September 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

September Maintenance

LTSS*Maryland* and Provider Portal Website Outage
Updates in this newsletter are active after this outage
September 5th 9 PM -September 6th 4:15 PM

Additional Outage
September 12th 9 PM - September 13th 8 AM

Training Environment Outage
September 8th 9 AM-5 PM

October Maintenance

LTSS*Maryland* and Provider Portal Website Outage
October 3rd-October 4th
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!

System Wide Updates

Allow Retroactive Editing of Residential Services to Remove or Add Overnight Supports
Programs: Developmental Disabilities Administration (DDA)
MDH is updating the system to allow authorized DDA Headquarters and Regional Office staff to retroactively update the overnight supports (Y/N) designation for residential payment rates by modifying the effective start and end dates. Once these changes are made at the site level, DDA Providers can resubmit claims in the Provider Portal to correct payment rates for any periods that were previously billed incorrectly.

Additionally, providers will now be able to view their Provider Location Profile in Provider Portal to determine whether a site has overnight supports enabled or disabled, along with the applicable date range. The profile will also display the jurisdiction/county assigned to each location. These enhancements will help providers ensure their site information is accurate, ensure providers will be paid at the correct rates, and can assist in resolving any payment rate discrepancies.

Updates to LTSS*Maryland*

Community Settings Questionnaire (CSQ) Form Enhancements
Programs: Brain Injury (BI) and Developmental Disabilities Administration (DDA)
MDH is adding verbiage to the end of participants' addresses indicating whether a Community Settings Questionnaire (CSQ) has been created for that address.

Expand access to the Redetermination Application client Attachment Category
Programs: Developmental Disabilities Administration (DDA)
MDH is introducing a new attachment type - "Redetermination Application" - for Coordinator of Community Services (CCS) users within the Client Attachment section of LTSS*Maryland.* This new option

will also be included in both the CCS Client Attachments Report and the CCS Client Attachments Data Dump, allowing for improved tracking and reporting of redetermination documents.

Update Business Logic for Classifying Pending Applicants for DDA Community Pathways (CP), Family Supports (FS), and Community Supports (CS)
Programs: Developmental Disabilities Administration (DDA)
MDH is updating the business logic in LTSS*Maryland* for classifying Pending applicants for Community Pathways, Community Supports, and Family Supports to look specifically at the DDA Waiver Application and uploaded MA Application documents in order for the applicant to qualify as pending.

Implement Strict Limit to Emergency Service Authorization at Cost Neutrality Level 2
Programs: Office of Long Term Services and Supports (OLTSS)
MDH is updating the Emergency Service Functionality for CO or ICS Plan of Services so that when a user enters a service that exceeds the Plan's Level 2 cost neutrality, the system will produce an error message to prevent the user from continuing.

Updates to Provider Portal

Add Staff Login ID to Provider Portal Reports
Programs: All
MDH is updating reports to add a new column to display staff members' app log-in IDs so that billing and administrative staff do not have to look up staff individually. The following reports are affected:
- Brain Injury Report-Services Rendered
- DDA Services Rendered Report
- EVV Mobile App Assignments Report
- EVV Services Rendered Report
- EVV Services Rendered Report-Advanced
- PDN and HH EVV Services Rendered Report-Advanced

Allow Providers to Void Claims After Changes to Service Plan or Eligibility
Programs: Developmental Disabilities Administration (DDA)
MDH is ensuring that when previously paid DDA Non-EVV service activities are voided, the "Site not authorized on the service plan" exception will no longer be triggered. This prevents the exception from blocking claim submission and ensures that the voided claim can still be submitted to MMIS successfully.

Add Autism Participants to the Redeterminations Due for Client Dashboard in Provider Portal
Programs: Autism Waiver (AW)

MDH is creating access for Autism Waiver Providers and Maryland State Department of Education (MSDE) to track Autism Waiver participants that have an upcoming Financial Redetermination through the Provider Portal.

Other Updates

Minor enhancements and bug fixes in LTSS*Maryland*
- Correcting an issue where a Residential Community Settings Questionnaire form that was pending review was unable to be sent back for clarification request if there were missing answers within the form.
- Correcting an issue where the submit button was being made available to SPA users on a Pending POS Decision Plan of Service, even though this is a function they are not authorized to perform.
- Correcting a data issue where individuals were being incorrectly classified as Crisis Resolution category on the DDA Waiting List.
- Correcting an issue where SPA users who attempted to submit a Provisional Plan of Service that they created by copying from another Provisional Plan of Service, were blocked because LTSS*Maryland* tried to apply auto approval logic to that Plan of Service.
- Correcting an issue where the Provider signature page on the printed version of the Plan of Service for CO, ICS, CFC and CPAS was incorrectly removed. This will be addressed for both historical Plans of Service, ones currently being developed, and any future Plan of Service.
- Correcting an issue for individuals that incorrectly have multiple pending cases for the same program type, such as Community Supports.
- Correcting a data issue preventing the submission of a Community Options Application Form.

Minor enhancements and bug fixes in Provider Portal
- Correcting an issue preventing Home Health providers from entering in Physician Mapping on the Service Date Details page in certain scenarios.
- Correcting an issue in the Services tab of the Provider Portal where queries spanning more than one week were timing out.

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**.