



“Frequently Asked Questions” (FAQ) for Daily Rate

What is the Daily Rate for personal assistance services?

The Daily Rate for personal assistance services is a change to the payment method for personal assistance services for Participants who need more than 12 hours per day. DHMH will no longer pay the 15 minute unit rate for more than 12 hours per day. DHMH will pay a flat rate for each pre-authorized day of service over 12 hours *if there is a Daily Rate listed for that day on the Participant’s Plan of Service*. The service definition and requirements remain the same. No other program services are changed.

What if a Participant needs more than 12 hours every day?

Participants will work with their Supports Planner to create a Plan of Service that meets the Participant’s needs. If the Participant does not need more than 12 hours a day, their hourly rate services will remain the same. If a Participant needs more than 12 hours of service every day, they will receive the Daily Rate 7 days per week.

Some Participants may only need more than 12 hours of service on certain days of the week. In this case, the Plan of Service will specify which days will be paid at the hourly rate and which will be paid at the daily rate. A Participant may receive the Daily Rate for personal assistance services on one or multiple days during a week. The days on which a person will receive the Daily Rate for services must be identified on the Plan of Service and supported with a task schedule.

Please note that the Department will no longer approve a specific number of hours of personal assistance per day for participants who receive the daily rate. The plan of service will indicate only the daily rate on the service line. The agency accepting the daily rate must provide the services necessary to meet the participant’s needs each day.

When will the Daily Rate be implemented?

The Daily Rate will be implemented on May 1, 2017. As of May 1, 2017, DHMH will no longer pay the hourly rate for more than 12 hours per day. DHMH will pay a flat rate for each pre-authorized day of personal assistance service over 12 hours. Services that exceed 12 hours and are not pre-authorized for Daily Rate will be cut to 12 hours (48 units).

Who will be affected by these changes?

Participants who are currently approved for more than 12 hours per day of personal assistance will have their Plans of Service converted by the Department to include the daily rate. This conversion will take place on May 1, 2017. All affected Participants and Supports Planners have been notified in writing. Supports Planners will send agencies Service Notification Forms to alert them of the change in rate for affected Participants. After the new Plans of Service are entered on May 1st, Supports Planners will send the POS to the Provider for signature.



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How will Provider Agencies be affected?

Participants who currently receive more than 12 hours of personal assistance services on some days, but do not currently have that schedule approved by the Department will also be affected. As of May 1, 2017, Providers will not be reimbursed for more than 12 hours per day unless a plan with the Daily Rate is approved for that day. The Department has identified the Participants who use more than 12 hours of personal assistance on some days during the week and have contacted the Supports Planners assigned to these Participants. If you have not spoken to the Participant’s Supports Planner regarding this issue, we suggest you do so immediately.

What action does the Provider need to take?

Agencies should speak to the Supports Planner about any Participants that receive more than 12 hours of service per day.

Will Providers still need to use ISAS?

Yes, personal assistance Providers must continue to clock in and out using ISAS for the daily rate. Providers will be able to view Daily Rate services in the ISAS web system, and Daily Rate services will be billed based on the services registered in the ISAS system. Daily Rate services will be billed manually by DHMH which may result in a one week delay in payment.

How will authorized Daily Rate services appear in the ISAS system?

Currently, authorized Daily Rate claims will be paid outside of the ISAS system. Approved daily services will have an ISAS status of "Pending" with an exception type of "Daily Services". Payment will be issued for all services with only "Daily Services" exception pending reason. This will be reviewed and processed by DHMH. No further action is needed by the agency if the service is " Pending" with a reason of "Daily Services".

How will I know that I received payment for Daily Services?

Unfortunately, at this time, Daily Rate claims will not appear in ISAS/LTSSMaryland. Paid daily services will still appear on your agency's remittance advice. Please review your remittance advice for a list of full payment. The procedure code will be W5532 or W5533. To gain access to eMedicaid and the remittance advice, please visit www.emdhealthchoice.org

Do I need to take any actions to receive payment for Daily Services?

Your caregivers must continue to call in and out into the ISAS system. Your agency administrator must continue to submit any missing times in ISAS. As long as the service pending reason is only "Daily Services" then no further action is needed.



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What happens if my daily personal service is not pending only as "Daily Services"?

This may mean that your agency is not authorized to receive Daily Services on that day. DHMH will be actively reviewing these cases and will assist in correcting services provided on the wrong day. Please contact DHMH.isashelp@maryland.gov for additional assistance.

How will the Missing Time Request (MTR) Process Change?

The same rules apply. Provider agencies should continue to follow the MTR guidelines and provide accurate reasons.

How will the Adjustment process change?

The Adjustment process will remain the same except that the total hours submitted can never exceed 12 hours.

What if there is an emergency situation for a Participant where the Daily Rate is not pre-authorized on the Plan of Service?

For emergency situations, please reach out to the Participant’s Supports Planner. The Department is only able to offer the Daily Rate to clients who have been pre-authorized for the daily rate. If you have a client who has an emergency that would require more than 12 hours of care, the Supports Planner will need to submit a new Plan of Service with the Daily Rate on it in order for your agency to be reimbursed at the daily rate. Otherwise, your agency may provide pre-authorized emergency care up to 12 hours each day.

There is **no exception** to the limit on billing for personal assistance hours over 12 hours per day. This limit is a hard cap in the billing system and no exceptions can be made by the ISAS team. The authorization and adjustment process for emergency hours totaling less than 12 per day remains the same.

How will this change affect a Participant who has two Provider Agencies or two staff working for them?

Only one agency will be authorized per day for the Daily Rate. The Daily Rate represents one unit of payment, and cannot be split among agencies on one date of service.

However, agencies may continue to send more than one Staff to serve Participant’s with the daily rate. Each Staff should clock in and out for the services they provide.