

# ENVIRONMENTAL ASSESSMENTS

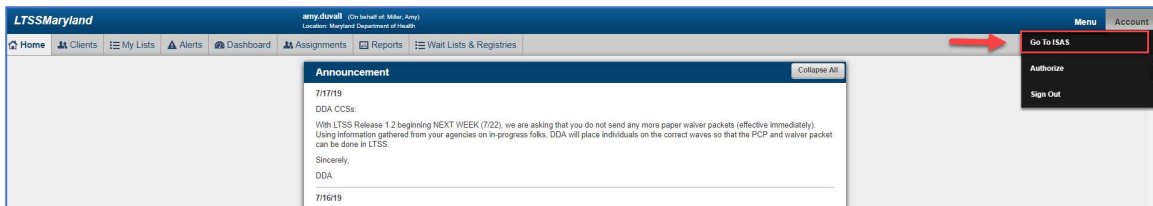
## FREQUENTLY ASKED QUESTIONS

### General Questions

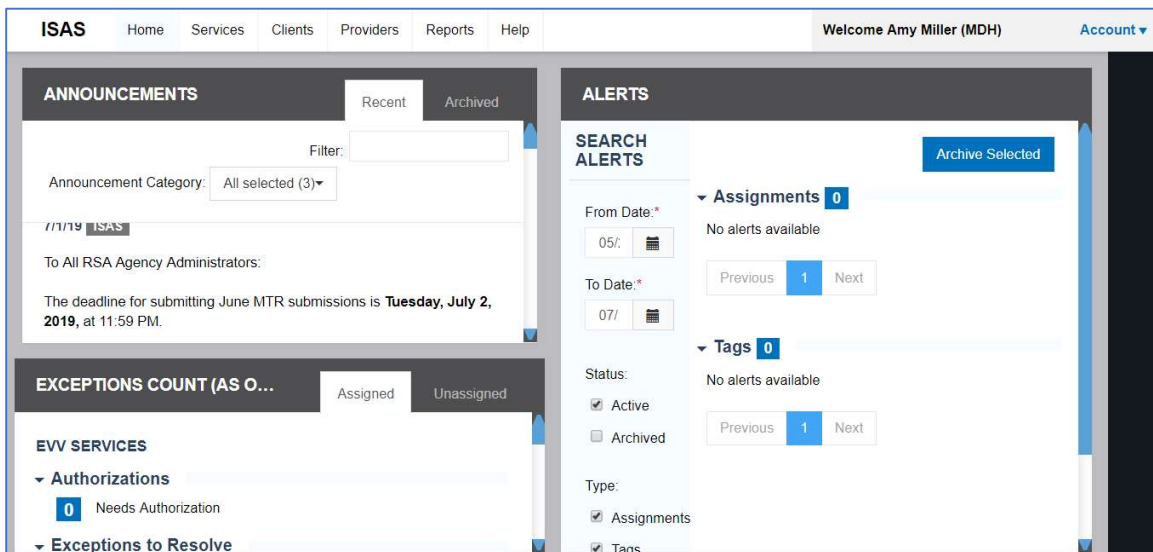
- How do I access Provider Portal?

Answer:

1. Login with your username and password to LTSSMaryland.org.
2. Hover over the **Account** tab in the upper right section of the header.
3. Select **Go to ISAS**.



4. The user will be re-directed to the Provider Portal Home page.



- Do you have a guide for how to navigate the Provider Portal system and add EA activities for billing?

Answer:

Yes, you can find our guide along with a webinar at [LTSSTraining.org](https://www.LTSSTraining.org) or on the Provider Portal Help page.

- Go to <https://www.LTSSTraining.org>
- Select **Webinars** from the Home page.
- Select the “[Click Here](#)” hyperlink from the **Environmental Assessment Billing** Webinar Topic and download a recorded training session.

Webinar Topic	Intended Audience	Functions Covered	Download
Environmental Assessment Billing	Environmental Assessment Providers	Manage EA Services, Claims, and Staff Profiles	<a href="#">Click Here</a>
Staff Administration	Agency Administrators	Add/update staff, add/modify staff roles	<a href="#">Click Here</a>
InterRAI and POC	AERS, LHD and MDC Providers	Add/Update interRAI HC and Plan of Care	<a href="#">Click Here</a>

- Go to <https://www.LTSSTraining.org>
- Select **User Guides** from the Home page.
- Click the PDF icon within the Environmental Assessment User Manual section to download a copy of the guide.

