

May 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

May Maintenance

LTSS*Maryland* and Provider Portal Website Outage

Updates in this newsletter are active after this outage

May 9th 9 PM - May 10th 4:40 PM

Additional Outage

May 23rd 9 PM - May 24th 8 AM

Training Environment Outage

May 12th 8 AM-5 PM

June Maintenance

LTSS*Maryland* and Provider Portal Website Outage

June 13th - June 14th

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!

Updates to LTSS*Maryland*

Allow Manual Addition of Comprehensive and Priority Category Assessments After Prior Forms are Discarded or Abandoned

Programs: Developmental Disabilities Administration (DDA)

MDH is allowing authorized Developmental Disabilities Administration Regional Office users to manually add and submit Comprehensive Assessments. This update will also ensure that when a Comprehensive Assessment form is discarded or abandoned the associated Eligibility Determination and Priority Category forms are as well. Finally, this update allows the Eligibility Application status report to include new columns with Comprehensive Assessment and Coordinators of Community Services information.

Update Developmental Disabilities Administration Waitlist Status When Returned to Waitlist from a Wave

Programs: Developmental Disabilities Administration (DDA)

MDH is updating the business logic of Developmental Disabilities Administration participants being returned to the waitlist so that they return with a priority category of “Current Request”.

Community Options Registry Letters and Community Options Application for Reconsideration Process Update

Programs: Office of Long Term Services and Supports (OLTSS) and Eligibility Determination Division (EDD)

MDH is implementing a new version of the initial and final Community Options Registry letters and adding a process to track Community Options applicants that are going through a reconsideration process after an initial denial. This update will also modify the workflow of the Community Options application process in LTSS*Maryland* so that applicants will only proceed with an assessment and plan of care request after a financial eligibility determination approval is met.

Update Completion Date Logic for REM Assessment in REM CMA and Model Waiver and REM CMA Monthly Checklists

Programs: Rare and Expensive Case Management (REM)

MDH is updating the completion date logic for the REM Assessment in the REM CMA monthly Checklist to accurately reflect the completion of the task and resolve the need to justify a task that has actually been completed.

Address Inactive Providers in the Plan of Service

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

MDH is enhancing the provider search functionality when adding services to the Plan of Service for Community Options, Increased Community Supports, Community First Choice and Community Personal Assistance Services to ensure that inactive providers can not be searched for, added, or submitted on a Plan of Service.

Updates to Provider Portal

Add site Address Field to Reduce Site Not Authorized Exceptions

Programs: All

MDH is enhancing areas such as the Person Centered Plan, service plan search, and service claim file, in Provider Portal and Reports to help providers and programs to select the correct site on the Person Centered Plan and to more readily view site locations on the activities.

Make Void Button Available Directly on All Non-EVV Claims

Programs: Developmental Disabilities Administration (DDA)

MDH is updating the Void functionality for Non-EVV Activities in Provider Portal, so that the actions can be applied directly on paid claims, without having to perform any additional steps such as clicking 'adjust' first.

Modify Claim Creation Process to Prevent Duplicate Claims

Programs: Developmental Disabilities Administration (DDA)

MDH is fixing the issue where the same service generated two original claims. Provider Portal will now treat such services as adjustments, so that they can be properly billed.

Other Updates

Minor enhancements and bug fixes in LTSSMaryland

- Correcting an issue where Person Centered Plans had units reduced down to zero for months after their effective end date of the Person Centered Plan.
- Correcting an issue where logged Coordinators of Community Services activities were duplicating themselves in the results of the CCS - Agency Activities Report, causing inaccurate reporting.

- Correcting an issue in LTSS*Maryland* where users were unable to navigate within the client record for some client records due to data issues.
- Correcting an issue where there were data inconsistencies between the SPA - Activity Summary Report and the SPA - Daily Hours Report because the Daily Hours Report was incorrectly including information on discarded Support Planning Agency activities.
- Correcting an issue where users were receiving “(1) Error(s) Error: Search criteria did not return any results” within the CCS - Client Roster Report, when attempting to filter/limit results to ‘Include Full Demographics’.
- Correcting an issue where the hyperlink included within the export function of the Level of Care My List was not correctly navigating the user within the participant’s record.

Minor enhancements and bug fixes in Provider Portal

- Correcting an issue where billed service activities that had multiple overlapping exceptions had the hyperlink hidden in the Exceptions Type column due to a permission issue.
- Correcting an issue where Provider Portal was not retaining the sections of the user from within the Service Date Details screen when using the Overlap Bypass functionality and trying to save.
- Correcting an issue where the MDH comments, MMIS Decision Reason and Modified Information were not displaying on the claim details of the Service Date Details page.
- Correcting an issue where EVV services were failing to trigger the “Client LTSS Program does not align with MMIS waiver program exception” in error.
- Correcting an issue where when using the ‘Override POS Cap’ bypass function in combination with stock language updates in Provider Portal, the system was incorrectly adding additional subscriptions to that event in the backend.
- Correcting an issue where the claims generation process was erroneously including the Units from Claims in a “Rejected” status of EVV services, triggering the Weekly POS Cap earlier than it should have been.
- Correcting an issue where discarded service activities were not being included in the same claim group as other related claims in error.

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**.