**Login Steps:**

* Training Site:[**https://ltssmaryland.org**](https://ltssmaryland.org)
* **User Name > Password > Select Login**
* Choose **LTSS Maryland Training**
* Select **Go**

**Need a Username?**

Contact the help desk at **LTSSHelpDesk@Ltssmaryland.org** or **1-855-463-5877**

to set up an account and username

**During the Class:**

If you need assistance, Please contact[**Toluwalope.akomolafe@marylandd.gov**](mailto:Toluwalope.akomolafe@marylandd.gov)For all questions on policy or programs please send an email to: [**evvdda.billing@maryland.gov**](mailto:evvdda.billing@maryland.gov)

**After the Class:**

Provider Portal User Manual**:** [https://www.ltsstraining.org/user-guides](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.ltsstraining.org_user-2Dguides&d=DwMFaQ&c=lxLKH2XhmqgMckNm0U5IDHaFY-2nXsqMlP7AHTvN090&r=lTBddzi2I9U3hBQdi0S_BMDDKnWZSOCHTLOIYqNezaQ&m=V809_3FFrHp91CC5HDTEh9tESg62vx7INnhrXFCiIOE&s=bwZrQZ36UGwMA11ZttgJa1Dast1UhHLN08j4vdyKEdE&e=)

**EVV Statuses**

Service Status is a workflow status that identifies where an entry is currently in the billing process. A service can only have one status at a given time and following are the list of different Statuses in which an EVV Service can exist:

**New:** A Service that has been added through ISAS Call-in system has the status of New. A service in this status indicates that it is ready to be processed through Claim creation, unless it is Missing a Clock-in or a Clock-out, which needs to be entered by the Provider before a claim can be submitted.

**Needs Authorization:** This status indicates that the Provider has made a manual service modification but creating a new service, fixing a missing clock-in/out or modifying duration of a previously entered service, and has submitted the change for further review and claim creation. A Service in this status can be edited by Providers prior to MDH starting review.

**Provider in Progress**: This status indicates that Provider is still working on the Service and has not submitted it to MDH for review. Provider can continue making further edits in this status and claim will not be created until the service is submitted by the Provider by selecting the “Submit Services” action

**MDH in Progress**: This status indicates that the Service is currently being reviewed by MDH. Providers cannot make any changes to the services in this status

**MDH Reviewed**: This status indicates that MDH has finished their Review and Approved the Service. This status indicates that service can be processed further for Claim creation. Provider cannot make changes to the Service in this status until a claim is created.

**Pending Provider**: This status indicates that the service has failed one or more checks and exceptions are assigned to it. A service in this status will *not* be processed for claim creation and requires Provider to take action to resolve or clear the Exception for further processing.

**Pending MDH**: This status indicates that the service has failed one or more checks and exceptions are assigned to it. A service in this status will *not* be processed for claim creation and requires MDH to take action to resolve or clear the Exception for further processing.

**Not Authorized**: This status indicates that the Service was not approved by MDH and cannot be processed further. This can happen when staff repeatedly fails to use the ISAS Call-in system beyond the allowed monthly manual request without a reasonable cause, or if the service was wrongly/frequently entered. A “Not Authorized” service cannot be modified.

**Discarded**: This status indicates that Provider has discarded the service and no further actions can be taken on the Service

**Ready:** This is an intermediary status when the Services have passed all validations prior to claim creation and are ready to be picked up by Claim creation process

**Closed:** This status indicates that the Service has a Claim created, and can only be modified by Adjusting the Claim after the Submitted Claim has been Paid or Rejected

**State Payment Eligible:** This status indicates that the Service has been found eligible for reimbursement from the State. Claims are not created and submitted to Medicaid for such services, but they are invoiced through an auto-generated monthly report called the State Payment Report

**State Payment Reported:** This status indicates that the services eligible for state payment have been included in a monthly state payment report, from where it may be invoiced

