

July 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

July Maintenance

LTSSMaryland and Provider Portal Website Outage

Updates in this newsletter are active after this outage

July 11th 9 PM - July 12th 3:15 PM

Additional Outage

July 18th 9 PM - July 19th 8 AM

Training Environment Outage

July 14th 9 AM-5 PM

August Maintenance

LTSSMaryland and Provider Portal Website Outage

August 8th - August 9th

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!

System Wide Updates

Emergency POS Hour Entry and Exception

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

MDH is updating the Plan of Service (POS) functionality to allow authorization of Emergency Service provision directly in an Approved POS. The addition of Emergency Hours will allow short-term increases in a provider's available billable hours on top of the existing baseline Personal Assistance or Shared Attendant authorization. Providers would then be able to bill against these updated limits immediately.

Updates to LTSS*Maryland*

Enhancements to MyLocation/Staff Page

Programs: All

MDH is enhancing navigation on the MyLocation/Staff Page. This update will add a staff search option under Menu > Administration > My Locations tab. Users will be able to enter in the first and last name and search all locations associated with a particular staff member.

Enhancements to the Community Setting Questionnaire Form - Add Indicator to Address Field

Programs: Brain Injury (BI)

MDH is adding an indicator next to the current address of a participant on the "Address to Receive Services" under the Plan of Service and on "Residential" under the Community Settings Questionnaire. The current address will be the same as the current address noted on the participant's profile.

Update Developmental Disabilities Overall Decision Form and Waiting List Functionality

Programs: Developmental Disabilities Administration (DDA)

MDH is enhancing the following areas within Developmental Disabilities Administration functionality:

- Enhance the Developmental Disabilities Administration Global Deactivation business rules
- Update the business logic to modify participant's Developmental Disabilities Administration waiting list status based on the 'Dependent of Legal Resident who is an Active Military Service Member' field and the participant's current address

- Enable the “Hold” capability on the Developmental Disabilities Administration Waiting List for all participants in all statuses, except “Inactive” and “On Hold” with a reason of “Military Family”
- Allow authorized users to create a ‘Deny’ or ‘Disenroll’ State Funded Overall Decision Form for a participant based on their enrollment or Developmental Disabilities Administration Waiting List status
- Ensure that the Developmental Disabilities Administration Eligibility Application Status report displays accurate information
- Implement a data patch to change the participant’s Waiting list and Wave statuses based on specific conditions.
- Modify the existing Global Deactivation business rules and ensure that events are created in the “DDA Waiting List, Future Needs Registry, and Wave Information” section for updates to a participant’s Waiting List status.

Developmental Disabilities Administration - Update to Eligibility Letters

Programs: Developmental Disabilities Administration (DDA)

MDH is modifying the Developmental Disabilities Administration Eligibility Letters in LTSS *Maryland* with updated content. Changes within the letters are associated with verbiage, dynamic fields and enclosures within the letters.

Update Plan of Service Functionality

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

MDH is updating the following functionality on the Plan of Service

- Align the Annual Plan of Service auto-approval failure reasons for Plans of Service for Community Options, Increased Community Services, Community First Choice and Community Personal Assistance Services to the Revised Plan of Service
- Update the approval workflow for Revised Plans of Service in the Community Options, Increased Community Services, Community First Choice and Community Personal Assistance Service programs
- Update the auto-approval logic for Annual and Revised Plans based on changes in the Service Frequency Type fields
- Revise the auto-approval business rule for Signature Required

Implement a Process that Allows Support Planning Agencies to Pull a Plan of Service Back for Updates

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

MDH is allowing Support Planning Agencies to recall submitted Plans of Service in order to make updates. This is intended to remove the administrative burden on the department and the Utilization Control Agent. This update also adds info Tips on the status columns of the Plan of Service List Page and Plan Of Service My List Page.

Modify Rules for When an Annual Plan of Service Can be Created

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

MDH is enhancing the Plan of Service for Community Options, Increased Community Services, Community First Choice and Community Personal Assistance Services by preventing Support Planning Agency users from creating a Plan of Service with the 'Annual' type unless the current system date is greater than or equal to the Med/Tech Redetermination Due Date-60 Days.

Block Assessment and Plan Of Care Request Auto Generation from Approved Financial Eligibility Form for Enrolled Community Option Participants

Program: Office of Long Term Services and Supports (OLTSS)

MDH is modifying the Assessment and Plan of Care Request auto generation logic so that when a Financial Eligibility form for Community Options is submitted as approved, it will only auto-generate the Assessment and Plan of Care Request if the participant is not already enrolled in Community Options.

Implement Hard Stop When Plan of Service Cost Exceeds Cost Neutrality Threshold

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

MDH is enhancing system business rules for the Emergency Services on Community Options or Increased Community Services Plan of Service functionality by implementing a hard stop when cost of the plan exceeds the "Cost Neutrality Threshold". This will prevent cases of Community Options or Increased Community Service plans with emergency services exceeding their cost neutrality and ensure that such plans follow the correct cost guidelines.

Updates to Provider Portal

None at this time

Other Updates

Minor enhancements and bug fixes in LTSSMaryland

- Correcting an issue where a Regional Office was unable to request clarification on a Developmental Disabilities Administration Waiver Application Packet due to an error message related to a backend data issue.
- Correcting an issue related to temporary services in the Plan of Service for Community Options, Increased Community Services, Community First Choice and Community Personal Assistance Services programs where users were not seeing the baseline of partial weeks in the interface and saving the baseline service was deleting the partial week for that service.
- Correcting an issue where when creating Developmental Disabilities Administration Eligibility Letters, the address content of the participant populated at the top of the letter was combining information across multiple addresses from the Client Profile.

Minor enhancements and bug fixes in Provider Portal

- Update claims process to allow MDH to adjust claims when MMIS returns multiple paid 835s.
- Correcting an issue where when running billing related reports using a specific Client ID the reports were not returning results for services beyond 1 year in time.

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**.