

June 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

June Maintenance

LTSSMaryland and Provider Portal Website Outage

Updates in this newsletter are active after this outage

June 13th 9 PM - June 14th 1:15 PM

Additional Outage

June 20th 9 PM- June 21st 8 AM

Training Environment Outage

June 16th 9 AM-5 PM

July Maintenance

LTSSMaryland and Provider Portal Website Outage

July 11th - July 12th

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

Update the Services Rendered Reports to pull Pending Adjustment Information

Programs: All

MDH is updating the Services Rendered Reports to display details regarding current pending adjustments so that users have a full picture of the service activities and any adjustments that have been requested against them.

Updates to LTSS*Maryland*

Turn On Approve and Disenroll Overall Decision Form Automation Process

Programs: All

The Overall Decision Form automation process for approvals and disenrollment will be turned on for all additional waivers going forward based on changes to special program code information received from MMIS.

REM Program Enhancements

Programs: Rare and Expensive Case Management (REM)

MDH is making a series of enhancements across Rare and Expensive Case Management related functionality in LTSS*Maryland* to improve operational efficiencies for the program. The updates are identified below:

- Updates to the Overall Decision Form to display MCO information
- Add service authorization information from other programs to the Rare and Expensive Case Management PDN Assessment to assist with the planning and authorization of Private Duty Nursing hours
- Improve prepopulation between forms by updating the Rare and Expensive Case Management Assessment to mirror content across sections that are present in the Rare and Expensive Case Management PDN Assessment and the Rare and Expensive Case Management Emergency Information form.

- Updates to the Rare and Expensive Case Management Emergency Information form to capture Nursing Provider information as well as Primary Caregiver work schedule
- Updates to relationship types for representatives in the Client Profile
- Modification to a business rule for tracking individuals that are still pending their Rare and Expensive Case Management Consent to Enroll form
- Updates to the ad-hoc reporting system to capture all new data fields

REM Assessment Update for Medications and Notice of Privacy Practice (NPP) Date

Programs: Rare and Expensive Case Management (REM)

MDH is adding a new field to the Rare and Expensive Case Management Assessment to capture whether a participant is taking medications and updating prepopulation rules for the NPP Date across assessments.

Disable Requirement for Submitted Financial Eligibility Form to complete Denial Overall Decision Form

Programs: Eligibility Determination Division (EDD)

MDH is removing the requirement for a submitted financial eligibility form prior to completing a Denial Overall Decision form for waivers.

Allow Local Health Departments to See LTSS Screening Form

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

MDH is enhancing the view permissions of the Local Health Department Assessor related user roles to give them access to view content from the LTSS Screening form within their jurisdictions' assigned client records.

Updates to Provider Portal

Add Employment Type Field to Display in Additional Areas in Provider Portal to Increase Visibility

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

MDH is adding staff employment type details in additional areas of Provider Portal, including on the staff summary page and in the Provider Portal Staff Report, so that users can view providers' employment specifics easier.

Give Autism Waiver Provider Access to Existing Billing Reports

Programs: Autism Waiver (AW)

MDH is adding Autism Waiver service types to existing Provider Portal Reports. Autism Waiver Admin Providers and Billing Providers will be able to run these reports, which include:

- EVV Services Overlap Report
- ISAS - Services Rendered Report Advanced
- OTP - Assignment Report

Other Updates

Minor enhancements and bug fixes in LTSS*Maryland*

- Correcting an issue where Developmental Disabilities Administration participants were showing as pending applicants on the Client Summary page in the Program Snapshot section even though they did not meet the requirements to be a pending applicant.
- Correcting an issue where the Developmental Disabilities Administration data dump was returning duplicate records when a participant had multiple events on the same date tied to the same Developmental Disabilities Administration Wave ID.
- Correcting an issue where historic programs for Living at Home (LAH) and Waiver for Older Adults (WOA) had Plans of Service still showing as active within clients records when they should not be.
- MDH will now include discarded Plans of Service in the Plan of Service productivity report.
- Correcting an issue where Auto Extended Plans of Care were not generated after the Regional Office user selected the Reactivation button on the last active Plan of Care.
- Correcting an issue where MDH was receiving an error message when trying to save updates to the Support Planning Agency location capacities.
- Correcting an issue in one Plan of care where an end date was not appearing after the annual Plan of Care date had elapsed.

Minor enhancements and bug fixes in Provider Portal

- Correcting an issue where an Autism Waiver Plan of Care was improperly capping services on the last date authorized on the plan.
- Correcting a performance issue causing the Advanced Claims Report to not load and time out when running for a specific participant and date range combination. This typically only occurred when entering a longer date range and only for the Detail view of the report and not the Summary view.

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**.