# MDC PROVIDERS: FREQUENTLY ASKED QUESTIONS

## How do I gain access to LTSSMaryland.org?

- ### Steps for adding a new user to the system:
  1. A new user John Smith joins an agency
  2. Admin enters staff profile for John Smith in LTSS
  3. The supervisor emails LTSS Help Desk (LTSSHelpDesk@LTSSMaryland.org) with John Smith's details.
  4. LTSS Help Desk creates a login entry for John Smith
  5. LTSS Help Desk informs John Smith of his user ID (via email)
  6. John Smith tells his supervisor of the user ID

***Sample email format:***
The supervisor sends an email to **LTSSHelpDesk@feisystems.com** requesting a new staff person receive access to the system

The email includes:

- Supervisor name: Anna Scott
- Supervisor email: Anna.Scott@agency.com
- Supervisor Phone Number: 410-111-2233 o Agency: Sample agency o New User name: John Smith
- New User email: *John.Smith@agency.com*
- New User phone: 410-222-3344
- A statement that this email serves as authorization to add this new user John Smith

### Password

If you know that you have an active username within LTSSMaryland, but cannot remember your password, select the “Forgot Password” link within the Login page.

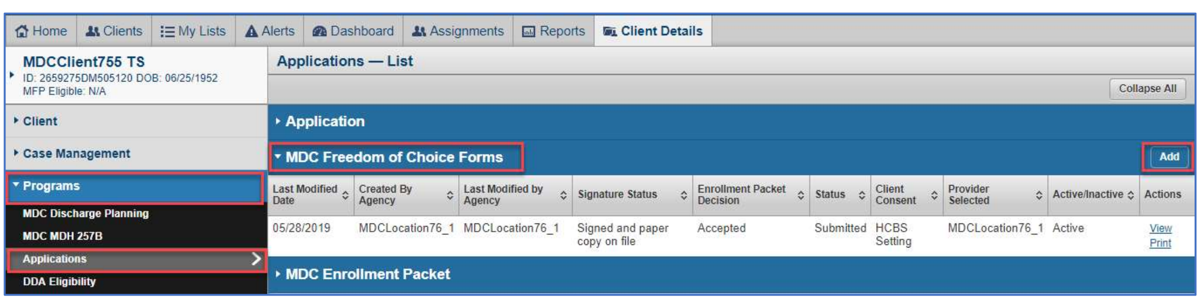

The password reset link will be sent to the email that is associated with your username.

## Where do I access Enrollment Forms for Initial or Annual MDC Enrollment?

### MDC Freedom of Choice Form

Users with the MDC Provider Admin, MDC Provider Staff, and MDC Provider Nurse roles associated with their Staff Profile may View, Add, and Edit the MDC Freedom of Choice Form.

1. From the **Client Profile**, select the **Programs** banner on the left navigation.
2. Select **Applications**.
3. You may view a client’s MDC Freedom of Choice forms by expanding the **MDC Freedom of Choice Forms** banner.
4. You may *Add* a new MDC Freedom of Choice form by selecting the **Add** button within the MDC Freedom of Choice Forms banner.

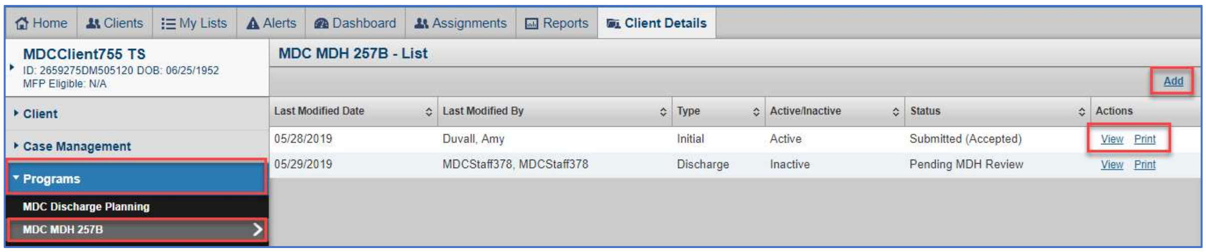



See **Section 3: MDC Freedom of Choice Form** within the [MDC Provider Guide] for more details.

## MDC MDH 257B Form

Users with the MDC Provider Admin, MDC Provider Staff, and MDC Provider Nurse roles associated with their Staff Profile may View, Add, and Edit the MDC MDH 257B.

1. From the **Client Profile**, select the **Programs** banner on the left navigation.
2. Select **MDC MDH 257B**
3. From here, you will see a list of a client's MDC MDH 257B forms that have been processed by your center and may *View* or *Print* the individual form.
4. You may *Add* a new MDC MDH 257B form by selecting the **Add** link in the upper right corner of the list view.

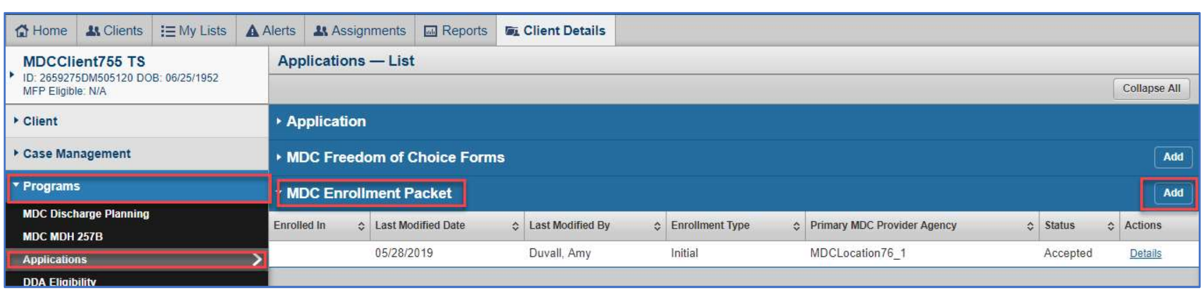



See **Section 5: MDC MDH 257B Form (Initial)** and **Section 12: MDC MDH 257B Form (Discharge)** within the MDC Provider Guide for more details.

## MDC Enrollment Packet

Users with the MDC Provider Admin, MDC Provider Staff, and MDC Provider Nurse roles associated with their Staff Profile may View, Add, and Edit the MDC Enrollment Packet

1. From the **Client Profile**, select the **Programs** banner on the left navigation.
2. Select **Applications**.
3. You may view a client's MDC Enrollment Packets by expanding the **MDC Enrollment Packet** banner and selecting the **Details** hyperlink.
4. You may *Add* a new MDC Freedom of Choice form by selecting the **Add** button within the MDC Freedom of Choice Forms banner.




See **Section 6: MDC Enrollment Packet** within the MDC Provider Guide for more details.

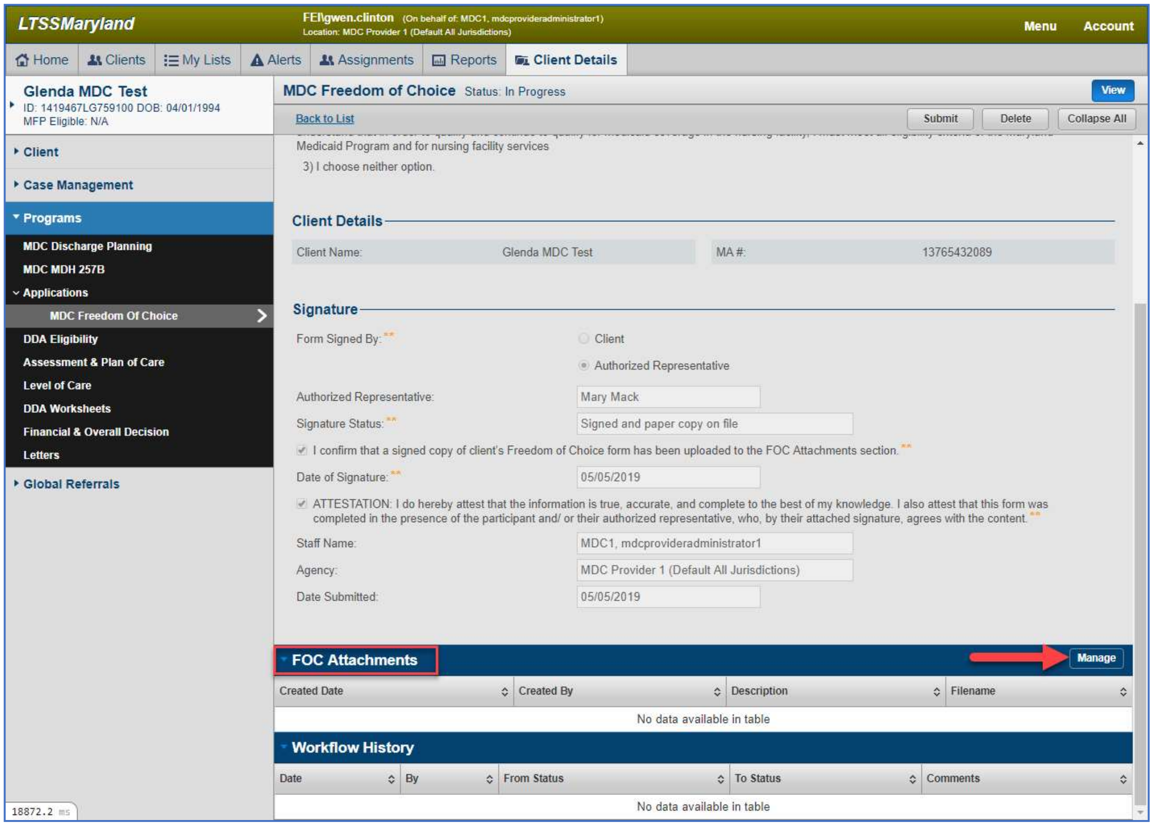
# What forms require Attachments and how do I add them to the form?

## MDC Freedom of Choice Form Attachment

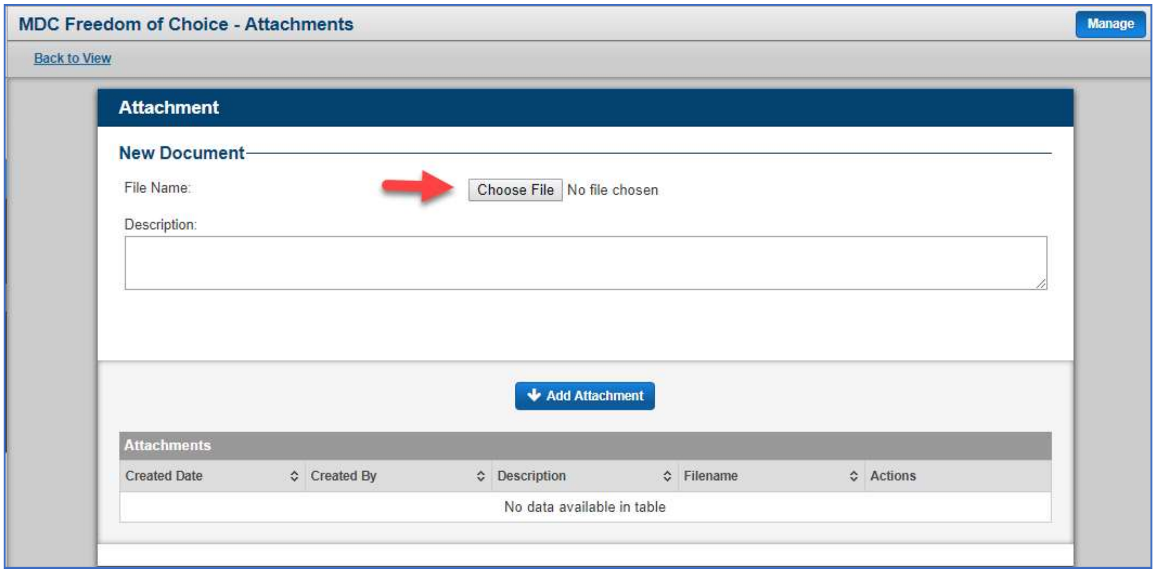
MDC Providers are required to upload a signed copy of the MDC Freedom of Choice Form in order to *Submit* the form for MDH Review.

