

Provider Portal

Home Delivered Meals - v2.1

HDM Provider User Guide

Version 2.0
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Home Delivered Meals Overview

Home delivered meals is a type of service that substitutes for human assistance. Once enrolled, pre-packed meals are delivered to clients up to two times a day for daily and emergency needs.

LTSSMaryland system has the service type of Home Delivered Meals (HDM), which could be added to a Plan of Service for eligible clients. During the effective period of a client's Plan of Service, Service Providers deliver meals to the client's location, and will submit billing through Provider Portal.

Provider Portal enables providers to record information about meals they provided to their clients. The system will run validations on the meals, facilitate the billing process – creating claims, and then submitting them to the MMIS for adjudication. Once processed by MMIS, Provider Portal allows users to see the processed claim information and modify meals in an adjudicated claim (adjustment process), if needed. Additionally, Providers can manage their staff, access basic information about their clients and relevant Plan of Service, and view Reports.

1.1 Getting Started with Provider Portal

To bill for Home Delivered Meals, the agency administrator needs to register their agency with Provider Portal:

To register please follow the steps below:

1. Contact Provider Portal Help Desk at ISASHelpDesk@LTSSMaryland.org or 1-855-463-5877 to create an administrator account and register your email address. You will need to provide the following information:
 - Your Name
 - Your Email Address
 - Agency Phone Number
 - Agency Provider Number
 - Agency's Waiver Program Eligibility (e.g., CO, CFC, or ICS)
2. Watch the training webinar found at <https://health.maryland.gov/mmcp/longtermcare/Pages/LTSSTraining.aspx> for using Provider Portal.

1.1.1 Steps for adding a new user to the system:

1. A new user John Smith is hired by an agency
2. Administrator (Admin) enters staff profile for John Smith in LTSS
3. The supervisor emails ISAS Help Desk (ISASHelpDesk@LTSSMaryland.org) with John Smith's details
4. ISAS Help Desk creates a login entry for John Smith
5. ISAS Help Desk informs John Smith of his user ID (via email)
6. John Smith shares his User ID with his supervisor

Sample email format:

The supervisor sends an email to ISASHelpDesk@LTSSMaryland.org requesting a new staff person receive access to the system

The email includes:

- Supervisor name: Anna Scott

- Supervisor email: Anna.Scott@agency.com
- Supervisor Phone Number: 410-111-2233
- Agency: Sample agency to New Username: John Smith
- New User email: *John.Smith@agency.com*
- New User phone: 410-222-3344
- A statement that this email serves as authorization to add this new user, John Smith

1.1.2 How to Receive Payment for Home Delivered Meals

To receive payment for Home Delivered Meals, the following criteria must be met:

- The participant must be Medicaid eligible and fully enrolled in CO, CFC, or ICS.
- The provider must be an enrolled and active Medicaid Provider.
- Participant must not be living in an Assisted Living Facility.
- The participant must have “Home Delivered Meals” listed on the approved/active plan:

PLAN OF SERVICE							Expand All
OVERVIEW INFORMATION							
SERVICES							
POS Service	Service Type	Provider Name	Units	Frequency	Rate	Annual	
Home Delivered Meals	Community First Choice	Calvert HDM Neelu	0 items per week	0 weeks	\$5.8700	\$0.00	
Comments:							
EMERGENCY BACKUP PLANS							
ADDRESS TO RECEIVE SERVICES							
DECISION							
SIGNATURES							

Figure 1-Plan of Service

Billing Procedure Code

For CO, CFC, and ICS, the following procedure code will be assigned to Home Delivered Meals submissions:

W5516- Home Delivered Meals

1.1.3 When to Start Using LTSS Maryland

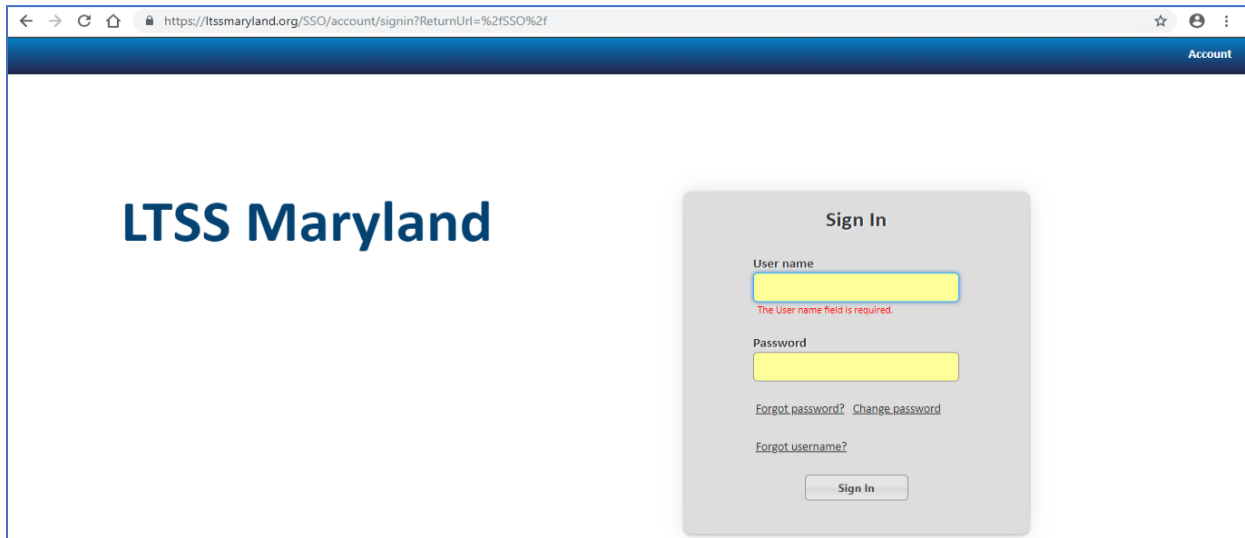
Any date of service after **October 23, 2019** must be submitted via **Provider Portal**, and any date of service prior to **October 24, 2019** must be submitted via **eMedicaid**.

Note: Provider Portal will only authorize claims for Home Delivered Meals by the provider identified in the participant’s approved plan of service (POS).

1.1.4 Accessing Provider Portal Online

1. Access LTSS Maryland at: <https://LTSSMaryland.org>

2. Enter 'User Name' and 'Password' (Important: Do NOT share your user name or password with anyone.)



The screenshot shows a web browser window with the URL <https://ltssmaryland.org/SSO/account/signin?ReturnUrl=%2fSSO%2f>. The page features the "LTSS Maryland" logo on the left and a "Sign In" form on the right. The form includes fields for "User name" and "Password", both highlighted in yellow. Below the "User name" field, a red error message states "The User name field is required." Below the "Password" field, there are links for "Forgot password?" and "Change password". At the bottom of the form is a "Sign In" button. The browser's address bar and a top navigation bar with an "Account" link are also visible.

Figure 2-LTSSMaryland Sign-In

3. Select **LTSS/ISAS Live** from the Choose a site selection.



The screenshot shows the "LTSS Maryland" logo on the left and a "Choose a site" dropdown menu on the right. The dropdown menu is open, displaying a list of options: "LTSS Development Pre-Prod", "LTSS Development Pre-Prod", "LTSS/ISAS Live (2014 New)", "Tobe LTSS Training 2017", and "Tobe Provider Portal Training 2017". The option "LTSS/ISAS Live (2014 New)" is highlighted in blue and enclosed in a red rectangular box, indicating it is the selected option. The browser's address bar and a top navigation bar are also visible.

Figure 3-Choose a site

1.2 Common Terms and Definitions

TERM	DEFINITION
Admin Provider	A user role for Providers in Provider Portal. This role can create and manage staff profiles, and bill for services.
Billing Entry	Initial record of single or multiple meals for a client that is stored in the system. A billing entry is then converted to a service for validations and eventual submission to MMIS.
Billing Provider	A user role in Provider Portal. Billing Providers may carry out administrative tasks apart from entering new staff provider profiles.
Claims	A combination of one or more services bundled together based on Agency Provider number, Client's Medicaid (MA) number, Procedure code for the Service Type, and date of service. Services are converted into claims and submitted to MMIS nightly.
Claim Status: <i>Paid</i>	The claim has been paid by MMIS and the Agency will receive or has received payment.
Claim Status: <i>Rejected</i>	The claim has been rejected by MMIS and no payment has been issued.
Claim Status: <i>Submitted to MMIS</i>	The claim has been sent from Provider Portal to MMIS and Provider Portal is awaiting confirmation that the claim has been paid or rejected.
Claim Type: <i>Original</i>	An initial claim for the Service submitted to Provider Portal.
Claim Type: <i>Adjustment</i>	A claim that has been changed. Both Original and Adjustment claims can be modified to create an "Adjustment" claim.
Claim Type: <i>Void</i>	A claim that has been reduced to zero units.
Claim Type: <i>N/A</i>	No claim has been created for the service(s).
Code of Maryland Regulations (COMAR)	The official compilation of all administrative regulations issued by agencies of the State of Maryland. Agency providers are legally responsible for following guidance set forth in COMAR.
Cost-Based	Service that is classified by an Upper Pay Limit. Examples: Transportation (recurring), Vehicle Modification (non-recurring)
Duration-Based	Service that is classified by the duration and time spent with participant. Examples: Personal Assistance Services that require clock-in and clock-out EVV.

EVV	Electronic Visit Verification. Example: Duration-Based services require Clock-In and Clock-Out confirmation.
Exception	A failed validation in a Service in Provider Portal. A service that has one or more exceptions will be pending in the system for the users to take steps on.
Home Delivered Meals (HDM)	A Service type that is approved within a participant's POS. Up to two meals per day may be delivered to a participant as a part of the CFC, CO, or ICS Programs.
Local Health Department (LHD)	Locality of the State of Maryland responsible for public health issues. A local health department is in Baltimore City and each of the twenty-three Maryland counties.
Maryland Department of Health (MDH)	An Agency of the State of Maryland responsible for public health issues. The Department is led by a secretary who is a member of the Cabinet of the Governor of Maryland.
Medicaid Management Information System (MMIS)	Claims processing and information retrieval system for Medicaid that is required by the federal government.
Non EVV	Services that do not require Electronic Visit Verification (EVV). Examples: Unit-Based and Cost-Based Services.
Participant	Any person enrolled in CFC, CO, or ICS programs. Note: LTSS and Provider Portal system may use the term, "Client".
Plan of Service (POS)	The POS is a document that describes the Participant's needs and goals, and the services that MDH authorizes to meet the Participant's needs and goals. The POS include important information about the Participant, the Agency Provider, the Supports Planner, and the services authorized by MDH.
Provider Enrollment Admin	MDH staff with an Administrative Role in LTSSMaryland and Provider Portal for Non EVV Services.
Provider Enrollment Staff	MDH staff with billing oversight Role in LTSSMaryland and Provider Portal for Non EVV Services.
RA	Remittance Advice
Service	EVV or Non EVV Service that is billable in Provider Portal (PP).
(Service) Adjustment	A modification (Void or Edit to a voided claim) to Service with a paid or rejected claim.

Service Status: <i>Recorded</i>	A new Service has been created, and/or Service is ready for the overnight validation process.
Service Status: <i>Ready</i>	A Service that has passed overnight validations, and a claim is yet to be created.
Service Status: <i>Closed</i>	A Service for which a claim has been created.
Service Status: <i>Pending Provider</i>	A Service that generated an exception during nightly exception checks. This Service will need review by the Provider before it can be processed into a claim.
Service Status: <i>Provider In Progress</i>	Agency provider has started adding or is editing the service but has not yet submitted it.
Service Status: <i>Pending MDH</i>	A service that generated an exception during nightly exception checks. This service will need to be reviewed by MDH before it can be processed into a claim.
Service Status: <i>MDH In Progress</i>	A service that is being edited and/or is under review by MDH but has not yet been submitted.
Service Status: <i>Not Authorized</i>	A service that has been rejected by MDH.
Service Status: <i>Discarded</i>	A service that has been discarded by the Provider or MDH.
Supports Planning Agency (SPA)	Agency of Support Planners who assist applicants and participants with accessing Medicaid and non-Medicaid funded home and community-based services and supports. SPA user roles have access to Provider Portal to view client records and services.
Unit-Based	Service that is classified by the number of units assigned to the type of service.

Table 1-Terms and Definitions

1.3 Process Overview

Home Delivered Meals are provided to clients who have this Service listed in their authorized Plan of Service. Once meals are delivered, service providers will add details about the meals to Provider Portal so that they can be compensated for the service.

Billing for Home Delivered Meals Services through Provider Portal is explained in the following process flow diagram:

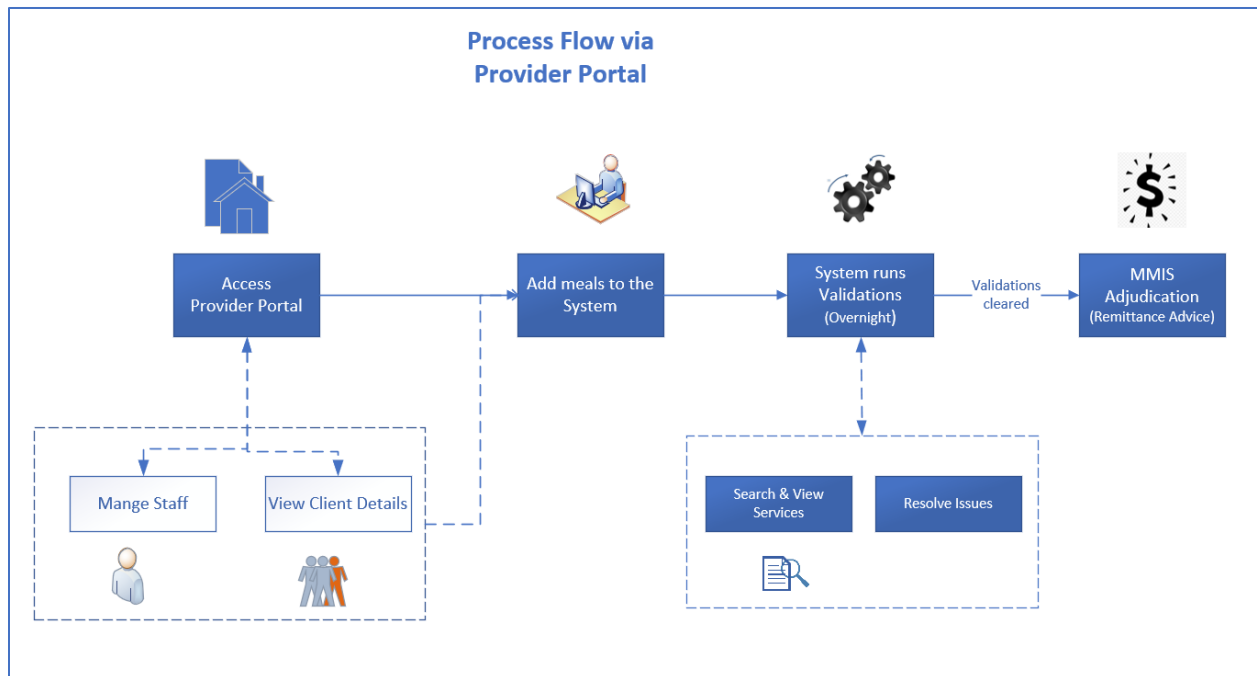


Figure 4-Process Flow

Once service providers are set up with credentials to access Provider Portal, they can add meals and details of the meals they delivered to the system. The system processes the details of meals every night and converts them into “Home Delivered Meals Services.” These Services go through a sequence of validation rules and those that pass all the rules are converted into claims and submitted to MMIS. MMIS adjudicates claims and sends the Remittance Advice (RA) back. The RA indicates whether the claims have been Paid and the relevant details about payment, which are updated in Provider Portal.

Services that fail the validation process usually need manual intervention to resolve the issues. Failed validations can be resolved by the Provider or resolved by MDH, depending on the exception type (**see also Section 6.7 Exceptions**). When the issues / exceptions are fixed, the service(s) will go through the validation process again and follow the normal workflow from there on.

Besides billing, providers can access the latest information about their clients in Provider Portal. They will be able to readily access the latest contact details, the updates to Plans of Service, and other such items through the system.

2 Home Page

2.1 Announcements

Upon login to Provider Portal, users will land on the Home page of Provider Portal. The **ANNOUNCEMENTS** tile is located on the left side of the page. Here, users will find important communications from MDH that are relevant to the billing processes of the service(s) of which the user is authorized.

