



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

TO: Local Health Departments
Medical Assistance Personal Care Programs

FROM: Marc A. Blowe, Chief 
Division of Community Long Term Care

RE: LTSSMaryland Update

DATE: March 6, 2013

The Department would like to thank Medical Assistance Personal Care (MAPC) staff for your patience regarding the implementation of the LTSSMaryland system. The Department heard a number of concerns and has addressed many of them, particularly related to MAPC. Effective immediately, the Department is requesting that MAPC program staff begin using the interRAI assessment tool in the LTSSMaryland system to annually assess and maintain records for program participants. The guidance outlined in this memo along with the attached user manual will assist MAPC programs with utilizing the LTSSMaryland system.

Managing Staff in the System

The first step in setting up the MAPC program in the LTSSMaryland system is to ensure staff profiles are created in the system. Each jurisdiction's agency administrator has the ability to approve staff for system access and should have a current password at this time. The Department approved several agency administrators to ensure each jurisdiction had one person capable of creating staff profiles. If you have been approved by the Department as an agency administrator and have forgotten your password or do not have a password, please call 410-455-6806.

Initially, each jurisdiction's agency administrator should go into the system and ensure their role is correct. Agency administrators with dual roles for both the AERS and MAPC program must be authorized for both programs. Roles and permissions for the MAPC program can be found on page 5 of the user manual.

Toll Free 1-877-4MD-DHMH – TTY/Maryland Relay Service 1-800-735-2258

Web Site: www.dhmh.maryland.gov

Instructions for creating new staff profiles in the system can be found on page 3 of the manual. Once a staff profile is created, please follow the attached instructions entitled, *How to request a new user within LTSS*. Again, please keep in mind that staff with dual roles for both the AERS and MAPC program must be authorized for both programs.

Adding MAPC Participants

The second step in automating the MAPC program is to ensure that all MAPC participants are entered into the system. This should occur at the time of the participant's annual assessment. At this time, the system imports recipient information from MMIS, which is searchable within the LTSSMaryland system. Prior to creating a new client record, MMIS data should be searched so the new MAPC client record can be auto-populated with MMIS data. This will reduce data entry time and limit the creation of duplicate records. (Please see section 2.2.1 of the user manual for more information.)

Completing interRAI-HC Assessments

The third step is to assess each person in the MAPC program. The Department is advising each program to begin assessing individuals using the interRAI-HC assessment found in the system. Since this assessment is new, the Department is expecting a large learning curve and requests that MAPC programs phase-in the interRAI- HC assessment and begin phasing out the DHMH 302 assessment. Over the next few months, the Department will discuss final implementation of the interRAI-HC and the end of the DHMH 302 assessment.

The Department has not changed any process other than the phase-in of the interRAI assessment and phase-out of the DHMH 302. The Department released the DHMH 302B form to capture additional information and authorize the service. Please continue completing all additional forms created for the MAPC Program. These forms can be found at:

<http://mmcp.dhmh.maryland.gov/longtermcare/SitePages/Personal%20Care%20Services.aspx>

Reporting LTSSMaryland Errors

If you encounter an error in the system, while on the page please click **Menu** scroll to **Feedback**, and then scroll to **Create** to document the error. This will send an error message to our contractor to investigate. You will receive a response when the error has been resolved or if more information is necessary. Users can also view recent changes to the system by clicking on "Recent System Updates" on the home page. This shows a list of every change made to the system.

If there are critical issues that are preventing you from logging in or completing your tasks, please call 410-455-6806.

State Plan Community First Choice and MAPC Program

As most local health departments are aware, the Department will be implementing the Community First Choice (CFC) program in January 2014. This program will offer an expanded service package to MAPC participants that meet nursing facility level of care (including personal emergency response systems and items that substitute for human assistance). By completing the interRAI-HC assessment

in the system, the Department will receive an auto-generated nursing facility level of care decision that will help us plan the two programs better.

Prior to 2014, both Community First Choice and MAPC will be full automated and many of the current processes will be streamlined and organized between programs. Please understand that significant training will be provided in late summer and fall to prepare for the program. The Department will work with each local health department over the next year to ensure a successful implementation.

For more information on Community First Choice, please visit the following website or join us at an implementation council meeting:

<http://mmcp.dhmdh.maryland.gov/longtermcare/SitePages/Long%20Term%20Care%20Reform.aspx>

Please know that the Department appreciates your efforts to assist with this major reform. If you have a programmatic or policy question, please contact the Department staff at 410-767-1444. Thank you.