

September 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

| September Maintenance | |
|--|---|
| LTSSMaryland and Provider Portal Website Outage <i>Updates in this newsletter are active after this outage</i> | September 13th 8 PM - September 14th 1:30 PM |
| Additional Outage | September 20th - September 21st |
| Training Environment Outage | September 20th - September 23rd |
| October Maintenance | |
| LTSSMaryland and Provider Portal Website Outage | October 18th - October 19th <i>Subject to change</i> |

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 LTSSMaryland and Provider Portal websites

LTSSMaryland Newsletter

Welcome to the *LTSSMaryland* newsletter, your guide to new functionalities, upcoming upgrades, and bug fixes!

Updates to *LTSSMaryland*

REM Program Functionality Updates

Programs: Rare and Expensive Case Management (REM) Program

MDH is updating the Rare and Expensive Case Management (REM) functionality. This enhancement changes several items including reports, assessments, and other forms used by the REM CMA and MDH.

Updates to the Waiver Slot Category Field in the DDA Waiver Application Packet

Programs: *Developmental Disabilities Administration (DDA)*

MDH is enhancing the Waiver Slot Categories available for selection when completing a DDA Waiver Application Packet and introducing functionality to help guide Coordinator of Community Service (CCS) users to choose the correct option based on the participant's situation. This update also includes new rules for moving participants across waves and the waiting list, as well as new wave statuses and the alignment of existing reports with the new information.

Update FMCS Permissions to Existing Reports

Programs: *Developmental Disabilities Administration (DDA)*

MDH is enhancing the permissions of Financial Management and Counseling Services (FMCS) users to allow them to access the following reports:

- DDA Authorized Clients Report
- DDA Authorized Services Report
- All Person-Centered Plans Report
- CCS-Annual PCP Status Report

Allow SPA Users to Initiate Redetermination Assessments and POC Requests

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

MDH is enhancing the permissions for Supports Planning Agency (SPA) users (Admin, Supervisor, and Supports Planner) to allow them to create and submit Redetermination Assessments and POC Requests.

Turn Off the 60 Day Backdating Rule for MW Activities

Programs: *Model Waiver (MW)*

MDH is updating Model Waiver functionality to allow MW Case Management Agencies (CMA) to add activities that are more than 60 days old.

Updates to Provider Portal

Allow Edit Access for Ready Status EVV Services

Programs: All

MDH is enhancing the system to grant Admin Providers and Billing Providers edit access (Edit/Save/Submit/Discard/Void) on EVV services in Ready status, widening the window to make modifications needed prior to claim creation.

Unique Staff ID for Provider Portal Staff Profiles

Programs: All

MDH is adding a new Staff ID to staff profiles to eventually replace the Social Security Number (SSN) for billing purposes. This staff ID will launch in three steps:

- **September 14, 2024:** After maintenance completes, the Staff ID will begin appearing in the staff profile
- **Late September- Early October:** The new version of the EVV Mobile App will be available in app stores. Going forward, users must use the new Staff ID when creating an account
- **Early - Mid October:** The ISAS Telephone EVV system will be updated to accept the Staff ID instead of SSN. Until this time, staff must continue using SSN.

MDH will provide additional guidance on the new Staff ID in a separate communication.

Update EVV and Non EVV Billing Functionality for BI Waiver Services

Programs: Brain Injury (BI)

MDH is implementing additional functionalities to support clients associated with the Brain Injury Program, including:

- Enhance the Client module within Provider Portal to support clients enrolled in the BI Program
- Update the Batch processing module to include BI services
- Update the Overlapping Services search within the Services Search module to include BI EVV services
- Update the Compliance module to support both BI EVV and Non EVV services
- Update the Services Search module to support tag functionality for both BI EVV and Non EVV services
- Implement new exception "Contact MDH ISAS" for both BI EVV and Non EVV services
- Update hyperlinks on existing BI Provider Portal reports directing users to the Client Profile
- Implement two new reports for BI Services
 - BI Services Rendered Advanced Report
 - BI Authorized Services Report

Other Updates

Minor enhancements and bug fixes in *LTSSMaryland*

- Correcting an issue with DDA Regional Office users incorrectly receiving alerts about CCS Agency Assignments.
- Correcting an issue where Regional Fiscal Staff could not properly filter the DDA State Payment Report utilizing the Agency filter.
- Correcting an issue where users were unable to delegate as other staff within their agency when they were permitted to do so from the primary authorization page.
- Correcting an issue where Appeal related information was not accurately populating in the SPA Roster and Oversight Report because the system was looking for the presence of an In Progress form instead of one that was already submitted.

Minor enhancements and bug fixes in Provider Portal

- Correcting an issue where the keyboard shortcut Shift+Click was not working when trying to resolve exceptions due to a technical upgrade that was made in the system.
- Correcting an issue where DDA HQ and RO staff were prevented from setting a valid billing phase-in date for providers rendering and billing Day Habilitation services through Provider Portal.
- Correcting an issue where attachments could not be uploaded to the client record in Provider Portal due to an error with the attachment categories not displaying.

Monthly Training Environment Maintenance Notice

The Training Environment will be unavailable due to maintenance on September 23rd. This does not impact the main *LTSSMaryland* / Provider Portal website.

Any Questions?

Please contact your MDH program liaison.

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