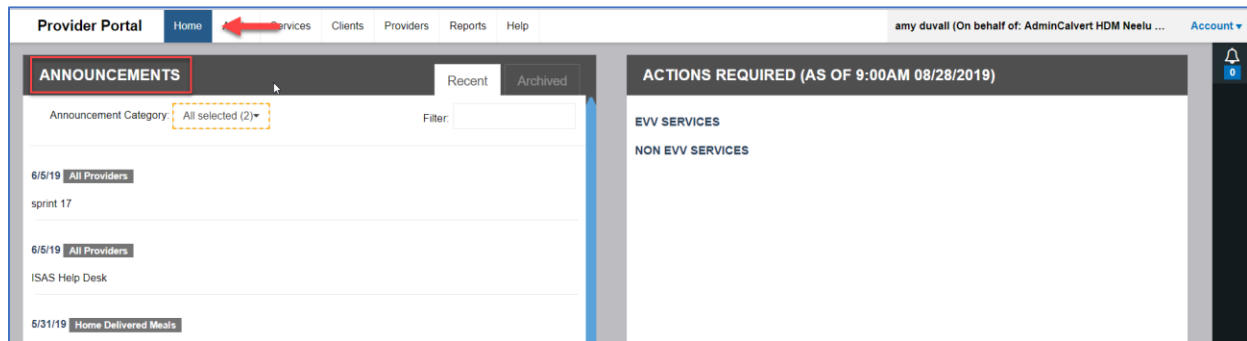


Figure 5-Announcements

2.1.1 Announcement Category

Users may select a category of announcement to filter and view relevant announcements, specific to a service type:

- **All Providers:** Announcements applicable to all Provider Portal users
- **EA:** Announcements applicable to Provider Portal users for Environmental Assessment billing
- **ISAS:** Announcements applicable to Provider Portal users for Personal Assistance and In-Home supports services
- **DDA:** Announcements applicable to Provider Portal users for DDA billing services
- **Home Delivered Meals:** Announcements applicable to Provider Portal users for Home Delivered Meals services

NOTE: Categories are available based on which program(s) the user's Agency is associated

An Announcement Category is displayed at the heading of the announcement, next to its created date.

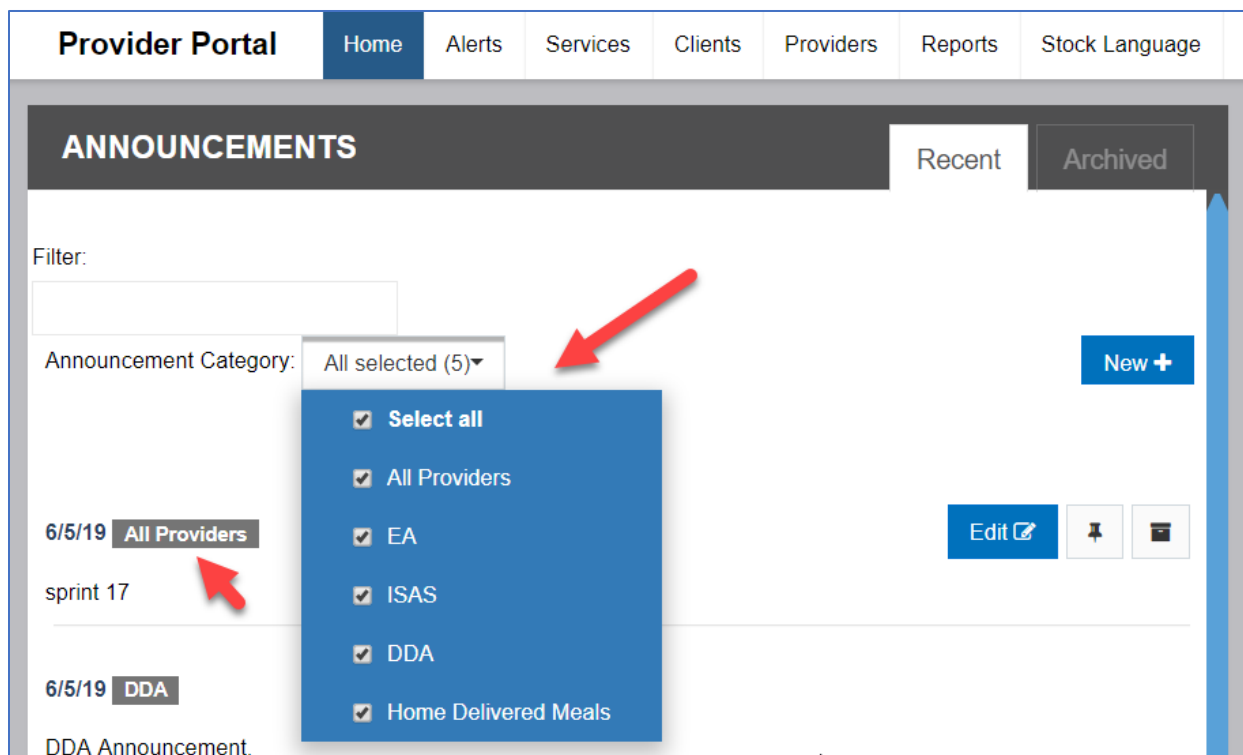


Figure 6-Announcement Categories

2.1.2 Filtering Announcements

The filter option allows the user to enter key words into the search field. Once a user enters text into the textbox, only the announcement(s) that contain the entered text will be displayed within the Announcement tab.

Users may select the other tab (Recent or Archived) and filter the contents within that tab.

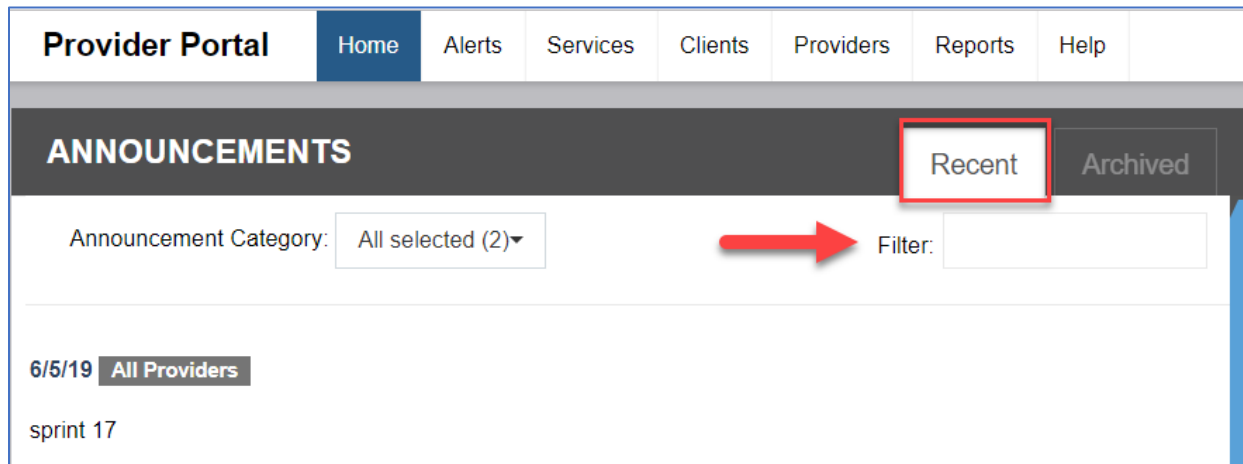


Figure 7-Filter Announcements

2.1.3 Archived Announcements

Announcements will display under the **Recent** tab. Once they have been displayed for 30 days, they will be automatically archived and can be viewed under the **Archived** tab.

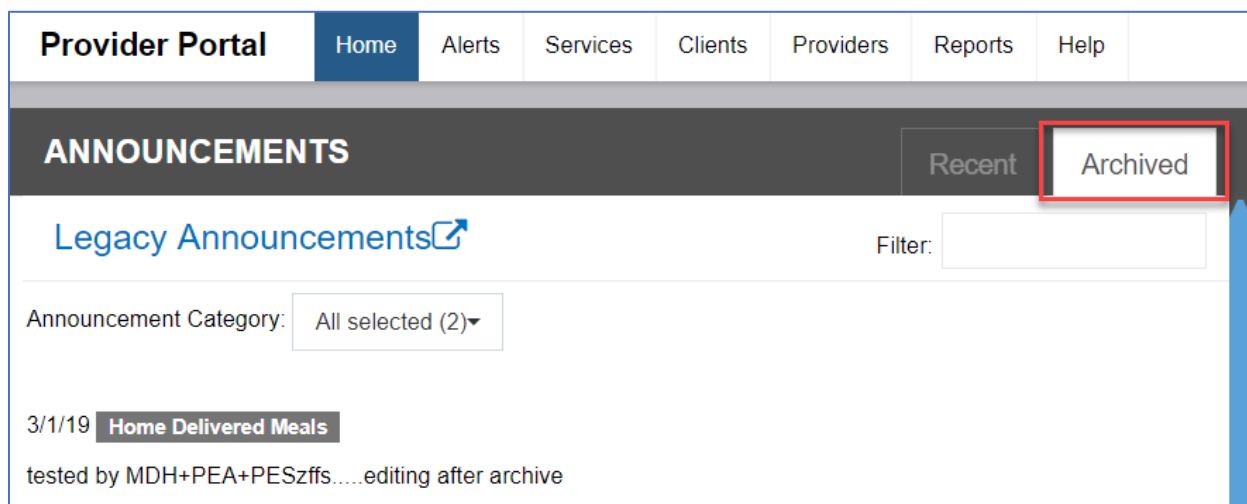


Figure 8-Archived Announcements

2.2 Actions Required

Upon login to Provider Portal, users will be directed to the Home page of Provider Portal. The **ACTIONS REQUIRED** tile is located on the right side of the page. This section displays a count of services with exceptions that the user can resolve. This count is made up of services with exception(s) that have a submission date within 365 days of the current date, as of 9:00 AM EST. By selecting the number displayed for the required authorization or exception type(s), the user can view the services that have the exception.

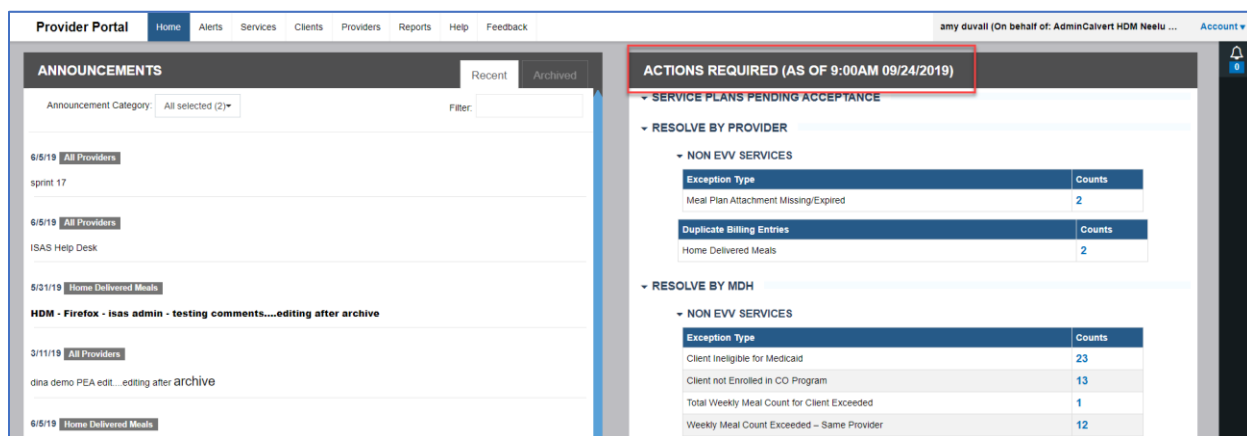


Figure 9-Actions Required

2.2.1 Resolve by Provider

In this section, authorized users can view services with exception that can be resolved by Providers.

2.2.1.1 Non EVV Services

This section displays Non EVV services, like HDM, with exceptions that require Providers to update and edit for the service to pass validations and complete billing processing.

ACTIONS REQUIRED (AS OF 9:00AM 10/07/2019)	
▼ RESOLVE BY PROVIDER	
▼ NON EVV SERVICES	
Exception Type	Counts
Meal Plan Attachment Missing/Expired	2
Duplicate Billing Entries	Counts
Home Delivered Meals	4
▼ RESOLVE BY MDH	
▼ NON EVV SERVICES	
Exception Type	Counts
Daily Meal Count Exceeded – Multiple Providers	1
Total Weekly Meal Count for Client Exceeded	1
Overlapping Meal	1
Weekly Meal Count Exceeded – Same Provider	1

Figure 10-Resolve by Provider: Non EVV Service Count

By selecting a count, the user will be redirected to the Services & Claim Search tab where they will view the services or claims to review for the specific exception type that was selected.

Provider Portal		Home	Alerts	Services	Clients	Providers	Reports	Help	amy duvall (On behalf of: PEA ADMIN)	Account
SERVICE & CLAIM SEARCH										
CURRENT SEARCH FILTERS:										
Service Date From: 08/29/2018 Service Date To: 08/29/2019 Service Status: MDH in Progress, Pending MDH Claim Status: None, Submitted to MMIS, Paid, Rejected										
Exception Type: Client not Enrolled in CO Program Claim Type: All Selected Tag: All Selected Category: All Selected Assignment Status: Unassigned										
CLIENT Filter by Last Name Total Count of Services : 114 Assign Unassign New Activity Group by Client Sort By: Date of Service										
Client Name: APuryear, EAClient0050										
ID # 2200400AE500221										
MA # 88121500050										
Services with Exceptions: 4										
Services: 4 Claims: 0										
Client Name: Dina, EAClient0048										
ID # 1250408AE400221										
MA # 88121500048										
Services with Exceptions: 4										
Services: 4 Claims: 0										
Client Name: Dina, EAClient0019										
ID # 2250409AE100211										
MA # 88121500019										
Services with Exceptions: 14										
Services: 14 Claims: 0										

Figure 11-Services & Claim search results from Actions Required

2.2.2 Resolve By MDH

In this section, users can view services with exceptions to be resolved by MDH.

2.2.2.1 Non EVV Services

This section displays Non EVV services, like HDM, with exceptions that require MDH's actions for moving to the subsequent stages of processing in Provider Portal.

ACTIONS REQUIRED (AS OF 9:00AM 10/07/2019)	
▼ RESOLVE BY PROVIDER	
▼ NON EVV SERVICES	
Exception Type	Counts
Meal Plan Attachment Missing/Expired	2
Duplicate Billing Entries	Counts
Home Delivered Meals	4
▼ RESOLVE BY MDH	
▼ NON EVV SERVICES	
Exception Type	Counts
Daily Meal Count Exceeded – Multiple Pro	1
Total Weekly Meal Count for Client Exceeded	1
Overlapping Meal	1
Weekly Meal Count Exceeded – Same Provider	1

Figure 12-Resolve by MDH: Non EVV Service Count

By selecting a count, the user will be redirected to the Services & Claim Search tab where they will view the services or claims to review for the specific exception type that was selected.

Provider Portal	
Home	Alerts
Services	Clients
Providers	Reports
Stock Language	Help
OTP	Feedback
Account	
SERVICE & CLAIM SEARCH	
CURRENT SEARCH FILTERS:	
Service Status: Pending MDH, MDH In Progress	Claim Status: All Selected
Exception Type: Provider not authorized for the service	Claim Type: All Selected
Service Type: Personal Assistant Services, Shared Attendant, Daily Personal Assistant Services, Daily Shared Attendant	Assignment Status: Unassigned
Service Date From: 06/30/2019	Service Date To: 08/28/2019
CLIENT	Filter by Last Name
TOTAL COUNT OF SERVICES: 28	
New Activity	
Group by Client	
Sort By	
Client Name: Test, Client 1	
ID # 2179451AL264111	
MA # 45705699700	
Services with Exceptions: 13	
Services: 13	
Claims: 0	
Client Name: Test, Client 2	
ID # 1179176UK308100	
MA # 07865087767	
Services with Exceptions: 1	
Services: 1	
Claims: 0	

Figure 13-Actions Required Results (Services & Claims View)

2.3 Alerts

Provider Portal sends alerts to HDM Provider users to inform them of assignment to clients.

1. Select the **Alerts** tab in the navigation header.

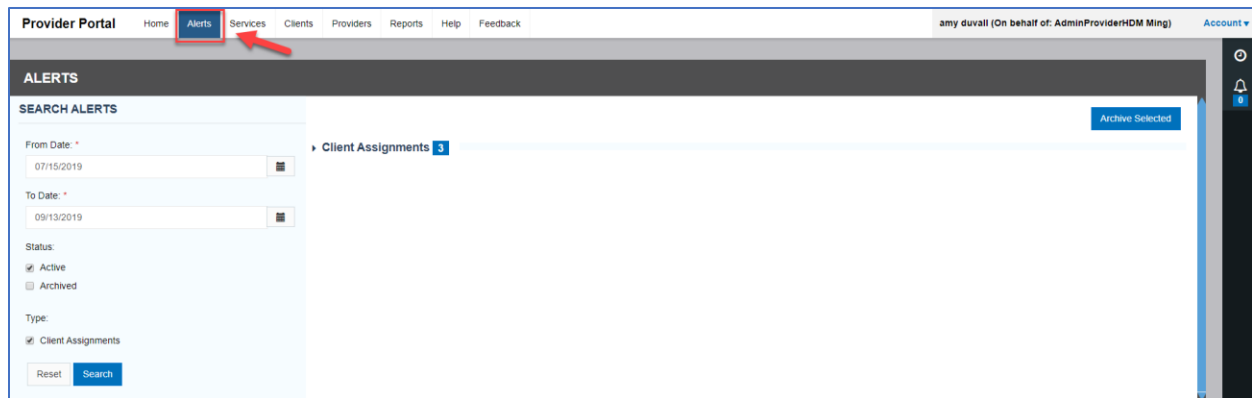


Figure 14-Provider Alerts

2. The Alerts tab will default to display *Active* alerts within the last 60 days of the current system date.
3. Users may enter their desired date range (no more than a 60-day span) in the **From Date** and **To Date** fields.

