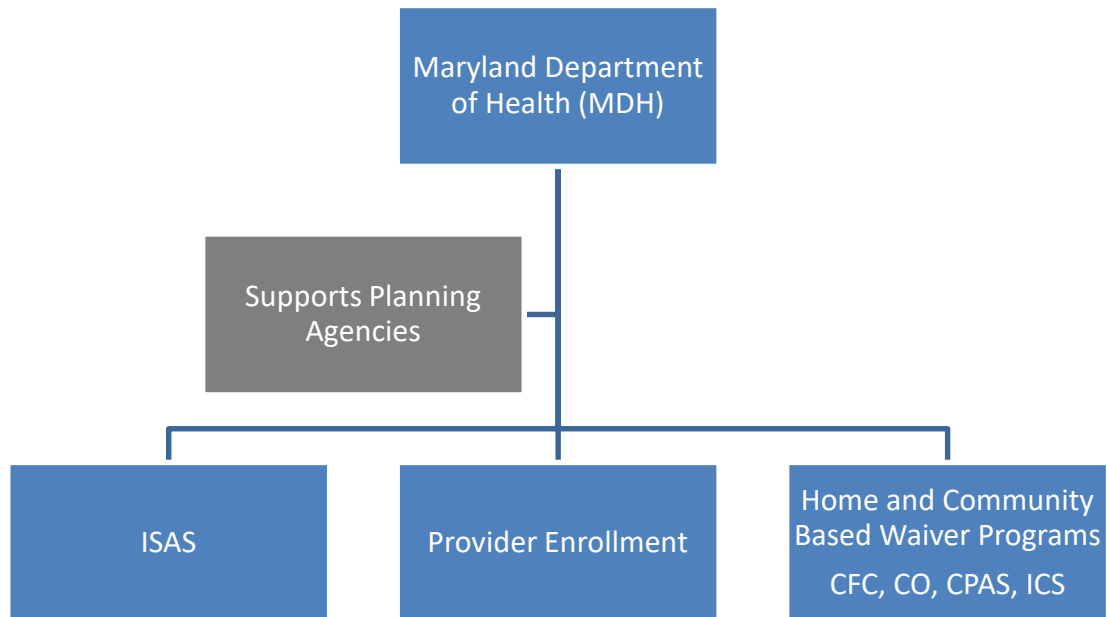


In-Home Supports Assurance System

Vanessa Fink, Patrick Armstrong
Maryland Department of Health

Overview



Introduction

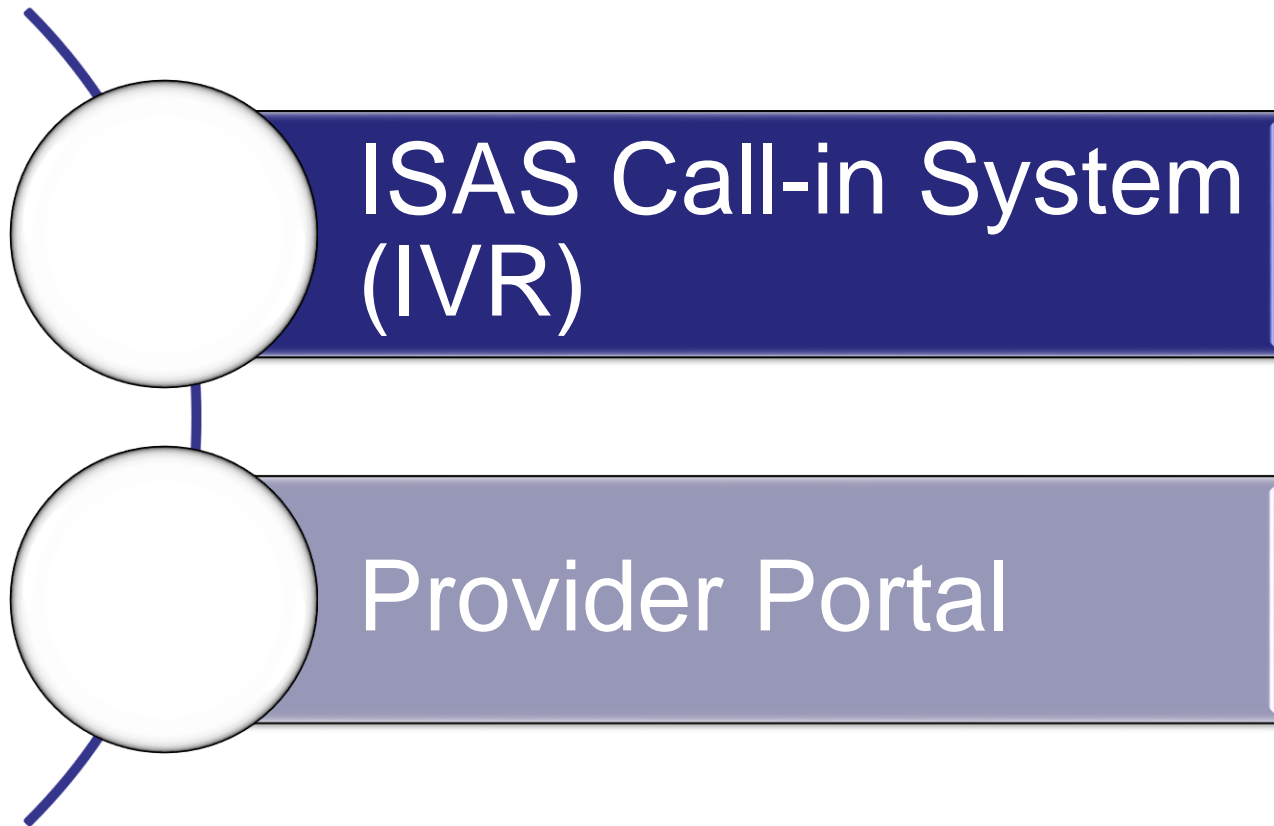
What is ISAS?

