does not meet the assessed needs, additional service can be authorized.

Meaningful Day Services: 1:1 and 2:1 Staffing

In LTSS*Maryland*, if the participant's needs cannot be met by the Day Habilitation Group services or Community Development Services (2- 4 person groups) then a request can be made for Community Development Services 1:1 and 2:1 Staffing Ratio or Day Habilitation 1:1 and 2:1 Staffing Ratio.

Some Meaningful Day 1:1 and 2:1 staffing hours service authorization can be directly mapped between LTSS*Maryland* 1:1 and 2:1 Staffing Ratio to PCIS2 1:1 and 2:1 add-on hours. However, there are a few differences for some services and how the rates are constructed. LTSS*Maryland* includes 1:1 and 2:1 Staffing Ratios for Community Development Services and Day Habilitation. PCIS2 includes Add-ons that can be associated with Supported Employment, Employment Discovery & Customization, Career Exploration, Community Development Services, and Day Habilitation. Rates in PCIS2 are based upon the participant's matrix scores. As noted above, the approved PCP and Cost Detail Tool (under the traditional service delivery model) will be used to authorize services in PCIS2 and therefore will capture add-on staffing needs for each Meaningful Day Service.

Service Authorization: No Change to Existing Processes

Once the Regional Office receives the PCP through LTSS*Maryland*, the Regional Office Program staff reviews the PCP along with the Cost Detail Tool to confirm that the services meet the person's assessed needs and support the person's outcomes. If approved, the Regional Office Fiscal staff then reviews and enters the information regarding amount, duration, and scope of services from the Cost Detail Tool into PCIS2. The Regional Office then sends a letter to the person and the provider, describing the approved services in PCIS2.

Self-Directed Service Delivery Model Budget Determination

Self-directed budget allocations are based on the traditional service rates outlined in the approved PCP detailed service authorization. CCS works with people who are self-directing to create their self-directed budget sheet. The self-directed budget sheet must include the DDA services authorized in the PCP based on the assessed need. Once approved, the Regional Office will send a letter to the Financial Management Service (FMS) provider, notifying them of the approved PCP and budget.

Service Invoicing and Billing: No Change to Existing Processes

Providers continue to enter attendance and submit invoices for services that were authorized in PCIS2 and provided to the person. There is no change in current processes to certify attendance, invoice, or bill for services. Participants using the self-directed service delivery model submit invoices to the FMS agency. Please see the Service Names, Units and Billing at a Glance chart for a complete list of services, including billing information.

APPENDIX

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Processes in LTSSMaryland and PCIS2

Below is a list of all processes that will continue in LTSS*Maryland* and those that will continue to operate in PCIS2.

LTSS*Maryland* Processes (Continuation of current practice)	Legacy Processes (Continuation of current practice)
DDA applications and eligibility	Services for non-pilot participants will continue to be paid through the PCIS2 and associated invoice processes using existing services, units, and rates
DDA Waiver applications	The cost detail sheet will be used for service authorizations in PCIS2 and submitted with the PCP
DDA assessments including the Health Risk Screening Tools (HRST) and Support Intensity Scale (SIS) assessments	Providers will certify attendance for residential, meaningful day, and personal supports services
Case management activities including comprehensive assessments, monitoring and follow up, Community Settings Questionnaires, activities, and progress notes	Invoices for non-fee payment system (FPS) services
Person-Centered Plans (see additional detail below)	Incident Reporting
Provider service referral acceptance	
Pilot, Personal Supports, and Supported Living provider billing	
Appeal letters	

Services Names, Units and Billing in LTSS_Maryland_ and PCIS2

Service in LTSS_Maryland_	Unit	Service in PCIS2	Unit	Billing for CP Waiver*	Billing for FS and CS Waivers*
Services	Payment Limit	Services	Payment Limit	Invoice/1500 Forms or Electronic Submission	Form or Electronic Submission
BSS - Behavioral Assessment	Milestone	BSS - Behavioral Assessment	Milestone	CP BSS Invoice/1500 Forms or Electronic Submission	PCIS2 Invoice/1500 Form or Electronic Submission
BSS - Behavioral Consultation	15 Minutes	BSS - Behavioral Consultation	15 Minutes	CP BSS Invoice/1500 Forms or Electronic Submission	PCIS2 Invoice/1500 Form or Electronic Submission
BSS - Behavioral Plan	Milestone	BSS - Behavioral Plan	Milestone	CP BSS Invoice/1500 Forms or Electronic Submission	PCIS2 Invoice/1500 Form or Electronic Submission
BSS - Brief Support Implementation	15 Minutes	BSS - Brief Support Implementation	15 Minutes	CP BSS Invoice/1500 Forms or Electronic Submission	PCIS2 Invoice/1500 Form or Electronic Submission

*Billing instructions are for the traditional service delivery model. Self-directed services are billed through the Fiscal Management Service.