The users may *Print* the form once they have *Saved* the form with all applicable selections and required fields completed. Once printed and signed by the client, the user can upload a scanned copy to the MDC Freedom of Choice form module.

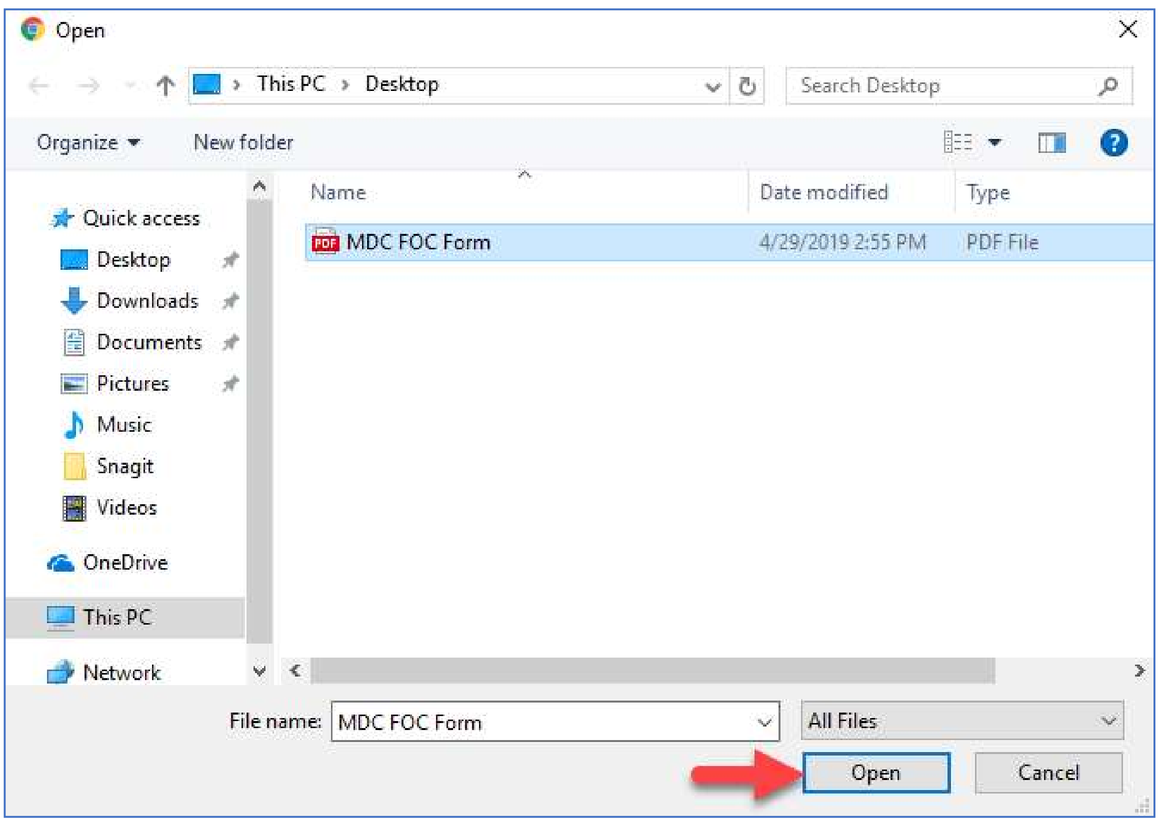
1. Select **Manage** within the **FOC Attachments** banner of the clients MDC FOC Form view page.



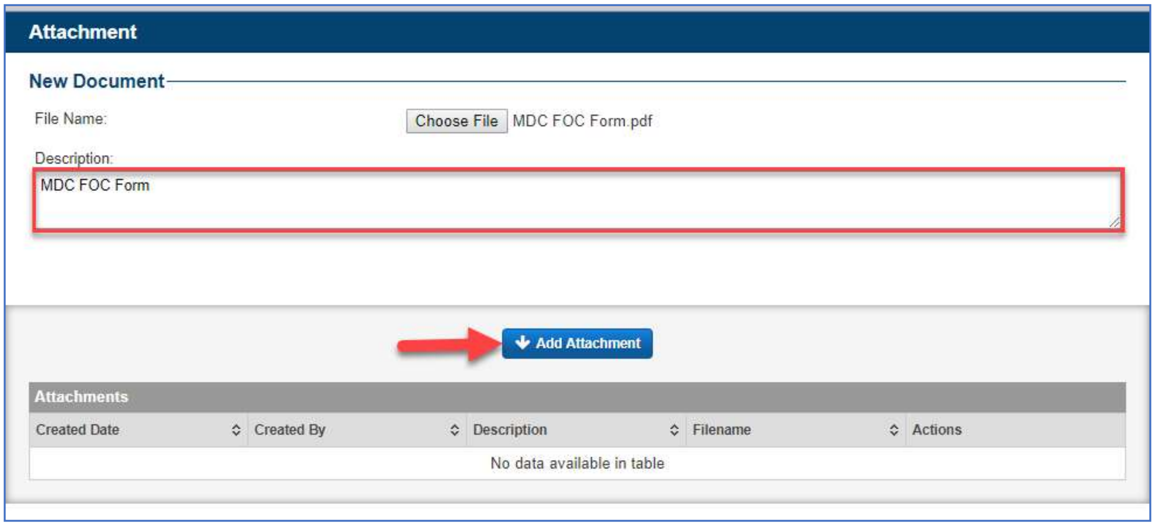
2. Upon selecting **Choose File**, a screen will pop-up that allows the user to select the appropriate form from their local PC.



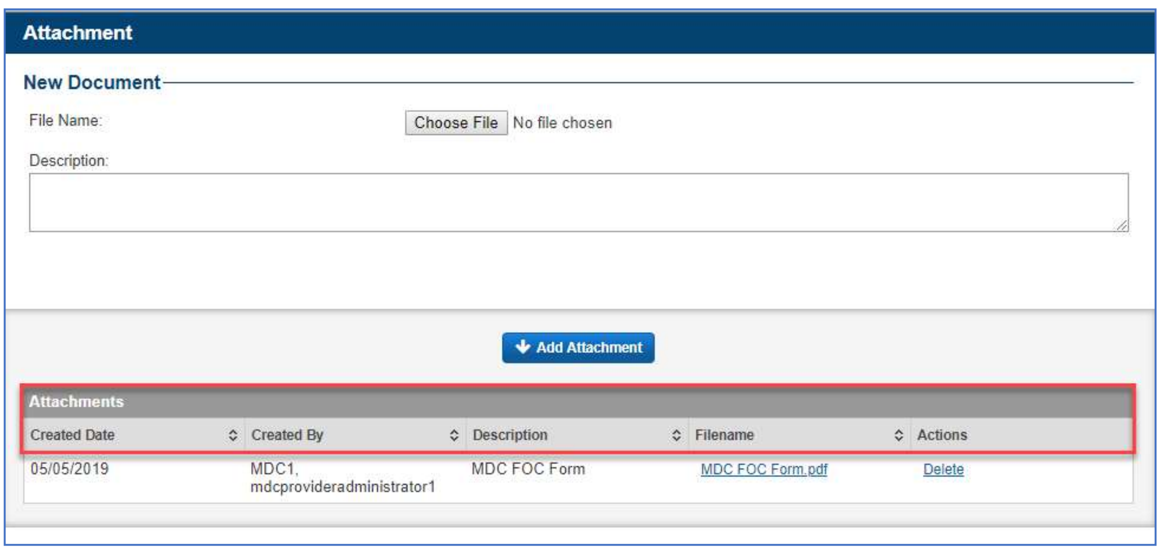

3. Select the desired form and click **Open**.



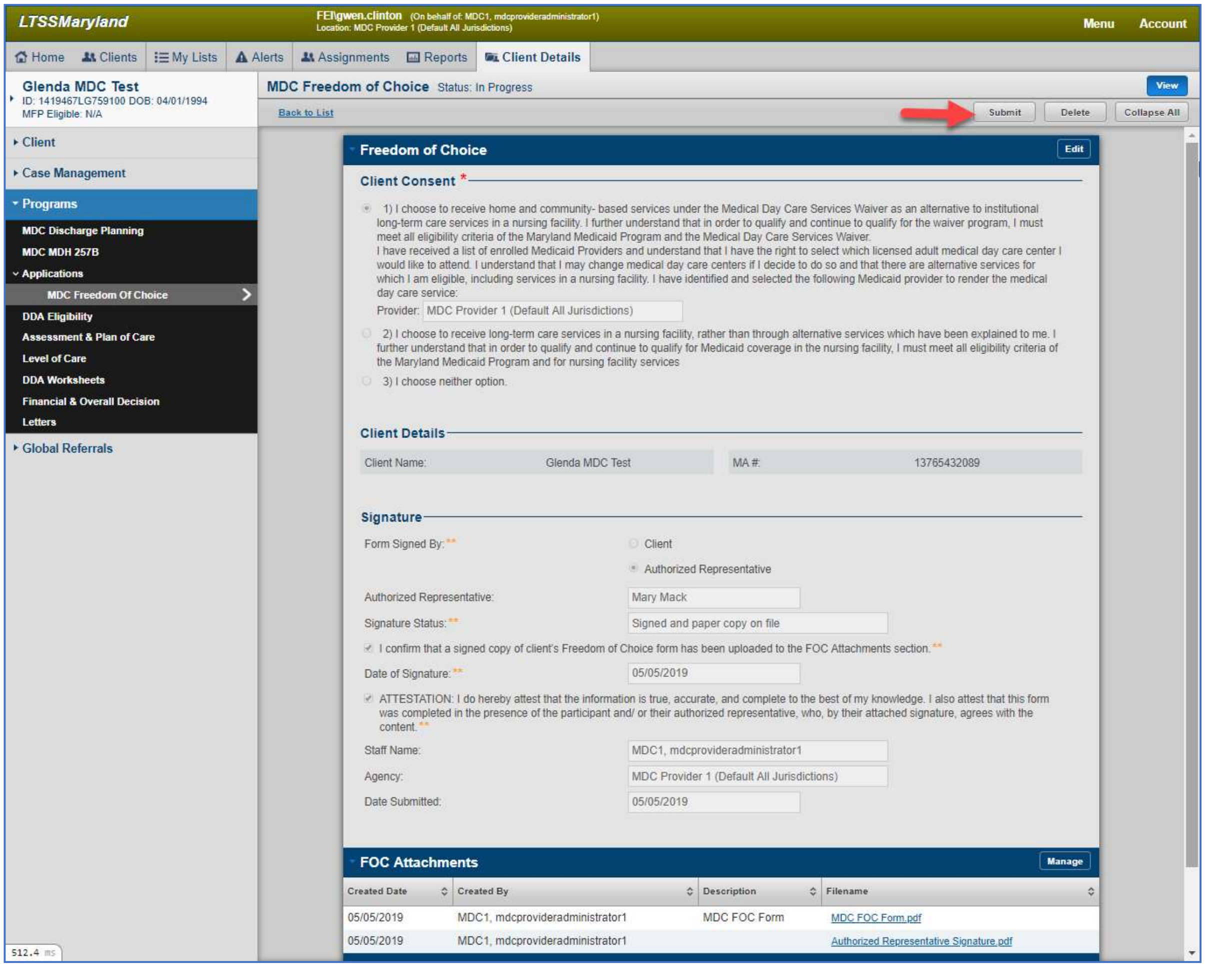
4. Once a file is selected, users may enter any applicable text to the **Description** field.




5. Once the user has selected **Add Attachment**, the uploaded attachment will appear in the FOC Attachment list with the following information:



6. Once the hard copy with signatures has been uploaded to the FOC Attachment section the user may select **Submit** within the MDC FOC form view page.



