October 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

October Maintenance

LTSS*Maryland* and Provider Portal Website Outage
Updates in this newsletter are active after this outage
October 18th 8 PM - October 19th 1 PM

Additional Outage
October 25th - October 26th

Training Environment Outage
September 20th - September 23rd

November Maintenance

LTSS*Maryland* and Provider Portal Website Outage
November 15th - November 16th
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 9 Digit Zip Code in Client Profile Address Section
Programs: All
MDH is updating the Client Profile Address section to accommodate 9-digit zip codes when a Provider's address is selected. When a 9-digit zip code is entered, the system will automatically remove the final four digits during the pre-population and store the zip code in 5-digit format, allowing the address to be saved within the client profile.

Update Ethnicity Options in Client Profile
Programs: All
MDH is enhancing the ethnicity field in the Demographics section of the Client Profile to include the new selection options of Middle Eastern and North African.

Disregard SPC Span with A86 Disenrollment Codes
Programs: All
MDH is updating the MMIS client eligibility import process to no longer import special program codes with an A86 disenrollment code. This code is considered a void and blocks other processes such as enrolling in a new program by creating the appearance that there are overlapping enrollment spans.

Store DDA PCP Recalculated Service Cost so It Can be Pulled for Reporting
Programs: Developmental Disabilities Administration (DDA)
MDH is enhancing the field in the DDA Person Centered Plan Service Authorization section that shows the recalculated cost per service due to rate changes. This field will no longer be calculated each time

the page loads, allowing it to be pulled into the Authorized Services Report without causing system performance issues.

Update DDA Wave Rollover Business Logic
Programs: Developmental Disabilities Administration (DDA)
MDH is introducing an automated rule to move participants on Transition Youth Wave in Pending status as of June 30 of the fiscal year to Waiting List, so that authorized DDA Regional Office users can add them to the wave in the next fiscal year.

Update Rules for Discarding and Correcting DDA Level of Care (LOC) Forms
Programs: Developmental Disabilities Administration (DDA)
MDH is updating the Person Centered Plan (PCP) Super User role to improve the DDA LOC workflow and allow MDH to correct mistakes on submitted forms. This update will allow MDH users to edit and discard submitted DDA Level of Care forms. This update will also update the LOC to set the default response for the form's "I certify that this individual meets Level of Care: **" as an open value for authorized CCS users' entry.

SPA Activity Detail Report Updates
Programs: Office of Long-Term Services and Supports (OLTSS)
MDH is enhancing the SPA Activity Detail Report to show all SPA activity data logged by a Support Planning Agency location instead of limiting the data to actively assigned clients. The order of the columns will also be rearranged to show more critical pieces of information towards the front of the report.

Update Rules for ADCAPS 120 Day Schedule
Programs: Medical Day Care (MDC)
MDH is updating the Adult Day Care Assessment and Planning System (ADCAPS) 120-day business rule to store the effective date as the date the MDC Provider begins the assessment (conducted on date) for subsequent ADCAPS (not initial or transfer). This will ensure the 120-day schedule is based on the 'Conducted On Date' and not the 'Submitted Date'.

Configuration Page for ICD Code Updates and REM Business Rules for Those Codes
Programs: Rare and Expensive Case Management (REM)
MDH is creating a configuration page to manage the master list of ICD codes that are referenced throughout LTSSMaryland, allowing for updates to ICD codes and business rules that affect the REM program.

Updates to Provider Portal

Restrict EVV Service Type Changes when Claim Group is Ready for Processing
Programs: All
MDH is restricting users' ability to change service types when a claim group is ready for claim processing.

Enhance Claim Creation process to skip Claim Groups with new Service Activities
Programs: All
MDH is enhancing the system to prevent rejected claims due to incorrect reference number to the previously paid claim.

Allow DDA Provider Program Staff and Director roles to see the Home Page Actions Required Section
Programs: Developmental Disabilities Administration (DDA)
MDH is enhancing the permissions of DDA providers by allowing program staff and program director roles to see the pending exceptions on the actions required section of Provider Portal. This will allow these users to handle some billing exceptions by following up with the CCS or DDA.

Fixing Shared Service Activity Duplicate Check
Programs: Department of Nursing Services (DONS)
MDH is removing the hard stop that is preventing shared service activities from being created when there is already a valid claim group present for the shared client. Instead, the system will check for existing claims before creating shared service activities.

Remove Overlap Exception across Home Health Disciplines
Programs: Department of Nursing Services (DONS)
MDH is updating the Home Health Client Overlap business rules to allow providers to add different overlapping Home Health services for the same client. Users will still receive the warning about the overlap, but it will not prevent submission or set an exception on these services.

Update LTSS*Maryland* EVV Mobile Application for Brain Injury Waiver Services
Programs: Brain Injury (BI)
MDH is enhancing the LTSS*Maryland* EVV Mobile Application for Brain Injury service providers to allow them to clock in and out for Virtual Services.

Update Autism Waiver Respite Annual Cap Calculation Period
Programs: Autism Waiver (AW)
MDH is updating the Cap calculation logic for Respite Care services (W9314) under Autism Waiver and to be checked based on the State Fiscal Year (July 1-June 30).

Other Updates

Minor enhancements and bug fixes in LTSS*Maryland*
- Correcting an issue where users were being navigated to the incorrect clients record when utilizing the view links for the Appeals form from the Task List Summary Page.

- Correcting an issue where addresses that did meet the definition of a community setting were being incorrectly tagged as non compliant in the CSQ Non-Compliance Report.
- Correcting an issue where a hyperlink within the DDA HRST form was incorrectly navigating the user to Provider Portal instead of opening the contents of the form.
- Correcting an issue causing the DDA Wave Detail Report to display a mismatch counts on the Summary view compared to the Detail view.
- Correcting an issue where there was an incorrect mapping of DDA wave categories and names within LTSS*Maryland,* which was preventing the Regional Offices from successfully submitting the DDA Waiver Application Packet after selecting the appropriate/correct category the client should have been in.
- Correcting an issue in the Plan of Service (POS) My List preventing users from finding clients that have a Pending Decision POS for CO, ICS, CFC or CPAS if they did not have an associated auto approval failure reason.

Minor enhancements and bug fixes in Provider Portal
- Correcting an issue that was causing the staff name to disappear when editing service activities.
- Correcting an issue causing an error in the EVV Services Rendered Report when pulling services with negative latitudes in the GPS coordinates.
- Correcting an issue that was causing some service activities to display multiple times within the exception's search results.
- Resolving an issue that prevented users with invalid SSN's in their staff profiles from seeing all of their agencies in their app accounts.

Any Questions?

Please contact your MDH program liaison.

To report an issue with system functionality not behaving as expected, contact the LTSS*Maryland* technical helpdesk at ltsshelpdesk@ltssmaryland.org.