

# GUIDANCE FOR OPERATING IN PCIS2 AND LTSSMARYLAND

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## Background

In the past five 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. Over the next year, the DDA will be moving forward with the transition to *LTSSMaryland*, full implementation of waiver services that support people to work and be integrated in their communities, and continuing training to support person and family centered practices. 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.

The DDA transitioned to *LTSSMaryland* in 2018 for all case management functionalities and eligibility. The entire Person-Centered Planning process lives and is housed in *LTSSMaryland*. These processes will continue, including the requirement for service providers to use *LTSSMaryland* to review and approve services noted on the Person-Centered Plan (PCP). This means the provider paper signature page ended July 1, 2020.

Until the DDA system is fully transitioned into *LTSSMaryland*, the DDA will be operating in two systems: *LTSSMaryland* and the legacy Provider Consumer Information System (PCIS2).

Until further notice:

- **Person-centered plans will be completed and approved in *LTSSMaryland*, and**
- **Services will be authorized and billed through PCIS2.**

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## Overview

To help stakeholders navigate between the two systems, the DDA is issuing a Transition from Provider Consumer Information System (PCIS2) into *LTSSMaryland*: Person-Centered Planning and Service Authorization, operational guidance.

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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 *LTSSMaryland*. While the Coordinator of Community Services (CCS) will continue to document services requested in the Detailed Service Authorization section of the Person-Centered Plan in *LTSSMaryland*, rates paid for the requested services and the overall authorized plan budget amount is based on rates in PCIS2.

**For providers and participants not participating in the fee-for-service pilot program, 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 cross-walk between *LTSSMaryland* and PCIS2, the provider (or CCS for participants enrolled in self-directed services) must review the requested services in the PCP in *LTSSMaryland* and then complete a [FY21 Cost Detail Tool](#) to apply the rates from PCIS2. If PCIS2 rates apply, then any services authorization by the provider or the DDA in *LTSSMaryland* will not have any final legal effect, unless the provider and participant are participating in the fee-for-service pilot program.**

If the provider and participant are participating in the fee-for-service pilot program, then this guidance, for navigating between PCIS2 and *LTSSMaryland*, 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 *LTSSMaryland* 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 person-centered plan (PCP) in *LTSSMaryland*, 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 to select a provider for each service, and sends a service referral to the provider through *LTSSMaryland*. 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.

The person-centered planning process in *LTSSMaryland* 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

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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	<a href="#">BSS - Behavioral Assessment</a>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	\$1,346.64	Accepted 1/17/2020
▶ Existing - 12/04/2019	<a href="#">BSS - Behavioral Plan</a>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	\$1,346.64	Accepted 1/17/2020
▶ Existing - 12/04/2019	<a href="#">BSS - Behavioral Consultation</a>	40	41	20	22	22	16	18	18	21	40	39	13	\$7,908.10	Accepted 1/17/2020	
▶ Existing - 12/04/2019	<a href="#">BSS - Brief Support Implementation</a>	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

Once the services in *LTSSMaryland* are selected, the [FY21 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 [FY21 Cost Detail Tool](#). For participants with selected providers, the provider completes the [FY21 Cost Detail Tool](#) and submits it to the CCS. For participants using the self-directed service delivery model, the CCS completes the [FY21 Cost Detail Tool](#) in addition to the self-directed budget. Please reference the below resources on service mapping between the two systems:

- [Meaningful Day Services Planning & Authorization](#)
- [Personal Supports Service](#)
- [Support Services Planning & Authorization](#)
- [Residential Services Planning & Authorization](#)

After the CCS reviews and confirms with the person that the [FY21 Cost Detail Tool](#) 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 *LTSSMaryland*.

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## **Residential Services: Dedicated Hours**

Dedicated hours in *LTSSMaryland* do not directly correlate to add-on hours in PCIS2. This is because there is a difference in how the rates are constructed.

In PCIS2, rates for Residential services and Supported Living in PCIS2 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 *LTSSMaryland*, 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 *LTSSMaryland* 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 services hours, 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) and Supported Living 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 *LTSSMaryland*, if the participant's needs cannot be met by the Day Habilitation Small or Large Group services or Community Development Services (2- 4 person groups) then a request can be made for Community Development Services 1:1 / 2:1 Staffing Ratio or Day Habilitation 1:1 / 2:1 Staffing Ratio.

Meaningful Day 1:1 and 2:1 staffing hours service authorization can be directly mapped between *LTSSMaryland* 1:1 and 2:1 Staffing Ratio to PCIS2 1:1 and 2:1 add-on hours. However there is a difference in how the rates are constructed.

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Some Meaningful Day 1:1 and 2:1 staffing hours service authorization can be directly mapped between LTSSMaryland 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. LTSSMaryland 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 [FY21 Cost Detail Tool](#) 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 LTSSMaryland, the Regional Office Program staff reviews the PCP along with the [FY21 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 [FY21 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 [FY21 Cost Detail Tool](#). Once the PCP and associated [FY21 Cost Detail Tool](#) are approved, people who self-direct must then create their self-direct budget sheet. The self-directed budget sheet must include the DDA services authorized in the PCP based on the assessed need. The budget sheet is submitted to the Regional Office for approval. Once approved, the Regional Office will send a letter to the Financial Management Service (FMS) provider, notifying them of the approved 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 FMSagency. Please see the [Service Names, Units and Billing At a Glance chart](#) for a complete list of services, including billing information.

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# APPENDIX



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- **Processes in LTSS*Maryland* and PCIS2**
- **Services Names, Units and Billing in LTSS*Maryland* and PCIS2**



## Processes in LTSSMaryland and PCIS2

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

<b>LTSSMaryland Processes (Continuation of current practice)</b>	<b>Legacy Processes (Continuation of current practice)</b>
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 modified service funding plan request and cost detail sheet will need to be used to request new or changes to service authorizations
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 provider billing	
Appeal letters	

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## Services Names, Units and Billing in LTSSMaryland and PCIS2

Service in LTSSMaryland	Unit	Service in PCIS2	Unit	Billing for CP Waiver*	Billing for FS and CS Waivers*
Assistive Technology and Services	Upper Payment Limit	Assistive Technology and Services	Upper Payment Limit	CP Non-FPS Invoice/1500 Forms or Electronic Submission	PCIS2 Invoice/1500 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.

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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	Hour	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	Hour	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 Small Group Day Habilitation Large Group Day Habilitation 1:1 Day Habilitation 2:1	Hour	Day Habilitation (plus add-ons for individualized staffing patterns)	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	Hour	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 LTSSMaryland	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	Hour	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	Hour	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 - Nurse Case Management and Delegation	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
Nursing - Nurse Consultation (only Self-Directed)	15 Minutes	Nursing - Nurse Consultation (only Self-Directed)	15 Minutes	Self-Directed Service - FMS	Self-Directed Service - FMS
Nursing - Nurse Health Case Management	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	Hour	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	PCIS2	PCIS2

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<b>Service in LTSSMaryland</b>	<b>LTSS Unit</b>	<b>Service in PCIS2</b>	<b>PCIS Unit</b>	<b>Billing for CP Waiver*</b>	<b>Billing for FS and CS Waivers*</b>
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	Hour	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	CP Non-FPS Invoice/1500 Forms or Electronic Submission	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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Community Development Services Community Development Services 1:1 Community Development Services 2:1	Hour	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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