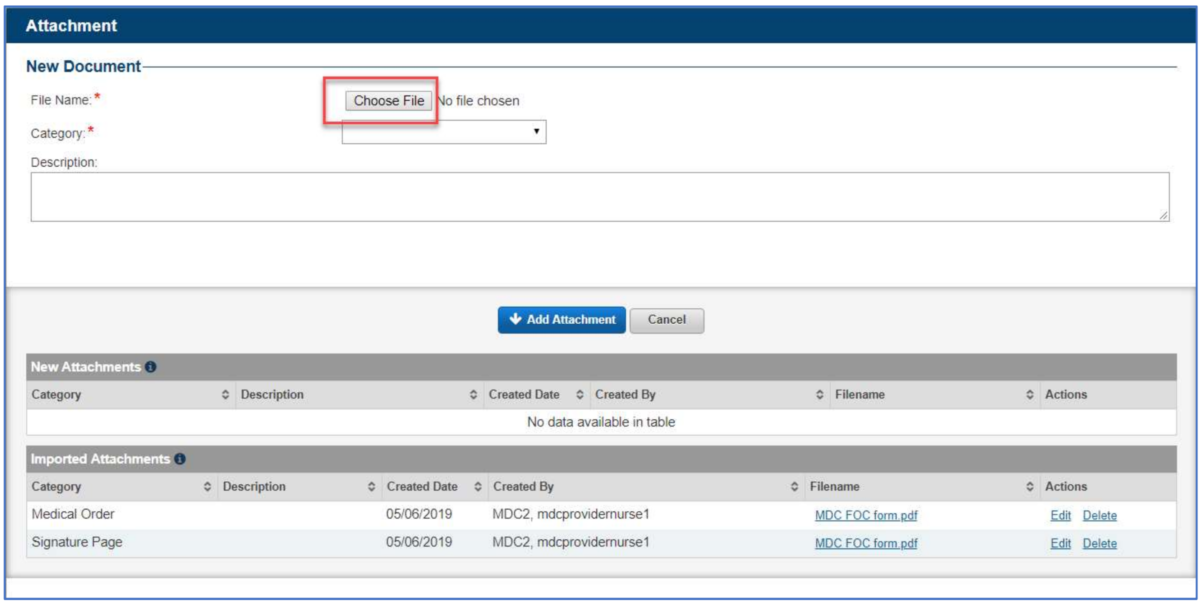

See **Section 3: MDC Freedom of Choice Form** within the MDC Provider Guide for more details.

## ▪ ADCAPS Attachments

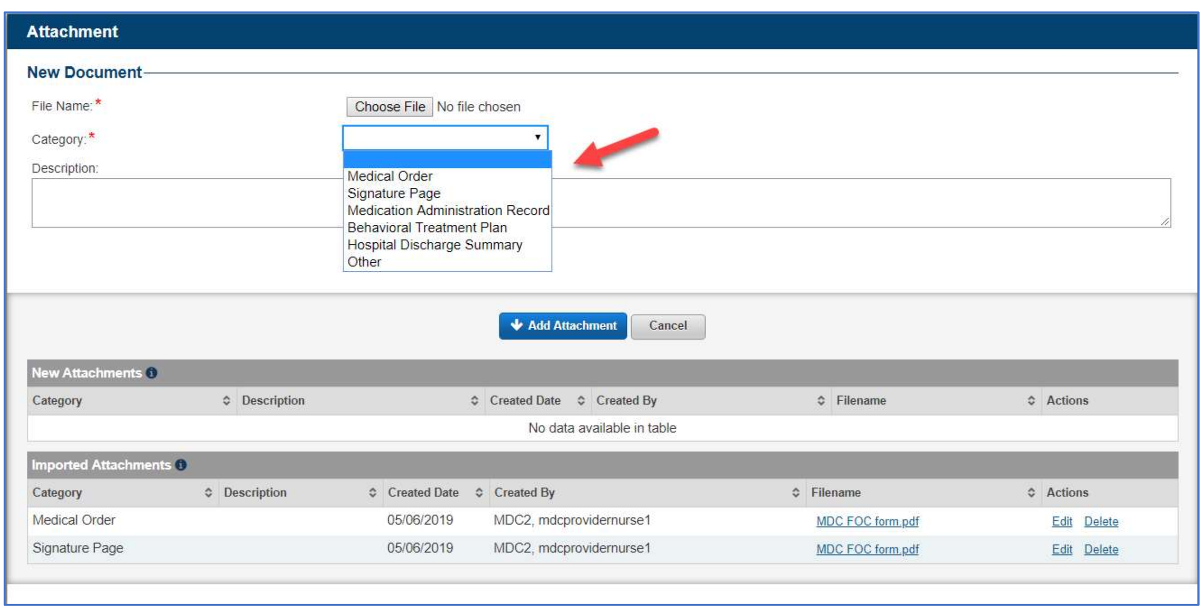
In most scenarios, MDC Providers are required to upload a Signature Page and the most recent Medical Order in order to *Submit* the ADCAPS.

The users may *Print* the Signature Page form from the ADCAPS module or they may use their own form. Once printed and signed by all required parties, the user can upload a scanned copy to the ADCAPS module.

1. Select **Manage** within the Attachment banner of the ADCAPS Summary.
2. Click **Choose File**, navigate to file location and select the file location and filename from your local PC documents.

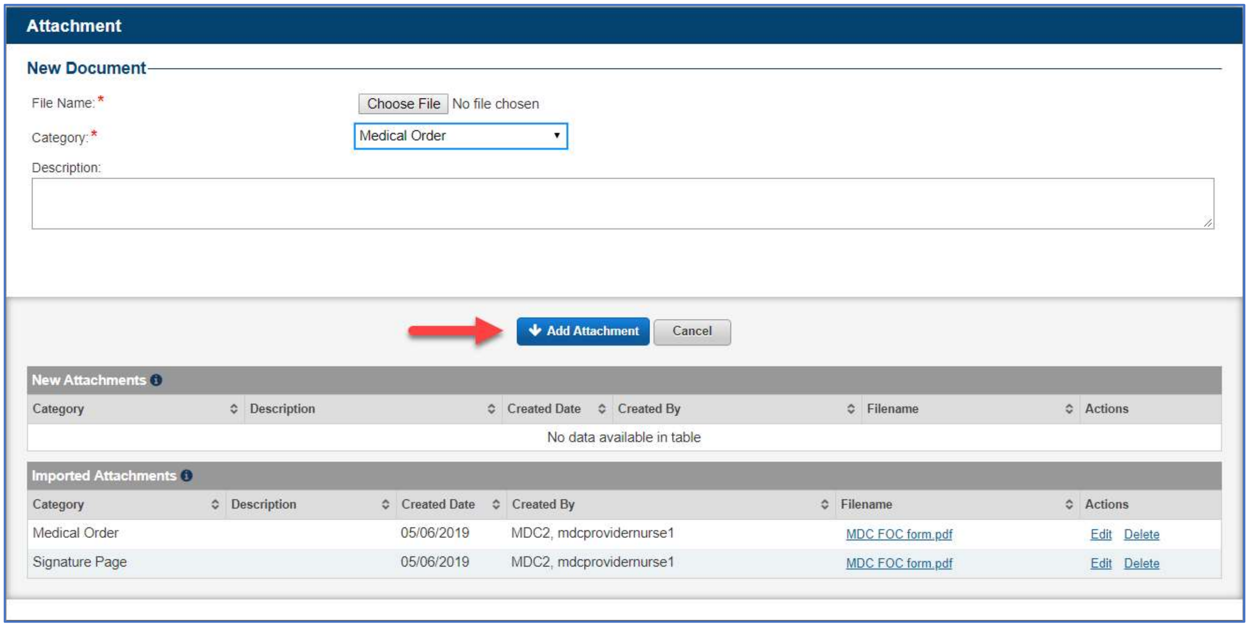



3. Select the **Category**.

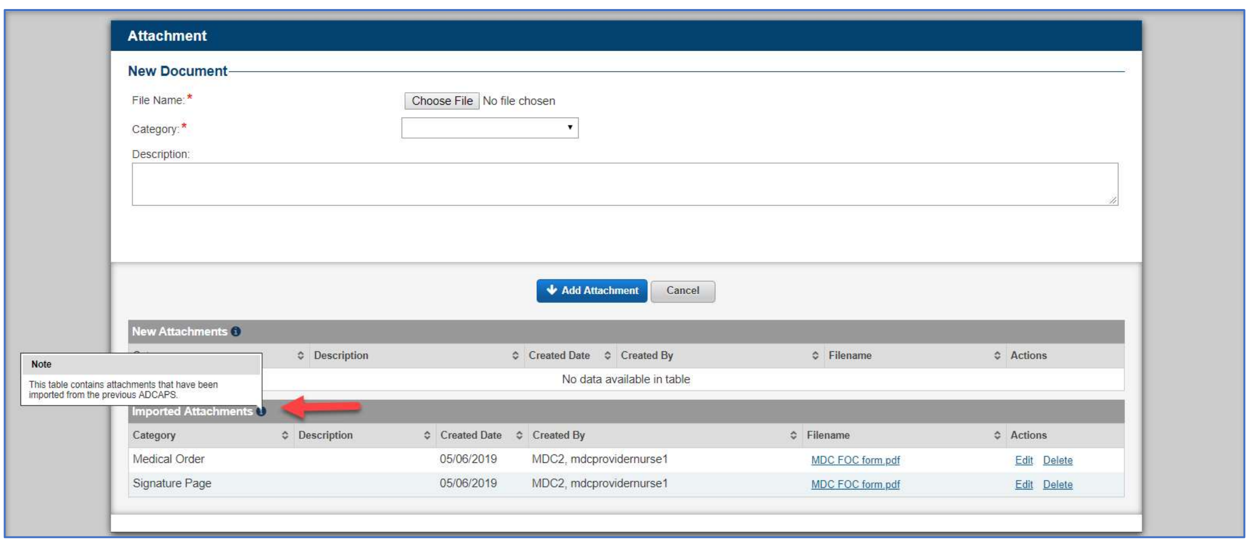


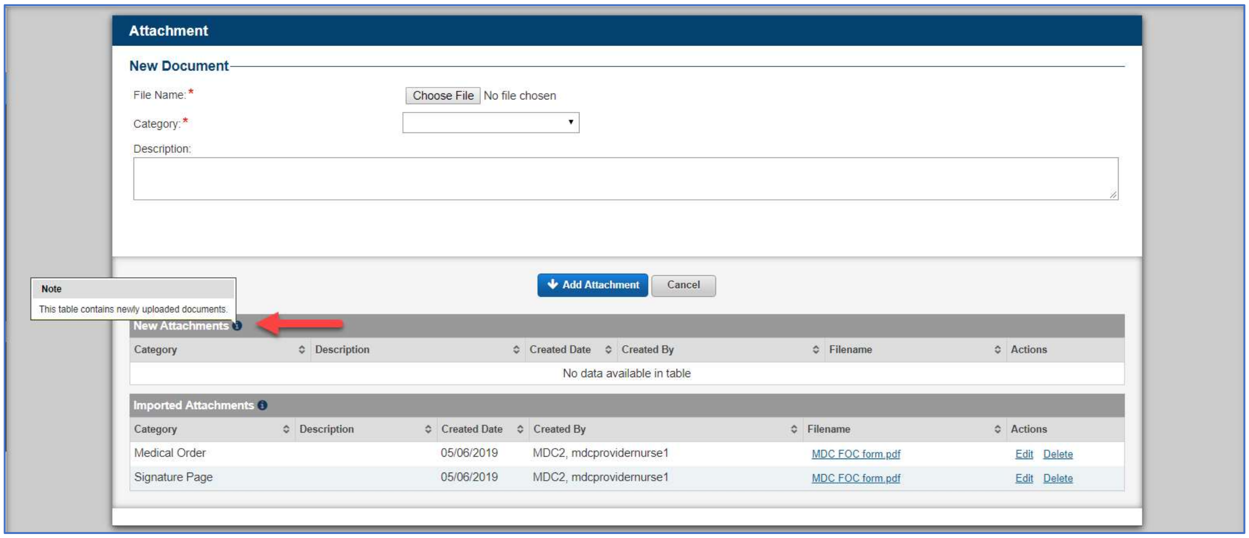
**NOTE:** When adding an Initial, 120 Day, Significant Change, or Transfer ADCAPS, the Medical Order and Signature Page attachment categories are required for the submission.

