



STATE OF MARYLAND

DHMH

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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

November 26, 2013

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

**Cc:** Area Agencies on Aging  
The Coordinating Center

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

**Re:** Resolving Missing Clock-ins/Clock-outs

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Agency administrators are **expected** to do the following regarding missing clock-ins/clock-outs:

- (1) View the Pending Service Activities tab and note the staff provider, date(s) of service, and whether missing time is a clock-out or clock-in.
- (2) Contact the staff provider and tell them the date(s) of service, whether a clock-out or clock-in is missing and tell the provider to call the Help Desk.
- (3) In cases where providers are not able to speak with a live operator, they should leave **ONE** voicemail with this information: agency provider number, staff provider name, date(s) of service, and whether the missing time is a clock out or clock in.
- (4) Providers should **NEVER** leave more than one voicemail regarding the same issue for the Help Desk. This is counterproductive and could result in delayed assistance.
- (5) **Remember:** After the staff provider calls the Help Desk, the missing time will remain in the Pending Service Activities tab until the 10 business days expires and the situation is completely resolved. Only **after** the 10 business days has expired should agency administrators or staff providers contact DHMH regarding resolution status.
- (6) Please do **NOT** tell staff providers to call DHMH regarding payment. Agencies have **complete access** to exceptions which prevent submission of claims from the Pending Service Activities tab.

**ESTIMATED RESOLUTION TIME: 10 BUSINESS DAYS**

Toll Free 1-877-4MD-DHMH • TTY for Disabled - Maryland Relay Service 1-800-735-2258

Web Site: [www.dhmh.maryland.gov](http://www.dhmh.maryland.gov)