**Environmental Assessment User Manual**

A guide for Environmental Assessment Providers to manage their services, claims, and staff within Provider Portal

PDF  
Environmental Assessment User Manual\_Pro

**NOTE:** From the **Help** tab of Provider Portal, you may select the [Training Information and Webinars](#) hyperlink and be redirected to [LTSSTraining.org](https://LTSSTraining.org).

The screenshot shows the ISAS Provider Portal interface. At the top, the navigation bar includes links for Home, Services, Clients, Providers, Reports, and Help (highlighted with a red box). The main content area is divided into sections: 'User Manuals' with a list of items including 'ISAS Policy Guide'; 'Training Materials And FAQ' (highlighted with a red box) with a list of items including 'Training Information and Webinars' (indicated by a red arrow), 'Registering For ISAS'; and 'Frequently Asked Questions' with a link to 'Daily Rate FAQ'.

- I would like some help with navigating the system and submitted EA services. Who can I contact?

Answer:

- For technical assistance, you can reach-out to our Help Desk
  1. Help Desk Phone #: **1-855-463-5877**
  2. Email Address: [isashelpdesk@ltssmaryland.org](mailto:isashelpdesk@ltssmaryland.org)
  3. Hours: Monday- Friday 6:00 am to 8:00 pm, excluding State holidays.
- For questions about billing or program policies, you can reach-out to MDH
  1. MDH CO and CFC Waiver Unit Phone #: **410-767-1739**
  2. Email Address: [mdh.coproviders@maryland.gov](mailto:mdh.coproviders@maryland.gov)

- Do we still need to send the Assessment to the Supports Planner?

Answer:

No, the Supports Planner will have access to the Assessment as it is appended to the LTSS side of Client Attachments section.

## Location Profile

- How do we update and change location jurisdictions?

Answer:

To update your Jurisdiction please contact MDH by phone or email listed below.

- Phone #: **410-767-1739**
- Email Address: [mdh.coprovers@maryland.gov](mailto:mdh.coprovers@maryland.gov)

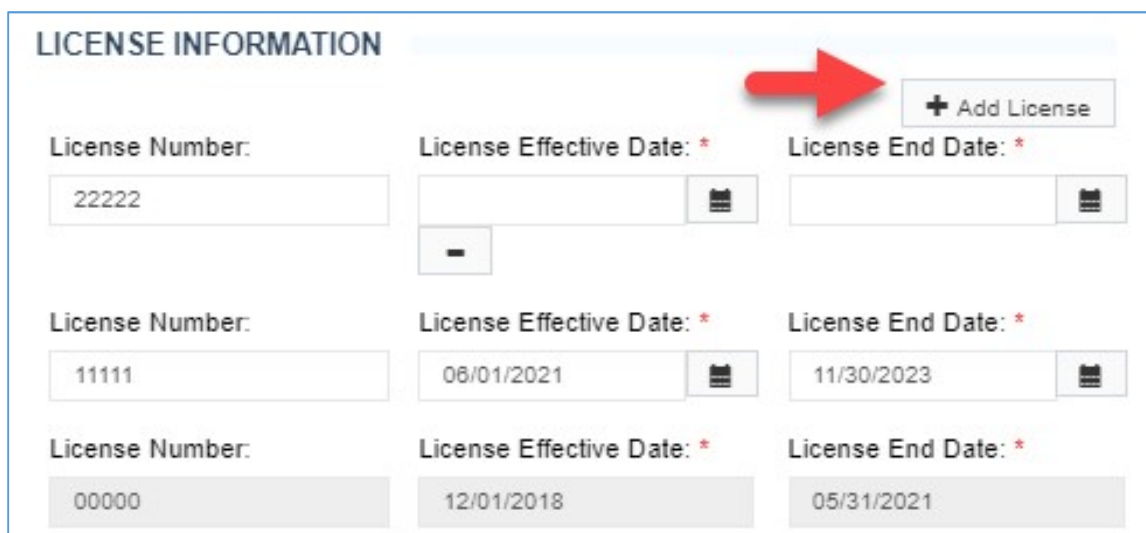
## Staff Profile

- Will our staff licenses be updated automatically from the state database?

Answer:

No, this must be done within Provider Portal by Provider Administrators.

- Navigate to **Edit** the staff profile
- When in **Edit** mode in a Staff Profile, the user may add a new License span by selecting + **Add License**.




