



# LTSSMaryland Monthly Spotlight

February 11, 2023

Welcome to the latest newsletter! Your guide to new functionalities, upcoming upgrades, and bug fixes.

## System Wide Updates

### Adding New Coverage Groups

#### **Programs: All**

MDH is updating the Coverage Groups in LTSSMaryland to include any new ones and eliminate any outdated ones.

### Allow View Access for Pending Financial Management and Counseling Services (FMCS)

#### **Programs: DDA (Developmental Disabilities Administration)**

Authorized users at FMCS locations assigned to participants with future PCP effective dates will be granted access to their assigned participant's Client Profiles. The FMCS agencies will receive information about the participant in their data extract prior to the PCP effective date.

## Updates to LTSSMaryland

### Enhancements to Money Follows the Person (MFP) Housing Assistance Referral

#### **Programs: OLTSS (Office of Long Term Services and Supports)**

MDH is updating LTSSMaryland to capture critical details about participants' application processes to various housing programs when they go through the MFP program.

### Modifications to Plan of Service (POS) Reviews

#### **Programs: OLTSS (Office of Long Term Services and Supports)**

MDH is in the process of expanding the contract they have with the UCA to take on additional responsibilities. The Utilization Control Agent (UCA) will be taking over all Plan of Service reviews and decisions for CO, ICS, CFC and CPAS. These enhancements allow the UCA to perform all the Plan of Service related functions that MDH currently does when it comes to staff assignments, POS reviews, letters, etc. While this capability is being released, MDH will continue current operations until the contract with the UCA is finalized in the future.

### Modify Logic for MW Plan of Care Automatic Provisional Approval Process

#### **Programs: OLTSS (Office of Long Term Services and Supports)**

MDH is implementing a system enhancement that will allow the Model Waiver CMA to decide whether the Plan of Care should be routed to DONS for provisional approval or automatically approve because there are no significant changes being made.

## February Maintenance Window

Friday, February 10th 8:00 pm  
to  
Saturday, February 11th 2:00 pm

LTSSMaryland updates will be available after this maintenance window.

## Future Release News!

**Next major release: March 2023!**

Look out for the next newsletter for more information on this release!

### Any questions?

Please contact your MDH program liaison.

### **Refactor Business Rules for Level of Care (LOC) Due and Overdue My List**

#### ***Programs: OLTSS (Office of Long Term Services and Supports)***

MDH is implementing a system enhancement to update the system business rules for LOC due and the overdue date calculation for CO, ICS, CFC and CPAS from the “The effective date of the latest approved LOC plus 14 months” to the “The effective date of the latest approved LOC plus 12 months”. With the update of this business rule, the system will display the clients with the due and overdue LOCs correctly, redetermination forms will be submitted on time, and Supports Planning Agencies’ work and overall system effectiveness will be more efficient.

### **Address Performance and Timeout Issues with POS Unit Staff Assignment Pages**

#### ***Programs: OLTSS (Office of Long Term Services and Supports)***

MDH implemented performance optimizations on the POS Staff assignment page to allow for the results of the page to load faster and increase process efficiency for MDH.

### **Modify Time Duration for Auto Save Feature in interRAI and Nurse Monitoring Assessments**

#### ***Programs: OLTSS (Office of Long Term Services and Supports)***

MDH increased the time interval for the auto save feature in the interRAI and Nurse Monitoring Assessments from 45 seconds to 10 minutes to prevent the screen from locking up on users while they are actively performing work.

### **Financial Management and Counseling Services (FMCS) Enhancement for Plan of Service Review**

#### ***Programs: OLTSS (Office of Long Term Services and Supports)***

MDH is implementing a process by which CFC and CPAS Plans of Services for self-directed clients will be routed to the client's assigned FMCS provider for review and decision. While this capability is being released, MDH will continue current operations until the contract with the FMCS is finalized in the future.

### **Update Rate and Annual Cost for Approved Person-Centered Plans (PCP)**

#### ***Programs: DDA (Developmental Disabilities Administration)***

MDH is updating the system to ensure PCP annual rate and annual cost are recalculated and updated whenever there is a change in service billing rates.

### **Allow Authorized Users to Delete Documents Uploaded in Error to Participant Profiles in LTSS**

#### ***Programs: DDA (Developmental Disabilities Administration)***

MDH is updating the system to enable authorized users to delete documents that were uploaded into participant profiles in LTSS in error.

### **Implement a DDA Person Centered Plan (PCP) Approval Automation Process**

#### ***Programs: DDA (Developmental Disabilities Administration)***

MDH is updating the system to enable PCPs to become automatically approved by the system if the PCPs meet certain thresholds specified by DDA Headquarters. This will cut down on the number of manual reviews that have to be performed by the Regional Offices.

### **Update EDD Authorized To Participate (ATP) Alert**

#### ***Programs: DDA (Developmental Disabilities Administration)***

MDH is updating the system to ensure applicable users receive alerts when an ATP is submitted for a participant. In addition, the alert messages are being updated to make it clear what type of ATP is being submitted.

### **Create a Prompt for Initial Community Pathway PCPs that are Submitted Without Residential Services Listed**

#### ***Programs: DDA (Developmental Disabilities Administration)***

MDH is updating the system to ensure a prompt appears when an Initial Community Pathway (CP) PCP is submitted without residential services being listed on the plan. This will help ensure no participant is enrolled in the CP program without the services that qualify them for this waiver.