**Exercises:**

**Exercise #1 – Navigate the Tabs**

* Click on the Services Tab – Where do you confirm you are selecting EVV Services? ​
* Click on the Client Tab – How do you locate a complete list of all your clients?  Can you expand or collapse the search section? ​
* Click on the Provider Tab – How do you locate a list of all provider numbers for your agency? ​
* Click on Reports Tab – What action is required to view a report? ​
* Click on Help Tab – What is the DDA Service Desk Phone number?  *Write this number down and place somewhere safe.* ​
* Click on Feedback - Name three (3) required fields on the create form. ​
* Where are the Announcements? ​

**Exercise #2 – Find My Client​**

* Search for your Client by First or Last Name​
* Search for a Client with the LTSS Client ID you received ​

**Exercise #3 – Client Tab Search**

* Where do you locate an individuals Person Centered Plan details? ​
* What is the name of the CCS for your client? ​
* Locate the Service Authorization for the Client. Which months are services authorized in?​
* Where do you find the workflow of steps that went into the development and approval of the PCP? ​

**Exercise #4 – Search Services**

* Locate an EVV service between May and June, for your client. Use the first and/or 3rd client from the clients provided to you​
* Select the tile to open the details and note the status of the service. ​
* Create one Saved Search Combination. Run the Search again.
* Place a YES in the participant box when completed ​ ****

**Exercise #5a – Add New Service Activity**

* Add a new EVV Service Activity for your client.  In the upper right-hand corner select New Activity. Select a date that does not have a service recorded.  ​
  + Services can be added for July​
* Remember to copy the client ID ​or use a Client ID from the training clients list

**Exercise #5b​ – Completing a Missing Time**

* Search for a service with status of “New” with an Exception Type of “Missing Clock-in” or “Missing Clock-out” OR Navigate to the Home Page and select Missing Clock-in or Clock-out under the Resolve by Provider section
* Edit the service to add the missing time and reason and Save ​
* Submit the edited service activity​

**Exercise #6 – Exceptions**

* Where do you locate service activities with Exceptions from the home screen? ​
* Do you see any exceptions that are being worked on?  How would you know?  ​

**Exercise #7 - Exceptions**​

* ​ Start from the Home Screen
* Locate a service with an exception of Staff Overlap – Same Provider
* Locate your assigned client in the search results or search with their Client ID or Name

Note: Do not modify services for clients not assigned to you, as clients have also been set up to train other staff in your Provider Agency and any update to unassigned data will hinder someone else’s training

* Click the tile and edit the service
* When done, make sure to save and submit. Note the status change.

**Exercise #8 - Adjustments​**

* ​ Search for a Service with CLAIM status of PAID
  + Note: Use service dates from 05/01/2020 to 06/30/2020 and locate your assigned client​
* Click the tile to open the Service​
* Click Adjust Services​
  + Change the time for the existing Service ​> Save > Submit
* You received a call that the DSP completely forgot to report a past shift they completed.

Now search for a different service with a Claim status of Paid. Add a new Service / Shift > Save > Submit

**Exercise #9 – Void Services ​**

* Search for a Service with Claim Status of Paid
* Void one Service or all Services in a claim ​
* ​Note: For this exercise, search for Claim Status of “Paid” in the Advanced Search section of the Search Service page. Month with paid claims data:​ Use service dates from 05/01/2020 to 06/30/2020 and locate your assigned client​

**Exercise #10​ – Reports**

* Click on the Reports Tab​
* Open and view the Reports​
* Run the following reports: ​
  + EVV Services Rendered Report​
  + Run for 05/01/2020 to 05/05/2020
  + DDA Authorized Services Report - Run for Service Plan Authorization Period of ‘Monthly’, Service Plan Months of May, June and July 2020
  + DDA State Payment Report - Run for August 2020 as Reporting Month
* Place a YES in the participant box when completed**​  **

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