STATE OF MARYLAND

DHMH

Maryland Department of Health and Mental Hygiene

201 W. Preston Street • Baltimore, Maryland 21201

Martin O'Malley, Governor – Anthony G. Brown, Lt. Governor – Joshua M. Sharfstein, M.D., Secretary

October 29, 2013

To: **Agency Administrators in the Living at Home Waiver and Older Adults Waiver Programs**

From: **John S. Wilson, Project Manager**
In-home Supports Assurance System (ISAS)

Re: **Missing Clock-ins/clock-outs and Viewing Exceptions in ISAS**

As of Monday, November 4, 2013 there will be two major changes for agency administrators. **Please read carefully.**

    1. The process for submitting missing clock-ins/clock-outs will change.
    2. All exceptions for your providers will be viewable.

1. Help Desk will now enter call transactions for providers ONLY if the missing clock in/out is **within 15 minutes** of call time.

Example: When Help Desk would enter missing clock in or out
Provider calls Help Desk at 4:30 pm because they forgot to clock out at 4:15 pm. Help Desk would enter 4:15 pm clock out time for the provider and that claim would be processed overnight, as usual.

Example: Help Desk would NOT enter missing clock in out
Provider calls Help Desk at 7 pm because they forgot to clock out at 5:30 pm. Help Desk would NOT enter the time into the system. Instead Help Desk would log the clock out and pass the information to DHMH for extensive review. The claim would NOT be processed for **10 business days**.

2. Agencies will have read-only access to all exception types for all of their providers, in a pending services tab viewable on the main page in ISAS.

Currently agencies are able to see exceptions only on the services rendered report. However a number of you do not find this convenient enough and would prefer a better method of viewing exceptions. So we have created one. Included below is a list of exception types, definitions and **estimated** turnaround times for resolution.

Toll Free 1-877-4MD-DHMH • TTY for Disabled - Maryland Relay Service 1-800-735-2258
Web Site: www.dhmh.maryland.gov

Client Program and Provider Type Mismatch: 24-48 hours
Problem: Provider number does not match the program in which client is enrolled. For example, if the client receives LAH services, the staff accidentally entered the WOA provider number rather than the LAH provider number.
Resolution: ISAS staff will contact waiver program staff and fix the issue. **NO** action by agency provider needed.

Provider not on Client POS: 24-48 hours
Problem: Provider is not listed on participant's plan of service (POS).
Resolution: ISAS staff will contact waiver program staff and fix the issue. **NO** action by agency provider needed.

Multiple Services: 24-48 hours
Problem: More information needed to determine if personal care with meds or without meds was delivered to a Waiver for Older Adults (WOA) participant.
Resolution: ISAS staff reviews and makes proper determination. **NO** action by agency provider needed.

Missing Clock-In or Missing Clock-Out: 10 business days
Problem: Missing clock-in or clock-out.
Resolution: Refer to Number 1.

Client Ineligible: 7-10 business days
Problem: Participant is ineligible to receive service.
Resolution: ISAS staff will contact waiver program staff and case managers to correct. Agencies will not have to do anything unless asked.

No Active POS: 7-10 business days
Problem: Participant's plan of service (POS) has expired.
Resolution: ISAS staff will contact waiver program staff and case managers to correct. Agencies will not have to do anything unless asked.

Client not Enrolled in Waiver program: 7-10 business days
Problem: Participant is not currently enrolled for waiver services.
Resolution: ISAS staff will contact waiver program staff and case managers to correct. Agencies will not have to do anything unless asked.

For questions or concerns, please contact John Wilson at john.wilson@maryland.gov or 410-767-1719.