Figure 15-Alerts Date Range

4. Users may view *Active* alerts, *Archived* alerts, or both by making the desired **Status** selection.

ALERTS

SEARCH ALERTS

From Date: *

07/15/2019

To Date: *

09/13/2019

Status:

☒ Active

☐ Archived

Type:

☒ Client Assignments

Reset Search

Figure 16-Alert Status

- Users may select the alert **Type** they wish to view.

ALERTS

SEARCH ALERTS

From Date: *

07/15/2019

To Date: *

09/13/2019

Status:

☒ Active

☐ Archived

Type:

☒ Client Assignments

Reset Search

Figure 17-Provider Alert Types

2.3.1 View Client Assignment Alerts

Admin and Billing Provider Roles will receive notifications when:

1. Their Provider Location is newly assigned to a participant's new Plan of Service for the service type, Home Delivered Meals.
2. Their Provider Location is removed from, or no longer listed on, a previously assigned participant's new Plan of Service for the service type, Home Delivered Meals.
3. A previously assigned participant's Plan of Service is inactivated, with no subsequent POS approved.

Upon selection of the **Details** button next to the alert message, a new tab will populate to the Client Profile of the participant.

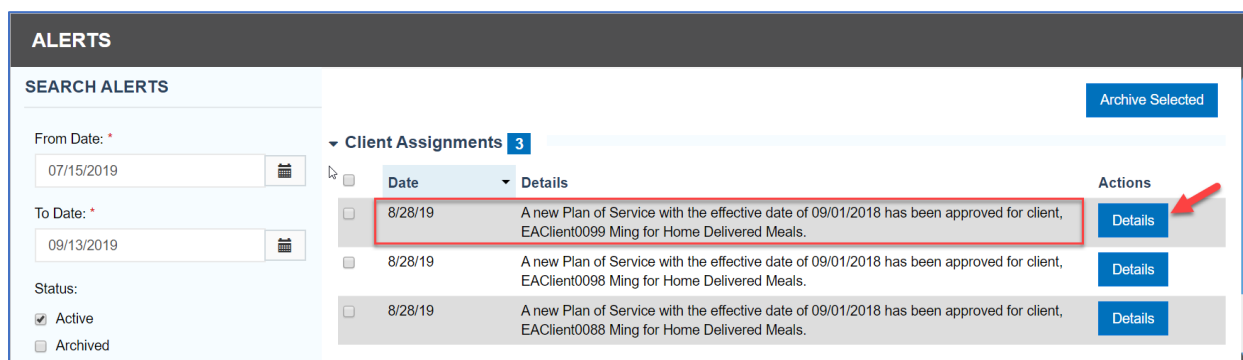


Figure 18-Client Assignment Alert Details

System Update –from June 2021:

System also sends alerts to providers for Temporary Services when:

1. A new Plan of Service has been approved for a client with the Temporary Service(s).
 - a. If provider is authorized for multiple spans of the same temporary service for the same client, system sends just one alerts message, which includes details of all the spans.

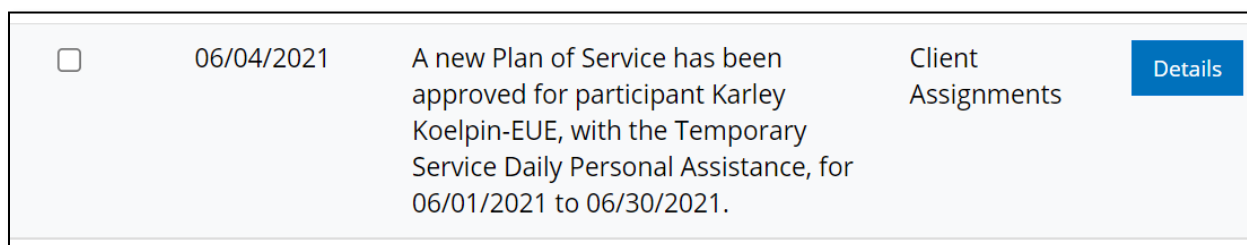


Figure 19-Client Assignment Alert Details - for a Temporary Service in a POS

2. Three days before the span of the Temporary Service ends. This acts as a reminder to the provider to stop delivering services at the end of the temporary service's span.

Note: For additional details about Temporary Services, please refer to the user manual relevant in the training site (<https://health.maryland.gov/mmcp/longtermcare/Pages/LTSSTraining.aspx>). for using Provider Portal).

2.3.2 Archive Alerts

Users may archive alerts that are no longer needed on the Alerts page. Once archived, these alerts can be viewed by selecting and searching the Status, “**Archived**”.

1. Select the checkbox to the left of the desired alert message(s).
2. Click the **Archive Selected** button.

The screenshot shows the 'ALERTS' interface. On the left, the 'SEARCH ALERTS' section includes filters for 'From Date' (07/15/2019), 'To Date' (09/13/2019), and 'Status' (Active, Archived). The main area displays a table of alerts under the 'Client Assignments' header. The first alert is selected, indicated by a checked checkbox and a red arrow. The 'Archive Selected' button is highlighted with a red box in the top right corner.

	Date	Details	Actions
<input checked="" type="checkbox"/>	8/28/19	A new Plan of Service with the effective date of 09/01/2018 has been approved for client, EAClient0099 Ming for Home Delivered Meals.	Details
<input type="checkbox"/>	8/28/19	A new Plan of Service with the effective date of 09/01/2018 has been approved for client, EAClient0098 Ming for Home Delivered Meals.	Details
<input type="checkbox"/>	8/28/19	A new Plan of Service with the effective date of 09/01/2018 has been approved for client, EAClient0088 Ming for Home Delivered Meals.	Details

Figure 20-Archiving Alerts

3 Providers

3.1 Search and View Location in Provider Portal

Users may use the Provider Search function to view the details of Agency Locations that they are authorized to view.

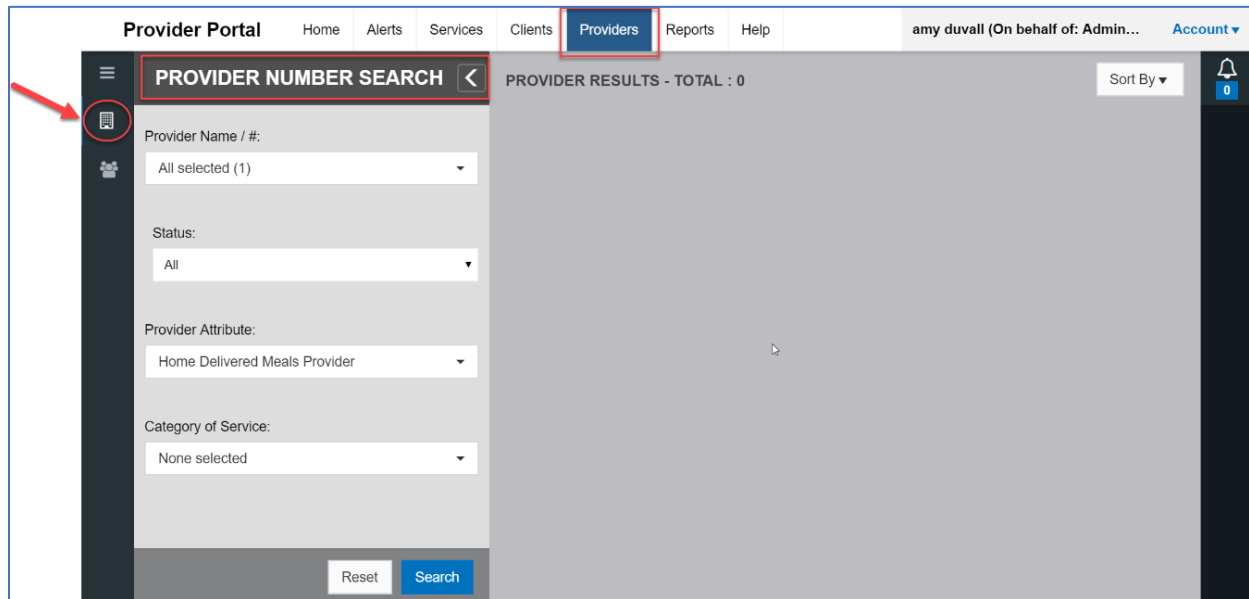



Figure 21-Provider Tab

1. Navigate to the **Provider** tab
2. Select  to view Provider-specific information.
3. Input desired search criteria:
 - a. **Provider Name/#**
 - i. Defaults to *Select All*
 - ii. Lists the locations to which the user is assigned within their agency.
 - b. **Status**
 - i. Defaults to *Select All*
 - ii. *Active*, populates only provider locations that are actively providing services.
 - iii. *Inactive*, populates only provider locations that are no longer providing services.
 - c. **Provider Attribute**
 - i. Defaults to *Select All*
 - ii. Populates the attributes of the Provider Location to which the user is assigned.

Users may search without any input entry. Selecting **Search** will result in all Locations for which the provider is authorized.

Users may adjust the order in which the results are listed by selecting to **Sort By**:

- **Location Number**
 - Lists results in ascending order of Provider Number
- **Status**
 - Lists results by active locations, then inactive locations

Upon selecting the **Details** button within the search results tile, the user will be directed to the **Provider Profile**.

The screenshot shows the 'Provider Portal' interface. The top navigation bar includes 'Home', 'Alerts', 'Services', 'Clients', 'Providers' (selected), 'Reports', and 'Help'. The user is logged in as 'amy duvall (On behalf of: AdminCalvert HDM Neelu ...)'. The main section is titled 'PROVIDER NUMBER SEARCH'. On the left, there are filters for 'Provider Name / #', 'Status', 'Provider Attribute', and 'Category of Service'. The search results show one entry for 'No Agency Attribute Neelu' with 'Provider #: 345678946' and 'Status: Active'. A red arrow points to the 'Details' button next to the entry.

Figure 22-Provider search results view

The screenshot shows the 'Provider Profile' view. The top navigation bar is the same as in Figure 22. The main section is titled 'PROVIDER DETAILS'. On the left, there is a sidebar with 'PROVIDER PROFILE' selected. The profile information is organized into sections: 'AGENCY INFORMATION' (Agency Name: No Agency Attribute Neelu, Status: Active), 'LOCATION INFORMATION' (Location Name: Calvert HDM Neelu, Program Type, Provider Type Code, Enrollment Status), 'COS' (Spans Start Date: 09/10/2016, Spans End Date: 12/31/9999), 'Street Address' (Street Address 1: Test 234, Street Address 2, City: Calvert, State: Maryland, Zip Code: 45678), and 'PROVIDER ADDRESSES' (Provider Address 1: Street Address 1: 1 test st, Street Address 2, City: city). An 'Edit' button is at the bottom right.

Figure 23-Provider Profile

3.1.1 Edit Provider Profile

The Admin Provider role has access to edit the **Business Phone** and **Business Email** within their Provider Profile in Provider Portal.

1. Select the **Edit** from the Provider Profile.

The screenshot shows the 'Provider Portal' interface. The top navigation bar includes 'Home', 'Alerts', 'Services', 'Clients', 'Providers', 'Reports', and 'Help'. The user is logged in as 'amy duvall (On behalf of: AdminCalvert HDM Neelu ...)'. The 'PROVIDER DETAILS' section is active. On the left, the 'PROVIDER PROFILE' tab is selected. The main content area displays various fields for the provider profile, including Agency Information, Location Information, COS, and Provider Addresses. A red arrow points to the 'Edit' button at the bottom right of the form.

Figure 24-Edit Provider Profile

2. Users may add additional contact information by clicking the **+** icon in the desired section.

The screenshot shows the 'Provider Portal' interface with the 'PROVIDER DETAILS' section active. The 'PROVIDER PROFILE' tab is selected. The main content area displays various fields for the provider profile, including Agency Information, Location Information, COS, and Provider Addresses. The 'BUSINESS PHONE' and 'BUSINESS EMAIL' sections are highlighted with red boxes. A red arrow points to the '+' icon in the 'BUSINESS PHONE' section, indicating where to click to add new contact information.


Figure 25-Editable fields

3.2 Search and View Staff in Provider Portal

Provider user roles can search Staff to view the Staff Profiles within the agency location to which they are authorized.

The screenshot displays the 'Provider Portal' interface. The top navigation bar includes 'Home', 'Alerts', 'Services', 'Clients', 'Providers' (highlighted), 'Reports', and 'Help'. The user is logged in as 'amy duvall (On behalf of: AdminCalvert HDM Neelu ...)'. The main content area is titled 'STAFF SEARCH' and contains various search criteria fields: 'Date of Birth', 'SSN', 'Staff Last Name', 'Staff First Name', 'Status' (dropdown), 'Phone #' (with a placeholder '(666) 555-5555'), 'Provider #' (dropdown), 'Provider Attribute' (dropdown), and 'Provider Role' (dropdown). At the bottom are 'Reset' and 'Search' buttons. The sidebar on the left has a menu icon and a red circle highlighting a staff icon.

Figure 26-Staff Search

1. Navigate to the **Provider** tab
2. Select  to view Staff-specific information.
3. Input desired search criteria:
 - a. **Date of Birth**
 - Calendar selection
 - MM/DD/YYYY
 - b. **SSN**
 - 9-digit number
 - Exact match
 - c. **Staff Last Name**
 - Results will populate based on “starts with” letter entry
 - Example, “L”, “Le”, “Leo” will populate the client(s) with the last name “Leonard”
 - d. **Staff First Name**
 - Results will populate based on “starts with” letter entry
 - Example, “L”, “Le”, “Leo” will populate the client(s) with the first name “Leonard”
 - e. **Status**
 - Defaults to *All*
 - *Active*, populates only staff who have active profiles
 - *Inactive*, populates only staff who are no longer active in Provider Portal.

f. **Phone #**

- 10-digit number
- Exact match

g. **Provider #**

- Defaults to *Select All*
- Lists the locations to which the user is assigned within their agency.

h. **Provider Attribute**

- Defaults to *Select All*
- Populates the attributes of the Provider Location to which the user is assigned.

Users may search without any input entry. Selecting **Search** will result in all Staff within their authorized Provider Locations.

Users may adjust the order in which the results are listed by selecting to **Sort By**:

- **Staff's First Name**
 - Lists search results in ascending alphabetical order by First Name
- **Staff's Last Name**
 - Lists search results in ascending alphabetical order by Last Name

Upon selecting the **Details** button within the search results tile, the user will be directed to the **Staff Profile**.

The screenshot displays the 'STAFF SEARCH' interface. On the left is a sidebar with search filters: Date of Birth, SSN, Staff Last Name, Staff First Name, Status (set to 'All'), Phone #, Provider # (set to 'All selected (1)'), Provider Attribute (set to 'Home Delivered Meals Provider'), and Provider Role (set to 'All selected (5)'). The main area shows 'STAFF RESULTS - TOTAL : 4'. The first result is for 'Neelu, Adminbillingallclocations' with SSN # ***-**-5555 and Status: Active. It lists three provider locations: 'Caroline HDM EA Neelu,345678146', 'Carroll EA Neelu,345678246', and 'Cecil NO Neelu,345678346'. A red arrow points to the 'Details' button for this result. The second result is for 'Neelu, Admincalvert Hdm Neelu' with SSN # ***-**-1111 and Status: Active, listing one provider location: 'Calvert HDM Neelu,345678946'. At the bottom, there are 'Reset' and 'Search' buttons, and a pagination control showing '1'.

Figure 27-Staff search results view

STAFF DETAILS FOR NEELU, ADMINBILLINGALLCLOCATIONS			
STAFF PROFILE	DEMOGRAPHICS		
	Last Name:	Middle Name:	First Name:
	Neelu		AdminBillingAllCloc ations
	Gender:	Date of Birth:	SSN:
		04/02/2019	***-**-5555
	Fluent Language(s): English		
	EMPLOYMENT		
	Business Title:	Employment Type:	Status:
	Admin & Billing Provider	Full Time	Active
	Effective Start Date:	Deactivate Staff	
CONTACT			
Type:	Phone #	Phone Notes:	
Facility	(555) 666-7777	Primary	
Email Address: cc@cc.com			
LOCATION			
Agency: No Agency Attribute Neelu			
Print			
ROLES			
Role(s): Admin Provider, Billing Provider			
PROGRAM TYPES			
Program Type(s): CO, ICS, CFC, CPAS			
LICENSE INFORMATION			
License Number:	License Effective Date:	License End Date:	
23457	03/02/2019	08/30/2021	
LOGIN INFORMATION			
Allow Login?	Login Name:		
Yes	AdminBillingAllClocations		
OTHERS			
Profile Created Date:	Last Modified Date:		
03/05/2019	08/21/2019		
Edit			

Figure 28-Staff Profile

3.2.1 Manage Staff

3.2.1.1 Create New Staff

Admin Provider users may create Staff Profiles in Provider Portal for the staff within their Location. The roles that maybe created are Admin Provider and Billing Provider.

