**ISAS FAQ SHEET FOR CASE MANAGERS**

***What is ISAS?***

The In-home Support Assurance System (ISAS) is a Phone Based Integrated Voice Response System that personal care providers will use to log their time. The ISAS will generate claims daily based on services provided to recipients.

***What is the purpose of ISAS?***

The purpose of ISAS is to make billing faster and easier for the provider and to increase the ability of DHMH, and case managers to monitor the provision of services.

***How does it work?***

With ISAS, a provider calls in to the system to clock in and clock out for each personal care service provided to a recipient. The clock in and clock outs for services are paired through ISAS and can be viewed online by DHMH, the provider, and case manager. On a nightly basis, claims are generated based on services provided and sent out for billing. At the end of the week, all claims are processed.

***What is an Integrated Voice Response (IVR) system?***

IVR is voice recognition. Through an enrollment and verification process, sound bites will be used to authenticate a provider. Each time the provider performs a service call they will have to speak the same phrase. The IVR application will match the sound bite created during the service delivery against the sound bite created during enrollment. Assuming the sound bites match, the provider will be authenticated.

***What do providers have to do to?***

Providers have to call-in to set up an account with their credentials and record a voice print. Then, when ISAS becomes active, they call a toll-free number to clock in and out each day for each service they provide.

***What do participants have to do?***

Participants should allow the provider to use their land line phone to make the call to ISAS from their home. Any participant that has a One Time Password device (OTP) assigned to them should make sure the device stays in their home or with them at all times so no one else can use it.

***What is an OTP?***

An OTP is a keychain sized device that displays an electronic password. It has a serial number on the back that can be assigned to a participant. The front of the device contains a display of a randomly

generated number.  This randomly generated number changes every minute and can be traced back to a specific time, which in turn can be used to authenticate service dates and times.

### What determines whether a participant receives an OTP device?

This device is assigned to a participant under two scenarios.  This first scenario is when the participant does not have land line phone for the provider to use.   The second scenario is when multiple participants share a common landline.

### How is the OTP device used?

The OTP devices authenticates that the personal care service was provided in the participants place of residence.  It is used to track when the service occurred.  Service providers will need access to this device to successfully log the time it takes to provide the service.  This device is supposed to be kept with the participant at all times.

### What information is requested by providers in order to log their time?

In order to successfully clock in and clock out for services provided to a participant, the service provider must have the following information readily available to them at the time that they place the call to the ISAS phone system:

- The participant's Medicaid Assistance (MA) Number
- The participant name
- The OTP Password (if an OTP device is assigned to the participant)
- Their provider number
- Knowledge of the voice print they recorded during enrollment as they will be required to provide a voice sample

### What happens if a provider is having trouble entering information into the phone system?

Providers are allowed three attempts to successfully enter each piece of information requested by the phone system when logging their time.  In the event that the provider is unsuccessful in entering the information then they will be automatically transferred to help desk personnel.  The help desk personnel will gather the required information from the provider and complete the transaction on their behalf.

### What happens if a call is transferred to help desk outside of normal business hours?

The phone system will prompt the provider to leave a message with the required service information. Based off of the information left in the message, help desk will enter the service information into ISAS on behalf of the provider.

*What does ISAS do with the service information provided on a daily basis?*

The system takes the information provided during the call and matches it to the participant record to verify that the provider is enrolled and approved to serve that participant on his or her plan of service. It then logs the clock-in and clock-out times, creates an electronic claim based on the services provided, and electronically submits the claim for billing on behalf of the provider.

*What is the case manager's role in ISAS?*

The case manager's primary role in ISAS is the assignment of OTP devices to clients.  Case managers are involved in determining which participants will receive an OTP device, assigning the device to the participant, and ensuring that the participant receives the OTP device so that it may be used for verification when services are actually being provided.

In addition to the assignment of OPT devices, case managers also have permissions to view service provider and participant information and to generate reports.

*How do case manager's received the OPT device?*

The OTP devices will be provided to case managers by DHMH.

*How does a case manager assign an OTP device to a participant?*

In order to assign an OTP device to a participant the case manager needs to log into ISAS and search for a participant.  The actual assignment of the OTP device occurs on the participants profile screen within the system.

*What information will reports provide to a case manager?*

Reports will provide insight into the frequency by which participants are receiving their personal care services, who is actually providing the services, and duration of services provided.   Data available within these reports can be used to ensure that participants are receiving services at a comparable frequency/level that has been determined through their plan of care.

In addition to providing insights into service data, the reports also provide information as to what claims have been submitted for billing purposes, what the status of each claim is, and information regarding payment received for claims submitted.

*What will be covered in the ISAS Training?*

Case Managers need to have a full understanding of the system in order to train new independent service providers as they become eligible to provide personal care services.  As such the ISAS training session will cover the following topics:

1.  ISAS Common Functionality
    a.  Searching client data
    b.  Searching service provider data

2. Participant enrollment in ISAS
    a. Assigning an OTP device to a participant
        i. Determining which participants are eligible to receive OTP devices
        ii. Receiving OTP devices
        iii. Assigning the OTP to the participant profile
    b. Providing participants with  OTP devices
3. Provider enrollment in ISAS
    a. Walkthrough of ISAS Phone System for purposes of recording a voice print
4. Service Verification
    a. Walkthrough of ISAS Phone System for purposes of clocking in and/or out for service
        i. Successful scenario without OTP device
        ii. Successful scenario with OTP device
        iii. Unsuccessful scenario
5. Claim Generation Process
    a. When claims are generated and processed
    b. Searching for and viewing claim status
    c. Adjusting claims
6. Report Generation

***Will additional training information be provided to case managers?***

In addition to this training session, a user manual and webinar will be made available to case managers for their reference at any time.