Maryland
DEPARTMENT OF HEALTH
DEVELOPMENTAL DISABILITIES
ADMINISTRATION

Personal Supports Services, EVV, and the Appendix K
At-a-Glance

Appendix K Flexibilities

The Appendix K offers two important flexibilities related to Personal Supports that may impact how Electronic Visit Verification is implemented.

- First, a number of participants were authorized for and are utilizing **additional Personal Support service hours** to provide support during typical Meaningful Day hours. These participants will need to have their Person-Centered Plan (PCP) updated to include the Appendix K hours, so that they are reflected and available to bill against in LTSS*Maryland*.

- Next, Personal Support may be **delivered remotely** to meet the participant's needs during the public health emergency as per DDA guidance. In other words, they may be provided over the phone, or by Skype, Zoome, Facetime, etc. to allow services to continue to be provided. During this time, Direct Support Professionals **will not have access to the One Time Password (OTP) device** to clock-in and out for their Personal Support shifts.

Updating the Person-Centered Plan

The DDA Regional Offices are working closely with Coordinator of Community Services (CCS) agencies to review and update PCPs for every person who uses Personal Supports services.

- The **Detailed Service Authorization Tool (DSAT)** includes one row for the provider to enter regular Personal Support service units; and a second row to enter Appendix K specific Personal Support service units.

- If there are people you support who do not have an updated PCP, please reach out to their CCS and help expedite the Revised PCP process. Please be proactive about working collaboratively to resolve any outstanding issues so that PCPs can be approved as quickly as possible. The Regional Office is also available to assist.

Billing for Telehealth (Remote) Delivery of Personal Supports

- If Personal Supports is provided via telehealth, the agency will need to submit staff time manually using the **Missing Time Requests** (MTRs) in the Provider Portal. Providers should select the "Other" category, and include the language "**COVID-19 RemoteService Delivery**" in the comment field.

- There is **no limit on MTRs** related to the COVID-19 emergency.

- Refer to the Service Authorization Guide for additional information.

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