

April Maintenance Notice

Dear LTSSMaryland and Provider Portal Users,

We will be conducting important maintenance for the LTSSMaryland and Provider Portal websites tonight. During this timeframe, the LTSSMaryland and Provider Portal websites will NOT be available to users.

Upcoming Maintenance Snapshot

April Maintenance

LTSSMaryland and Provider Portal Website Outage

Updates in this newsletter are active after this outage

April 11th 9 PM - April 12th 6 PM

Additional Outage

April 18th 9 PM - April 19th 8 AM

Training Environment Outage

April 14th 8 AM-5 PM

May Maintenance

LTSSMaryland and Provider Portal Website Outage

May 9th-May 10th

Subject to change

Important Note: The ISAS call-in system and LTSSMaryland EVV Mobile App offline mode **will be available**. EVV billing providers must continue to record their time as usual.

The mobile app needs to sync with the most recent participant and provider information within 48 hours of using offline mode. We recommend all staff log in any time Friday to ensure offline mode works as intended. An error message will appear if data was not synced.

More details on setting up offline mode [can be found here](#).

Thank you for your patience and understanding as we work to continue improving the LTSS*Maryland* and Provider Portal websites.

LTSS*Maryland* Newsletter

Welcome to the LTSS*Maryland* newsletter, your guide to new functionalities, upcoming upgrades, and bug fixes!

Updates to LTSS*Maryland*

CRISP Interface

Programs: All

MDH is establishing an interface to enable communication with CRISP, a health information exchange portal to expand the incoming information into LTSS*Maryland*. This initiative will also enable creation of additional alerts to users.

Modification to Pre-population for Rare and Expensive Case Management Emergency Information Form (EIF) and Assessment

Programs: Rare and Expensive Case Management (REM)

MDH is enhancing the Rare and Expensive Case Management Emergency Information Form to ensure it and the REM Assessment have matching data points. This will enable information to prepopulate back and forth between the forms.

Update Appeal Rights Language on Rare and Expensive Case Management Letters

Programs: Rare and Expensive Case Management (REM)

MDH is revising the appeal rights language of REM Letters to reflect the change in days from letter receipt to days from the date on the letter.

New Reports: Plan of Service Productivity and Plan of Service Submission

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

MDH is establishing two new reports: Plan of Service Productivity for Clinical Support Detail Report and Plan of Service Submission Report. These reports will be used by the Office of Long-Term Services and Supports to monitor and track the productivity of staff and have clear visibility as to where Plans of Service for Community Options (CO), Increased Community Services (ICS), Community First Choice (CFC) and Community Personal Assistance Services (CPAS) are within the process.

Automation of Discard of Plan of Service Based on Denials, Disenrollment and Death

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

MDH is introducing a new overnight job that will be discarding CO, ICS, CFC, or CPAS Plans of Service in open status in cases where the participant dies, is disenrolled or denied service. This work will also enhance the Revise Action to allow copying and submitting a discarded CO, ICS, CFC, or CPAS Plan of Service.

Developmental Disabilities Administration - Person-Centered Plan Overlap Business Rule Change and Active Indicator

Programs: Developmental Disabilities Administration (DDA)

MDH is modifying the existing hard stop error that restricts a Person-Centered Plan from being approved with overlapping effective dates, if the new Person-Centered Plan being saved is of a different program type. This update also expands view access permissions on the Person-Centered Plan list page to view the information icon “This PCP was approved but never became active”.

Data Patch to delete a Developmental Disabilities Administration Comprehensive Assessment and open a new in-progress one

Programs: Developmental Disabilities Administration (DDA)

MDH is issuing a data patch that deletes a Comprehensive Assessment that was submitted in error.

Update Business Logic for Identifying a Pending Medical Day Care Waiver Applicant

Programs: Medical Day Care (MDC)

MDH is enhancing the business logic for identifying a pending applicant for the Medical Day Care Waiver using the Medical Day Care Enrollment Packet in LTSSMaryland.

Turn off Overall Decision Form Automation for Frozen Records and Turn off Autism Special Program Code Check in Overall Decision Form

Program: Eligibility Determinations Division (EDD)

MDH is addressing an issue where the Overall Decision Form automation process was generating forms within the records of frozen/duplicate participants within LTSSMaryland. This update also removes a business rule within the Overall Decision Form that was checking for Autism Waiver special program codes. This rule is no longer necessary because the Autism Waiver Overall Decision Form is now built in LTSSMaryland and can be used to prevent concurrent enrollment.

Updates to Provider Portal

Add additional digits to Electronic Visit Verification Application Client and Provider Identifying Information

Programs: All

MDH is enhancing the LTSS*Maryland* Electronic Visit Verification Mobile Application to display more information for provider location and client, so users can select the correct option.

Other Updates

Minor enhancements and bug fixes in LTSS*Maryland*

- Correcting an issue where the DDA Waiver Application Packet was not correctly referencing information from an In Progress DDA Level of Care form into the enrolled checklist, even though the task had been completed.
- Correcting an issue where Nurse Monitors were not seeing participants within their Nurse Monitoring My List results if the participant did not have an actively assigned Supports Planning Agency.
- Correcting an issue where users were missing the delete action link for services within the DDA Person Centered Plan in the event they created that Person Centered Plan through the revision process and those services already had an end date.
- Correcting an issue where the DDA Super User was unable to delete services from a DDA Person Centered Plan that was created by revising an Auto Extended Person Centered Plan.
- Correcting an issue where users were receiving an error message when trying to save progress notes within Reportable Events if those progress notes contained special characters.
- Correcting an issue where Supports Planner activities were getting an incorrect process exception related to billing indicating they did not have a program association.
- Correcting an issue where Maryland Access Point related staff were not able to view information within a participant's record related to Community Options Registry Letters.
- Correcting an issue where the Eligibility Determinations Division Case Manager Assignment page was displaying the incorrect program enrollment status for some participants.
- Correcting an issue where the incorrect text was displayed within the Autism Waiver MMIS Waiver Transaction Form.
- Correcting an issue where an entered email address in the Rare and Expensive Case Management Assessment was not displaying on the view page after being saved.

Minor enhancements and bug fixes in Provider Portal

- Correcting an issue where staff using the Electronic Visit Verification Mobile Application were receiving an object reference error when trying to log in during a scenario when they had an unapproved mobile authorization request.
- Correcting an issue where the hyperlink for number of Clients Served in the EVV Services Rendered Report - Provider Staff Service Summary Report gave users an error message instead of navigating them within the participant's record.
- Correcting an issue where certain users were encountering errors when searching in the default staff search.

- Correcting an issue where service details pages with multiple service activities were sometimes incorrectly stacked vertically instead of horizontally.

Any Questions?

Please contact your MDH program liaison.

The helpdesk e-mail address has changed! To report an issue with system functionality not behaving as expected, contact the LTSS*Maryland* technical helpdesk at **mdh.ltsshelpdesk@maryland.gov**.