



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

January 24, 2013

To: Agency Provider Administrators

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

Re: Missing Time Request LIMIT Guidance – IMPORTANT

Missing Time Request LIMIT Guidance

Effective **February 1, 2014**, DHMH will only approve six Missing Time Requests **per staff person per month**, unless the Administrator provides compelling evidence explaining why a provider was unable to clock in or clock out. This refers to requests for dates of service on or after February 1, 2014.

Examples of Compelling Evidence:

1. Verified ISAS IVR system outage
2. OTP not delivered (*Note: This reason will prompt DHMH to send a Supports Planner to verify that OTP is missing and deliver new device*)

A staff provider can only forget to clock in or clock out six times per month. Please note that forgetting an entire shift is considered two requests.

Entering Time for Missing Clock In = 1 Request Entering Time for Missing Clock Out = 1 Request Entering Time for Missing Clock In AND Missing Clock out (entire shift) = 2 Requests
--

If the staff provider forgets more than six times DHMH will not approve the request and the claim will not be paid.

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