**LICENSE INFORMATION**






License Number:	License Effective Date: *	License End Date: *
22222	-	
11111	06/01/2021	11/30/2023
00000	12/01/2018	05/31/2021

**+ Add License**


- When in Edit mode in a Staff Profile, the user may edit the license information fields. The most recent License span is editable in the Staff's license history.
  - License Numbers** must be numeric and (5) five digits.
  - License Effective Date** may not overlap any existing license span records of the staff.
  - License End Date** is a pre-populated value that is 2.5 years from the effective date. This value can be manually adjusted to accurately reflect the OT license expiration date that can be found on the Staff's OT License record.

- The most recent license span entry may be *deleted* by selecting the  button.

**LICENSE INFORMATION** + Add License

License Number: 22222	License Effective Date: * 	License End Date: * 
		
License Number: 11111	License Effective Date: * 06/01/2021 	License End Date: * 11/30/2023 
License Number: 00000	License Effective Date: * 12/01/2018	License End Date: * 05/31/2021

- Upon selecting **Save** in the Staff profile view, updates are also appended to the LTSSMaryland application, where it may be viewed and managed by MDH.

**NOTE:** Users may view information regarding the creation and modification of the license span is the License Information history by hovering over the  icon to the right of the License Number.

**LICENSE INFORMATION HISTORY**

<div style="border: 1px solid red; padding: 5px;">                 Created By: Farhan, Admin Pro_Loc2                  Created By Timestamp: 12/21/2018                  Last Modified By: Farhan, Admin Pro_Loc2                  Last Modified By Timestamp: 12/21/2018             </div>	License Start Date: 06/01/2021	License End Date: 11/30/2023
00000 	12/01/2018	05/31/2021

## Exceptions

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- How long will it take MDH to resolve/ review an exception?

Answer:

MDH reviews exceptions daily and will work to resolve the exception as soon as possible. However, depending on the type of exception the resolution time can vary. If you have any questions about the status of an exception or question about the exception type please contact MDH by email or by phone.

1. Phone #: **410-767-1739**
2. Email Address: [mdh.coprovers@maryland.gov](mailto:mdh.coprovers@maryland.gov)

## File Upload

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- Can we upload more than (1) file?

Answer:

No, only one file may be attributed to a claim.

- I have more than (1) file - how do I combine multiple files into one for upload?

Answer:

Users can combine files by scanning multiple documents into one file, creating a single document in an accepted format for upload.

- I have an amendment to an existing Assessment (already uploaded and paid for). Can the amendment be uploaded as an attachment through the Provider Portal?

Answer:

Any amendments to Assessments that have been billed and paid for, should be sent directly to the Supports Planner, and **not** uploaded to attachments in Provider Portal.

## Claim Payment Issue

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- What if the POS amount is incorrect?

**Answer:**

If you notice the POS amount is incorrect, please reach out to the assigned Supports Planner for assistance in correcting the Plan of Service. After you have reached out to the Supports Planner, please contact the MDH team for resubmission of the service.

- Will services and claims be available for viewing for services prior to Jan 31st? How do I find services prior to Jan 31st?

**Answer:**

Information on the payment status of an Assessment completed prior to January 31, 2019 can be found in the eMedicaid remittance advice.

## Recommendations Section

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- How do we use the recommendations sections?

**Answer:**

The Recommendation section has general selections that may be checked-off. The Supports Planner will use this, as well as the more detailed information within the Assessment, to request items through the participant's Plan of Service.

- How do we use the "Other" section? What are MDH expectations?

**Answer:**

The use of the "Other" sections should be limited to Recommendations that do not fit one of the categories available. If using "Other", a brief description of what was recommended is sufficient.

- Can we put "*see assessment for recommendations*" in the "Other" section?

**Answer:**

A brief description of the recommendation should be entered in the "Other" section. This information will be used for future enhancements of EA Billing in Provider Portal. Please do not simply write "*see assessment*".

- Should we copy and paste the report into the “Other” section if our recommendations are not in the checkboxes?

Answer:

The use of the “Other” section should be limited to recommendations that don’t fit one of the categories available. If using “Other”, a brief description of what was recommended is sufficient. Copy/paste should be limited to the description of the recommendation and should not be the entire report.

- What should we do with the assessments after we upload to provider portal?

Answer:

Completed assessments must be kept by the Provider for a period of six (6) years after the Date of Service. The documentation should be kept in a manner that is easily accessed for review by authorized government representatives.