4. Select **Add Attachment** to import the document to the **New Attachments** section.

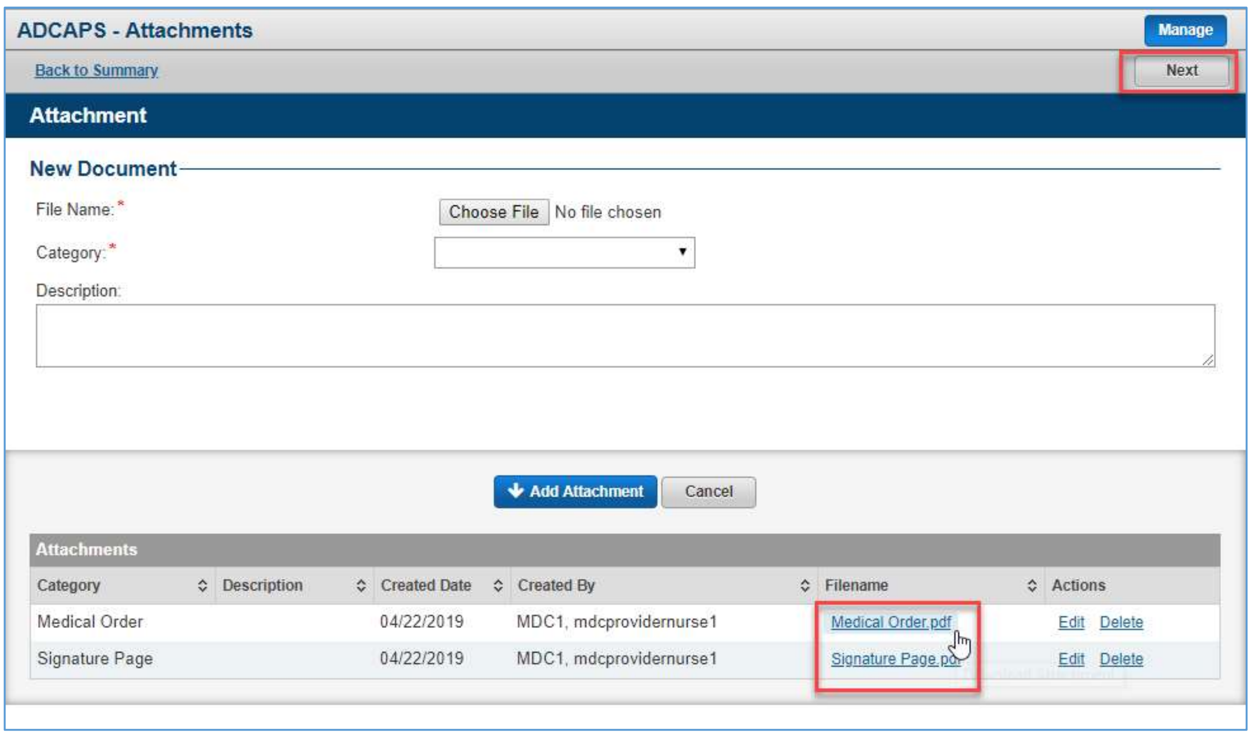



**NOTE:** Once an Initial ADCAPS has been submitted, those attachments will display in subsequent ADCAPS Revisions in the **Imported Attachments** (Attachments added in the last active ADCAPS) section; and, the addition of attachments in the new ADCAPS type will be captured under the **New Attachments** section.






5. The user may view, download, or print the attachment by clicking the **hyperlink** that is displayed with the filename.



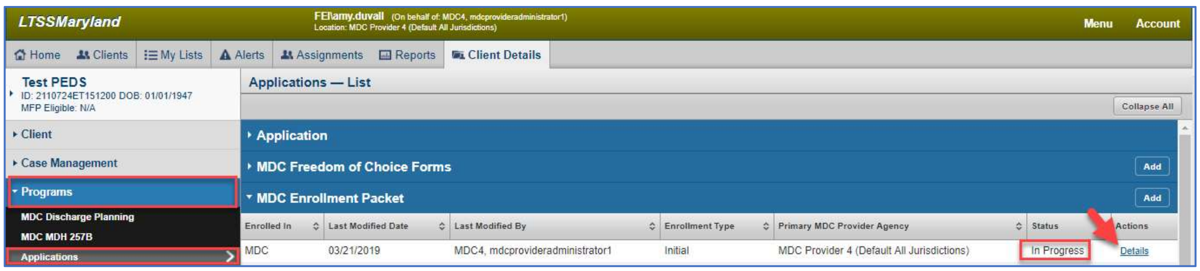

See **Section 4: ADCAPS** within the MDC Provider Guide for more details.

## MDC Enrollment Packet Attachments

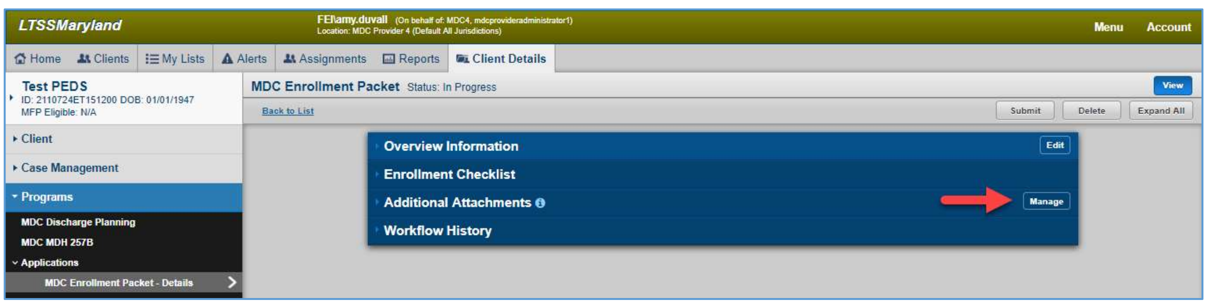
While not required for approval, the user may upload any other relevant documentation that may be required to facilitate MDH's decision process.

**NOTE:** Required attachments for the MDC Freedom of Choice form and ADCAPS are uploaded within the respective forms.

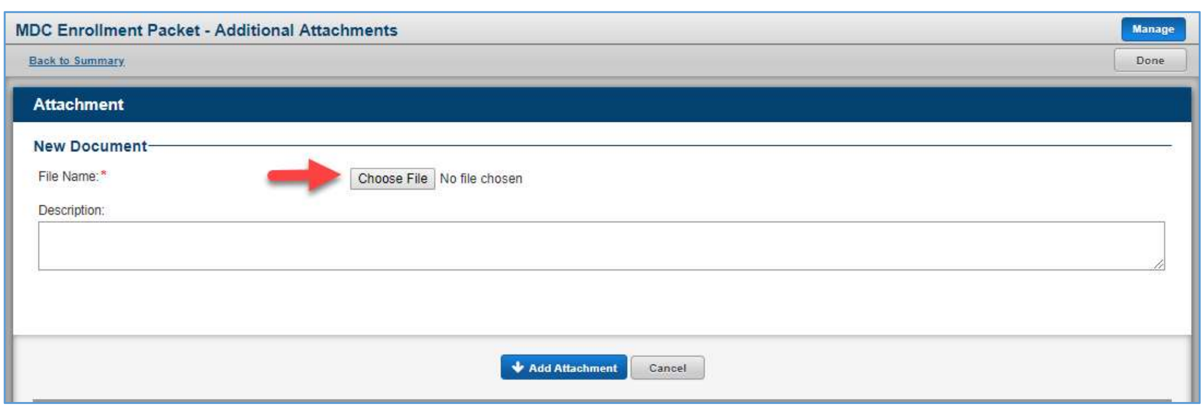
1. From the Client Profile, select the **Programs** banner on the left navigation.
2. Select **Applications.**
3. Select the icon next to **MDC Enrollment Packet** to expand and view.
4. Select the **Details** link next to the packet that is "In Progress".



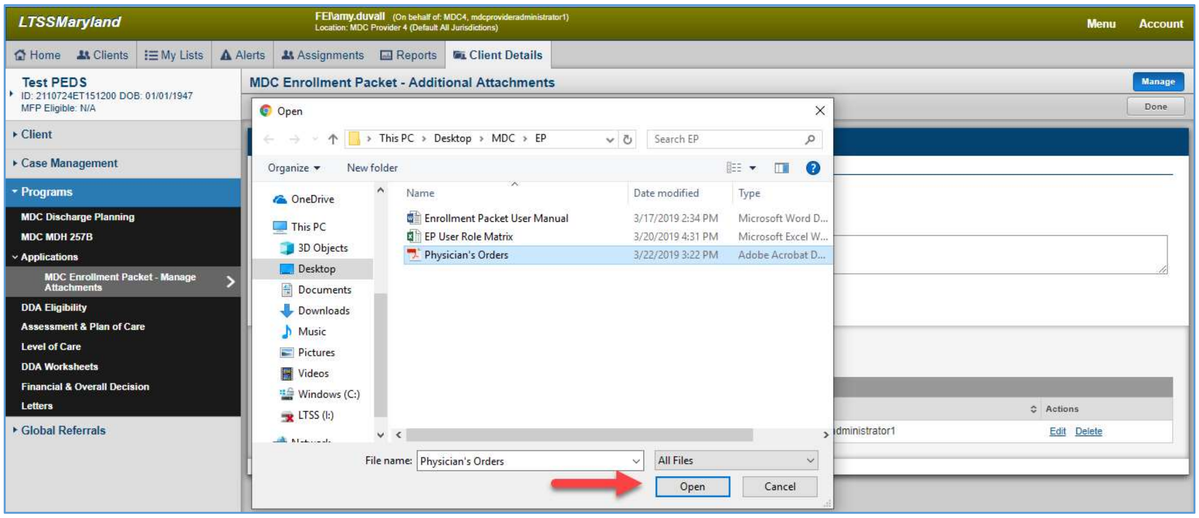

5. Select **Manage** within the **Additional Attachments** banner.



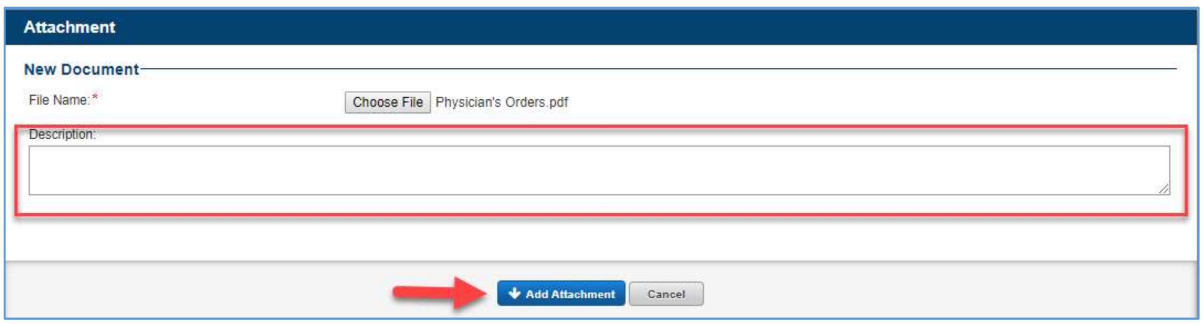

6. Upon selecting **Choose File**, a screen will pop-up that allows the user to select the appropriate form from their local PC.



