In-Home Supports Assurance System (ISAS)

Adjustments | Frequently Asked Questions (FAQs)

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1. What is an adjustment?

An adjustment is the way to change the total units on a **PAID** (and in some cases, rejected) claim. The DHMH ISAS Team manually reviews every adjustment request.

2. What is a split shift?

A provider often works more than one shift in one day for one individual participant. For example:

Jane clocks in and clocks out for 2 hours in the morning. Joe, who works for the same agency, clocks in and clocks out for 4 hours in the evening. ISAS adds both shifts into one (6-hour) claim.

3. When do I submit a missing time request?

You should submit a missing time request if you provided services to a participant but there is no paid claim for that participant on the date of service. You should submit a missing time request in the following three scenarios.

Scenario A: An **entire** shift is missing or was forgotten and there are no other "closed" shifts on that same date for the same participant. In this case, provider administrators will need to go to the "Enter Calls" tab to submit times for an entire shift.

Scenario B: Only **part** of a shift is missing or was forgotten (i.e. a clock in OR a clock out is recorded on the Services Rendered report, but not both). In this case, provider administrators will need to go to the "Exceptions" tab, search for the missing clock in or missing clock out, and submit the missing time.

If there is a closed shift on that date of service for the same participant, you must submit an adjustment.

Scenario C: There are **two or more** shifts on the same date of service for the same participant, and **part** of one shift is missing or forgotten. The completed shift(s) have a status of "Ready" on the Services Rendered Report and there are partial shift(s) with a status of "New".

4. When do I submit an adjustment?

You should submit an adjustment if you received payment for a claim that does not include the total daily units worked. Some reasons this may happen include, but are not limited to: forgotten time, emergency backup due to a change in the participant's health, human error, or a system error (i.e. OTP code issues).

In a majority of cases, you will only adjust the **PAID** claim. When entering adjustments, be sure to enter in the **total amount of units worked**, not the difference between the payment and the units requested.

Example:

> *On 3/26/2014, Joe clocked in at 8:00 AM and clocked out at 11:00 AM (3 hours = 12 units). He then worked from 4:00 PM to 9:00 PM (5 hours = 20 units) but **forgot** to clock in and out. He received payment for only 3 hours of work. He will **adjust the paid claim** by*

changing the units from 12 to 32 units, and will include a detailed description of the reasons for the adjustment.

Remember, the total units must not exceed the participant's Plan of Service. ISAS calculates hours based on the plan that is **active and approved** on that **date of service.**

In two cases, you may need to adjust the **REJECTED** claim:

1. If the ISAS system automatically rejected your claim because it exceeded the participant's Plan of Service (POS) but you are certain that the POS hours are incorrect; and
2. If the participant's supports planner and DHMH authorized a temporary increase in hours but the ISAS system automatically reduced the claim based on the regular POS hours.

5. Why can't I just submit a new shift in the case of a forgotten split shift?

The system generates claims overnight. This means that all shifts worked for one participant during the day are combined into one claim overnight. For example, if a participant receives 2 hours (8 units) of care in the morning, 4 hours (16 units) in the afternoon, and 3 hours (12 units) in the evening, you will receive payment for one claim that equals 9 hours (36 units).

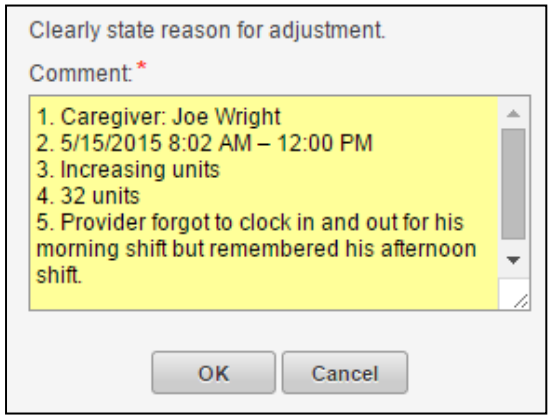
Given system limitations, once a paid claim is generated (i.e. a shift has a status of "Closed" on the Services Rendered Report), you can only add additional shifts through the adjustments process.

6. What details are required for an adjustment?

In order to comply with program policy (COMAR 10.09.36.06), when entering an adjustment, **providers <u>must</u> include:**

1. **Caregiver Name**. Include the name of the caregiver who provided service to participant.
2. **Exact Date and Time**. Include the date of service and actual start and end time(s) of the shift(s).
3. **Decreasing/Increasing Units.** Indicate whether the adjustment increases or decreases units.
4. **Total units.** Include the total number of units (original claim units plus/minus adjustment units).
5. **Reason**. Clearly explain the reason for the adjustment request. Be as specific as possible.

