



LTSSMaryland Monthly Spotlight

August 12, 2023

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

Updates to LTSSMaryland

Improve Nurse Monitoring Due Date Calculation

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

MDH is addressing an issue with how LTSSMaryland was calculating the Nurse Monitoring Due Date for clients to ensure the Local Health Departments can accurately track when individuals are due for a visit.

DDA PCP Authorizing Units for DDA Support Services on Annual Basis

Programs: Developmental Disabilities Administration (DDA)

MDH is enhancing the DDA Person Centered Plan (PCP) Service Authorization section to allow for specific DDA Support Services to have their units authorized on an annual basis, rather than monthly, to provide flexibility and reduce over authorizations.

Update the CCS Monitoring Form Report and Extract

Programs: Developmental Disabilities Administration (DDA)

MDH is enhancing several areas of the existing CCS Monitoring Form Report and Extract.

- 1) It will now include previously excluded form statuses:
 - a. Not Complete - Annual PCP Date Changes
 - b. Not Complete – Priority Category Updated
 - c. Discarded
- 2) It will provide users with an option to filter the report by current or previously assigned participants and if the form is active or inactive.
- 3) The report and extract will also now include CCS and Supervisor information.
- 4) The report will have a new Attempted Contacts field which will be a hyperlink to an attempted contact's sub report. The sub report will provide the details of each attempted contact for that monitoring form.
- 5) For Regional Office/Headquarters users, they will now be able to select multiple agencies in the dropdown when viewing the report in LTSS.

Update the CCS Client Roster Current Roster Report and Extract

Programs: Developmental Disabilities Administration (DDA)

MDH is enhancing several areas of the existing CCS Client Roster Current Roster Report and Data Extract.

August Maintenance Window

Friday, August 11th 8:00 pm to Saturday, August 12th 2:00 am

LTSSMaryland updates will be available after this maintenance window.

Future Release News!

Next major release: September 2023!

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

Any questions?

Please contact your MDH program liaison.

- 1) When selecting the Full Demographics option for the report or when using the extract, users will now see current mailing, primary address information as well as the agency referral date.
- 2) A new column called 'Total Associated Phone Numbers' will also be added to the report and extract. When the value is clicked, the user will be directed to a new phone number sub report which will list out all the of the participant's associated phone numbers and information. When using the extract, there will be an additional extract subreport that will include all of the participant's phone information.
- 3) For Regional Office/Headquarters users, they will now be able to select multiple agencies in the dropdown when viewing the report in LTSS.

REM Functionality Enhancements

Programs: Rare and Expensive Case Management (REM)

MDH is enhancing functionality for the REM program to create operational efficiencies and streamline business operations for both MDH and the REM Case Management Agencies. The below forms were updated with new workflows and data elements:

- **REM CMP My List** – Add overdue CMPs to the 'Upcoming and Overdue CMP' list
- **Reportable Events My List** – Add Program Type column
- **REM CMP** – Add
 - Workflow history timestamp
 - New Goal Progress status selection options
- **REM Consent Form** - Add
 - New Denial Reason option
 - Timestamp in workflow history
- **REM Assessment Form** – Updated REM Intake Form reference for prepopulating data elements
- **REM Monthly Checklist Report**- Updated data fields and report name
- **REM LOC** – Selecting 'Approve' automatically saves and submits the form
- Add new **REM Enrollment Extension Denial Letter**
- **REM Age Out Date** – New Manual Override button
- **Reportable Events** – New triage routing logic
- **REM Intake My List** – New action links for nurse assignment
- **REM Consent Form** – New action link for staff assignment
- **REM Intake Form** – New Edit option
- **Monthly Checklist** –
 - New carryover logic across months for Due Date and Completion Date
 - Updated qualifying activities for 'Phone Call' checklist task
- **REM Assessment Form** – New Supervisor alerts
- **REM Service Coordination form** – Allow MDH REM Admin to extend form due date

The MDH REM team will provide additional guidance on how these updates impact users at a later time.

Updates to Provider Portal

LTSSMaryland EVV Mobile App Missing Time Request Initiations

Programs: Office of Long-Term Services and Supports (OLTSS) and Developmental Disabilities Administration (DDA)

MDH is expanding the usability of the ISAS EVV App by allowing users to initiate Missing Time Requests (MTR).

Please note that as of the August release, Android App users must have Android OS version 10 to use the App. There are currently no changes for Apple iOS users.

Updates to MyLTSS

Modify Data Fields Needed for MyLTSS Registration

Programs:

Office of Long-Term Services and Supports (OLTSS) and Developmental Disabilities Administration (DDA)

MDH is updating the MyLTSS registration process for participants so that they will not need to have an active Medicaid Number to register for MyLTSS.

Create Ability for Participants to access PCPs in MyLTSS

Programs:

Developmental Disabilities Administration (DDA)

MDH is enhancing the MyLTSS participant portal to create capabilities that will allow DDA participants to:

- 1) View a dashboard of their key information and action items
- 2) Flag delivered services for review by their CCS
- 3) Invite their service providers to have full view access of their Person-Centered Plan
- 4) Electronically accept or decline of their Person-Centered Plan in place of a physical signature

Other Updates

Minor enhancements and bug fixes in LTSSMaryland

- Corrected an issue where a participant was receiving an error message when trying to view/open an attachment present within their Person-Centered Plan in MyLTSS.
- Corrected an issue where users were unable to navigate to the Client Attachments section of a particular client.
- Corrected an issue where a client's primary phone number was displaying incorrectly in their revised Plan of Service.
- Corrected an issue where the Residential Service Provider Configuration module of LTSS was not updating the counts for number of participants residing in the home during the monthly refresh.
- Corrected an issue where a duplicate client record displayed in a report due to inactive insurance information from the Client Profile.
- Corrected an issue where a hyperlink within the Assessment Request Summary and Timeliness Report was producing inaccurate results for the detail report.
- Corrected an issue where an error message was received when trying to open a PDF for a Support Intensity Scale (SIS) Assessment.
- Corrected an issue where clients were not being added to a Waiver Registry Waive appropriately based on 'Date Added' to the Registry.

Minor enhancements and bug fixes in Provider Portal

- Corrected an issue causing duplication of login names when creating new staff profiles in Provider Portal.
- Corrected an issue where providers were unable to search their provider locations in Provider Portal due to an invalid "no results" error.

LTSSMaryland's Mission

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