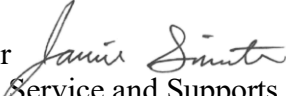


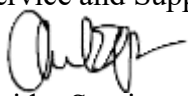


Wes Moore, Governor · Aruna Miller, Lt. Governor · Meena Seshamani, M.D., Ph.D., Secretary

MARYLAND MEDICAL ASSISTANCE PROGRAM
Home and Community-Based Options Waiver Transmittal No. 27
Increased Community Services Transmittal No. 14
September 29, 2026

TO: Home and Community-Based Options Waiver Providers

FROM: Jamie Smith, Director 
Office of Long Term Service and Supports

Charles Crisp, Director 
Office of Medicaid Provider Services

RE: Assisted Living Provider Billing System Transition

NOTE: **Please ensure that the appropriate staff members in your organization are informed of the content of this transmittal.**

This transmittal notifies assisted living services providers that billing is transitioning from eMedicaid to the Long Term Services and Supports data management system, LTSS*Maryland*, effective October 1, 2026. This transition aims to centralize service authorization and streamline payment processes, moving away from previous manual billing methods in the eMedicaid billing platform.

Effective October 1, 2026, agencies will use the LTSS*Maryland* provider portal to enter service data. The portal automatically performs checks, such as verifying Medicaid eligibility, and flags issues as exceptions for review by the agency, department, or case managers. The provider portal includes sections for announcements, "actions required" for billing exceptions, and reporting tools. Access is role-based, with Admin Provider or Billing Provider options. Admin Providers can manage staff profiles, while Billing Providers are limited to searching and viewing.

The billing week is Thursday through Wednesday, with services adjudicated the following Saturday. Payments are expected by the following Friday via direct deposit.

Provider Action Items and Preparation

To ensure a successful transition to the LTSS*Maryland* portal, providers are required to complete the following by October 1, 2026:

- (1) Ensure your agency has an active LTSS*Maryland* provider portal account and staff members have the appropriate assigned roles of Admin Provider or Billing Provider. If your agency has not set up an Admin Provider account, you must submit a LTSS*Maryland* Helpdesk [digital ticket](#);
- (2) Log in to the provider portal and verify that all your provider locations are correctly listed; and
- (3) Designate 1-2 individuals from your agency to attend upcoming training sessions. Details regarding all training sessions have been communicated by email to all providers.

Technical Support

If you experience portal issues, please contact the LTSS*Maryland* Technical Helpdesk immediately at:

- (1) mdh.ltsshelpdesk@maryland.gov;
- (2) 1-855-463-5877 (1-855-4MD-LTSS) 8am-6pm ET; or
- (3) For complex inquiries, including those related to billing, utilize the [digital ticket system](#).

Provider training sessions began on September 9, 2026, and will continue through the implementation with ongoing technical assistance sessions provided after launch.

Training materials to support providers with the transition will be posted on the [LTSS*Maryland* Provider Portal Training](#) website. For questions regarding this transmittal, please contact Lisa Toland, Chief, Division of Provider Integrity, Claims and Compliance at 410-767-5792 or lisa.toland@maryland.gov.