For example:



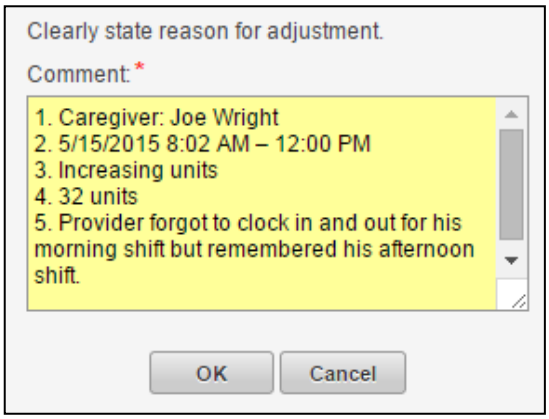
7. Where do I include the required adjustment request details?

The required details should be included in the "Comments" box that appears when you submit adjustments. See above.

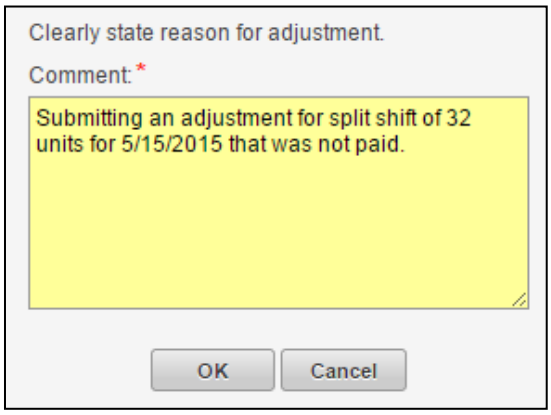
8. What if I provide some of the information on an adjustment, but not all of the information?

DHMH **will not review** any adjustment that does not include the required details.
Below are **examples** of what will and will not be reviewed.

Example A:
This **will** be reviewed.



Example B:
This **will NOT** be reviewed.



If we are unable to verify your reason for submitting the adjustment, we may reject the request and ask that you supply more information.

9. How do I enter an adjustment?

You can view your claims from the "Claims" tab in ISAS. In order to enter an adjustment, you need to:

1. Enter a date range by providing the Start Date and End Date.
2. Select a Status, **Paid**. In rare case (see question 3), select the **Rejected** status.

Click the **Search** button.

To adjust the claim, you will need to:

1. Click the ***Adjust*** link for the claim you wish to review.
2. Change the units to the appropriate **total** daily amount.
3. Click the **Submit** button. A pop-up comment box will appear requiring you to explain the reason for the adjustment.
4. Include all the required information (see question 6).
5. Once you submit the adjustment, it will automatically go to DHMH for review.

Please see the ISAS Reference Guide for more details.

10. Why can't I find the original Paid claim?

Search for the claim under the Status, **Submitted to MMIS**. This status means the claim was sent for payment, but the ISAS system is still waiting to see if the State of Maryland payment system officially "paid" the claim. Please note that the system updates claim statuses every Wednesday.

Search for the claim under the Status, **Rejected.** Please note that the system updates claim statuses every Wednesday.

If you search under the status "Paid", "Rejected", and "Submitted to MMIS", but still cannot find the claim, check the Services Rendered Report to see if the shift or claim was ever recorded, and/or check the ISAS Exception tab to see if the service is still pending due to an exception.

11. Why can't I adjust the original paid claim?

The claim may have been previously adjusted. If the Paid claim has been previously adjusted, you will need to search under Claim Type, **Adjustment**.

12. Why do I get an error message when I try to adjust the claim?

The claim may have been previously adjusted. If the Paid claim has been previously adjusted, you will need to search under Claim Type, **Adjustment**.

13. How do I find the status of my submitted adjustments?

You may use the Claims report to view the status of adjustments. Claims are updated with a Paid or Rejected status once a week every Wednesday.

14. Where can I find more information on the adjustment process?

The ISAS Reference Guide covers the adjustment process in detail. You can access it at ltsstraining.org or on the ISAS Home page under Training Manuals, Webinars and FAQs.

15. Is there a time limit for adjustments?

You should submit adjustments as soon as possible. Adjustments must be **processed** within one year of the date of service. Providers should contact the DHMH ISAS team if submitting adjustments near the one-year time limit.

16. What if I had technical issues?

Please remember to call the Help Desk at 1-855-463-5877 with any technical issues. If you had technical issues and could not record a shift through ISAS, please include the telephone number from which you tried to call.