- Phone-based billing system for in-home Service providers

Why do we use ISAS?

- Simplify and modernize the billing process – *No paper timesheets!*
- Increase provider accountability
- Decrease fraud and abuse

ISAS Components



ISAS Components

ISAS Call-in System (IVR)

A phone-based system that staff providers use to clock-in and out for in-home personal care services provided under the CO, CFC, CPAS and ICS programs.

Provider Portal

An online system used by MDH, Supports Planning Agencies and Agency Providers to view, enter and adjust in-home personal care services, claims, staff and participant information.

Plan of Service (POS)

- Authorizes hours available to work
- Hours authorized are automatically checked against POS and reduced if necessary.

Participant Verification

Location Recognition

- Participant primary landline

One Time Password Device

- Time synchronized device
- Keychain sized
- Randomly generates a 6 digit time stamp



When is an OTP device assigned?

- No landline or poor cellular service
- Two or more participants in the same household
- Shared primary number (Agency Staff Provider or participant, in different household)

Provider/staff phone # should never be the same as client's phone #

Admin Provider Role in ISAS

- Registering with ISAS
- Create and edit staff profiles in Provider Portal
- Making sure staff knows how to clock in and out
- Reviewing reports regularly in Provider Portal
- Timely Submission of services through phone or Provider Portal

Up to 5 Admin Provider Roles per agency

Billing Provider Role in ISAS

- Manage billing
- Manage staff to ensure they clock in/out for services according to participant POS
- Timely Submission of services through phone or Provider Portal

Up to 5 Billing Provider Roles per agency

Staff Provider Role in ISAS

- Clocking in and out at the time of service
- Notifying agency promptly of any issues
- Provide appropriate Service according to POS hours

Staff providers are unable to log into Provider Portal

Registering for ISAS - Agency

You should immediately :