7. Select the desired form and click **Open.**



8. Once a file is selected, users may enter any applicable text to the **Description** field.



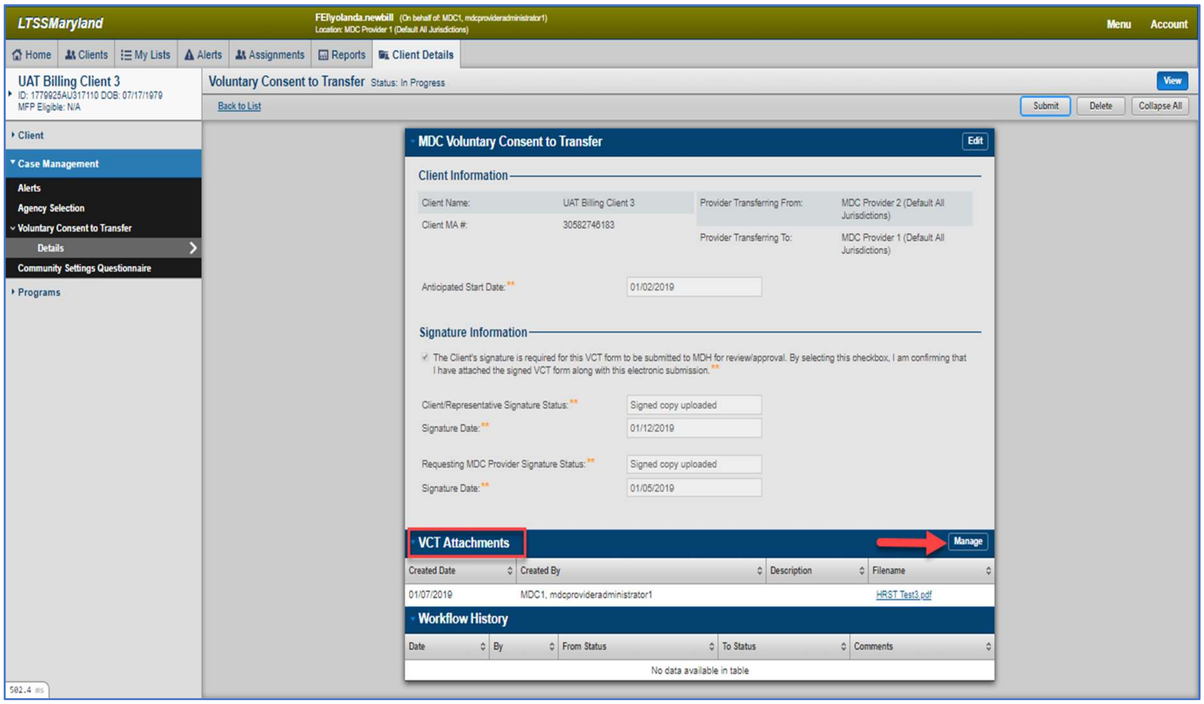

See **Section 6: MDC Enrollment Packet** within the [MDC Provider Guide] for more details.

## Voluntary Consent to Transfer Form Attachment

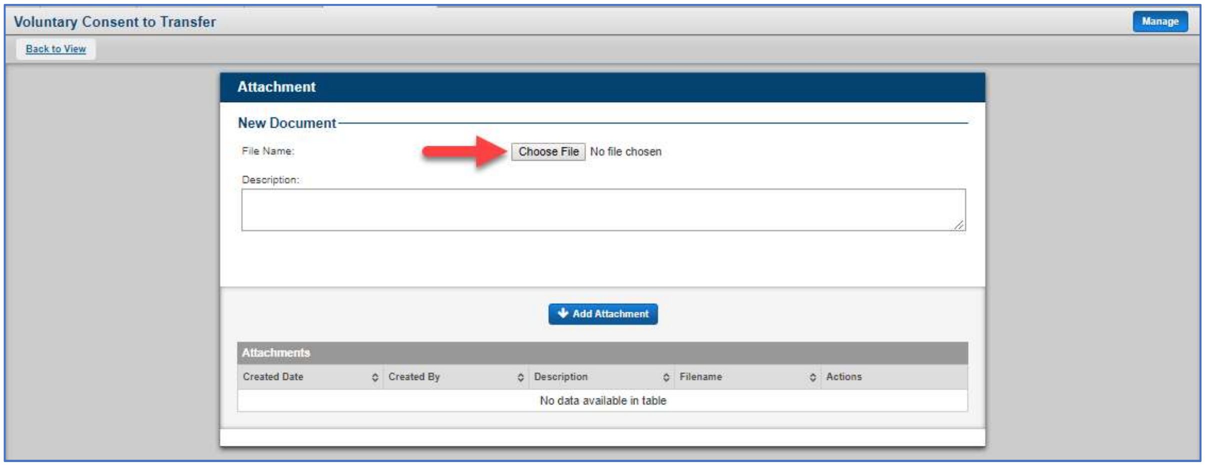
MDC Providers are required to upload a signed copy of the VCT Form in order to *Submit* the form for MDH Review.

The users may *Print* the form once they have *Saved* the form with all applicable selections and required fields completed. Once printed and signed by the client, the user can upload a scanned copy to the Voluntary Consent to Transfer module.

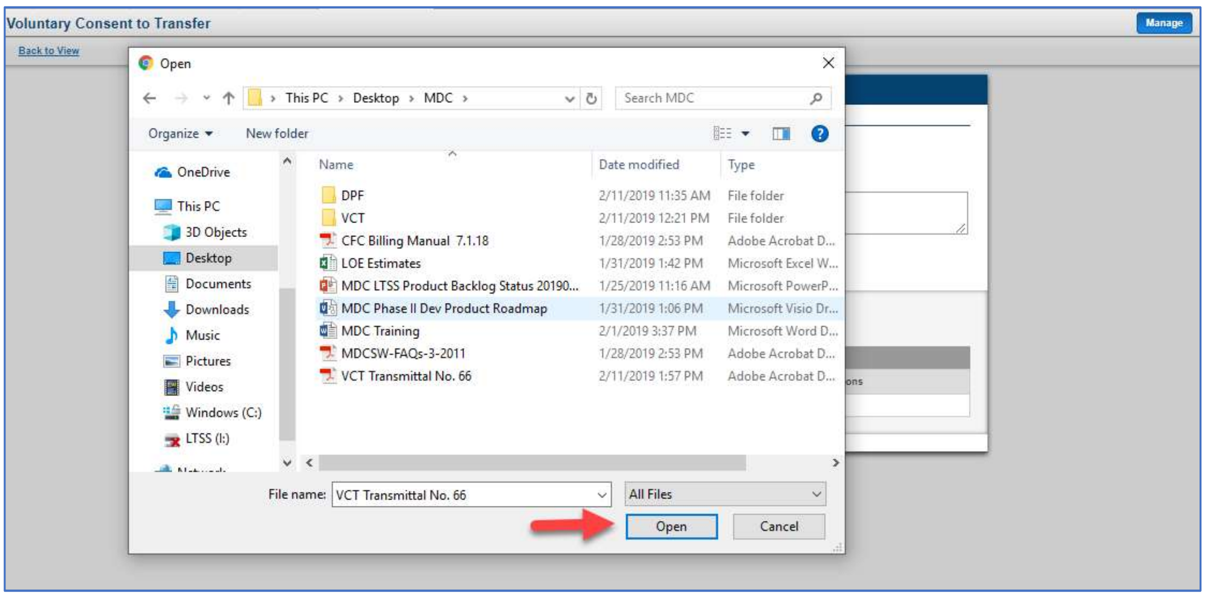
1. Select **Manage** within the VCT Attachments banner



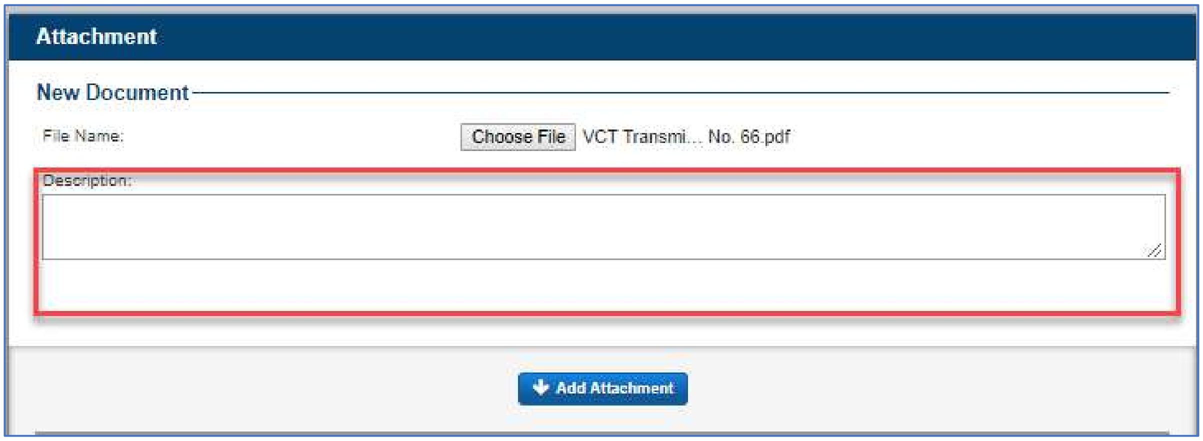
2. Upon selecting **Choose File**, a screen will pop-up that allows the user to select the appropriate form from their local PC.




3. Select the desired form and click **Open.**



4. Once a file is selected, users may enter any applicable text to the **Description** field.



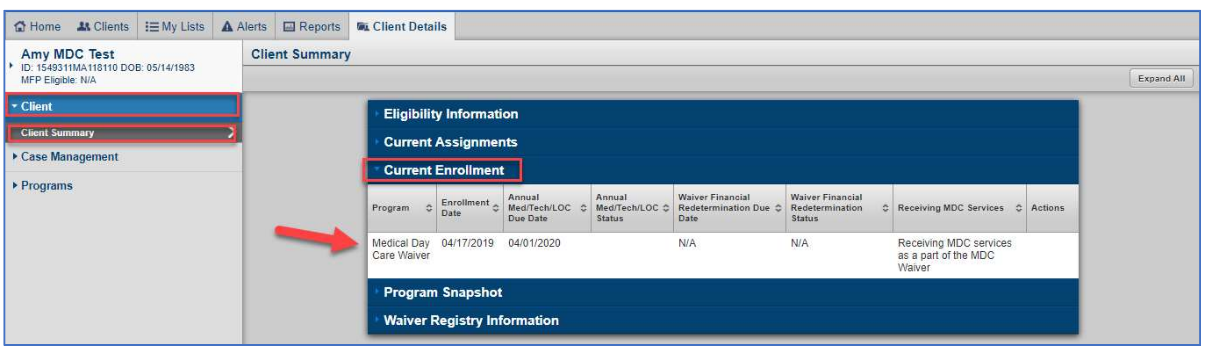

See **Section 10: Voluntary Consent to Transfer** within the [MDC Provider Guide]() for more details.

# Where can I access information about a participant's enrollment?

## Client Summary

MDC Providers may view any client's Current Enrollment regardless of their center being the client's current Primary or Additional MDC Provider.

1. From the Client Profile, select the **Client** banner on the left navigation.
2. Select **Client Summary**.
3. You may view a client's current enrollment information (Program, Enrollment Date, and Annual Due Date, etc.) within the **Current Enrollment** banner.



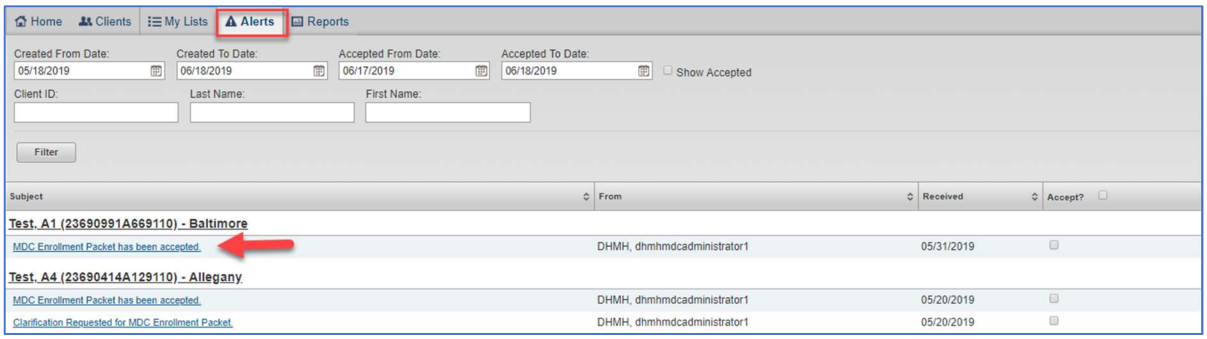

**NOTE:** The Spenddown population can be identified by the fact that they have a Medicaid Eligibility Coverage Group the ends in "99" (i.e. S99, L99, F99, G99, T99), MDC Providers will have the ability to Manage Client records for both Spenddown and Non-Spenddown populations, if they are the assigned MDC Provider. Users can note the client's status within the **Eligibility Information** banner.

