



STATE OF MARYLAND

DHMH

Maryland Department of Health and Mental Hygiene

Lawrence J. Hogan, Jr., Governor – Boyd K. Rutherford, Lt. Governor – Van T. Mitchell, Secretary

March 6, 2015

TO: Agency Provider Administrators

FROM: Whitney Moyer, Program Manager *Whitney Moyer*
In-Home Supports Assurance System (ISAS)

RE: **IMPORTANT ISAS SYSTEM CHANGE**
Claims Automatically Processed According to Participant Plan of Service

Effective Thursday, April 2, 2015, the In-Home Supports Assurance System (ISAS) will **reduce and not pay** provider service hours that **exceed** a participant’s approved plan of service (POS) hours.

Under Code of Maryland Regulations 10.09.54.20, providers can bill DHMH for **only** those services pre-approved on a participant’s POS. As a result, ISAS will only pay for the approved POS hours. Providers must not go over the number of hours allowed for their agency. If the provider gave **emergency backup care**, they can submit an adjustment for DHMH’s review. Please reference the attached Frequently Asked Questions (FAQ) document for more details.

The system will reduce hours that exceed the POS in the following way.

****ONLY AN EXAMPLE****

EXAMPLE: Provider A is allowed to work 20 hours (80 units) per week, but clocked in and out for the following times:

Day	Clock In	Clock Out	Hours Billed	Units Billed	Units Allowed
Thursday	8:00 AM	11:00 AM	3.00	12	12
Friday	8:00 AM	10:30 AM	2.50	10	10
Saturday	8:00 AM	1:00 PM	5.00	20	20
Sunday	7:30 AM	11:00 AM	3.50	14	14
Monday	8:00 AM	1:00 PM	5.00	20	20
Tuesday	8:00 AM	10:00 AM	2.00	8	4
Wednesday	8:00 AM	9:00 AM	1.00	4	0
Total			22	88	80

This provider went over the POS by 2 hours (8 units). The system will reduce the Tuesday claim from 8 to 4 units, and will reduce the Wednesday claim from 4 to 0 units. DHMH will not pay Provider A for these 8 units above the approved POS hours.

Please remember weekly hours are calculated from **Thursday to Wednesday**.

If you have concerns about the number of service hours you provide, please contact the participant’s supports planner. If you have questions regarding ISAS, please email the DHMH ISAS Team at dhmm.isashelp@maryland.gov.

ISAS SYSTEM CHANGE

Claims Automatically Processed According to Participant Plan of Service

Frequently Asked Questions (FAQs)

1. Should I ask the caregivers to clock in and out even if they know the hours are exceeding the POS?

Yes, caregivers should clock in and out when they are providing direct care. However, ISAS will not pay the hours that exceed the plan. As the agency administrator, it is your responsibility to monitor the times worked. If you notice caregivers are consistently exceeding their scheduled hours, you should speak with them immediately.

2. What if there are two caregivers assigned to a participant and one caregiver works longer than planned and uses up more hours than the other caregiver?

It is the agency administrator's responsibility to train caregivers to clock in and out properly and to set their schedules. As such, it is also the agency's responsibility to determine how caregivers should be paid. ISAS will pay the agency for the total hours clocked in and out per week, up to the approved POS hours.

3. I have caregivers who work for the same participant in the morning and later work in the evening. Since the system will automatically reduce claims that exceed the POS, can they clock in once in the morning and clock out once in the evening instead of clocking in and out twice per day?

No, caregivers must clock in and out only when providing direct care. Remaining clocked in while the caregiver is not providing direct care or not with the participant is considered false billing. Make sure your caregivers know they must be with the participant at all times when clocked in.

4. The system is incorrectly reducing my agency's claims. What should I do?

Please contact the participant's supports planner immediately for clarification on the POS hours. The system calculates the hours based on the POS that is active and approved on that date of service. Any changes to POS hours must be approved by DHMH before they are recognized by the system.

5. Where can I find out if my claims were reduced or exceeded the POS?

You can find this information in two places:

- A. Go to the "Claims Report", enter the desired dates and staff/client information, and select "Claim Detail" for the Report Output. If a claim was reduced for exceeding the POS, comments will appear under the reason and resolution columns.
- B. Go to the "Claims" tab in ISAS, and search for rejected claims. Claims that were billed and paid at zero dollars indicate that the system reduced the entire claim for completely exceeding the POS.

In the near future, DHMH will release a new version of the "Services Rendered Report" that will more clearly highlight claims that exceeded your agency's approved POS hours.

6. My agency is listed as an emergency backup provider on the participant's plan.

- A. My agency was filling in for another agency (or independent provider) who could not work their regular shift. How do we get paid?

Example Scenario: Your agency is approved to give 30 hours of care per week. The other agency is approved to give 10 hours per week, but could not provide care on a particular week. Your agency worked the regular approved 30 hours **plus** the 10 hours assigned to the other agency.

How the System will Respond: ISAS will only pay the 30 hours automatically. The 10 additional hours will be cut and not paid automatically.

What the Provider Should Do: After your agency receives payment for the 30 regular hours, you should go online to ISAS and submit an adjustment for the additional 10 hours. Refer to Section 6 of the ISAS Reference Guide (Ltsstraining.org) for instructions on submitting adjustments.

Important: Your caregiver must clock in and out for the additional 10 backup hours so that there is proof the caregiver provided services. If the caregivers do not clock in and out, DHMH will reject the adjustment.

B. My agency was providing emergency backup care because the participant needed a temporary increase in hours. How do we get paid?

Example Scenario: Your agency is approved to give 20 hours of care per week. One day, the participant falls and the provider takes her to the ER. The caregiver stays with the participant until she is examined. Fortunately the participant is not hurt and was not admitted to the hospital. However, because of this incident, the caregiver worked 5 extra hours that week.

How the System will Respond: ISAS will only pay the 20 hours automatically. The 5 additional hours will be cut and not paid automatically.

What the Provider Should Do: You should contact the supports planner immediately to tell them that the participant fell and was taken to the ER. After your agency receives payment for the 20 regular hours, you should go online to ISAS and submit an adjustment for the additional 5 hours. Refer to Section 6 of the ISAS Reference Guide (Ltsstraining.org) for instructions on submitting adjustments.

Important: The supports planner must be able to confirm that the participant needed emergency care, otherwise DHMH will reject the adjustment. Please be in contact with the supports planner.

C. My agency was providing emergency backup care because the participant needed a temporary increase in hours. However, my staff member forgot to clock in and clock out. How do we get paid?

Example Scenario: Your agency is approved to give 20 hours of care per week. Your agency already worked the regular approved 20 hours of care. Unfortunately, your staff member forgot to clock in and out when giving the additional emergency backup care.

How the System will Respond: ISAS will only pay the 20 hours automatically. The additional hours will not be paid automatically.

What the Provider Should Do: In this case, you will need to follow a two step process:

- 1) First, submit a missing time request for the additional hours worked. Refer to Section 5 of the ISAS Reference Guide (Ltsstraining.org) for instructions on submitting missing time requests.
- 2) If the missing time request is approved, the claim will either be reduced or rejected. You will need to submit an adjustment on the claim. Refer to Section 6 of the ISAS Reference Guide (Ltsstraining.org) for instructions on submitting adjustments.