Any Staff Profiles created in Provider Portal will append to LTSS. Authorized Help Desk and MDH roles may access these profiles and activate the staff's system login within LTSS. Similarly, Staff Profiles created in LTSS by authorized users will append to Provider Portal where Admin Provider roles can manage the profile. *NOTE: Provider roles cannot authorize system logins within Provider Portal.*

1. Select **Staff Search** from the **Providers** tab.
2. Select **+ Create New Staff** and complete sections 1 through 5.

Figure 29-Create New Staff

Note: * Indicates a required field.

1. Role Selection

Figure 30-Role Selection

- **Agency**
 - Prepopulated based on users associated agency.
- **Locations**
 - Defaults to *Select All*
 - Prepopulated based on users associated agency.
- **Roles**
 - Options based on Location attribute to which the user is associated.

- Admin Provider or Billing Provider
- **Program Type**
 - Options based on Location's Program types to which the user is associated.
 - Select All, CPAS, CO, CFC, or ICS

2. Demographics

NEW STAFF PROFILE

1 Role Selection **2 Demographics** 3 Employment 4 Contact 5 Review & Submit

Prefix: First Name: * Middle Name: Last Name: * Suffix:

Gender: SSN: Date of Birth:

Fluent Language(s): Other Language:

None selected

Cancel

Figure 31-Demographics

- Prefix, First Name, Middle Name, Last Name, Suffix
- Gender
- SSN
- Date of Birth
- Fluent Language(s)
- Other Language

3. Employment

NEW STAFF PROFILE

Progress: 1. Role Selection, 2. Demographics, 3. **Employment**, 4. Contact, 5. Review & Submit

Business Title: *

Employment Type: *

Staff Effective Start Date: *

09/03/2019

Cancel

Previous Next

Figure 32-Employment

- **Business Title**
- **Employment Type**
 - Full Time, Contractor, Part Time, or N/A
- **Staff Effective Start Date**

4. Contact

NEW STAFF PROFILE

Progress: 1. Role Selection, 2. Demographics, 3. Employment, 4. **Contact**, 5. Review & Submit

Type: *

Phone #: *

Ext. #

Primary

Phone Notes:

Email Address: *

Confirm Email Address: *

Cancel

Previous Next

Figure 33-Contact

- **Type, Phone #, Ext #, Phone Notes**
- **Email Address**

5. Review & Submit

Information entered in sections 1 through 4 will prepopulate in one consolidated view. Here the user may **Edit** each section. Once reviewed, the user will select **Submit**.

NEW STAFF PROFILE

✓

✓

✓

✓

5

Role SelectionDemographicsEmploymentContactReview & Submit

ROLE SELECTION

Edit

Agency:
No Agency Attribute Neelu

Location(s):
Calvert HDM Neelu

Role(s):
Billing Provider

Program Type:
CPAS, CO, CFC, ICS

DEMOGRAPHICS

Edit

Prefix:

First Name:
Amy

Middle Name:

Last Name:
Test

Suffix:

Gender:

SSN:
--

Date of Birth:

Fluent Language(s):
English

Other Language:

EMPLOYMENT

Edit

Business Title:
Billing Provider

Employment Type:
Full Time

Staff Effective Start Date:
09/03/2019

CONTACT

Edit

Type:
Home

Phone #
1(111) 111-1111

Primary

Phone Notes:

Email Address
test@test.com

Cancel

← Previous

Submit

Figure 34-Review & Submit

3.2.1.2 Edit Staff Profile

Admin Provider users can edit an existing Staff Profile within Provider Portal.

1. Select **Staff Search** from the **Providers** tab.
2. Entered relevant search criteria and **Search** for desired Staff Profile.
3. Select the **Details** button on the Staff Profile search results.

The screenshot shows the 'Provider Portal' interface. The top navigation bar includes 'Home', 'Alerts', 'Services', 'Clients', 'Providers', 'Reports', and 'Help'. The user is logged in as 'amy duvall (On behalf of: AdminCalvert HDM Neelu ...)'. The 'STAFF SEARCH' tab is active in the left sidebar. The search results show a card for 'Neelu, AdminBillingAllClocations' with details like Date of Birth (04/02/2019), Primary Phone # ((555) 666-7777), and User Role (Billing Provider, Admin Provider). A red arrow points to the 'Details' button at the bottom right of the results card.

Figure 35-Staff Profile search results

4. Select the **Edit** button from the Staff Profile details.

The screenshot shows the 'STAFF PROFILE' details view. The left sidebar has the 'STAFF PROFILE' tab selected. The main area is divided into several sections: DEMOGRAPHICS (Last Name: Neelu, Middle Name: , First Name: AdminBillingAllClocations), EMPLOYMENT (Business Title: Admin & Billing Provider, Employment Type: Full Time, Status: Active), CONTACT (Type: Facility, Phone #: (555) 666-7777), LOCATION (Agency: No Agency Attribute Neelu), ROLES (Role(s): Admin Provider, Billing Provider), PROGRAM TYPES (Program Type(s): CO, ICS, CFC, CPAS), LICENSE INFORMATION (License Number: 23457, License Effective Date: 03/02/2019, License End Date: 08/30/2021), LOGIN INFORMATION (Allow Login?: Yes, Login Name: AdminBillingAllClocations), and OTHERS (Profile Created Date: 03/05/2019, Last Modified Date: 08/21/2019). A red arrow points to the 'Edit' button at the bottom right.

Figure 36-Staff Profile details view

5. Users may edit the following sections of the Staff Profile:

- **Demographics**
 - Personal Information of Staff
- **Employment**
 - Title, Type, and Status of Profile within Provider Portal
- **Contact**
 - Phone Number and Email
- **Location**
 - Locations to which the profile may be assigned
 - User role assignment (Admin or Provider)
- **Program Types**
 - Programs of which the user is authorized as a Provider (CPAS, CO, CFC, and/or ICS)
- **Login Information**
 - Permits user to login to Provider Portal

The screenshot displays the 'STAFF PROFILE' edit form. The left sidebar contains a 'STAFF PROFILE' header. The main content area is divided into several sections, each with a red box highlighting its title: 'DEMOGRAPHICS', 'EMPLOYMENT', 'CONTACT', 'LOCATION', 'PROGRAM TYPES', 'LOGIN INFORMATION', and 'OTHERS'. The 'DEMOGRAPHICS' section includes fields for Prefix, Last Name, Middle Name, First Name, Suffix, Gender, Date of Birth, SSN, and Fluent Language(s). The 'EMPLOYMENT' section includes Business Title, Employment Type, Status, and Effective Start Date. The 'CONTACT' section includes Type, Phone #, Extension, Phone Notes, and Email Address. The 'LOCATION' section includes Agency, Location(s), and Role(s). The 'PROGRAM TYPES' section includes Program Type, License Number, License Effective Date, and License End Date. The 'LOGIN INFORMATION' section includes Allow Login? and Login Name. The 'OTHERS' section includes Profile Created Date and Last Modified Date. At the bottom right, there are 'Cancel' and 'Save' buttons, with a red arrow pointing to the 'Save' button.

Figure 37-Edit Staff Profile

6. Upon selecting **Save**, updates are also appended to LTSS, where it may be viewed and managed by MDH and Help Desk roles.

4 Clients

4.1 Search and View Clients

Provider users may search Clients served by their Agency to view the participant's Client Profile, approved Plan(s) of Service, and Client Attachments.

1. Navigate to the **Clients** tab

Provider Portal Home Alerts Services **Clients** Providers Reports Help

CLIENTS SEARCH

Date of Birth: Phone #:

Last Name: First Name:

Client ID: MA #:

Client Region: Enrolled Program:

Client MA Eligible: Jurisdiction:

Provider # / Provider Name:

Waiver Eligibility:

CLIENT RESULTS - 0

Figure 38-Client Search tab

2. Input desired search criteria:

- **Date of Birth**
 - Calendar selection
 - MM/DD/YYYY
- **Phone #**
 - 10-digit number
 - Exact match
- **Last Name**
 - Results will populate based on “starts with” letter entry
 - Example, “L”, “Le”, “Leo” will populate the client(s) with the last name “Leonard”
- **First Name**
 - Results will populate based on “starts with” letter entry
 - Example, “L”, “Le”, “Leo” will populate the client(s) with the first name “Leonard”
- **MA#**
 - 9-digit number
 - Exact Match
- **Client Region**
 - Defaults to *Select All*
- **Client MA Eligible**
 - Defaults to *Select All*
 - Yes, populates clients with active MA#’s
 - No, populates clients without active MA#’s.
- **Enrolled Program**
 - Defaults to *Select All*
 - CO, ICS, CFC, CPAS populates clients with active enrollment in the selected program.
 - Not Enrolled, populates clients enrolled in other programs or without an active enrollment in a program.
- **Jurisdiction**
 - Defaults to *Select All*
 - Populates all Counties within the state of Maryland
- **Provider #/Provider Name (Provider Roles only)**
 - Defaults to *Select All*
 - Pre-populates the Providers to which the user is associated.
- **Provider Name/#/FEIN (MDH and SPA Roles only)**
 - Results will populate based on “starts with” letter entry
 - Example, “L”, “Le”, “Leo” will populate the provider(s) with the name “Leonard”
- **Waiver Eligibility**
 - Defaults to *Select All*
 - Yes, populates clients eligible for a Waiver
 - No, populates clients ineligible for a Waiver

3. Click on the **Search** button.

Note: Users may search without any input entry. Selecting Search will result in all Clients for which the provider is authorized.

Users may adjust the order in which the results are listed by selecting to “**Sort By:**”

The screenshot displays the 'CLIENTS SEARCH' interface. On the left, there is a sidebar with a menu icon and a user icon. The main search area contains several input fields: 'Date of Birth:' with a calendar icon, 'Phone #:' with a pre-filled value '(555) 555-5555', 'Last Name:', 'First Name:', 'Client ID:', 'MA #:', 'Client Region:' with a dropdown showing 'All selected (5)', and 'Enrolled Program:' with a dropdown showing 'All selected (9)'. At the bottom of the search area, there are 'Reset' and 'Search' buttons. A red arrow points to the 'Search' button. On the right, the 'CLIENT RESULTS - 0' section is visible. A 'Sort By' dropdown menu is open, showing three options: 'Client's First Name', 'Client's Last Name', and 'Program Name'. The dropdown menu is highlighted with a red border.

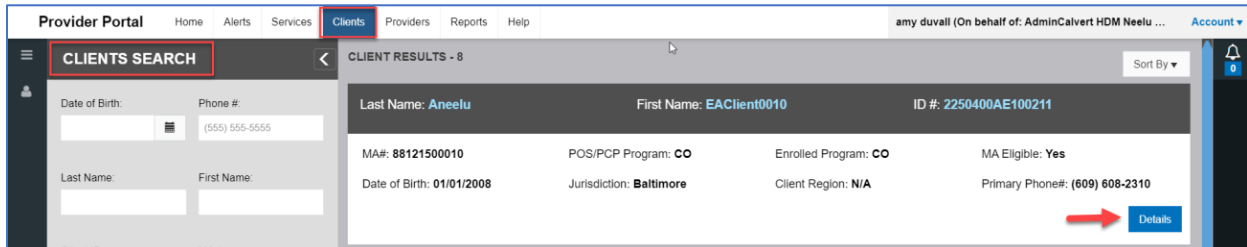
Figure 39-Sorting Client Search Results

- **Client's First Name**
 - Lists search results in ascending alphabetical order by First Name
- **Client's Last Name**
 - Lists search results in ascending alphabetical order by Last Name
- **Program Name**
 - Lists search results in ascending alphabetical order by Enrolled Program

4.2 View Client Profile

Provider users can view the details of a client's profile for clients that are being served by their agency at present or authorized through an approved Plan of Service to start services in the future.

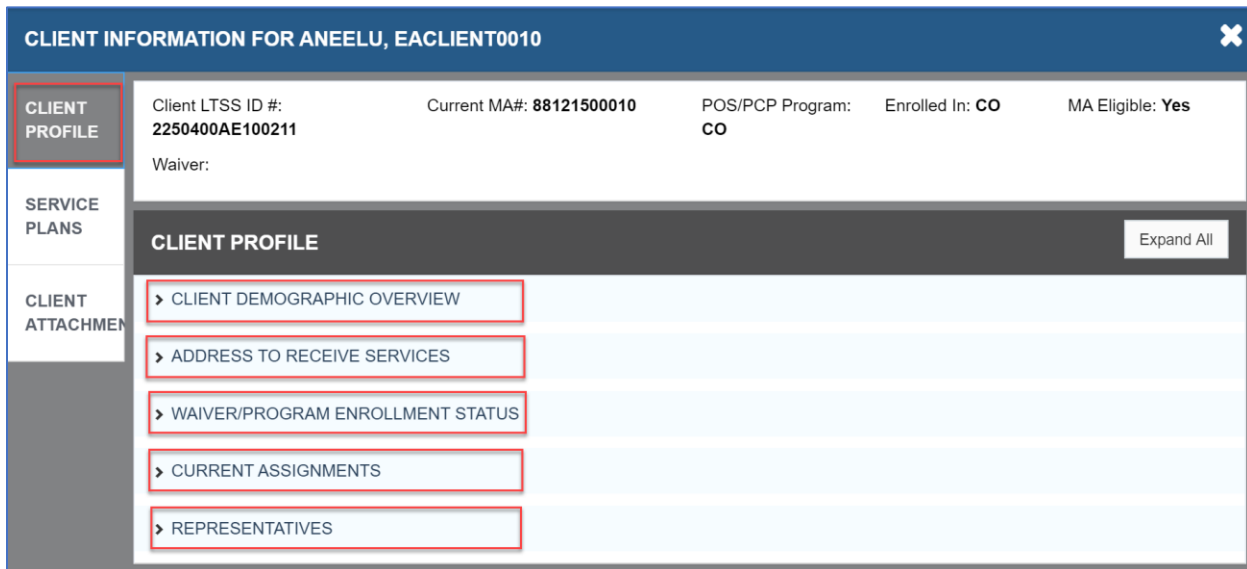
1. Once the user has searched and located the desired client, select the **Details** within the search results tile.



The screenshot shows the 'Provider Portal' interface. The 'CLIENTS SEARCH' tab is active. The search results for 'CLIENT RESULTS - 8' are displayed. The client information shown is: Last Name: Aneelu, First Name: EAClient0010, ID #: 2250400AE100211, MA#: 88121500010, POS/PCP Program: CO, Enrolled Program: CO, MA Eligible: Yes, Date of Birth: 01/01/2008, Jurisdiction: Baltimore, Client Region: N/A, and Primary Phone#: (609) 608-2310. A red arrow points to the 'Details' button in the bottom right corner of the search results tile.



Figure 40-Client search: Details

2. Select **Client Profile** tab on the left navigation panel.
3. Here, the user may view the **Client Profile**:
 - Client Demographic Overview
 - Address to Receive Services
 - Waiver/Program Enrollment Status
 - Recent Program History
 - Special Program Code
 - Current Assignments
 - Representatives



The screenshot shows the 'CLIENT INFORMATION FOR ANEELU, EAClient0010' page. The left navigation panel has the 'CLIENT PROFILE' tab selected. The main content area displays the 'CLIENT PROFILE' section with expandable options: CLIENT DEMOGRAPHIC OVERVIEW, ADDRESS TO RECEIVE SERVICES, WAIVER/PROGRAM ENROLLMENT STATUS, CURRENT ASSIGNMENTS, and REPRESENTATIVES. The 'Expand All' button is visible in the top right corner of the profile section.

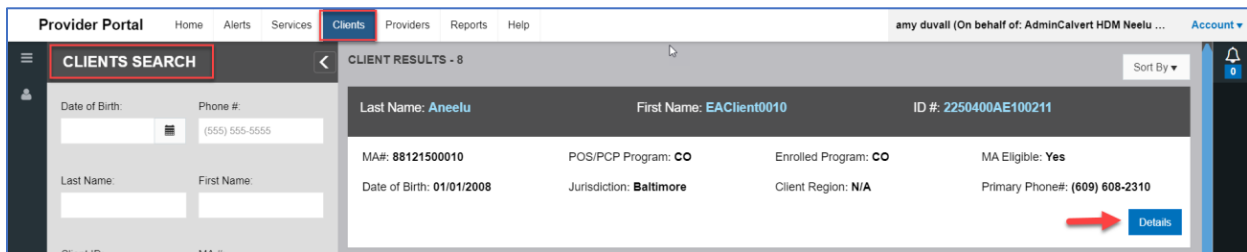
Figure 41-Client Profile

- Users may click **Expand All** or **Collapse All** to view or hide the details of each banner. Or may select the  or  of each individual banner and view or hide the details of the selection.

