

## FAQ for LTSSMARYLAND Billing Systems

### **Q: What is LTSSMARYLAND billing?**

A: LTSSMARYLAND billing is the process of submitting and processing claims for Long-Term Services and Supports (LTSS) provided to eligible individuals in Maryland.

### **Q: Who is responsible for LTSSMARYLAND billing?**

A: LTSSMARYLAND billing is the responsibility of the provider who delivers the LTSS services to the individual.

### **Q: What types of LTSSMARYLAND services are billed for?**

A: LTSSMARYLAND services that are eligible for billing include personal care, meal delivery, transportation, home modifications, caregiver support, and more.

### **Q: How are LTSSMARYLAND services billed?**

A: LTSSMARYLAND services are billed using the Maryland Medicaid Management Information System (MMIS) and the Electronic Provider Reimbursement System (ePRG).

### **Q: What is the billing process for LTSSMARYLAND services?**

A: The billing process for LTSSMARYLAND services involves the provider submitting a claim for services provided, which is then processed and paid for by the Maryland Department of Health.

### **Q: How long does it take to process an LTSSMARYLAND billing claim?**

A: The time it takes to process an LTSSMARYLAND billing claim varies depending on the complexity of the claim, but it generally takes 10-14 days after activity entry if no exceptions are identified.

### **Q: What are Exceptions?**

A: Exceptions are circumstances that prevent a service from being billed. A pre-claim check is performed on the entered services to ensure the validity of the services being billed to MMIS. When a service fails a check, an exception is identified on the service. The service will be in a "Pending" status when an exception is identified and will stay in this status until the issue is resolved.

**Q: What happens if there is a problem with an LTSSMARYLAND billing claim?**

A: If there is a problem with an LTSSMARYLAND billing claim, the provider may receive a denial or rejection notice in an email. The provider can then work to resolve the issue and resubmit the claim.

**Q: How often are LTSSMARYLAND billing claims reviewed?**

A: LTSSMARYLAND billing claims are reviewed periodically to ensure that they are accurate and meet the requirements for reimbursement.

**Q: Can providers appeal a denied or rejected LTSSMARYLAND billing claim?**

A: Yes, providers can appeal a denied or rejected LTSSMARYLAND billing claim. They can contact the Maryland Department of Health at 410-767-1719/mdh.isashelp@maryland.gov for assistance with the appeal process. Providers can resubmit if the activity is rejected in error, but its approval is on a case-by-case basis.

**Q: What happens if an LTSSMARYLAND billing claim is overpaid?**

A: If an LTSSMARYLAND billing claim is overpaid, the provider may be required to repay the excess funds to the Maryland Department of Health. If appropriate, void/reduce activity units to the correct amount. If not a unit entry issue, let ISAS/CCS know and verify participants aren't listed in the wrong county.

**Q. How soon after billing is submitted will a provider receive payment?**

- A. **10-14 days** depending on the period billed in the payment cycle, assuming no exceptions are triggered. All Exceptions must be resolved before billing can proceed.

**Q. How can they track billing for payment once billing is submitted?**

- A. see provider portal guide. There is a report guide located on how to pull that payment once billing has been submitted.

**Q. How often should they submit their billing?**

- A. Original EVV services must be submitted within 30 days from the original DOS, else submission will be considered late and rejected. Adjustments and non-evt must be submitted within **364** days from the original DOS. How often you submit will determine how frequent/consistently you will be paid

**Q. How should duplicate billing entries be addressed? Should they be discarded?**

- A. Yes, They should be discarded.

**Q. How to set up a third party software so that you do not have to manually bill for each service in LTSS?**

- A. Please contact the LTSSMaryland helpdesk to get started. Contact the technical help desk at ISASHelpDesk@LTSSMaryland.org or 1-855-463-5877

**Q. How to set up an electronic fund transfer to receive payments?**

- A. To enroll in EFT visit the website: <https://www.marylandtaxes.gov/divisions/gad/eft-program.php>. There you will find EFT enrollment instructions, forms, and resources and contact information if you have any questions or require assistance.

**Q. General confusion about state funded payments**

- A. Please refer to the Provider Portal User Manual/Invoice Process QuickSheet

**Q. How to get paid for eligibility services with exceptions that are waiting on EDD for resolution?**

- A. Providers must wait until all exceptions have been resolved before the payment process can proceed.

**Q. Missing checks or invoices ?**

- A. Email the check tracing unit with your missing paycheck's info and submit your most recent W9 - an address change/mismatch will cause an issue with the comptroller's office and will need to have your account updated. Check Tracking Unit Email: [mdh.medicaidchecktracing@maryland.gov](mailto:mdh.medicaidchecktracing@maryland.gov)

**Q. I've emailed the Check Tracing Unit and received confirmation that checks will be re-issued but the 30-60 days timeframe has passed and the Check Tracing Unit is not responding to my follow up inquiries. Is there someone else I can speak to?**

- A. follow up with ISAS: ISASHelpDesk@LTSSMaryland.org or 1-855-463-5877

**Q. General confusion about rate differentials when the person lives in a different county than the day program address' county**


- A. Providers should make sure that the participant's profile and individual record reflects the correct county. Reach out to the DDA program team for further clarification

**Quick Resources**

[GUIDELINES FOR SERVICE AUTHORIZATION and PROVIDER BILLING DOCUMENTATION](#)

[PP User Manual For DDA Services](#)

[LTSS Maryland Provider Portal Billing](#)

 Invoice Process for State-Only Payments - 10-16-2020 (2) (1).pdf