Service in LTSS*Maryland*	LTSS Unit	Service in PCIS2	PCIS Unit	Billing for CP Waiver*	Billing for FS and CS Waivers*
Career Exploration	15 Minutes	Career Exploration (Community Supports Waiver) Supported Employment: Career Exploration (Community Pathways Waiver) Employment Discovery and Customization	Day	PCIS2	PCIS2
Community Development Services Community Development Services 1:1 Community Development Services 2:1	15 Minutes	Community Development Services (plus add-ons for individualized staffing patterns) (Community Supports Waiver) Community Learning Services (Community Pathways Waiver)	Day	PCIS2	PCIS2
Community Living - Enhanced Support	Day	Not available	N/A	N/A	N/A
Community Living - Group Home	Day	Residential	Day	PCIS2	N/A

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Service in LTSS*Maryland*	LTSS Unit	Service in PCIS2	PCIS Unit	Billing for CP Waiver*	Billing for FS and CS Waivers*
Co-Worker Supports	Upper Pay Limit	Not available	N/A	N/A	N/A
Day Habilitation Group (Small Group and Large Group) Day Habilitation 1:1	15 Minutes	Day Habilitation (plus add-ons for individualized staffing)	Day	PCIS2	PCIS2
Discovery	Milestone	Not available Note: May be deliverable as a component of any Meaningful Day service	N/A	N/A	N/A
Environmental Assessment	Milestone	Environmental Assessment	Milestone	CP Non-FPS Invoice/1500 Forms or Electronic Submission	PCIS2 Invoice/1500 Form or Electronic Submission
Environmental Modification	Upper Payment Limit	Environmental Modification	Upper Payment Limit	CP Non-FPS Invoice/1500 Forms or Electronic Submission	PCIS2 Invoice/1500 Form or Electronic Submission
Family and Peer Mentoring Supports	15 Minutes	Family and Peer Mentoring Supports	Hour	CP Non-FPS Invoice/1500 Forms or Electronic Submission	PCIS2 Invoice/1500 Form or Electronic Submission

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Service in LTSS*Maryland*	LTSS Unit	Service in PCIS2	PCIS Unit	Billing for CP Waiver*	Billing for FS and CS Waivers*
Family Caregiver Training and Empowerment	Upper Payment Limit	Family Caregiver Training and Empowerment	Upper Payment Limit	CP Non-FPS Invoice/1500 Forms or Electronic Submission	PCIS2 Invoice/1500 Form or Electronic Submission
Follow Along Supports	Month	Not available Note: May be deliverable as a component of Supported Employment services	N/A	N/A	N/A
Housing Support Services	15 Minutes	Housing Support Services	Hour	CP Non-FPS Invoice/1500 Forms or Electronic Submission	PCIS2 Invoice/1500 Form or Electronic Submission
Individual and Family Directed Goods & Services - Staff Recruitment & Advertising	Upper Payment Limit	Individual and Family Directed Goods & Services - Staff Recruitment & Advertising	Upper Payment Limit	Self-Directed Service - FMS	Self-Directed Service - FMS
Individual and Family Directed Goods & Services	Upper Payment Limit	Individual and Family Directed Goods & Services	Upper Payment Limit	Self-Directed Service - FMS	Self-Directed Service - FMS
Job Development	15 Minutes	Not available Note: May be deliverable as a component of any Meaningful Day service	N/A	N/A	N/A