4.3 View Service Plans for Clients

Provider users can view the details of a client's Plan of Service for clients that are being served by their agency.

- Once the user has searched and located the desired client, select the **Details** within the search results tile.



The screenshot shows the 'Provider Portal' interface. The 'CLIENTS SEARCH' section is active, displaying search results for a client named Aneelu. The client's details are shown in a card format, including their last name, first name, ID number, and various program and eligibility information. A red arrow points to the 'Details' button at the bottom right of the client card.

Figure 42-Client search: Details

- Select **Service Plans** tab on the left navigation panel.
- Here, the user may view a list of Service Plans for which their agency has been authorized as a Provider and may select the **Details** hyperlink to view the Plan of Service.

CLIENT INFORMATION FOR ANEELU, EACLIENT0010

CLIENT PROFILE

SERVICE PLANS

CLIENT ATTACHMENTS

Client LTSS ID #:
2250400AE100211

Current MA#: 88121500010

POS/PCP Program:
CO

Enrolled In: CO

MA Eligible: Yes

Waiver:

SERVICE PLANS

Program Type	Date Created	Service Plan Type	Effective Date	End Date	Status	Active	Actions
CO	04/08/2019	Revised	03/15/2019		Approved	Active	Details
CO	04/02/2019	Revised	03/03/2019	03/11/2019	Approved	Inactive	Details

Figure 43-Service Plans List view

4. From the Details view of the client's Service Plan, the user can view the following:

- *Overview Information*
- *Services*
- *Address to Receive Services*
- *Decision*
- *Signatures*

CLIENT INFORMATION FOR ANEELU, EACLIENT0010

CLIENT PROFILE

Client LTSS ID #: 2250400AE100211 Current MA#: 88121500010 POS/PCP Program: CO Enrolled In: CO MA Eligible: Yes Waiver:



SERVICE PLANS

PLAN OF SERVICE

Back to List Expand All

- OVERVIEW INFORMATION
- SERVICES
- EMERGENCY BACKUP PLANS
- ADDRESS TO RECEIVE SERVICES
- DECISION
- SIGNATURES

Figure 44-Plan of Service

5. Users may click **Expand All** or **Collapse All** to view or hide the details of each banner or may select the  or  of each individual banner and view or hide the details of the selection.

5 Manage Meal Plan Attachments

A current (*within 1 year of the date of service*) Meal Plan must be uploaded to a Client's Attachment section for a meal to be successfully submitted for billing. The system will verify this date based on the date that the attachment was saved to the client's record.

While MDH and SPA roles may upload Meal Plans to a client's record to LTSS or to Provider Portal, the active Provider is responsible for uploading a Meal Plan for their client(s) in Provider Portal.

5.1 View Meal Plan(s) in Provider Portal

1. Once the user has searched and located the desired client, select the **Details** within the search results tile.

The screenshot shows the 'Provider Portal' interface. The top navigation bar includes 'Home', 'Alerts', 'Services', 'Clients' (highlighted), 'Providers', 'Reports', and 'Help'. The user is logged in as 'amy duvall (On behalf of: AdminCalvert HDM Neelu ...)'. The main section is titled 'CLIENTS SEARCH' and shows 'CLIENT RESULTS - 8'. A search filter is visible on the left with fields for 'Date of Birth', 'Phone #', 'Last Name', and 'First Name'. The search results display a client profile for 'Aneelu' with ID # 2250400AE100211. The profile includes fields for 'MA#: 88121500010', 'POS/PCP Program: CO', 'Enrolled Program: CO', 'MA Eligible: Yes', 'Date of Birth: 01/01/2008', 'Jurisdiction: Baltimore', 'Client Region: N/A', and 'Primary Phone#: (609) 608-2310'. A red arrow points to the 'Details' button in the bottom right corner of the client profile tile.

Figure 45-Client search: Details

2. Select **Client Attachments** tab on the left navigation panel.
3. Select the *Category*, **Meal Plan** and then select **Filter**.

The screenshot shows the 'CLIENT INFORMATION FOR ANEELU, EACLIENT0010' page. The left navigation panel has three tabs: 'CLIENT PROFILE', 'SERVICE PLANS', and 'CLIENT ATTACHMENTS' (selected and highlighted with a red box). The main content area displays client information: 'Client LTSS ID #: 2250400AE100211', 'Current MA#: 88121500010', 'POS/PCP Program: CO', 'Enrolled In: CO', and 'MA Eligible: Yes'. Below this is the 'CLIENT ATTACHMENTS' section, which includes a 'Category' dropdown menu set to 'Meal Plan' (highlighted with a red box) and a 'Filter' button (highlighted with a red arrow). There are also 'Add New Attachment' and 'Collapse All' buttons in the top right of the attachments section.

Figure 46-Client Attachments section

4. Here, users may view information about the Meal Plan attachment:

- **File Name**
 - Name of file that was uploaded from the user's PC.
- **Type**
 - Category of Attachment
- **Created Date**
 - Date of upload
- **Comments**
 - Comment entered at time of upload
 - For Discarded Meal Plans, displays *Discarded Reason*
- **Status**
 - *Discarded* indicates a Meal Plan that has been discarded by a user in LTSS or in Provider Portal
 - *Discarded* can also be a result of service actions (i.e., *Discarded* or *Not Authorized*)
- **Actions**
 - *Discard*
 - Users can discard a Meal Plan by selecting this link

By selecting the File Name hyperlink, the file will be downloaded to the user's PC for viewing.

CLIENT INFORMATION FOR ANEELU, EACLIENT0010

Client LTSS ID #: 2250400AE100211 Current MA#: 88121500010 POS/PCP Program: CO Enrolled In: CO MA Eligible: Yes

Waiver:

CLIENT ATTACHMENTS Add New Attachment Collapse All

Category: Meal Plan

Filter

> MEAL PLAN

File Name	Type	Created Date	Comments	Status	Actions
Weekly-Meal-Planning-Template-.jpg	Meal Plan	09/06/2019			Discard
Weekly-Meal-Planning-Template-.jpg	Meal Plan	09/06/2019	Discarded Reason: Expired Meal Plan Explanation: AD_MP_09062019	Discarded	

Figure 47-View Meal Plans

5.2 Add Meal Plan(s) in Provider Portal

1. Once the user has searched and located the desired client, select the **Details** within the search results tile.

The screenshot shows the 'Provider Portal' interface. The 'CLIENTS SEARCH' tab is active, displaying search filters and results. The client details for 'Aneelu' are shown, including Last Name, First Name, ID #, MA#, POS/PCP Program, Enrolled Program, MA Eligible status, Date of Birth, Jurisdiction, Client Region, and Primary Phone#. A red arrow points to the 'Details' button in the bottom right corner of the client details tile.

Figure 48-Client search: Details

2. Select **Client Attachments** tab on the left navigation panel.
3. Select **Add New Attachment**.

The screenshot shows the 'CLIENT INFORMATION FOR ANEELU, EACLIENT0010' page. The 'CLIENT ATTACHMENTS' tab is selected in the left navigation panel. The 'Add New Attachment' button is highlighted with a red arrow. The page also displays client profile information, service plans, and a filter button.

Figure 49-Add New Attachment

4. Select **Choose File** and select the desired file from the pop-up window.

The screenshot shows the 'NEW DOCUMENT' pop-up window. The 'FileName:*' field is highlighted with a red arrow, and the 'Choose File' button is also highlighted. The 'Category:*' dropdown is set to 'Meal Plan'. The 'Comments' section has a text area for 'Your comment here..'. The 'Save' and 'Cancel' buttons are at the bottom right.

Figure 50-Choose File

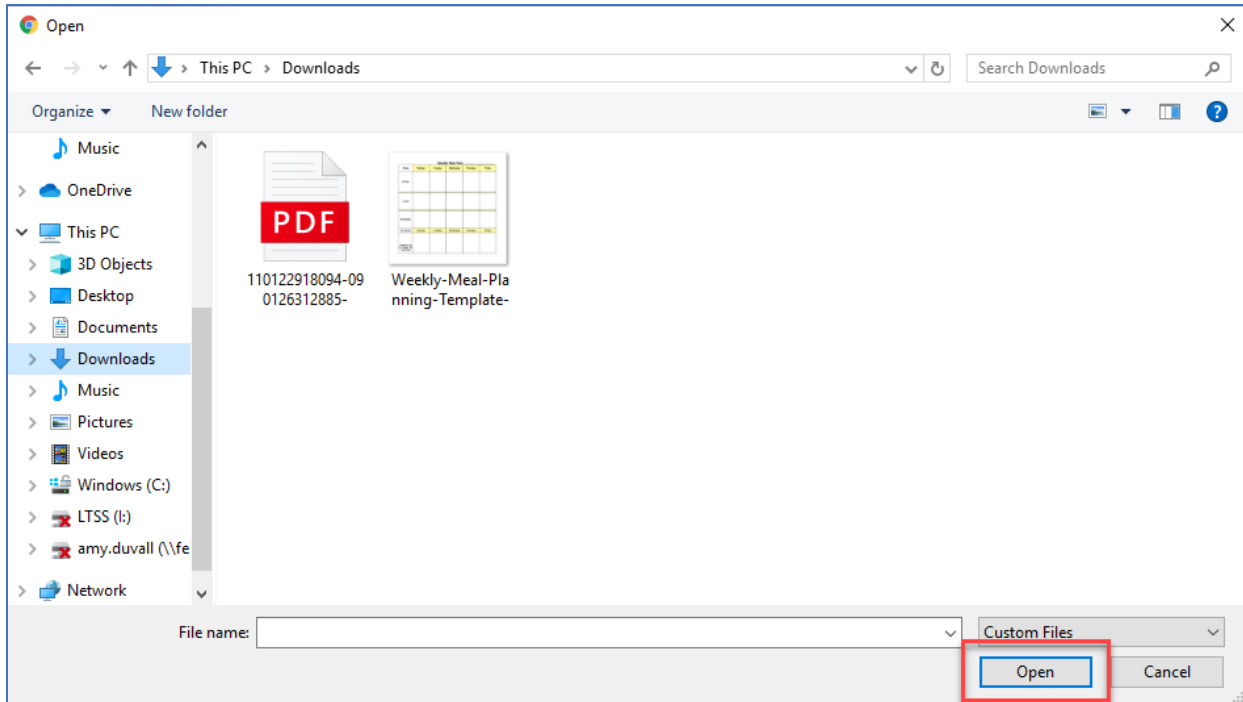


Figure 51-File Selection

NOTE: Files should be named in the following format:

FirstNameLastName_DateofMealPlan

- *First Name and Last Name of Client*
- *Date of Meal Plan in the following format: MMDDYYYY*
- *Example: AmyDuvall _09062019*

5. Select **Category, Meal Plan**
6. Enter **Comments** if applicable
7. Select **Save**

Figure 52-Meal Plan Upload

- When a Meal Plan is uploaded to the **Client Attachments** section within *Provider Portal*, it will append to the **Client Attachments** section in *LTSS*, where authorized MDH, SPA, and LHD users may view the Meal Plan within the client's record. Similarly, Meal Plans that have been uploaded by authorized users to the **Client Attachments** section in *LTSS* will append to *Provider Portal*.

5.3 Discard Attachment

- Once the user has searched and located the desired client, select the **Details** within the search results tile.

The screenshot shows the 'Provider Portal' interface. The 'CLIENTS SEARCH' tab is selected. The search results for 'Aneelu' are displayed, showing client details such as MA#, POS/PCP Program, Enrolled Program, MA Eligible status, Date of Birth, Jurisdiction, Client Region, and Primary Phone#. A red arrow points to the 'Details' button.

Figure 53-Client Search Details

- Select **Client Attachments** tab on the left navigation panel.
- Select the *Category*, **Meal Plan** and then select **Filter**.

The screenshot shows the 'CLIENT INFORMATION FOR ANEELU, EAClient0010' page. The 'CLIENT ATTACHMENTS' tab is selected. The 'Category' dropdown is set to 'Meal Plan'. A red arrow points to the 'Filter' button.

Figure 54-Client Attachments section

- Select the **Discard** action for the Meal Plan attachment that is no longer applicable for the client.

The screenshot shows the 'CLIENT INFORMATION FOR ANEELU, EAClient0010' page. The 'CLIENT ATTACHMENTS' tab is selected. The 'Category' dropdown is set to 'Meal Plan'. The 'Filter' button is clicked, and the 'MEAL PLAN' section is expanded. A red arrow points to the 'Discard' button in the 'Actions' column.

Figure 55-Discard Meal Plan

- Within the *Confirmation* screen, enter the reason for discard in the **Comment** section, and select **YES** to discard.

CONFIRMATION

Do you want to discard this record ?

Comment: *

→

YES

NO

Figure 56-Discard Comments

- Upon **Discard**, the Meal Plan will display as *Discarded* in the client's record in Provider Portal and in LTSS.

CLIENT ATTACHMENTS						Add New Attachment	Collapse All
Category							
Filter							
MEAL PLAN							
File Name	Type	Created Date	Comments	Status	Actions		
Weekly-Meal-Planning-Template-.jpg	Meal Plan	09/06/2019	Discarded Reason: Expired Meal Plan	Discarded			

Figure 57-Discarded Attachment in Provider Portal

EAClient0010 Aneelu

ID: 2250400AE100211 DOB: 01/01/2008

MFP Eligible: N/A

Client

Case Management

Alerts

Agency Selection

Provider Forms

Activities

Client Attachment

Programs

Client Attachments

Add New Attachment Collapse All

Category

Filter

Meal Plan

File Name	Type	Created Date	Comments	Comment	Action
Weekly-Meal-Planning-Template-.jpg	Meal Plan	09/06/2019	AD_MP_09062019	Expired Meal Plan	
Weekly-Meal-Planning-Template-.jpg	Meal Plan	09/06/2019		Discarded	
Weekly-Meal-Planning-Template-.jpg	Meal Plan	09/06/2019		Active	
Weekly-Meal-Planning-Template-.jpg	Meal Plan	09/06/2019		Discarded	

Figure 58-Discarded Attachment in LTSS

6 Billing

6.1 Process Overview

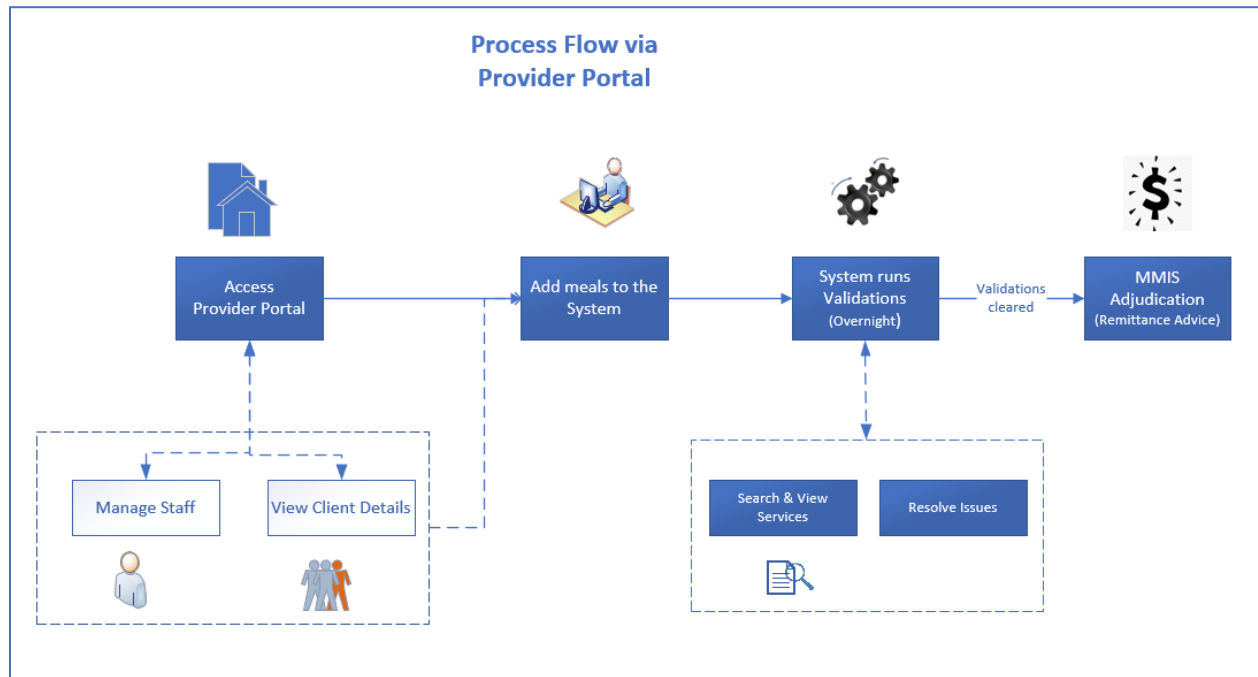


Figure 59- Process Flow in Provider Portal

Providers deliver meals to their clients as authorized in the clients' Plan of Service. Once the meals are delivered, providers will add the information to the system to get compensated for their Services. As each meal delivered has a cost associated with it, details of meals and their cost must be entered in the system.

