



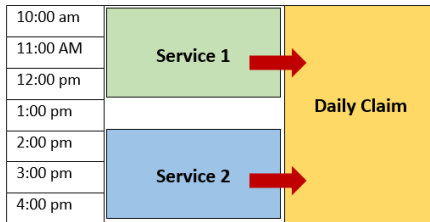
**What is a Service Modification (SM)?**

A Service Modification (SM) occurs anytime a service needs to be manually added, modified or changed by the agency. A modification can be submitted as a new service, as an edit to an existing service, or as an edit to a service with an associated claim. All SM's must reflect the **EXACT** date, time and reason for the modification. All modifications submitted will be researched and reviewed by MDH against policy; those that do not reflect accurate information are in violation of department billing policy and will be penalized and not paid.

**Different types of SMs**

- **Missing Time Request (MTR):** If a staff provider is unable to or forgot to Clock in **AND/OR** out for a service the agency can submit a manual submission in the provider portal called a Missing Time Request (MTR).
- **Adjustment:** If a service has an associated closed claim for that date, but the agency finds an error or missing services (The staff did not clock in and out), the agency can adjust the claim and submit an edit to the existing service or an entirely new service for that day.

**All Participant's completed daily services from 1 agency are combined nightly into 1 claim**



**Note:** the agency will need to wait until the claim is in a paid or rejected status. The adjustment option will not appear in the Provider Portal until the claim is in a paid or rejected status.

- **Staff Overlap - Same Provider:** If two staff providers overlap services within the agency, meaning 2 staff providers from one agency, worked for one participant at the same time the agency will need to edit the services and resolve the overlapping time.

**When to Submit an MTR or Adjustment**

The Adjustment and MTR policies based on whether there is a CLAIM or NO CLAIM for the specific date.

Does a claim exist on this date?	What are you doing?	SM Type
<b>YES</b>	Adding a New Service	Adjustment
<b>YES</b>	Editing Existing Claim	Adjustment
<b>YES</b>	Voiding a Service	Adjustment
<b>NO</b>	Adding a New Service	MTR
<b>NO</b>	Editing Existing Service	MTR

## Service Modification Submission Deadlines

- Missing Time Request (MTR):** All Missing Time Requests must be submitted within 30 days of the date the service was provided. MTRs will not be accepted after the deadline.

Example:

March 2021						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
2/28	3/1	3/2	3/3	3/4	3/5	3/6
Dates of service in February 2021 become due beginning March 3			02/01/21 MTRs Due	02/02/21 MTRs Due	02/03/21 MTRs Due	02/04/21 MTRs Due
3/7	3/8	3/9	3/10	3/11	3/12	3/13
02/05/21 MTRs Due	02/06/21 MTRs Due	02/07/21 MTRs Due	02/08/21 MTRs Due	02/09/21 MTRs Due	02/10/21 MTRs Due	02/11/21 MTRs Due
3/14	3/15	3/16	3/17	3/18	3/19	3/20
02/12/21 MTRs Due	02/13/21 MTRs Due	02/14/21 MTRs Due	02/15/21 MTRs Due	02/16/21 MTRs Due	02/17/21 MTRs Due	02/18/21 MTRs Due
3/21	3/22	3/23	3/24	3/25	3/26	3/27
02/19/21 MTRs Due	02/20/21 MTRs Due	02/21/21 MTRs Due	02/22/21 MTRs Due	02/23/21 MTRs Due	02/24/21 MTRs Due	02/25/21 MTRs Due
3/28	3/29	3/30	3/31			
02/26/21 MTRs Due	02/27/21 MTRs Due	02/28/21 MTRs Due	03/01/21 MTRs Due			

- Adjustment and Staff Overlap - Same Provider:** These SM’s can be submitted 364 days after the service date. MDH is unable to pay any services entered via the LTSS/Provider Portal system after 364 days have passed since the original Date of Service. All billing entries must be complete within this time to comply with Medicaid’s 1 year billing limit. Keep in mind all SMs will be manually reviewed and researched, please submit all SM’s with enough time for revision. MDH recommends at least 7-14 days before the 364-day cut off.

## In-Progress Service Modifications

The Agency is responsible for entering and submitting all SMs prior to the deadline. In-Progress SMs have not been submitted and will be held to policy deadlines.

Exception Type	Pending	In-Progress	Total
Staff Overlap - Same Provider	17	0	17
Missing Clock-in	15	0	15
Missing Clock-out	30	1	31

## Service Modification Revision

All Service Modifications (SM) will be reviewed by ISAS, SM’s that do not follow policy will not be approved. MDH allows staff providers to have 4 unexcused SM’s a month. This includes missed time for all participants they provide services for. Unexcused means the Staff did not clock in/out due to fault of the staff or agency or the reason for the SM was researched and found unverifiable or inaccurate. Unexcused SM’s will receive 1 or 2 points in the system:

1 POINT	Missing Clock in
1 POINT	Missing clock out
2 POINT	Missing clock in and out

If a staff provider receives 4 points all other unexcused SMs for the month will be disapproved and not paid.

If a SM is researched and is considered excused meaning the reason for the missed clock in and/or out is verified to be out of the staff’s or agency’s control, the SM will **NOT** be pointed and will be approved.

**Note:** Some SMs may receive points prior to research, this is to expedite payment to the agency, after the SM is researched and if it is found excusable the point(s) will be removed. The agency will not need to contact the ISAS team regarding SM points, the agency should only contact ISAS if a SM was disapproved for exceeding the 4 monthly allowed points and they would like to contest.

## Service Modification Category Guide

The agency will need to select a SM reason from the drop-down menu when submitting an SM in the provider portal. Use this guide to help determine the best reason for the SM. Choosing the reason that best suits the incident will help the ISAS team better research the SM and will speed up the revision process. The agency should also include information within the comment section in provider portal, if required.

<b>Step One:</b> Determine the category that best suits the MTR reason, these categories match the categories listed in the drop down in the provider portal.		<b>Step Two:</b> Enter required information
MTR Reason	When to use this reason	Required MTR Info.
<b>Forgot to clock in/out</b>	Staff Forgot to use the system.	<b>N/A</b>
<b>Staff Busy with Participant</b>	Staff was busy with participant duties and could not use the system.	
<b>New or Substitute Staff</b>	New or substitute Staff did not know how to use the system or did not have the proper information to use the system.	
<b>ISAS Call-in System Outage</b>	A notification will be sent to all agencies when an outage occurs.	
<b>Correcting Staff Clock in/out Error</b>	Staff made an error when using the system that affected the clock in/out. Example: Selected wrong service, clock in/out instead of out/in, System confirmed wrong time.	
<b>ISAS Call Incomplete</b>	Staff said they clocked in/out but there is no record in the provider portal.	
<b>Participant Phone Problems</b>	Participant phone: Broken, out of minutes, missing, no reception.	<ul style="list-style-type: none"> <li>• <b>Date SPA was notified</b></li> <li>• <b>Name of SPA that was notified</b></li> </ul>
<b>OTP Issue</b>	OTP: Broken, Missing, waiting on new device.	
<b>Emergency Situation</b>	<ul style="list-style-type: none"> <li>• Emergency that prevented Staff from using the system: Participant had to go to hospital, House fire.</li> <li>• Additional Emergency Service hours approved by the Supports Planner.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Date SPA was notified</b></li> <li>• <b>Name of SPA that was notified</b></li> <li>• <b>Explain incident</b></li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Fixing an overlap</li> <li>• A unique situation that is not covered in the other categories</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Resolved overlap</b></li> <li>• <b>Explain unique incident</b></li> </ul>