Register your agency email address by calling the

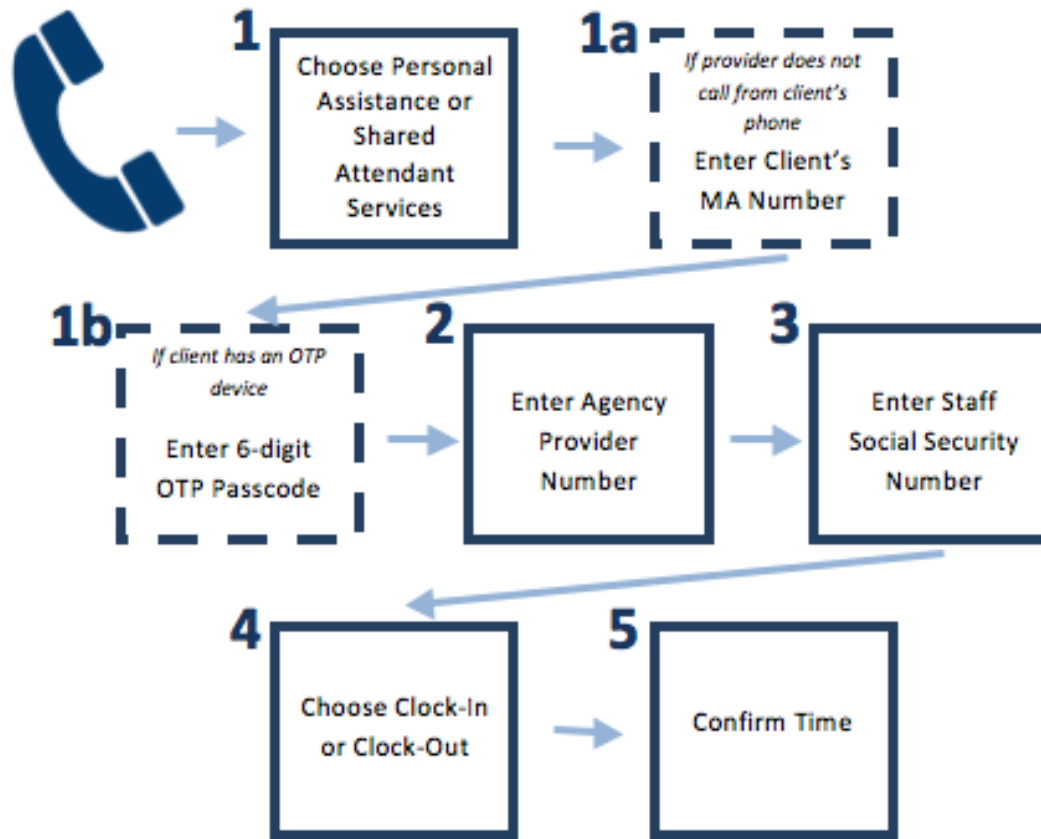
Help Desk at 1-855-463-5877 or email

ISASHelpDesk@Itssmaryland.org

Clocking In and Out

1. Clock in and out of ISAS at the start and end of each shift
2. To clock in and out, call 1-855-463-4727 (1-8554MD-ISAS). You will need the following:
 - a. Your participant's Medical Assistance (MA) number
 - b. Your provider number
 - c. Agency Staff Provider's social security number
3. Listen to the system questions and enter the correct information.
4. Clocking In and Out is the only way to bill for services and receive payment

Call-In System Flow Chart



How to Review your Clock In and Clock Out Online

- a. Access Provider Portal at <http://ltssmaryland.org>
- b. Enter your “Username” and Password
- c. Go to the “Reports” tab, find the Services “Rendered Report Advanced”.
- d. Enter the service dates and click view report

Services Rendered Report Advanced

Provider Portal Home Services Clients Providers **Reports** Help

REPORTS

Category	Name	Actions
Claims	Provider Portal Claims Report	View
Claims	Remittance Advice Report	View
DDA - Provider Portal	DDA State Payment Report	View
EVV - Provider Portal	EVV Services Overlap Report	View
EVV - Provider Portal	EVV Services Rendered Report	View
EVV - Provider Portal	ISAS - Provider Staff Report	View
EVV - Provider Portal	Services Rendered Report Advanced	View

Services Rendered Report Advanced

Year**	2020	Month**	February	View Report
Week**	01/30/2020 - 02/05/2020, 02/06/	Provider Number**	LIFENET HEALTHCARE SERVICES I	
Staff Name		Client Name		
Client ID/MA#		Show Comments**	Yes	
Service Type	Daily Personal Assistance, Daily Pe			

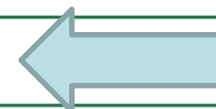
Services Rendered Report Advanced

To download "summary" and "detail" data into one CSV report, [click here](#)

To download "summary" and "detail" data into one Excel file, [click here](#)

Date Created: 3/11/2020 10:53:12 AM

ISAS - Services Rendered Report Client Summary Level



Search Criteria:

Year: 2020
Month: February
Week: 01/30/2020 - 02/05/2020, 02/06/2020 - 02/12/2020, 02/13/2020 - 02/19/2020, 02/20/2020 - 02/26/2020, 02/27/2020 - 03/04/2020
Provider Number: Daffy's Great Care Agency - 423782000
Staff Name:
Client ID / MA #: 11111111111
Client Name:
Comments View: Yes
Service Type: Daily Personal Assistance, Daily Personal Assistance - Shared Attendant, Personal Assistance — Shared Attendant, Personal Assistance Agency, Personal Assistance Independent
Report Date: 03/11/2020



Client Name	Client MA#	Provider Name	Provider Number	Week	Service Type	Weekly POS Hours	Hours Worked
Minnie Mouse	11111111111	Daffy's Great Care	423782000	01/30/2020 - 02/05/2020	Personal Assistance Agency	28.00	28.13
Minnie Mouse	11111111111	Daffy's Great Care	423782000	02/06/2020 - 02/12/2020	Personal Assistance Agency	28.00	31.10
Minnie Mouse	11111111111	Daffy's Great Care	423782000	02/13/2020 - 02/19/2020	Personal Assistance Agency	28.00	33.80
Minnie Mouse	11111111111	Daffy's Great Care	423782000	02/20/2020 - 02/26/2020	Personal Assistance Agency	28.00	31.27
Minnie Mouse	11111111111	Daffy's Great Care	423782000	02/27/2020 - 03/04/2020	Personal Assistance Agency	28.00	29.70