The user logs into the system and enters details of meals delivered. These entries are represented by the system as "Billing Entries". The system stores billing entries, in a temporary bucket indicated as "Queue." Users with provider roles can view all HDM billing entries submitted by the locations they belong to. In addition, they can review and discard incorrect / duplicate entries, if needed. Users with authorized roles in MDH can access the Queue and view billing entries submitted by any provider location.

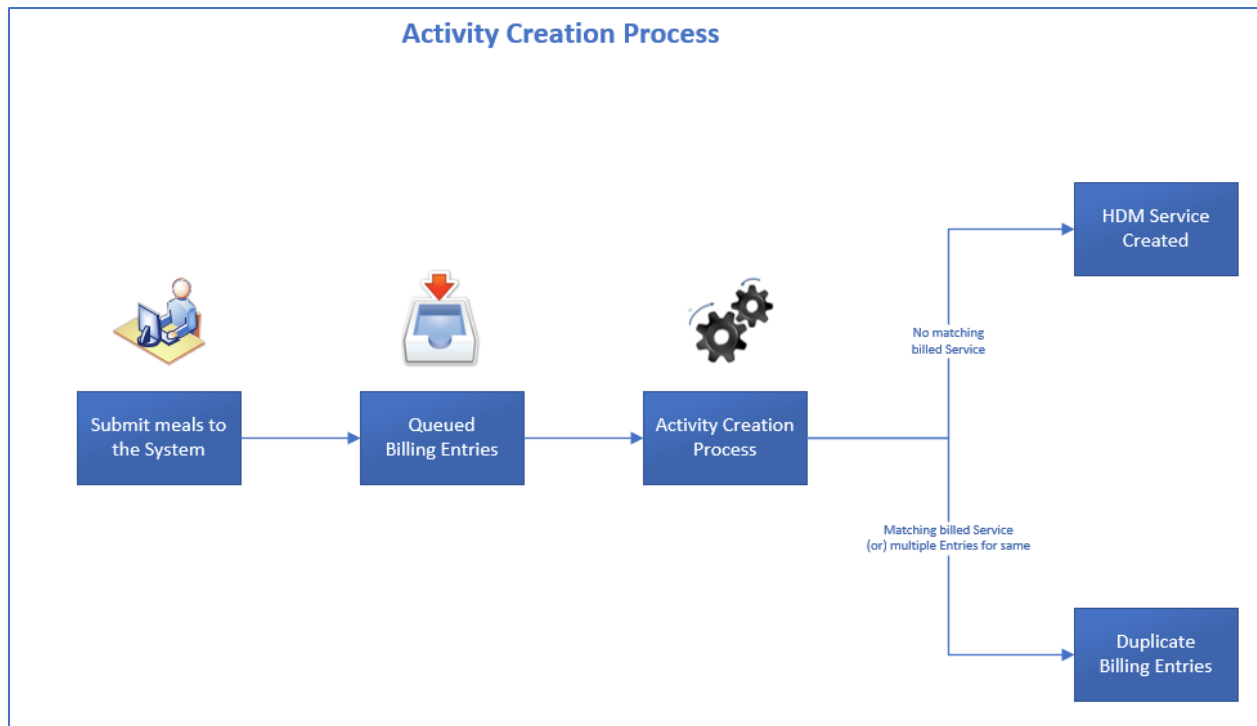


Figure 60-Service Creation Process from Billing Entries

The system processes billing entries in the Queue every night and then converts them into Services or marks them as duplicate billing entries.

Services go through a validation process, where the system checks each service against a list of rules. A Service that passes all the validations will be indicated as ready for claim creation. For HDM, each valid service will be converted into a claim and submitted to MMIS for adjudication. MMIS will process the claims and send the results back to Provider Portal. When the results are received, system updates the claim with payment information such as Paid value, Remittance Advice number, Claim number, and so on.

A claim for which adjudication results are received will be in the status of either Paid or Rejected. If necessary, users can further adjust Services for which claims have been processed and submit the updates to the system. System routes adjusted services through the validation process again, and submits the Adjustment claim if the service(s) successfully clears all the validations.

Any Service that fails one or more criteria during the validation process will be marked as Pending, with an appropriate status indicating which group of users should act on fixing the issue(s). Each failed validation on the Service will be denoted as an “Exception.” Users from MDH can instruct the system to bypass one or more exceptions on a Service if necessary, thereby allowing it to become a claim.

6.2 Workflow and statuses in the System

An HDM Service goes through different statuses after being added to the system until it gets converted into a claim. Status of the Service indicates its current position in the billing workflow and if a user group is responsible for taking an action on it.

6.2.1 Common Workflow

A common pattern observed in processing Services is that a majority are processed without any exceptions (i.e., failed validations). The figure below is a depiction of the status flow for services that pass all validations.

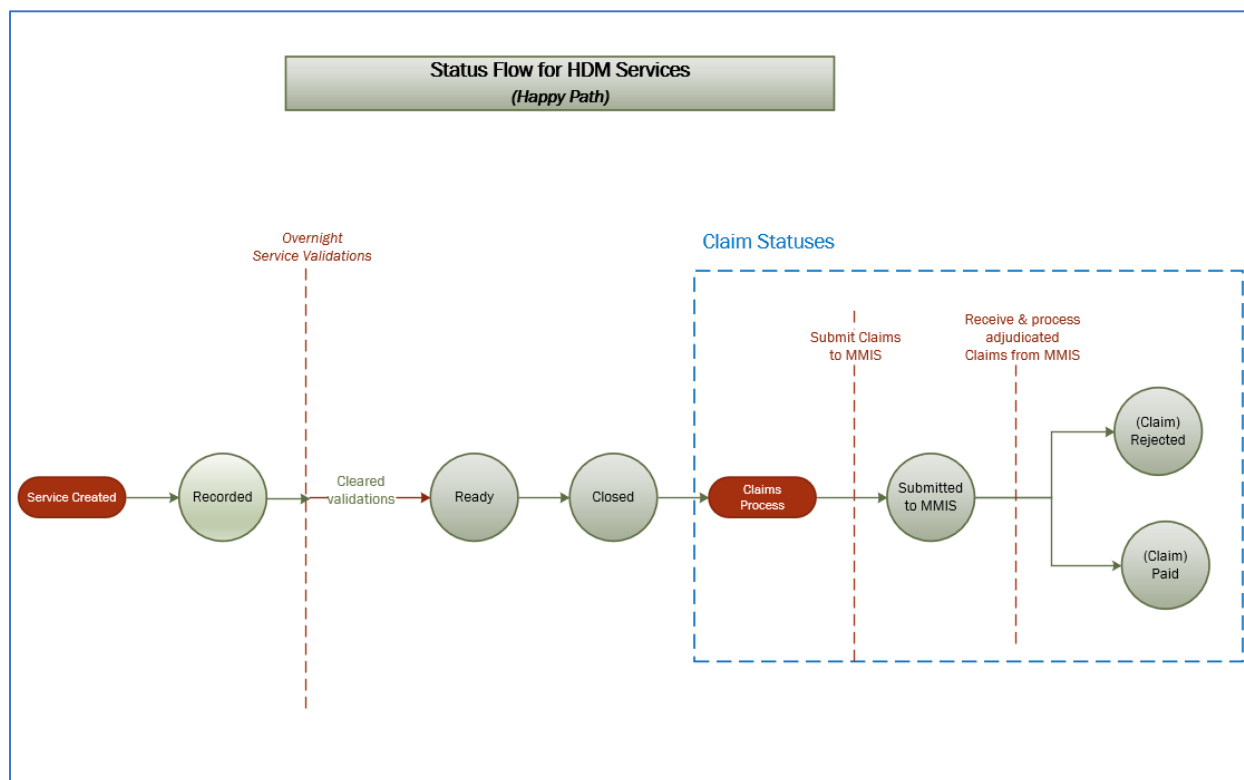


Figure 61-Status Flow for HDM Services-Happy Path

The workflow starts with Service creation from billing entries. Once a service is created, it gets the status of Recorded. The system picks up Services in Recorded status and runs them through the overnight Service Validation process. Services that clear this process without any exceptions get the status of Ready, which indicates to the system that the Service is ready to be converted into a Claim.

Claims are the entities that are submitted to MMIS for adjudication. Once a Service is processed into a claim, the Service gets the status of Closed. Provider Portal groups claims into batches and submits them to MMIS. MMIS takes around two weeks to process and send the adjudication results for claims to Provider Portal. During this period, the claim will have the status of "Submitted to MMIS".

When adjudication results are received, system processes the details and updates to a claim's status to indicate whether it has been Paid or Rejected. The happy path scenario ends with the processing of adjudication results from MMIS.

6.2.2 Comprehensive Workflow

The comprehensive workflow builds on top of the happy path workflow to accommodate various scenarios that an HDM Service can go through. The scenarios can be broadly classified into two major groups:

- Handling Services with Exceptions
- Adjusting Services after they have been adjudicated by MMIS

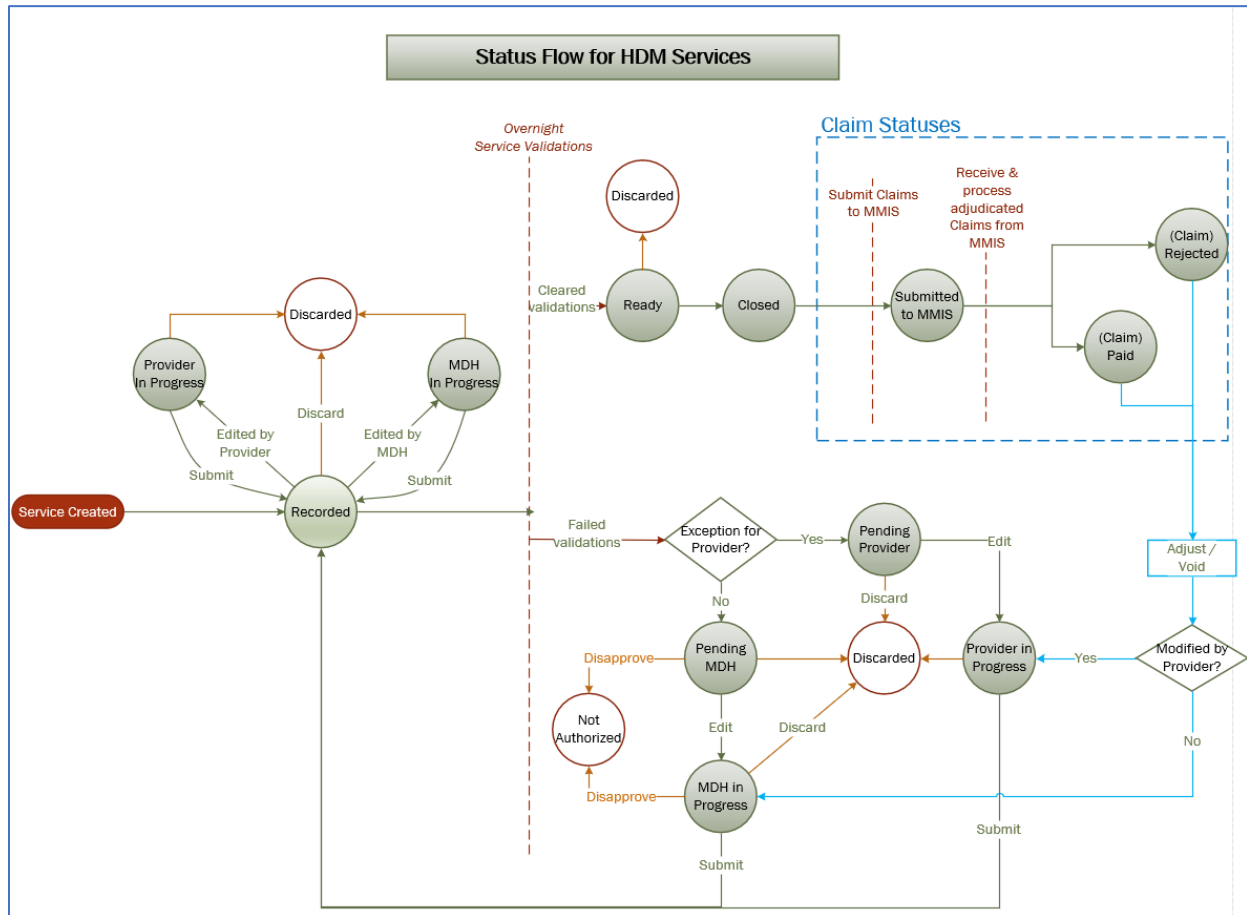


Figure 62-Status Flow for HDM Services-Comprehensive

Note: The User's role controls the ability of users to perform certain actions on the Service. For instance, only users with authorized MDH roles can **Disapprove** a Service.

6.2.3 Handling Services with Exceptions

When a Service fails one or more validations during the Overnight Service Validation process, system marks it as Pending. Based on the user group responsible to act upon / resolve the exception, the status will be:

- *Pending MDH*: indicates actions required by MDH
- *Pending Provider*: indicates actions required by the Provider

Whenever a Service is edited, it gets an “In Progress” status prefixed by the user group actively modifying it. The relevant statuses are: “MDH In Progress,” and “Provider In Progress.” Users should submit Services with “In Progress” status to let the system know that it can be picked up for the next step in the workflow, such as the validation process. Upon submitting an “In progress” Service, it gets the status of “Recorded.” Services in recorded status can be edited and submitted again as many times as the user needs.

MDH roles can Disapprove a Service, and this changes its status to “Not Authorized.” Users can discard a Service if it’s in a status that allows them to modify its contents – such discarded Services are given the status of “Discarded.” Please note that Discarded and “Not Authorized” are end statuses for an Activity and cannot be modified any further once the status is reached.

6.2.4 Adjusting Services after Adjudication


Users can modify Services after their corresponding claims have been Paid / Rejected to update incorrect information. In some cases, the claim must be voided to negate the payment received. System allows such adjustments if the Service is in Closed status and the claim associated with it is in Paid / Rejected status.

Upon adjusting a Service in such a scenario, it gets the status of either “Provider In Progress” or “MDH In Progress” based on the user role making the adjustment. Once the changes are made, user can submit it and the Service will go through the regular workflow process of Overnight Service Validation and claim creation.

Since a claim is already associated with the service (when it originally got Paid / Rejected by MMIS), system automatically creates an Adjustment claim and submits it to MMIS for adjudication. Once MMIS completes its process, system displays the result of the adjudication on the Adjusted claim. Adjusted claims can be further adjusted / voided – such repeated adjustments will follow the same workflow as any other adjusted Service described in this section.

6.3 Adding Meals

Users can add meals to the Provider Portal system through the billing entry module. Meals can be added for any calendar day in the past, until the day before the current system date.

1. Navigate to the **Services** tab
2. Select the icon  for **Billing Entry** in the left navigation panel.

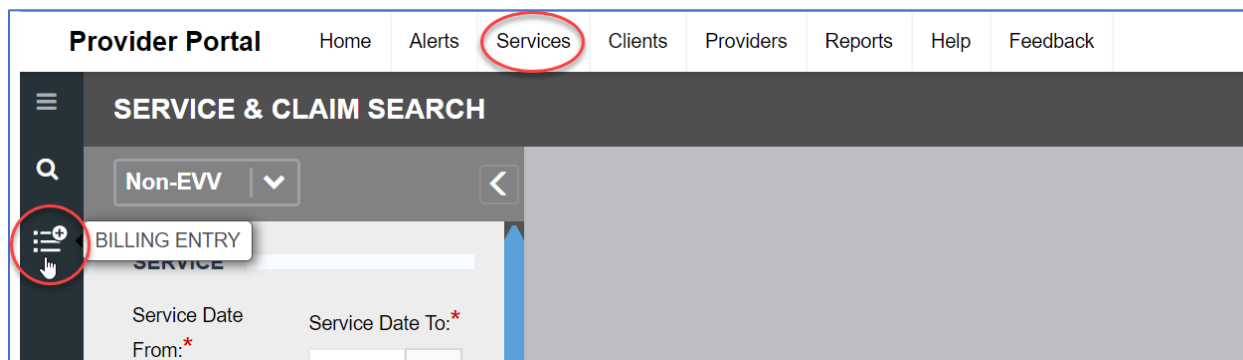


Figure 63-Billing Entry

6.3.1 Multiple Entries

To add meals for multiple clients on multiple days, select the **Multiple Entries** tab.

