November 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

November Maintenance

LTSS*Maryland* and Provider Portal Website Outage
Updates in this newsletter are active after this outage
November 15th 8 PM - November 16th 1 PM

Additional Outage
November 22nd - November 23rd

Training Environment Outage
November 18th

December Maintenance

LTSS*Maryland* and Provider Portal Website Outage
December 13th- December 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*

Add Nightly Process to Correctly Set the Current Medical Assistance (MA) Number in Client Profiles
Programs: All
MDH is implementing a new nightly process in LTSS*Maryland* that will compare the current system date to Medical Assistance eligibility spans of all clients to ensure that the Medical Assistance number set as "Current" in LTSS*Maryland* is accurately updated.

Update Provider Import to Check Inactive Providers that are Now Active
Programs: All
MDH is updating the MMIS Provider import file to analyze providers that were previously marked as inactive in LTSS*Maryland* and reactivate their profile if the MMIS Provider file now has them as an active provider.

Remove the ability for Support Planning Agency (SPA) to Delete Activities and Replace with Discard
Programs: Office of Long Term Services and Supports (OLTSS)
MDH is removing the ability for Supports Planning Agencies (SPAs) to delete activities they have logged for a participant. This function is being replaced with the discard functionality so that previously entered activities can still be audited.

Hide Pending Medical Day Care (MDC) Status if Client is Enrolled in Another Waiver and Receiving Medical Day Care Services
Programs: Office of Long Term Services and Supports (OLTSS)
MDH is updating LTSS*Maryland* functionality that marks a participant as a pending applicant for the Medical Day Care (MDC) waiver. If they are enrolled in another waiver program and receiving Medical

Day Care services via that waiver, the system will no longer designate them as pending for Medical Day Care Waiver.

Grant Reportable Events Report access to Support Planning Agencies
Programs: Office of Long Term Services and Supports (OLTSS)
MDH is providing Support Planning Agency users with access to the following reports where they can monitor information related to Reportable Events for the participants they serve:
- RE-Detailed Report
- RE-Provider Report
- RE-Summary Report

Update Billing Process for interRAI by Contractors
Programs: Office of Long Term Services and Supports (OLTSS)
MDH is updating interRAIs to assign assessments associated with Contractors a 'Not Billed by System' status so that claims are not being generated for assessments that should not be billed.

Update Plan of Service (POS) Status Report to Include Information on Auto-Approved Plans of Service
Programs: Office of Long Term Services and Supports (OLTSS)
MDH is updating the Plan of Service-Status Report to include information on auto-approved Plans of Service for Community Options, Increased Community Service, Community First Choice and Community Personal Assistance Services programs.

Create a Coordinator of Community Service (CCS) PCP Contacts Report
Programs: Developmental Disabilities Administration (DDA)
MDH is implementing a new nightly report titled 'PCP Contacts Report' to display Service Plan (excluding any Discarded or Denied plans) information for all DDA Participants. This implementation also creates a Coordination of Community Services Extract of the new canned Person-Centered Plan Contacts Report.

Add Supported Living and Shared Living Under the Self-Directed Service Person-Centered Plan
Programs: Developmental Disabilities Administration (DDA)
MDH is enhancing the DDA Self-Directed Service Person-Centered Plan to make the Supported Living and Shared Living services available.

Update DDA Disenrolled Clients Report
Programs: Developmental Disabilities Administration (DDA)
MDH is enhancing the existing DDA Disenrolled Clients Report by updating the report logic to display both participants who have lost Medical Assistance waiver eligibility and participants who have been disenrolled from DDA programs. This update also adds new input parameters to filter results, updates existing output columns, and adds new columns to provide more accurate participant information.

Switch Existing Support Planning Agency (SPA), Nurse Monitoring (NM), and Coordinator of Community Services (CCS) Reports to Real-Time Reports
Programs: Developmental Disabilities Administration (DDA) and Office of Long Term Services and Supports (OLTSS)
MDH is converting the following reports from nightly to real-time to ensure that when ran they will produce information that is accurate as of the moment the report is run:

- SPA NM-Participants with Over 7 Hours in a Day Report
- SPA NM-Activity Summary Report
- SPA NM-Activity Report
- SPA NM CCS-Daily Hours Report
- CCS-Agency Activities Report
- CCS-Assigned Clients Report
- CCS-Waiver Report

Add Signature Section to Brain Injury Plan of Service
Programs: Brain Injury (BI)
MDH is adding a new signature section to Brain Injury Plans of Service in LTSS*Maryland,* and updating the existing 'BI Provider Documents' section as a general attachment section.

Add Autism Waiver SCA Staff Assignment
Programs: Autism Waiver (AW)
MDH is working towards future Autism Waiver items and workflows by creating a new Service Coordination Agency Staff Assignments module and associated functionality to allow for assignment of Autism Waiver Service Coordinators to participants assigned to Service Agency locations. This update will also allow Service Coordination Agencies to assign both a primary and secondary staff to participants.

Update the Nursing Notes Report and My List
Programs: Model Waiver (MW)
MDH is updating the Nursing Notes Report and Nursing Notes My List to include form information for future months, in addition to displaying the staff who created the form.

Updates to Provider Portal

Update the Billed Balance Logic of the DDA Authorized Services Report
Programs: Developmental Disabilities Administration (DDA)
MDH is enhancing the DDA Authorized Services Report to ensure that the annual service balance is accurately reflecting the remaining balance for the plan year rather than the balance in a monthly snapshot.

Add Specific Overlap type to Private Duty Nursing Client Overlap

Programs: Division of Nursing Services (DONS)

MDH is adding two new exceptions for Private Duty Nursing (PDN) client service overlaps. The new exceptions will more accurately identify when the overlap happens between different agencies or different programs and will be assigned the Pending MDH or Pending Provider status based on who is most equipped to resolve the exception. Reports will also be updated to include these new exception types.

Other Updates

Minor enhancements and bug fixes in LTSS*Maryland*
- Correcting an issue where when viewing the Overview Information subsection inside the expanded header Summary ** area of a Person Centered Plan form belonging to an individual whose MA Number has been updated, the PCP is still showing their "old" Medical Assistance Number instead of their "Current MA Number".
- Correcting an issue where Local Health Department Nurse Monitors are receiving alerts from Progress Notes added within Reportable Events for participants that are not from their agency.
- Correcting an issue where the Print PDF does not contain or display checkboxes for any of the programs listed within the 'Home and Community Waiver Services' table of section G - Home and Community Waiver Services.
- Correcting an issue where the Coordinator of Community Services Client Roster Report was not loading properly and timing out prior to producing results.
- Correcting an issue where the new DDA wave types that were supposed to be available starting in fiscal year 2025 were not available for selection.

Minor enhancements and bug fixes in Provider Portal
- Correcting an issue where it was showing participants as enrolled in Living at Home(LAH) and Waiver for Older Adults (WOA), which are programs that are no longer in operation, as they were merged into the Community Options Waiver.
- Implementing a data patch for prior MMIS claim denials that will allow the claims to be resubmitted.

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.