See **Section 2: Clients** and **Section 9: MDC Annual Enrollment** within the MDC Provider Guide for more details.

## Alerts: Alerts Tab

MDC Provider users will receive alerts when MDH approves Initial and Annual Enrollment forms that their center submitted. Additionally, active assigned centers receive alerts when their client's annual enrollment is due. LTSSMaryland users should regularly access the Alerts tab to ensure that they are effectively facilitating the clients' enrollment and subsequent participation in the MDC Waiver Program.

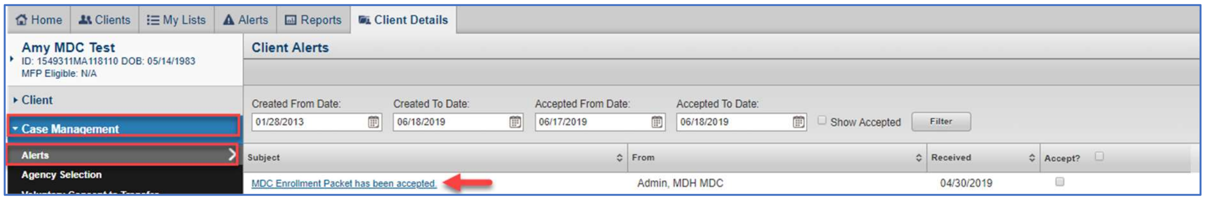
1. Select the **Alerts** tab in the top navigation.
2. Here, the users may view notifications regarding client's that are assigned to their location.
3. By selecting the alert message hyperlink, the user will be re-directed to the applicable form.



## Alerts: Case Management

MDC Provider users may also view alerts and the alerts history that are specific to an individual client.

1. From the Client Profile, select the **Case Management** banner on the left navigation.
2. Select **Alerts**.

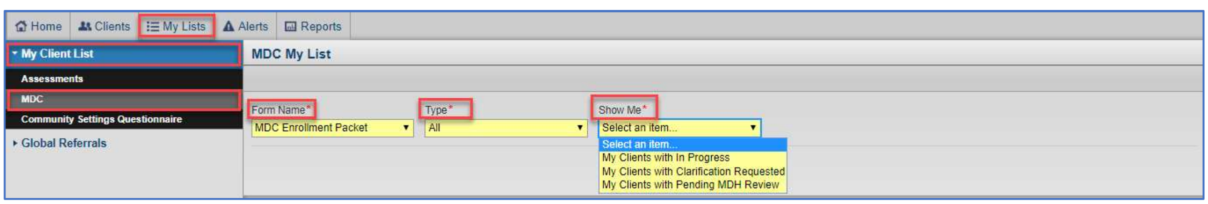



See the **Alerts** sub-sections of each module within the MDC Provider Guide for more details.

## My Lists: MDC Enrollment Packet

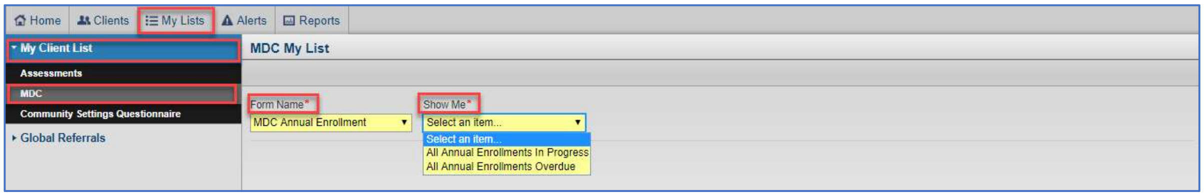
MDC Provider users may track the workflow of clients that are assigned to their center through My Lists. Here, they can view clients in various statuses for each MDC form. Specifically, for tracking enrollment progress of a client, the user will want to monitor *Form Names*, "**MDC Enrollment Packet"** and "**MDC Annual Enrollment".**

1. Select the **My Lists** tab in the top navigation.
2. Select **My Client List**, then **MDC.**
3. Under **Form Name**, select **MDC Enrollment Packet**.
4. You may then select the **Type**: **All, Initial**, or **Annual**.
5. Then select the desired **Show Me** option of: **Clients In Progress**, **Clients with Clarification Requested**, or **Clients Pending MDH Review**.
6. Once you select **Filter**, a list of clients that are in the status selected will populate.



## My Lists: MDC Annual Enrollment

1. Select the **My Lists** tab in the top navigation.
2. Select **My Client List**, then **MDC.**
3. Under **Form Name**, select **MDC Annual Enrollment**.
4. Then select the desired **Show Me** option of: **All Annual Enrollments in Progress** or **All Annual Enrollments Overdue.**
5. Once you select **Filter**, a list of clients that are in the status selected will populate.




See the **My Lists** sub-sections of each module within the MDC Provider Guide for more details.

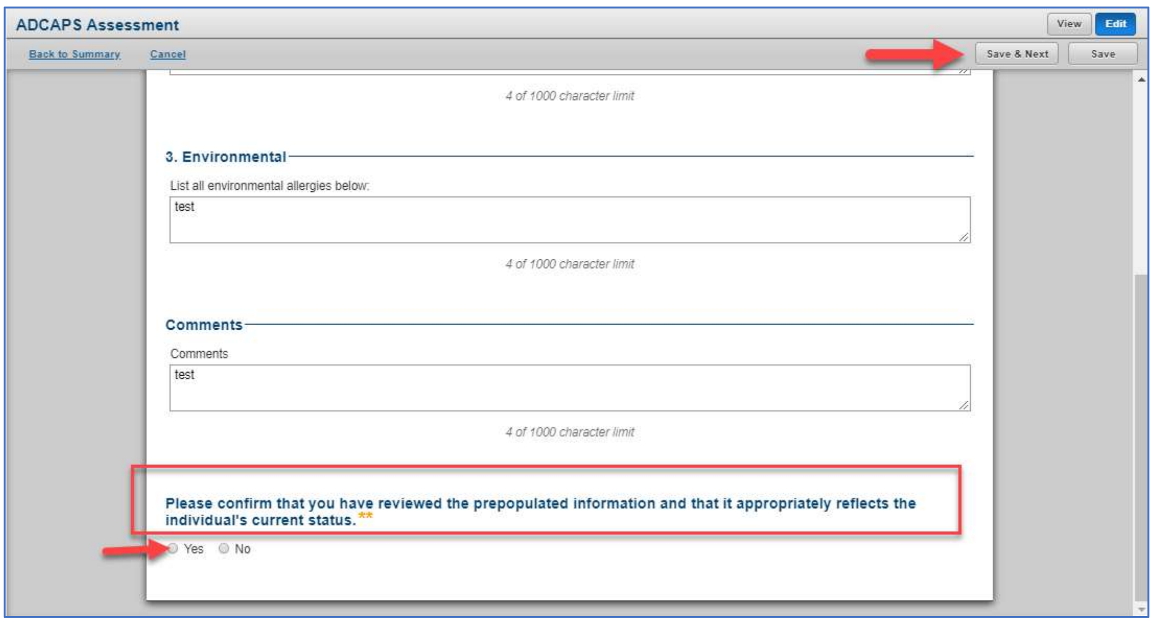
# ADCAPS

- ## What sections of the ADCAPS will copy over to future ADCAPS?

Once a client's first **ADCAPS Assessment** is completed within LTSSMaryland, all sections (*A through V)* of the Assessment will automatically prepopulate from the most recent "*Active*" ADCAPS into the new Assessment for the subsequent ADCAPS type (**120 Day** or **Significant Change**). The MDC Provider Nurse must review the contents of each section to update where necessary and thoroughly complete each section for accuracy of the patient's current medical status.

*REMINDER:* **Revised ADCAPS** will display the most recent assessment and only comments can be added to it. Therefore, Nurses do not need to re-attest when revising the ADCAPS.

Once the updates and necessary edits are made, the user may select "Yes" to the confirmation statement at the bottom of the section.




Once this selection has been made and the user *Saves*, the specific section will be marked as **Complete**.

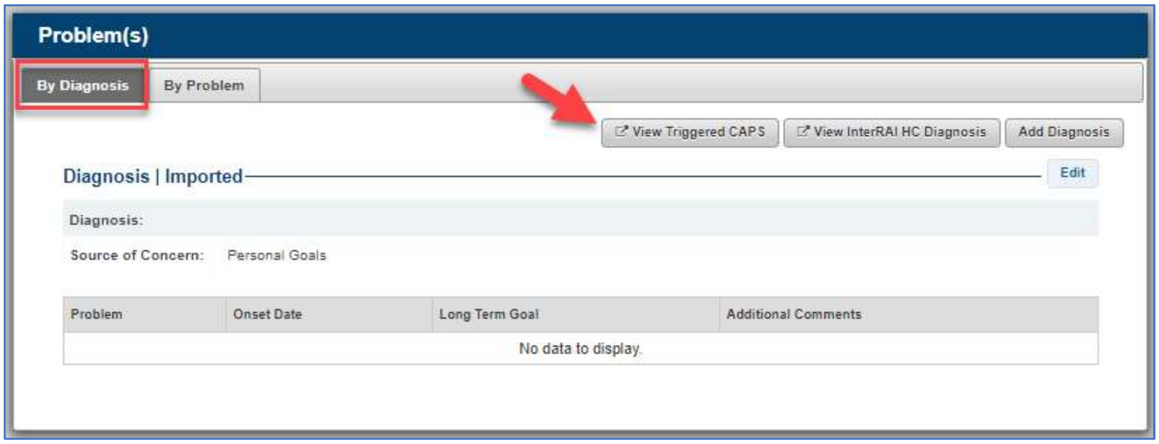
See **Section 4.4: Assessment** within the MDC Provider Guide for more details.

- ## How can I compare the InterRAI to the ADCAPS?

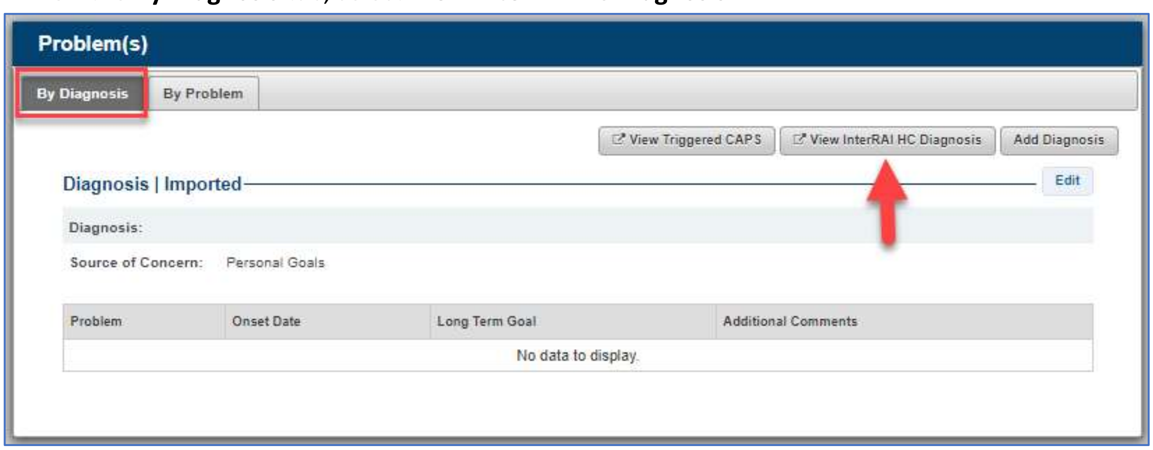
The MDC Provider Nurse may view the **Triggered CAPS** (Clinical Assessment Protocols that have been triggered by the InterRAI Assessment) or the **InterRAI Diagnoses** that already exist in the client's record to complete the **Problems** section of the ADCAPS.

