Maryland
DEPARTMENT OF HEALTH

Larry Hogan, Governor · Boyd K. Rutherford, Lt. Governor · Robert R. Neall, Secretary

Maryland Medical Assistance Program
Personal Assistance Provider Memorandum

To: Personal Assistance Providers

From: Marlana R. Hutchinson, Acting Director
               Office of Long Term Services and Supports

Subject: Coronavirus Disease 2019 (COVID-19) - Temporary Policy Changes

Date: March 25, 2020

The Maryland Department of Health and Maryland Medicaid thank you for your continuing dedication to our participants.

The measures outlined in this document are restricted to use during the emergency declared by Governor Lawrence J. Hogan, Jr. to deal with the threat of COVID-19 and will expire immediately at the end of the declared emergency or revised by additional orders such that the authority to issue this guidance no longer exists.

Temporary Policy Changes

The Maryland Department of Health is ***allowing legally-responsible family members (spouses and parents of minor children)*** to temporarily serve as personal assistance caregivers, effective March 24, 2020. You may receive requests from Supports Planning agencies or participants that wish to enroll their family member as staff to your agency. You must enroll the family member as an employee, create a Provider Portal staff profile, and onboard them as you would any other staff (including training on ISAS).

Please see the memorandum attached from the Secretary of the Maryland Department of Health for requirements that may be waived temporarily. The agency must maintain records of these requirements being waived.

Existing Policy Reminders

Please note that **PROVIDERS MUST CLOCK IN AND OUT USING ISAS.** This allows us to monitor services real time, quickly pay claims, and follow-up with participants who may need additional help.

MDH will relax policies for manual entries for new staff.
- For New Staff Missing Time Requests, please use the reason "New or Substitute Staff"
- New staff will be held to the monthly Missing Time Request limit after the first 10 days and will be penalized for any missed clock-in/out following existing ISAS policies.

Please use the below checklist to ensure new staff can provide services without delay:
- Enroll as an employee with an enrolled RSA provider
- RSA provider must be on the participant's active Plan of Service (POS)
- Agency Administrator must create a Provider Portal staff profile for the Personal Assistance caregiver
- Personal Assistance caregiver must be trained to use ISAS and provide authorized services to participants

To assist with onboarding new staff to the ISAS system, MDH will provide additional training materials to agencies shortly.

COVID-19 General Updates
For Medicaid related coronavirus updates, visit mmcp.health.maryland.gov
For questions about the Coronavirus, visit coronavirus.maryland.gov.
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