1. Select **Service Type**
 - Defaults to *Home Delivered Meals*.

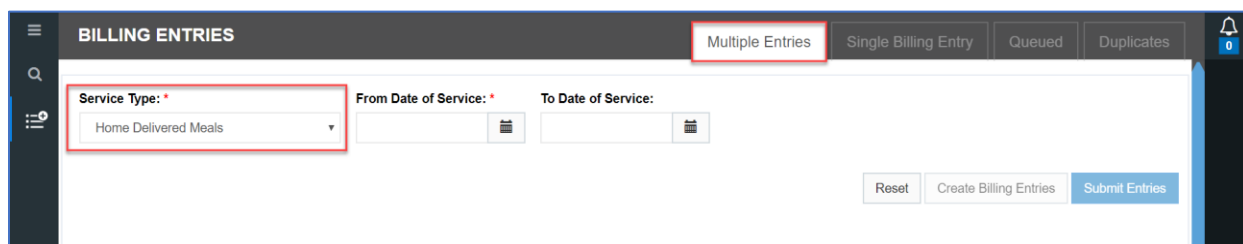


Figure 64-Service Type

2. **From Date of Service**
 - Select any date after 10/24/2019 and prior to the current date system date
3. **To Date of Service**
 - Select any date after 10/24/2019 and prior to the current date.

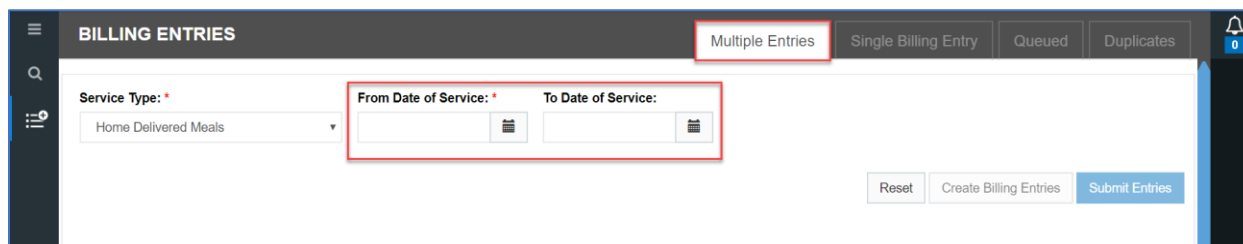


Figure 65-Date Range

4. Provider Name/#

- Populates Provider locations with “Home Delivered Meals Provider” attribute for which the user is authorized.

The screenshot shows the 'BILLING ENTRIES' form with the 'Multiple Entries' tab selected. The 'Service Type' is set to 'Home Delivered Meals', 'From Date of Service' is '09/01/2019', and 'To Date of Service' is '09/13/2019'. The 'Provider Name / #' dropdown menu is open, showing a search bar and a list of providers. The selected provider is '345678946 - Calvert HDM Neelu' with the address 'Test 234, Calvert, MD 45678'.

Figure 66-Provider Name/ #

5. Select the Day of Week

- Days that the Meals were delivered during the date range

The screenshot shows the 'BILLING ENTRIES' form with the 'Multiple Entries' tab selected. The 'Service Type' is 'Home Delivered Meals', 'From Date of Service' is '09/01/2019', 'To Date of Service' is '09/13/2019', and 'Provider Name / #' is '345678946 - Calvert HDM Neelu'. The 'Days of Week' section is highlighted with a red box, showing a grid of checkboxes for Sun, Mon, Tues, Wed, Thur, Fri, and Sat. 'Mon' is selected. The 'Clients' dropdown shows 'All selected (7)'. Buttons for 'Reset', 'Create Billing Entries', and 'Submit Entries' are at the bottom.

Figure 67-Days of Week

6. Select the Clients

- Populates a list of clients for whom the Provider is actively assigned.
- By checking or unchecking the box next to the corresponding client name in the **Available Clients** column, the system will add or remove the clients from the **Selected Clients** column.

The screenshot shows the 'BILLING ENTRIES' form with the 'Multiple Entries' tab selected. The 'Service Type' is 'Home Delivered Meals', 'From Date of Service' is '09/01/2019', 'To Date of Service' is '09/13/2019', and 'Provider Name / #' is '345678946 - Calvert HDM Neelu'. The 'Days of Week' section shows 'Mon' selected. The 'Clients' dropdown shows '6 selected'. A modal window titled 'Select Clients' is open, showing a list of 'Available Clients' with checkboxes. The 'Selected Clients' column is also visible, showing a list of client IDs and names. The 'Available Clients' list includes 'EAClient0006 Neelu - 88121500006', 'EAClient0003 Neelu - 88121500003', 'EAClient0008 Neelu - 88121500008', 'EAClient0005 Neelu - 88121500005', 'EAClient0009 Neelu - 88121500009', and 'EAClient0010 Aneelu - 88121500010'. The 'Selected Clients' column shows 'EAClient0006 Neelu - 88121500006', 'EAClient0003 Neelu - 88121500003', 'EAClient0008 Neelu - 88121500008', 'EAClient0005 Neelu - 88121500005', 'EAClient0009 Neelu - 88121500009', and 'EAClient0010 Aneelu - 88121500010'.

Figure 68-Select Clients

7. Select **Create Billing Entries**.

The screenshot shows the 'BILLING ENTRIES' form with the following fields and values:

- Service Type:** Home Delivered Meals
- From Date of Service:** 09/01/2019
- To Date of Service:** 09/13/2019
- Provider Name / #:** 345678946 - Calvert HDM Neelu
- Days of Week:** Mon, Tues, Wed, Thur, Fri (checked)
- Clients:** All selected (7)

At the bottom right, there are three buttons: 'Reset', 'Create Billing Entries' (highlighted with a red box), and 'Submit Entries'.

Figure 69-Create Billing Entries

8. The system will populate an entry for each day and each client that was selected.

- **Billing Entry #**
- **Date of Service**
- **DOW (Day of Week)**
- **Client MA #**
- **Last Name**
- **First Name**

The screenshot shows the 'BILLING ENTRIES' form with the following fields and values:

- Service Type:** Home Delivered Meals
- From Date of Service:** 09/01/2019
- To Date of Service:** 09/13/2019
- Provider Name / #:** 345678946 - Calvert HDM Neelu
- Days of Week:** Mon, Tues, Wed, Thur, Fri (checked)
- Clients:** All selected (7)

Below the form, there is a table titled 'BILLING ENTRIES (70)' showing the populated fields for the first entry:

#	Date of Service	DOW	Client MA#	Last Name	First Name	Cost Per Meal	Meal Designation	Service Provided at POS Address?	Meal Delivery Address	Actions
1	09/02/2019	Mon	88121500010	Aneelu	EAClient0010	\$ 4.00	<input checked="" type="checkbox"/> Breakfast <input checked="" type="checkbox"/> Lunch <input type="checkbox"/> Dinner	<input checked="" type="radio"/> Yes <input type="radio"/> No	6 Mclean Dr, Apt 11, Baltimore, MD 21046	Delete Apply to all entries for this client

Figure 70-Billing Entry populated fields

9. The user must then enter the values in the following fields:

- **Cost Per Meal**
 - Entry applies to each meal for the client for that date.
 - If cost exceeds allowed value, system will display error message upon selecting Submit.
- **Meal Designation**
 - Select the meals delivered for that day
 - User can select up to two (2) meals for any billing entry. If all three meals are selected, system will display error message when user clicks on Submit.

- **Service Provided at POS Address?**
 - **Yes** will populate the approved POS address within the Client's profile
 - **No** will populate a hyperlink for the user to enter the address
- **Meal Delivery Address**
 - Populates based on the selection in the previous field
 - Enables option for user to enter the address of delivery, if not the POS Address
- **Actions**
 - **Delete:** enables user to delete an entry
 - **Apply to all entries for this client:** auto-fills all information entered for the date for all occurrences for the client.
 - If there are any incomplete values in a row, this button will be disabled on that row

The screenshot shows the 'BILLING ENTRIES' form with the following details:

- Service Type:** Home Delivered Meals
- From Date of Service:** 09/01/2019
- To Date of Service:** 09/13/2019
- Provider Name / #:** 345678946 - Calvert HDM Neelu
- Days of Week:** Sun, Mon, Tues, Wed, Thur, Fri, Sat (All selected)
- Clients:** All selected (7)

The table below shows the billing entries:

#	Date of Service	DOW	Client MA#	Last Name	First Name	Cost Per Meal	Meal Designation	Service Provided at POS Address	Meal Delivery Address	Actions
1	09/02/2019	Mon	88121500010	Aneelu	EAClient0010	\$ 4.00	Breakfast	Yes	6 Mclean Dr. Apt 11, Baltimore, MD 21046	Delete
							Lunch	Yes	Click and Enter Address	Apply to all entries for this client
2	09/03/2019	Tues	88121500010	Aneelu	EAClient0010	\$ 4.00	Breakfast	Yes	6 Mclean Dr. Apt 11, Baltimore, MD 21046	Delete
							Lunch	Yes	6 Mclean Dr. Apt 11, Baltimore, MD 21046	Apply to all entries for this client
3	09/04/2019	Wed	88121500010	Aneelu	EAClient0010	\$ 4.00	Breakfast	Yes	6 Mclean Dr. Apt 11, Baltimore, MD 21046	Delete
							Lunch	Yes	6 Mclean Dr. Apt 11, Baltimore, MD 21046	Apply to all entries for this client

Red arrows point to the 'Lunch' meal designation, the 'Click and Enter Address' link, and the 'Apply to all entries for this client' button.

Figure 71-Billing Entry Fields

10. Once the user has reviewed the entries for accuracy, select **Submit Entries**.

The screenshot shows the 'BILLING ENTRIES' form with the following details:

- Service Type:** Home Delivered Meals
- From Date of Service:** 09/01/2019
- To Date of Service:** 09/13/2019
- Provider Name / #:** 345678946 - Calvert HDM Neelu
- Days of Week:** Sun, Mon, Tues, Wed, Thur, Fri, Sat (All selected)
- Clients:** All selected (7)

The table below shows the billing entries:

#	Date of Service	DOW	Client MA#	Last Name	First Name	Cost Per Meal	Meal Designation	Service Provided at POS Address?	Meal Delivery Address	Actions
1	09/02/2019	Mon	88121500010	Aneelu	EAClient0010	\$ 4.00	Breakfast	Yes	6 Mclean Dr. Apt 11, Baltimore, MD 21046	Delete
							Lunch	Yes	Click and Enter Address	Apply to all entries for this client
							Dinner	Yes		

A red arrow points to the 'Submit Entries' button in the top right corner.

Figure 72-Submit Entries

11. Upon Submit, if there are any entries with a **Maximum Cost Exceeded**, **Meal Limit Exceeded**, or **Missing Values**, the system will highlight those errors.

The screenshot shows a table titled "BILLING ENTRIES (5)" with columns: #, Date of Se..., DOW, Client MA#, Last Name, First Name, Cost Per Meal, Meal Designati..., Service Provided at POS, Meal Delivery Address, and Actions. There are two entries. Entry 1 is for 09/01/2019 (Sun) with Client MA# 88121500006, Last Name Neelu, and First Name EAClient0006. The Cost Per Meal is \$ 0. The Meal Designation is Breakfast (checked) and Lunch (checked). The Service Provided at POS is Yes (selected) and No (unselected). The Meal Delivery Address is 6 Mclean Dr, Apt 11, Baltimore, MD 21046. The Actions column has a "Delete" button. Entry 2 is for 09/06/2019 (Fri) with Client MA# 88121500006, Last Name Neelu, and First Name EAClient0006. The Cost Per Meal is \$ 6.00. The Meal Designation is Breakfast (checked) and Lunch (checked). The Service Provided at POS is Yes (selected) and No (unselected). The Meal Delivery Address is 6 Mclean Dr, Apt 11, Baltimore, MD 21046. The Actions column has a "Delete" button. In the top right corner, there are buttons: "Reset", "Create Billing Entries", and "Submit Entries". Below the table, there are filters: "Maximum Cost Exceeded (0)", "Meal Limit Exceeded (5)", and "Missing Values (1)". Red circles highlight the "0" in the Cost Per Meal column for Entry 1 and the "!" in the Service Provided at POS column for Entry 1.

Figure 73-Highlight Errors

12. By selecting one / more filter option in the header, the user can view only the entries that have the selected error types.

The screenshot shows the same table as Figure 73, but with filters selected in the header. The filters are: "Maximum Cost Exceeded (0)", "Meal Limit Exceeded (5)", and "Missing Values (1)". A red arrow points to the "Maximum Cost Exceeded (0)" filter. The table shows two entries. Entry 1 is for 09/01/2019 (Sun) with Client MA# 88121500006, Last Name Neelu, and First Name EAClient0006. The Cost Per Meal is \$ 0. The Meal Designation is Breakfast (checked) and Lunch (checked). The Service Provided at POS is Yes (selected) and No (unselected). The Meal Delivery Address is 6 Mclean Dr, Apt 11, Baltimore, MD 21046. The Actions column has a "Delete" button. Entry 2 is for 09/06/2019 (Fri) with Client MA# 88121500006, Last Name Neelu, and First Name EAClient0006. The Cost Per Meal is \$ 6.00. The Meal Designation is Breakfast (checked) and Lunch (checked). The Service Provided at POS is Yes (selected) and No (unselected). The Meal Delivery Address is 6 Mclean Dr, Apt 11, Baltimore, MD 21046. The Actions column has a "Delete" button. In the top right corner, there are buttons: "Reset", "Create Billing Entries", and "Submit Entries".

Figure 74-Filter by Error

13. Once corrections have been made and the user has selected **Submit Entries**, an Attestation will appear for the user to complete by selecting the checkbox, and the **OK**.

SUBMIT ENTRIES

5 entries will be created.

☒
By selecting this checkbox, I certify that the meal(s) delivered met the nutritional standards required by regulation and has been delivered to the participant at the specified meal delivery address.

Name:
AdminCalvert HDM Neelu Neelu

Submit Date:
09/25/2019




Figure 75-Attestation

6.3.2 Single Billing Entry

This feature serves two purposes for Providers:

- Allow adding meals for a single client on one specific date
- Allow adding meals for Clients for whom the provider is not listed on the Plan of Service, provided they have the client's ID or MA #

From the **Single Billing Entry** tab:

1. Select **Service Type**

BILLING ENTRIES

Multiple Entries
Single Billing Entry
Queued
Duplicates

ENTER NEW UNIT REQUEST

Service Type: *

Home Delivered Meals

Date of Service: *

Day of Week:

Provider/Site#: *

Client ID/MA #/Name: *

Client First Name:

Client Last Name:

Figure 76-Service Type

2. Date of Service

- Select any date after 10/24/2019 and prior to the current date system date

The screenshot shows the 'BILLING ENTRIES' form with the 'Single Billing Entry' tab selected. The 'ENTER NEW UNIT REQUEST' section contains several fields. The 'Date of Service' field is highlighted with a red box. The 'Service Type' dropdown is set to 'Home Delivered Meals'. The 'Day of Week' field is empty. The 'Provider/Site#' dropdown is empty. The 'Client ID/MA #/Name' field is empty. The 'Client First Name' and 'Client Last Name' fields are empty.

Figure 77-Date Range

3. Provider/ Site

- Populates Provider locations for which the user is authorized.

The screenshot shows the 'BILLING ENTRIES' form with the 'Single Billing Entry' tab selected. The 'ENTER NEW UNIT REQUEST' section contains several fields. The 'Date of Service' field is empty. The 'Day of Week' field is empty. The 'Provider/Site#' dropdown is open, showing a search bar and a list of providers. The first provider in the list is '345678946 - Calvert HDM Neelu - Test 234'. The 'Client ID/MA #/Name' field is empty. The 'Client First Name' and 'Client Last Name' fields are empty.

Figure 748-Provider/ Site #

4. Select the Day of Week

- Prepopulates based on the **Date of Service** selected.

BILLING ENTRIES Multiple Entries Single Billing Entry Queued Duplicates

ENTER NEW UNIT REQUEST

Service Type: *
Home Delivered Meals

Date of Service: *
09/01/2019

Day of Week:
Sunday

Provider/Site#: *
345678946 - Calvert HDM Neelu - Test 234

Client ID/MA #/Name: *

Client First Name:

Client Last Name:

Figure 79-Days of Week

5. Enter **Client ID/ MA #**

- System allows two methods of entering client's information from Single Billing Entry module:
 - Selecting the name of a client for whom the provider is listed on an approved Plan.
 - Once user starts typing in the name / ID, system displays the list of clients matching the input.
 - Or, use the full LTSS ID or MA# of a client.

