



LTSSMaryland Monthly Spotlight

May 11, 2024

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

System Wide Updates

DDA 2:1 Personal Support Service Authorization Billing

Programs: Developmental Disabilities Administration (DDA)

MDH is implementing a new DDA EVV service for 2:1 Personal Supports, to account for individuals served by more than one staff member at a time. This update will contain all elements to implement this new EVV service including its addition to the service authorization section of the Person Centered Plan, and all EVV billing-related functionalities.

Updates to LTSSMaryland

Model Waiver Functionality Enhancements

Programs: Model Waiver (MW)

MDH is updating Model Waiver functionality and forms to enhance business processes and increase the visibility of information related to reporting and compliance. This work will also expand the use of the Model Waiver Nursing Notes feature for the Rare and Expensive Case Management (REM) program. Also included in this update is a confirmation message when signing out of LTSSMaryland, pre-population of representative addresses in the client profile, and the ability to designate the owner of a phone number listed in the client profile.

Remove Current Services Section from Printed Version of MW Plan of Care

Programs: Model Waiver (MW)

MDH is enhancing the printed version of the Model Waiver Plan of Care to no longer display information from the Current Services page within the client's record.

New SPA Nurse Monitoring - Activity Report

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

MDH is establishing a new SPA Activity Detail Report that allows for SPA's and MDH to better track logged SPA activity information.

New DDA Community Pathways Notification ATP Type for Change in Residential Services and Report

Programs: Developmental Disabilities Administration (DDA)

MDH is creating a new Authorization to Participate (ATP) type for the Community Pathways program. This ATP will be used as a notification tool to communicate with EDD when there is a change in residential services for a participant. EDD will then update the person's contribution to care requirement. This new ATP type will be used to communicate about individuals both entering and leaving residential services. In addition, a new report will be built to monitor activities related to this new ATP type as well as help identify any participants who are stuck in

May Maintenance Window

Friday, May 10th 8 PM
to
Saturday, May 11th 12:30 PM

LTSSMaryland updates will be available after this maintenance window.

Future Release News!

Next major release: June 2024!

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

Any questions?

Please contact your MDH program liaison.

a scenario where they have residential services with no CTC amount or have a CTC amount even though they are not receiving residential services for the Community Pathways program.

Update OTP Assignment and Unassignment Process

Programs: All

MDH is enhancing the OTP assignment pages in *LTSS Maryland* so that when a user tries to assign or unassign a device from a participant they are notified/warned to make sure they communicate with other case managers that are serving that participant. There will also be a workflow history section added to the OTP assignment page that provides a history of the actions taken and who took those actions in regard to the OTP device for that participant.

Update MDS Assessment Import Process to Include New Section GG

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

MDH is enhancing the current MDS Assessment import process to start receiving and displaying the new Section GG within *LTSS Maryland*. This update will also include reprocessing of MDS assessments that were imported to *LTSS Maryland* between October 2023 through May 2024 to ensure that Section GG is displayed where appropriate.

Allow Maryland Access Point (MAP) & Local Health Department (LHD) User Roles to See Letters

Programs: Office of Long-Term Services and Supports

MDH is enhancing the view permissions of MAP and LHD user roles to allow them to view letter information across programs to better assist participants and stay up to date in decisions that are being made.

Update View Permissions for Utilization Control Agent (UCA) Plan of Service (POS) User Roles

Programs: Office of Long-Term Services and Supports

MDH is increasing the view permissions of the UCA POS related user roles to the client record, improving their ability to review Plans of Service. Additional areas include:

- Model Waiver Assessment
- Brain Injury Plan of Service
- DDA Person Centered Plan
- REM PDN Assessment
- Service Authorization forms

Updates to Provider Portal

Update Search Functionality in Provider Portal

Programs: All

MDH is updating the search tools with new “fuzzy” match, multi-select, and sorting capabilities in several areas of Provider Portal, including:

- Services and Claims Search (EVV and Non-EVV)
- Overlap Search
- Exceptions Search (EVV and Non-EVV)
- Multiple Billing and Single Billing
- Clock In/Out Search
- Service Billing Phase-in Date module

This update will improve users’ ability to modify search inputs and find results they are interested in.

Resubmitting BI Non-EVV Claims

Programs: Brain Injury (BI)

MDH is implementing an initiative that changes the claim re-submission logic for Brain Injury Non-EVV claims. In addition, the re-submission of Brain Injury claims (EVV and Non EVV) via the batch process will also be implemented as part of this initiative.

Other Updates

Minor enhancements and bug fixes in *LTSS Maryland*

- Correcting an issue where DDA PCPs were being approved by the system despite provider acceptance being in a status of “cancelled”.

- Correcting an issue preventing some new Autism participants from importing into *LTSSMaryland*.
- Correcting an issue where a user was receiving the message “Error: One Case Program must exist for the CS program type” when attempting to submit the Financial and Overall Decision CS form for one participant.
- Correcting an issue where a client, who was no longer enrolled in the REM program, was showing up in the results of the REM MMIS Medicare Report.
- Correcting an issue where users could not enter an end date and transition dates for some client addresses in *LTSSMaryland* due to missing information that impacted billing.
- Correcting an issue where the ‘All’ filter for the CSQ My List was not displaying accurate results because it did not have the summation of the results when running for Residential and Day respectively.
- Addressing a performance issue with loading time for the EVV Services Rendered Report for CCS Agencies.
- Resolving an issue where activities with a State Payment activity status did not appear in the CCS's Activity Calendar in the 'Review Daily Activity' in error.
- Resolving an issue where authorized users were unable to delete services that had an end date when doing a revised Annual Person Centered Plan.
- This resolves the issue of inactive authorized representatives displaying within the representative drop-down on copied letters when the previously authorized active representative becomes inactive.
- Resolving an issue where incorrect symbols were displaying on the printed version of the Model Waiver Plan of Care.
- Resolving an issue where the incorrect rate was displaying for the Family Consultation service on the imported Autism Plan of Care.
- Resolving an issue where the DDA Authorized Services Detail report was not pulling in all the authorized services.
- Resolving an issue where the DDA Service Ineligibility Letter could not be created for a specific client.

Minor enhancements and bug fixes in Provider Portal

- Correcting an issue where the Actions Required section of Provider Portal displayed incorrect values for ‘Redetermination Due in 90-60-30 days’ counts.
- Correcting an issue allowing more than one ‘SystemAccount’ to be created for the EVV Mobile app if users double clicked during the “Create Account” process. This issue resulted in the message, “Error: You are not authorized for this application. Please contact your supervisor,” when attempting to log into their account for the *LTSSMaryland* EVV Mobile App.
- Improving processing of claim resubmissions for BI EVV and Non-EVV services.
- Resolving an issue preventing Home Health providers from accessing the client details page for clients they serve in Provider Portal.
- Resolving an issue where the MA# was not populating for providers on the Multiple Billing Entry page.
- Resolving an issue where EPSDT service plans did not generate upon clicking Details in Provider Portal
- Resolving an issue where the uploaded file for resolving overlap exceptions was not working for PDN and Home Health client overlap exceptions.

***LTSSMaryland's* Mission**

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