REMINDER:

1. Select **Manage** from **Problems** banner of the ADCAPS module.
2. On the **By Diagnosis** tab, select **View Triggered CAPS**.




3. A pop-up window will appear where the user will view the Triggered CAPS from the client's most recently submitted InterRAI Assessment.
4. On the **By Diagnosis** tab, select **View InterRAI HC Diagnosis**.

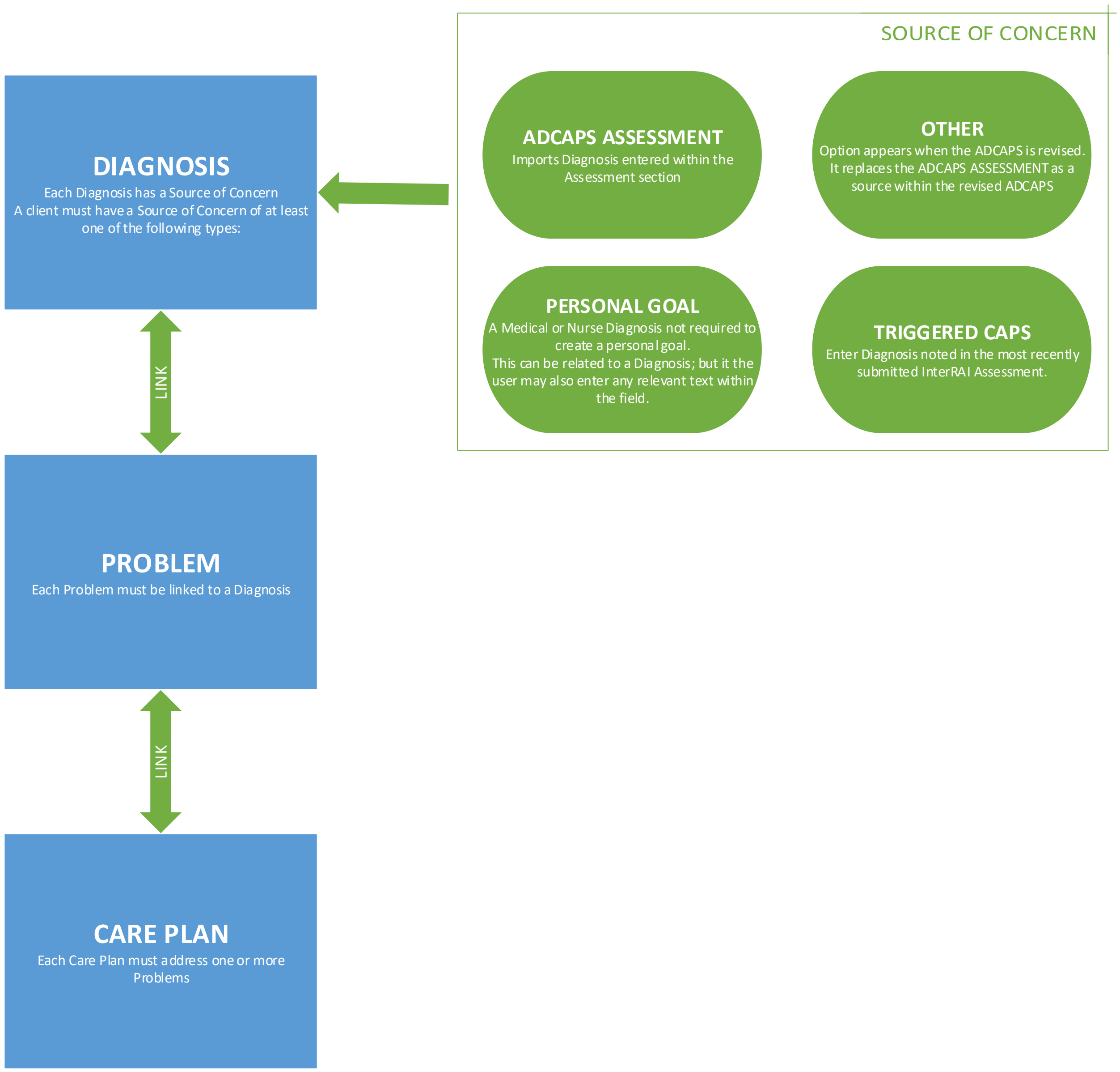



5. A pop-up window will appear where the user will view the list of Diagnoses from the client's most recently submitted InterRAI Assessment.

See **Section 4.5: Problem(s)** within the [MDC Provider Guide] for more details.

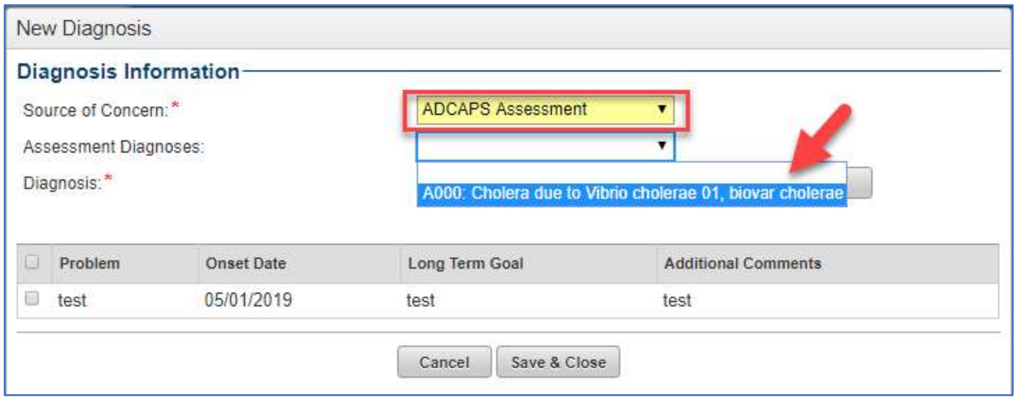
- ## How do I link Diagnosis to Problems and Problems to Care Plans?

  Each **Care Plan** must address one or more **Problems** within the ADCAPS. Each **Problem** must be associated with one or more **Diagnosis** within the ADCAPS.

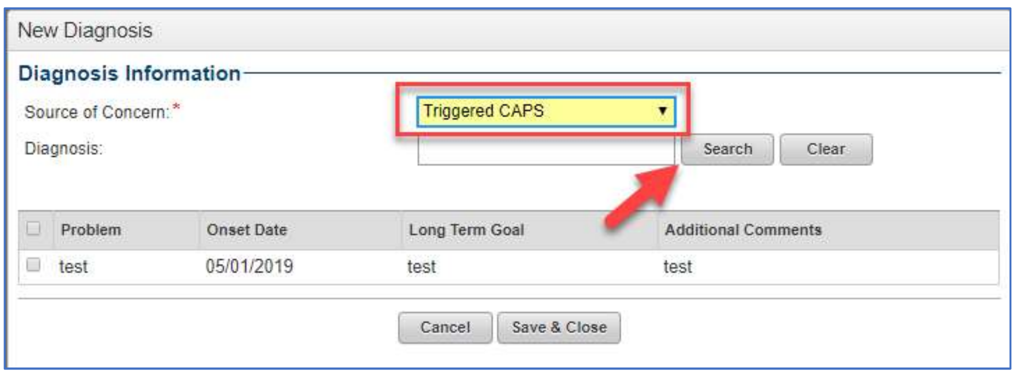


Upon selecting **Add Diagnosis** within the **By Diagnosis** tab of the **Problems** section, the user may indicate the **Source of Concern**:

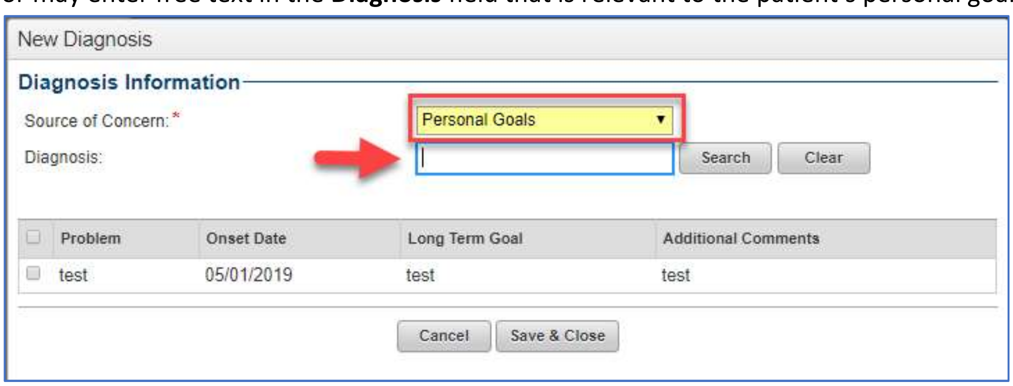
1. **ADCAPS Assessment:** By making this selection, the user has the following options:
   - Select one of the values entered in section *B. Disease Diagnosis,* which will populate for selection within the Assessment Diagnoses field.
   - Search for ICD-10 Codes
   - Enter free text (e.g. Nursing Diagnosis)




2. **Triggered CAPS**: By making this selection, the user may search and enter any applicable diagnoses that were applicable in the most recently submitted InterRAI Assessment.




3. **Personal Goals:** By making this selection, *the user will meet the requirement of addressing at least 1 Personal Goal* with the Care Plan. The user may search for a diagnosis code if applicable or may enter free text in the **Diagnosis** field that is relevant to the patient's personal goal.