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Service in LTSS*Maryland*	LTSS Unit	Service in PCIS2	PCIS Unit	Billing for CP Waiver*	Billing for FS and CS Waivers*
Live in Caregiver Supports	Upper Payment Limit	Live In Caregiver Supports	Upper Payment Limit	CP Non-FPS Invoice/1500 Forms or Electronic Submission	N/A
Nursing Support Services	15 Minutes	Nursing - Nurse Case Management and Delegation	15 Minutes	CP Non-FPS Invoice/1500 Forms or Electronic Submission	PCIS2 Invoice/1500 Form or Electronic Submission
	15 Minutes	Nursing - Nurse Consultation (only Self-Directed)	15 Minutes	Self-Directed Service - FMS	Self-Directed Service - FMS
	15 Minutes	Nursing - Nurse Health Case Management	15 Minutes	CP Non-FPS Invoice/1500 Forms or Electronic Submission	PCIS2 Invoice/1500 Form or Electronic Submission
On-going Job Supports	15 Minutes	Supported Employment	Day	PCIS2	PCIS2
Participant Education, Training, and Advocacy	Upper Payment Limit	Participant Education, Training, and Advocacy	Upper Payment Limit	CP Non-FPS Invoice/1500 Forms or Electronic Submission	PCIS2 Invoice/1500 Form or Electronic Submission
Personal Supports	15 Minutes	Personal Supports	15 Minutes	N/A	N/A

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Service in LTSS*Maryland*	LTSS Unit	Service in PCIS2	PCIS Unit	Billing for CP Waiver*	Billing for FS and CS Waivers*
Personal Supports - Enhanced	15 Minutes	Not available	N/A	N/A	N/A
Remote Support Services	Upper Payment Limit	Remote Support Services	Upper Payment Limit	CP Non-FPS Invoice/1500 Forms or Electronic Submission	N/A
Respite Care Services - Camp	Upper Payment Limit	Respite Care Services - Camp	Upper Payment Limit	CP Non-FPS Invoice/1500 Forms or Electronic Submission	PCIS2 Invoice/1500 Form or Electronic Submission
Respite Care Services - Day	Day	Respite Care Services - Day	Day	CP Non-FPS Invoice/1500 Forms or Electronic Submission	PCIS2 Invoice/1500 Form or Electronic Submission
Respite Care Services - Hour	15 Minutes	Respite Care Services - Hour	Hour	CP Non-FPS Invoice/1500 Forms or Electronic Submission	PCIS2 Invoice/1500 Form or Electronic Submission
Self-Employment Development Supports	Milestone	Not available Note: May be deliverable as a component of Supported Employment	N/A	N/A	N/A

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Service in LTSS*Maryland*	LTSS Unit	Service in PCIS2	PCIS Unit	Billing for CP Waiver*	Billing for FS and CS Waivers*
Shared Living Levels 1 - 3	Month	Shared Living - Individual Family Care Levels not available	Month	Quarterly Invoice/ 1500 Forms	N/A
Supported Living	Day	Supported Living	Day	N/A	N/A
Support Broker	Hour	Support Broker	Hour	Self-Directed Service - FMS	Self-Directed Service - FMS
Transition Services	Upper Payment Limit	Transition Services	Upper Payment Limit	CP Non-FPS Invoice/1500 Forms or Electronic Submission	N/A
Transportation	Upper Payment Limit	Transportation	Upper Payment Limit	CP Non-FPS Invoice/1500 Forms or Electronic Submission	PCIS2 Invoice/1500 Form or Electronic Submission
Vehicle Modification	Upper Payment Limit	Vehicle Modification	Upper Payment Limit	CP Non-FPS Invoice/1500 Forms or Electronic Submission	PCIS2 Invoice/1500 Form or Electronic Submission

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Service in LTSSMaryland	LTSS Unit	Service in PCIS2	PCIS Unit	Billing for CP Waiver*	Billing for FS and CS Waivers*
Career Exploration	15 Minutes	Career Exploration (Community Supports Waiver) Supported Employment: Career Exploration (Community Pathways Waiver) Employment Discovery and Customization	Day	PCIS2	PCIS2
Community Development Services Community Development Services 1:1 Community Development Services 2:1	15 Minutes	Community Development Services (plus add-ons for individualized staffing patterns) (Community Supports Waiver) Community Learning Services (Community Pathways Waiver)	Day	PCIS2	PCIS2
Community Living - Enhanced Support	Day	Not available	N/A	N/A	N/A
Community Living - Group Home	Day	Residential	Day	PCIS2	N/A

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