Services Rendered Report

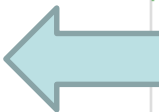
ISAS - Ser
Ser

Click on the [blue text](#) (hyperlinks) for more details. Note: Click the "[New Missing Time](#)" hyperlink to submit a missing time request. If you are unable to click the "[New Missing Time](#)" link, you must login under the provider number associated with the service to enter the time.

* Column Amount Paid in ISAS (Gross)* will be updated every Wednesday

Total Number of Records Returned: 4

Client Name	Provider Number	Day Of Service	Service Date	Service Level			
				Start Time	End Time	Staff Name	Service Initiation Source
Minnie Mouse	123456789	Thursday	2/13/2020	2/13/2020 7:58 AM	2/13/2020 3:18 PM	Daisy Duck	Telephone
		Friday	2/14/2020	2/14/2020 11:04 AM	2/14/2020 11:00 PM	Daisy Duck	Telephone
		Tuesday	2/18/2020	2/18/2020 10:46 AM	2/18/2020 6:02 PM	Daisy Duck	Telephone
		Wednesday	2/19/2020	2/19/2020 11:14 AM	2/19/2020 6:31 PM	Daisy Duck	Telephone

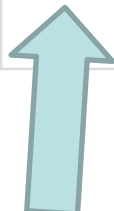


MARYLAND
Department of Health

Services Rendered Report

Services Rendered Report Service Detail Level

Service Level				Claim Level			
POS Hours	Service Length (Hours)	Service Status	Total Service Length (Hours)	Total Service Length (Units)	Units Billed	Claim History	Amount Paid in ISAS (Gross)*
28	7.32	Closed	7.32	29.00	29.00	Original Claim Paid	\$130.72
28	11.93	Closed	11.93	48.00	48.00	Original Claim Paid	\$216.36
28	7.27	Closed	7.27	29.00	29.00	Original Claim Paid	\$130.72
28	7.28	Closed	7.28	29.00	6.00	Original Claim Paid	\$27.05



Services Rendered Report

Service Comments	Claim Comments
	Provider exceeded weekly client POS limit by 23 unit(s). POS allows 112 unit(s) per week. Claim was adjusted from 29 unit(s) to 6 unit(s).



Expectations

**Clock in and out using the
telephone**

Timely Submission of Services

Entering a Missing partial or full shift

1. Clock In and Out for all services via telephone
2. If your staff is unable to Clock In and Out, you as an administrator, can enter missing times online. Please follow the directions in the ISAS Reference Guide and the Service Modification Category guide.

You can access the Reference Guide from
Provider Portal

ISAS Missing Time Policy

Missing Time Requests

- All requests must have a detailed reason for not Clocking In and Out via telephone by following the Service Modification Category Guide
- Must submit within two business days after the last day of the month to be processed
- The 4 missing time limit applies to all ALL missing time requests
- MDH will review all missing time requests

Provide Appropriate Service (POS HOURS)

- Verify your authorized weekly hours with the Supports Planner
- Ensure you are Clocking In and Out for the authorized Plan of Service weekly hours (Do not over bill)
- Work week runs from Thursday-Wednesday

MDH Workweek

				Thursday	Friday	Saturday
				1	2	3
				8 1 st day of billing week	9 2 nd day	10 3 rd day
11 4 th day	12 5 th day	13 6 th day	14 7 th day	15	16	17
18	19	20	21	<p>Example: POS allows 40 hours per week. 40 hours must be scheduled and worked between the 8th and the 14th.</p>		
25	26	27	28			
Notes:						

THINGS TO NOTE

- Agencies are paid weekly
- Only **authorized** weekly POS hours will be paid
- Work week runs from Thursday-Wednesday
- To ensure timely payment please Clock in and Clock Out via telephone

ISAS enforces existing MDH policies

Helpful Resources

Technical Support and Account Set-up

- ISAS Help Desk: 855-463-5877
- ISASHelpDesk@ltssmaryland.org

ISAS Policy and Payment Support

mdh.isashelp@maryland.gov (include only participant ID number)

Waiver Policy/Provider Enrollment

- mdh.coproviders@maryland.gov
- Call 410-767-1739

Q & A