

August Maintenance Notice

Dear LTSS*Maryland* and Provider Portal Users,

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

Upcoming Maintenance Snapshot

August Maintenance

LTSS*Maryland* and Provider Portal Website Outage

Updates in this newsletter are active after this outage

August 8th 9 PM - August 9th 3:15 PM

Additional Outage

August 15th 9 PM - August 16th 8 AM

Training Environment Outage

August 11th 9 AM-5 PM

September Maintenance

LTSS*Maryland* and Provider Portal Website Outage

September 5th-6th

Subject to change

Important Note: The ISAS call-in system and LTSS*Maryland* 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!

System Wide Updates

Updates to Support Brain Injury Waiver Amendment

Programs: Brain Injury (BI)

MDH is introducing two new services to the Brain Injury Waiver; Residential Habilitation Level 4 and Residential Habilitation Level 5. Workflows in LTSS*Maryland* and Provider Portal will be updated to support the authorization and billing of these new services.

Updates to LTSS*Maryland*

Add Address Change Authorization To Participate Type

Programs: All

MDH is creating a new Authorization To Participate (ATP) Type for Address Changes for participants enrolled in Community Options, Increased Community Services, Brain Injury, Model Waiver, Family Supports, Community Supports, and Community Pathways. This new ATP type will initiate communications to inform the Eligibility Determination Division when a participant has a change in address.

Developmental Disabilities Administration Person-Centered Plan Updates

Programs: Developmental Disabilities Administration

MDH is enhancing the permissions of Regional Office users for the Developmental Disabilities Administration program so that they can make timely decisions on Person-Centered Plans that are in clarification request or consult request. It also provides the ability for the Regional Office users to end date services within an auto extended Person-Centered Plan. Coordinators of Community Services and Regional Office users will also be given the ability to revise the participant's most recent active Person-Centered Plan, even if it already has an end date.

Developmental Disabilities Administration Client Attachment Category and Data Patch for Historical Data

Programs: Developmental Disabilities Administration (DDA)

MDH is introducing four new Developmental Disabilities Administration specific client attachment categories for documentation related to DDA applications, archive documents, forensic, and letters. This update also moves historically uploaded Developmental Disabilities Administration attachments that were placed into incorrect categories into the Developmental Disabilities Administration Archive category.

Brain Injury Waiver Plan Of Service Updates

Programs: Brain Injury (BI)

MDH removed the Monthly Frequency Type selection from the Brain Injury Plan of Service Form.

Updates to Provider Portal

Add Agency Name to Call History in EVV Mobile App

Programs: All

MDH is updating the Call History and Clock In/ Out screens to display both the Provider Location Name and Provider Number in both online and offline modes. This update supports staff who work across multiple agencies or programs by making it easier to distinguish between provider sites when clocking in and out.

Provider Portal Workflow Source Modification Update

Programs: All

MDH is updating the modification source listed in the service details workflow history to accurately reflect when clock in and outs are initiated from the LTSS*Maryland* EVV Mobile Application.

Allow Resubmission of Non-EVV Services Following Person Centered Plan/Eligibility Corrections

Programs: Developmental Disabilities Administration (DDA)

MDH is enhancing the system to ensure that the Developmental Disabilities Administration providers can resubmit billing for all activities that have previously been disapproved, discarded, or voided.

Add Specialty Code Logic to Claims Generation Process

Programs: Autism Waiver (AW)

MDH is introducing a new exception type: "Provider # does not have the approved and active specialty code for AW Services". If an Autism Waiver provider site is missing the required specialty code, the status of the associated Service Activity will now be set to "Pending Provider". This update is intended to assist providers by flagging potential MMIS claim rejections due to missing specialty codes- an issue that previously resulted in unclear claim rejection messages.

Other Updates

Minor enhancements and bug fixes in LTSS*Maryland*

- Correcting an issue where the Coordinator of Community Services - Agency Activities Report Activity Description column incorrectly inserted ‘'s’ if there was an apostrophe used in the description entered by the Coordinator of Community Services.
- Correcting an issue where the check errors functionality in the Rare and Expensive Case Management Private Duty Nursing Assessment was incorrectly labeling a field as having a missing value even though it was completed.
- Correcting an issue where services failed to generate on auto-extend Person-Centered Plans. This correction will ensure that any missing services are correctly added to the auto-extended Person-Centered Plans.
- Correcting an issue from the July 2025 release where a data patch that was applied to Plans of Service to apply the new auto approval failure logic incorrectly added a line item to the workflow history of the Plan of Service indicating a secondary submission.
- Correcting an issue from the July 2025 release where Support Planner Agency users were unable to use the revise functionality for the Plan of Service unless they were within 60 days of the client’s Med/Tech Redetermination Due Date.

Minor enhancements and bug fixes in Provider Portal

- Correcting an issue in the “EVV Services Rendered Report Advanced” - “Service Detail Level” returning duplicate records within the “Pending Adjustment Details.”
- Correcting an issue where when running the Flagged Services Report, Provider Portal Staff Report, or Service Details Report for a specific Client ID, the reports would not return any results if they contained information greater than a year old.

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**.