### **Allow CCS Admin User Roles to View and Edit Staff Profile Login Information**

#### ***Programs: DDA (Developmental Disabilities Administration)***

MDH is enhancing the system to allow additional DDA user groups such as the CCS and Regional Offices to perform the self-service process of setting up login names and emails when creating and updating Staff Profiles within their organization.

### **Date Range Tracking for DDA Service Configuration and Cost Threshold**

#### ***Programs: DDA (Developmental Disabilities Administration)***

MDH is enhancing the system to ensure that updates to the new service configuration and cost threshold module in LTSSMaryland will have an effective date tracking history for purposes of setting the auto-approval thresholds.

### **Date Change Logic and Population Update – Financial Redetermination, DDA Waiver Application Packet, Authorization to Participate (ATP), and Level of Care (LOC)**

#### ***Programs: DDA (Developmental Disabilities Administration)***

MDH is updating the system to ensure that the DDA Waiver Application Packet includes a mandatory field, “Document Date/Signature” to the documentation upload for:

- MA Waiver Application
- Freedom of Choice Form
- EDD Release Form

It also ensures that the ATP pre-populates the Medicaid Application Date from the new “Document Date/Signature” field on the Waiver Application Packet but allows the field to be edited if necessary.

### **REM Assorted Updates**

#### ***Programs: REM (Rare and Expensive Case Management)***

MDH is implementing assorted updates affecting the REM program including:

- Adding a justification reason “Client Not Available” to the REM CMA monthly checklist.
- Adding new REM Activity combinations and adding a column titled “Setting” to the REM Activity module.
- Adding an output column in client attachments under the REM Documents titled “Uploaded By” and allowing certain case management users the ability to delete attachments uploaded by users within their agency.
- Updating the text of the REM No Response to Case Management Letter.
- Updating the business rules for the REM Case Management Plan (CMP) for when an enrollment extension is granted.
- Revising the due dates for the monthly checklist to end each cycle on the last day of the month, replacing the current 30/60/90 day due date calculation.
- Allowing the CMA Provider Relations Rep user role to add a Level of Care (LOC).
- Adding a Progress Notes section to the REM PDN Assessment.
- Changing a business rule to allow Case Management users to add a REM LOC after a participant’s age-out date has passed.
- Adding a Case Management Agency selection option to the REM LOC My List.
- Begin to prepopulate certain additional fields in the REM Assessments.
- Updating LOC rules to allow entry of an Assessment LOC at any time.
- Updating the REM Activity Report input field to display a new option for Client/Family/PCP.
- Modifying the CMA Monthly Checklist rules for activities that qualify for Site Visit and PCP contact.

## **Updates to Provider Portal**

### **Non-EVV Duplicate Service Check Correction**

#### ***Programs: DDA (Developmental Disabilities Administration)***

MDH is updating the system to enable residential providers who billed for retainer days vs normal days to correct their billing without being flagged as a duplicate service.

## **Update the Batch Process Page for the Updated Residential Configuration Process and Develop Ad Hoc and Canned Reports**

### ***Programs: DDA (Developmental Disabilities Administration)***

- Updating the DDA Services Rendered Report to include the “Number of People Authorized” as entered in the billing entry.
- Creating an Infotip that will appear next to the “Number of People Authorized” field to flag services that have a discrepancy.
- Creating a DDA Residential Rate Discrepancy Report that will find all services with a discrepancy in the “Number of People Authorized” field against the number of participants billed for on that date of service for that service type. The downloaded report can be used to batch-correct the services.
- Creating a batch process that will allow you to upload the DDA Residential Rate Discrepancy Report results with the suggested “Number of People Authorized” change. This will give agencies the option to correct services billed at the incorrect rate all at once if there is a discrepancy within *LTSSMaryland* between the number of participants billed at a site against the selected rate.

## **Other Updates**

### **Select minor enhancements and bug fixes in *LTSSMaryland***

- Correcting an issue where the Supports Planner staff assignment was not clearing for some clients when the SPA agency was unassigned from the client.
- Correcting a reporting issue where when using a ‘Select All’ filter to try and produce the results across all Medical Day Care Providers related to ADCAPS was producing an error message.
- Correcting an issue where the CCS State Activities Report was underreporting activities in the Summary View of the report.
- Correcting an issue where the DDA Waiting List and Future Needs Registry Report was duplicating lines and returning incorrect information.
- Correcting an issue where not all the Model Waiver activities were migrated from the legacy system to *LTSSMaryland* during the Model Waiver release in December 2022.
- Correcting an issue where the ATP My List was preventing users from producing results across all ATP Types when using the ‘All’ filter.

### **Select minor enhancements and bug fixes in Provider Portal**

- Correcting the issue where the ‘Program Type’ drop-down parameter menu is blank/empty and not pre-populated with DDA program types within the Provider Portal Claims Report.
- Correcting an issue where the Services Rendered Report Advanced was not returning results.

## ***LTSSMaryland’s* Mission**

*“To provide an online solution to coordinating Medicaid Home and Community-Based Services across programs.”*