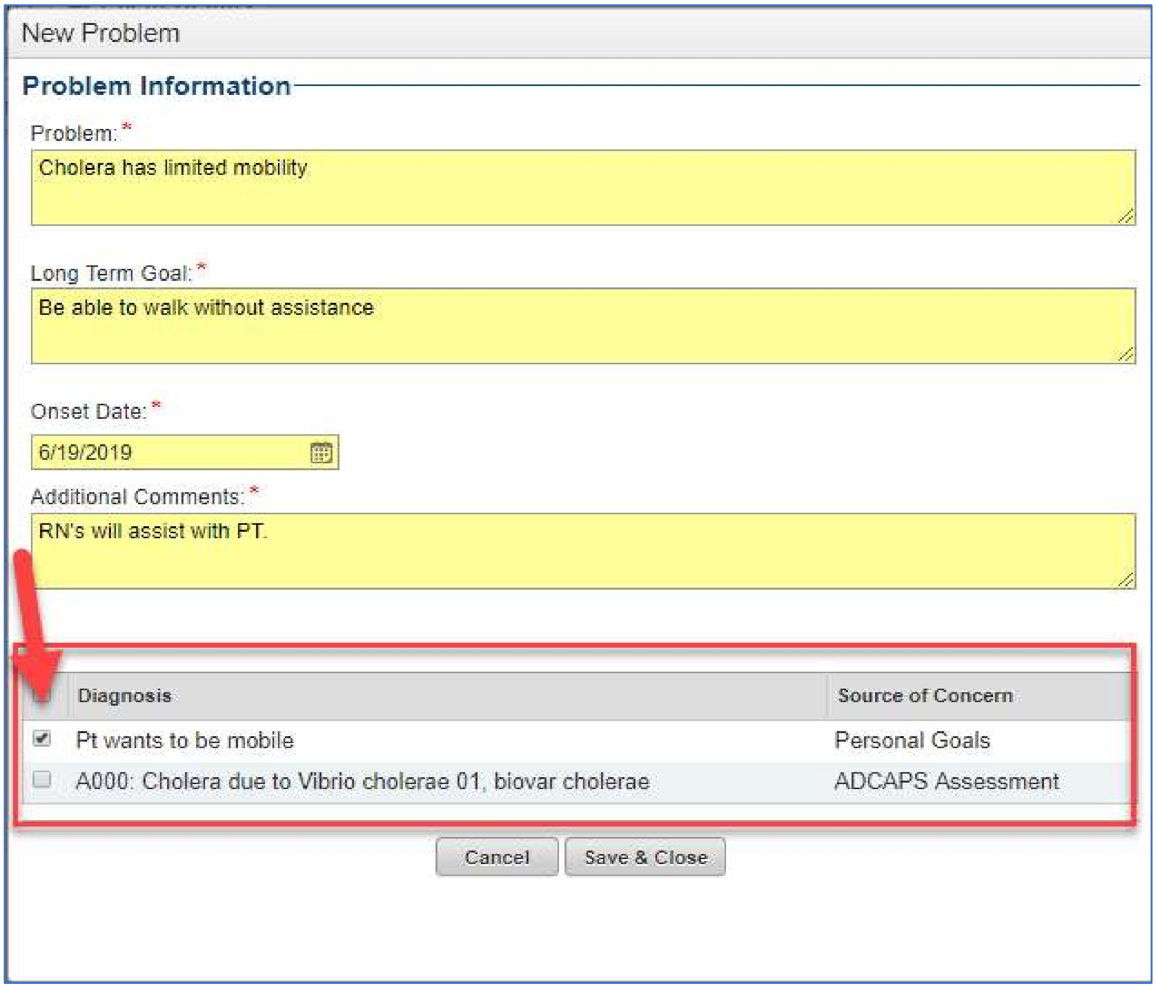


Once the **By Diagnosis** section is complete, the user may select **By Problem**.

Upon selecting **Add Problem** within the **By Problem** tab of the **Problems** section, the user may indicate the *Problem, Long Term Goal, Onset Date*, and *Additional Comments*.

Then, by selecting the checkbox next to the applicable and related **Diagnosis**, the user has effectively associated the Problem with the Diagnosis.

*NOTE: A Diagnosis may be associated to more than one problem and more than one Problem may be associated to one specific Diagnosis.*



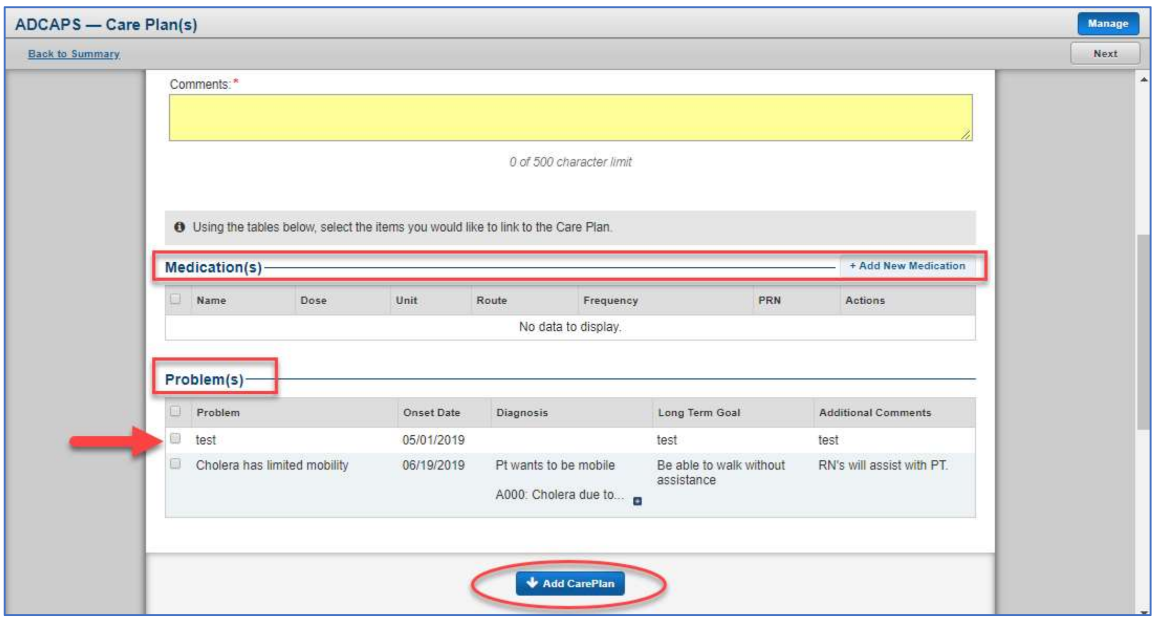
Once the **By Problems** section is complete, the user may continue to the **Care Plan** section of the **ADCAPS.**

Upon selecting **Manage** within the **Care Plan** banner, the system will be in “Add” mode where the user may indicate *Expected Outcome/ Short Term Goals; Services, Approaches, Interventions, and Provider Type; Amount/Frequency/Duration*; and *Comments*.

Additionally, the user may **Add New Medications** that will support the Care Plan approaches.

Then, by selecting the checkbox next to the applicable and related **Problem**, the user has effectively associated the Care Plan with the Problems.

*NOTE: A Care Plan may be associated to more than one problem. And more than one Care Plan may be associated to one specific problem.*



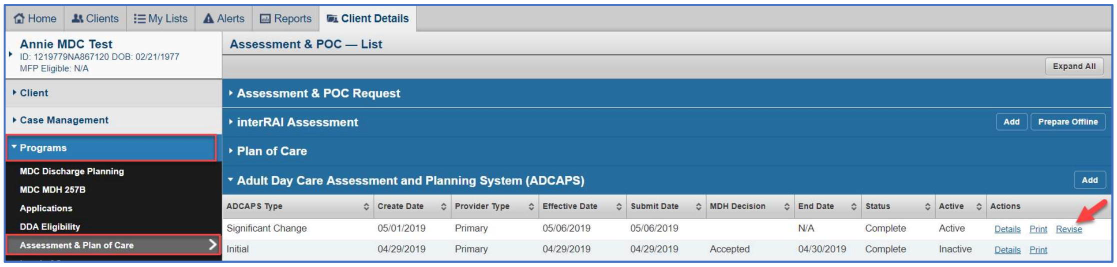

Once the user has selected **Add Care Plan**, the content entered and associated will automatically be saved and the screen will revert to “Add” mode to enable to user to enter another Care Plan (multiple interventions)

See **Sections 4.5: Problem(s)** and **4.6: Care Plan(s)** within the MDC Provider Guide for more details.

## How do I review the Care Plan for a client?

For the required 180-day Care Plan review, it is not necessary to complete the Assessment section of the ADCAPS module. Rather, the MDC Provider Nurse will **Revise** the most recent and active ADCAPS.

1. From the Client Profile, select **Assessment & Plan of Care** within **Programs** of the left navigation.
2. Click the **Adult Day Care Assessment and Planning System (ADCAPS)** banner to expand the view.
3. Select the **Revise** hyperlink next to the *Complete* and *Active* ADCAPS Type.




Upon Revise, the **Problem(s)** and **Care Plan** sections will import to the new version of the ADCAPS from the most recent and active ADCAPS. The **Assessment** section will remain the same as the most recent and active ADCAPS; and, the MDC Provider Nurse will only be required to review, update, and re-associate the existing **Diagnosis**, **Problems**, and **Care Plans**.

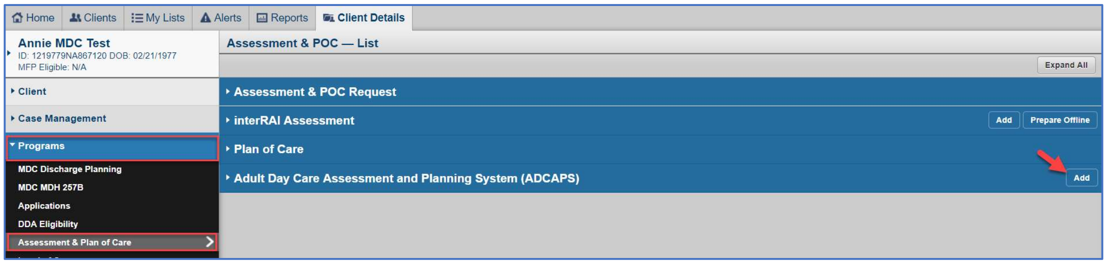
Additionally, the MDC Provider Nurse will be permitted to add the updated **Medical Order** and **Signature Page** to the **Attachments** section. And, will complete the **Signature** section to finalize the Care Plan review.

See **Sections 4.10: Review Care Plan (Active ADCAPS)** and **4.12 Revise Active ADCAPS** within the MDC Provider Guide for more details.

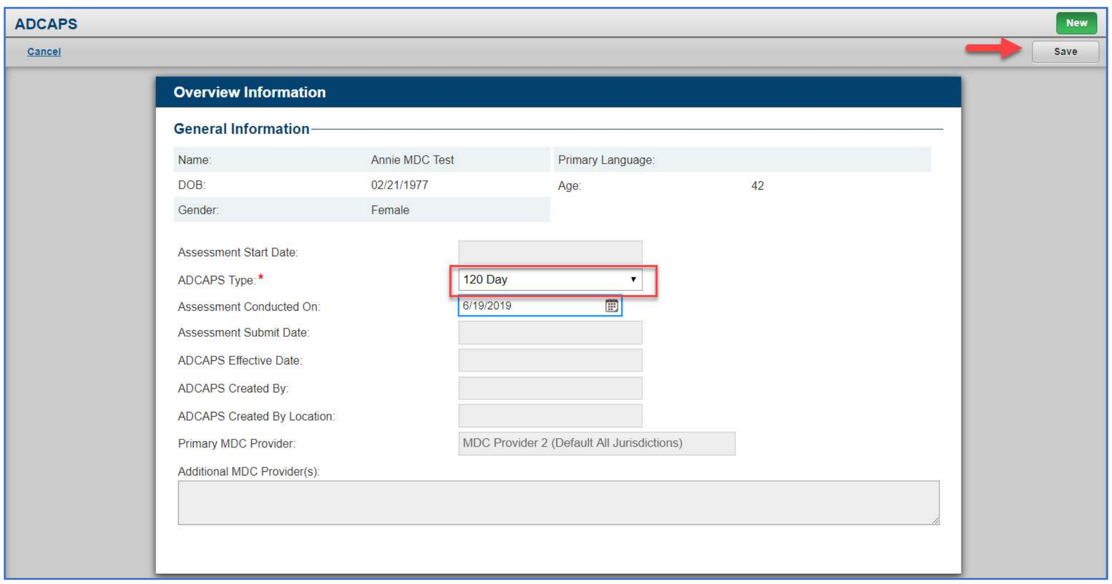
## How do I complete a 120-day ADCAPS Assessment?

For the required 120-day Assessment, the MDC Provider Nurse will **Add** a new ADCAPS type to the client record, where he/she will complete all sections within the ADCAPS module.

1. From the Client Profile, select **Assessment & Plan of Care** within **Programs** of the left navigation.
2. Select the Add button within the **Adult Day Care Assessment and Planning System** banner.




3. Select the applicable **ADCAPS Type** (120 Day), enter the date on which the Assessment was conducted, and select **Save.**




Upon Save, the user will be redirected to the full ADCAPS module where he/she will review and update the **Assessment**, **Problem(s), Care Plan, Attachments,** and **Signature** sections.

See **Section 4: ADCAPS** within the MDC Provider Guide for more details.

# ADDITIONAL RESOURCES

- MDC Provider Guide

  MDC Provider Guide v4.pdf

- For System Questions, contact LTSS Help Desk:
  LTSSHelpDesk@LTSSMaryland.org or 1-855-463-5877

- For Policy and Procedure Questions, contact MDH MDC:
  Mdh.mdcprovidernotification@maryland.gov

- For Webinars and Guides:
  LTSSTraining.org