BILLING ENTRIES Multiple Entries Single Billing Entry Queued Duplicates

ENTER NEW UNIT REQUEST

Service Type: *
Home Delivered Meals

Date of Service: *
09/01/2019

Day of Week:
Sunday

Provider/Site#: *
345678946 - Calvert HDM Neelu - Test 234

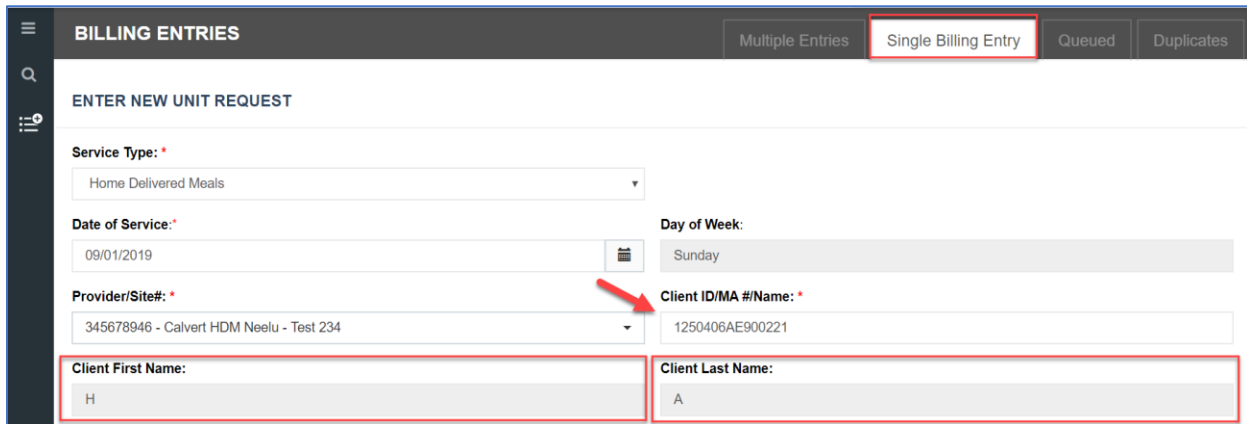
Client ID/MA #/Name: *
1250406AE900221

Client First Name:
H

Client Last Name:
A

Figure 80-Client ID/ MA #

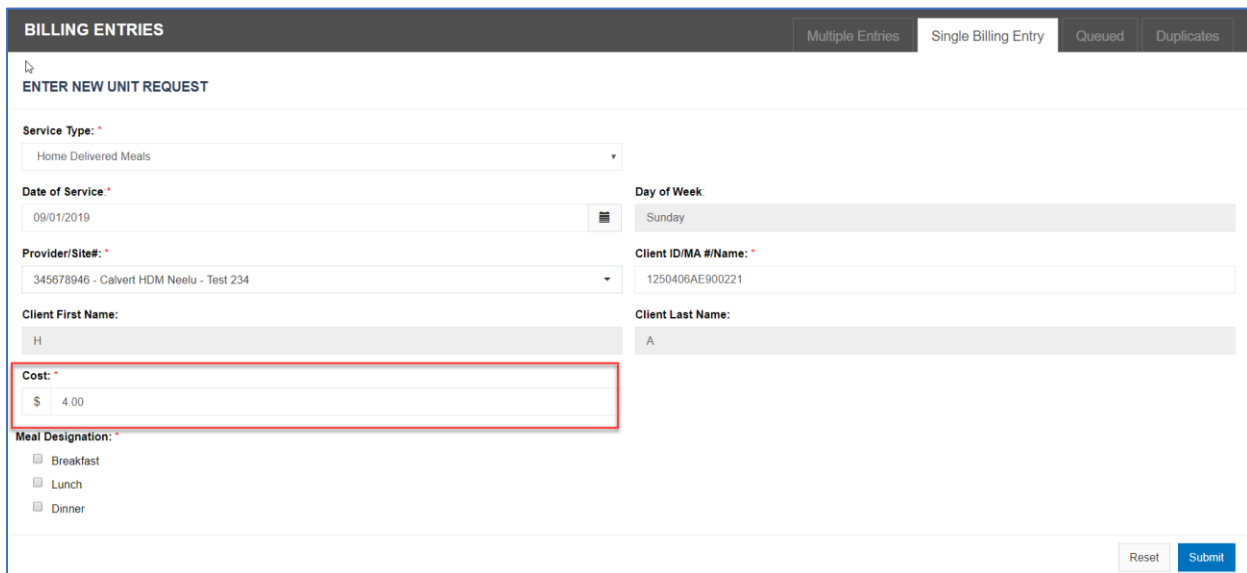
6. **Client First Name** and **Client Last Name** will populate based on the Client ID/MA # that was entered.
Note: If provider is not listed on an active Plan for the Date of Service, only the initials will be displayed.



The screenshot shows the 'BILLING ENTRIES' form with the 'Single Billing Entry' tab selected. The form is titled 'ENTER NEW UNIT REQUEST'. Fields include: 'Service Type' (Home Delivered Meals), 'Date of Service' (09/01/2019), 'Day of Week' (Sunday), 'Provider/Site#' (345678946 - Calvert HDM Neelu - Test 234), and 'Client ID/MA #/Name#' (1250406AE900221). Below these, 'Client First Name' is populated with 'H' and 'Client Last Name' is populated with 'A'. A red arrow points from the 'Client ID/MA #/Name#' field to the 'Client First Name' and 'Client Last Name' fields, indicating the data source.

Figure 81-Client First and Last Name

7. Enter **Cost per Meal**.
- If cost exceeds allowed value, system will display error message.



The screenshot shows the 'BILLING ENTRIES' form with the 'Single Billing Entry' tab selected. The form is titled 'ENTER NEW UNIT REQUEST'. Fields include: 'Service Type' (Home Delivered Meals), 'Date of Service' (09/01/2019), 'Day of Week' (Sunday), 'Provider/Site#' (345678946 - Calvert HDM Neelu - Test 234), and 'Client ID/MA #/Name#' (1250406AE900221). Below these, 'Client First Name' is populated with 'H' and 'Client Last Name' is populated with 'A'. The 'Cost' field is highlighted with a red box and contains '\$ 4.00'. The 'Meal Designation' field has three checkboxes: 'Breakfast', 'Lunch', and 'Dinner'. At the bottom right, there are 'Reset' and 'Submit' buttons.

Figure 82-Cost per Meal

8. Select **Meal Designations**.
- User should select one or two values under this field to submit the billing entry.

BILLING ENTRIES Multiple Entries Single Billing Entry Queued Du

ENTER NEW UNIT REQUEST

Service Type: *
Home Delivered Meals

Date of Service: *
09/01/2019

Day of Week:
Sunday

Provider/Site#: *
345678946 - Calvert HDM Neelu - Test 234

Client ID/MA #/Name: *
1250406AE900221

Client First Name:
H

Client Last Name:
A

Cost: *
\$ 4.00

Meal Designation: *

- ☐ Breakfast
- ☐ Lunch
- ☐ Dinner

Reset

Figure 83- Meal Designation

9. Upon selection of the **Meal Designation**,
 - System will prompt user to select whether the meal was delivered at Plan of Service Address or not, if the provider is authorized to provide meals on the Date.
 - If user selects **Yes**, system will populate the address to receive services from the Plan of Service.
 - If user selects **No**, system will prompt user to enter the address.
 - System will display a hyperlink for the user to enter the Address of delivery, if the provider is not listed on an active Plan for the Date of Service.

ADDRESS X

Meal Designation: *

- ☒ Breakfast [Click and Enter Address](#)
- ☒ Lunch [Click and Enter Address](#)
- ☒ Dinner [Click and Enter Address](#)

Address 1: *

Address 2:

City: * **State:** * **Zip:** *

Save Cancel

Figure 84-Address of Meal Delivery

10. Once the user has reviewed the entries for accuracy, select **Submit**.

BILLING ENTRIES

Multiple Entries | Single Billing Entry | Queued | Duplicates

ENTER NEW UNIT REQUEST

Service Type: *
Home Delivered Meals

Date of Service: *
09/01/2019

Day of Week:
Sunday

Provider/Site#: *
345678946 - Calvert HDM Neelu - Test 234

Client ID/MA #/Name: *
1250406AE900221

Client First Name:
H

Client Last Name:
A

Cost: *
\$ 4.00

Meal Designation: *

☒ Breakfast [1234 Street Road, Baltimore, MD 21704](#)

☒ Lunch [1234 Street Road, Baltimore, MD 21704](#)

☐ Dinner

Reset Submit

Figure 85-Submit Entry

- Upon **Submit**, an Attestation will appear for the user to complete by selecting the checkbox, and the **OK**.

SUBMIT ENTRIES

1 entry will be created.

☒ By selecting this checkbox, I certify that the meal(s) delivered met the nutritional standards required by regulation and has been delivered to the participant at the specified meal delivery address.

Name: **AdminCalvert HDM Neelu Neelu**

Submit Date: **09/25/2019**

OK Cancel

Figure 86-Attestation

- If the provider is listed on the Plan, system will create a billing entry and display a confirmation message

13. If the provider is not listed on an active Plan for the client for the Date of Service, an information message will display reminding the same.
- To continue, the user will select **Ok**.
 - A billing entry will be created, and a confirmation message will be displayed.

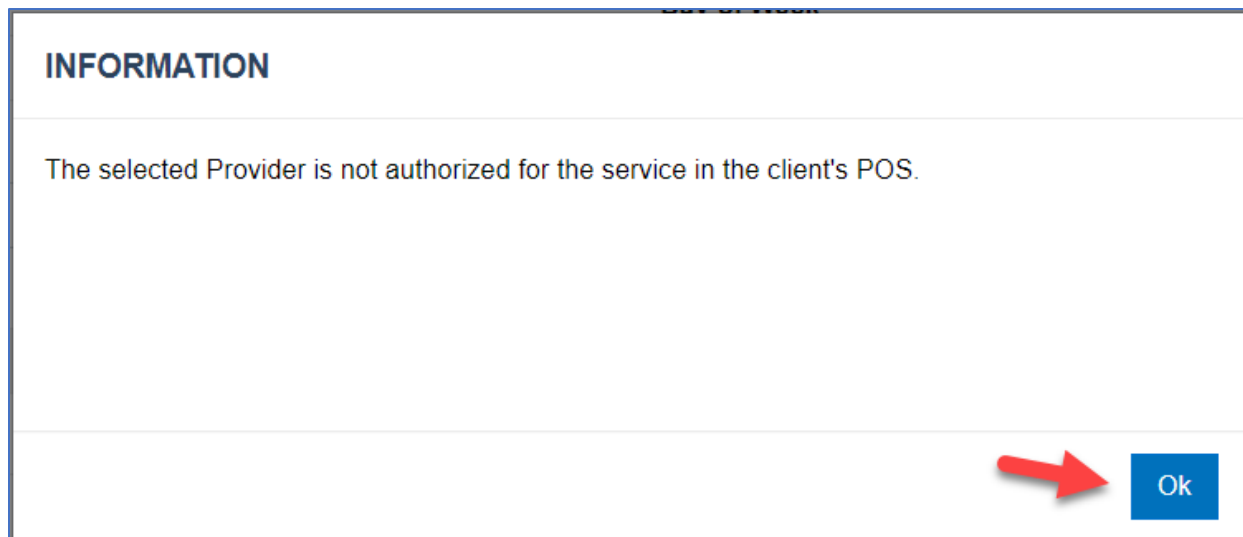


Figure 87-Warning Message

6.3.3 Queued Billing Entries

System processes billing entries on a nightly basis and converts them into valid HDM Services or marks them as duplicates. Until then, users may view all the billing entries that are queued for this process from the **Queued** tab.

Providers can view billing entries added by all the locations that they belong to that can provide Home Delivered Meals. Authorized user roles from MDH can view queued billing entries added by all provider locations. They can also filter, and view entries added by just a few locations.

Please note that the Queue tab displays billing entries that are waiting to be processed in the Activity Creation process which runs that night. Those that went through the process will not be visible in the Queue tab.

1. From the **Queued** tab, the user may select the following options to view entries:
 - **Category of Service**
 - *Home Delivered Meals*

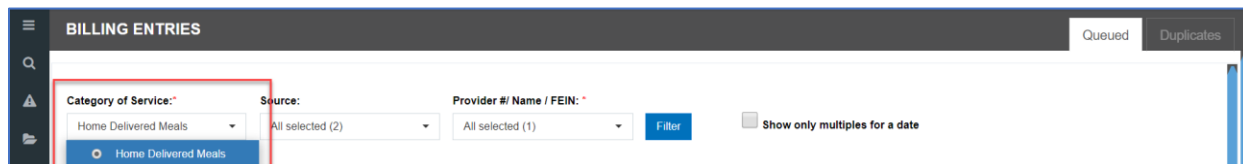


Figure 88-Category of Service

- **Source**

- Defaults to *Select All*
- Options *Single Entry* and *Multiple Entry*

The screenshot shows the 'BILLING ENTRIES' form. The 'Source' dropdown menu is open, showing options: 'All selected (2)', 'Select all', 'Single Entry', and 'Multiple Entry'. The 'Category of Service' is set to 'Home Delivered Meals'. The 'Provider #/ Name / FEIN' field shows 'All selected (1)'. There is a 'Filter' button and a checkbox for 'Show only multiples for a date'.

Figure 89-Source

- **Provider #/FEIN**

- For MDH Roles, populates *Available Providers* (Providers authorized for the **Category of Service**)
- By checking or unchecking the box next to the corresponding Provider name in the **Available Providers** column, the system will add or remove the provider from the **Selected Providers** column.

The screenshot shows the 'BILLING ENTRIES' form with a modal window for selecting providers. The modal has two columns: 'Available Providers' and 'Selected Providers'. In the 'Available Providers' column, the provider '345678946 - Calvert HDM Neelu - 164158117' is checked. In the 'Selected Providers' column, the same provider is listed. A red arrow points to the 'Available Providers' column. The background shows the 'BILLING ENTRIES' form with a table of service entries.

Date of Service	Service Type	Client Name	Client MA#
9/12/19	Active	Home Delivered Meals	Neelu, EAClient0006
9/11/19	Active	Home Delivered Meals	Neelu, EAClient0006

Figure 750-Provider #/FEIN

- **Submitted By**

- For Provider Roles, populates *Available Staff* within the location to which they are associated.
- By checking or unchecking the box next to the corresponding Staff name in the **Available Staff** column, the system will add or remove the staff from the **Selected Staff** column.

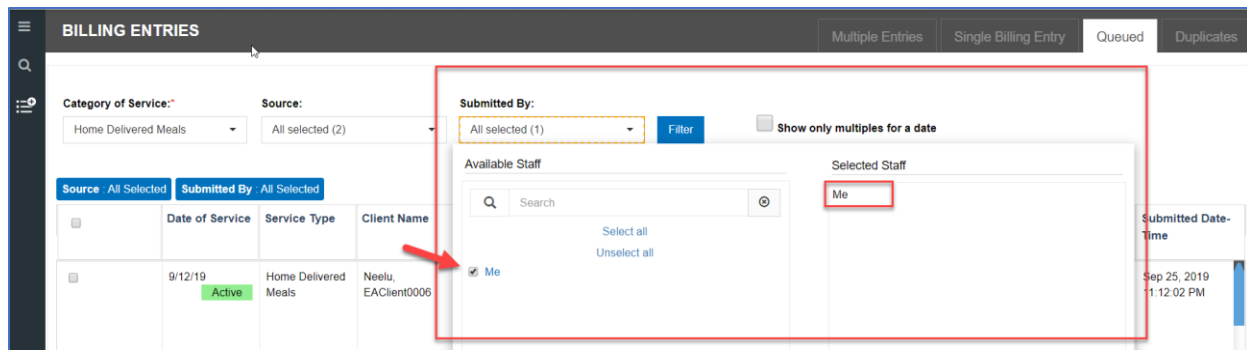


Figure 91-Submitted By

- By selecting **Show only multiples for a date**, the Queued list will display only those Billing Entries that have been added multiple times for the same date.

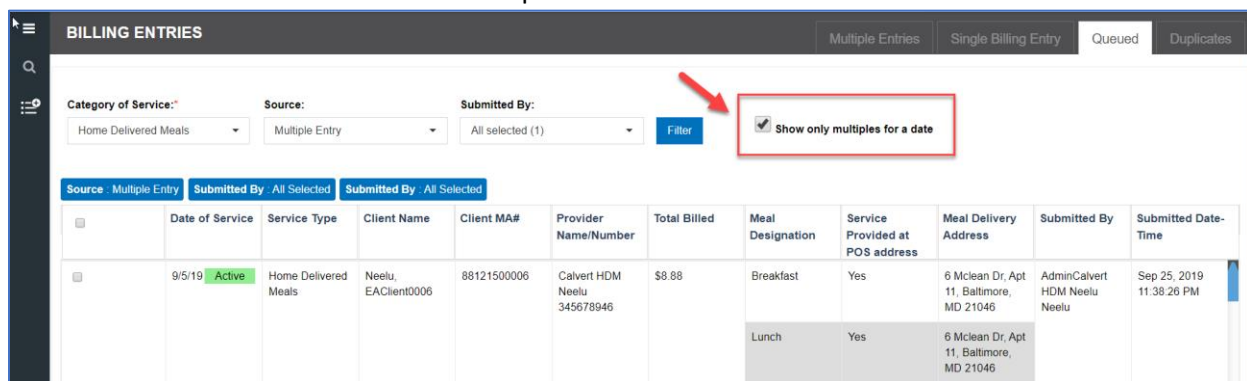


Figure 92-Show only Multiples

2. Users will be able to view the following details of the queued billing entries:

- Date of Service**
 - Active:** Latest entry for Date of Service for the Client.
 - The ones with "Active" label will most likely be converted into an HDM Service during the Service Creation process. Please refer to "Duplicates" section and "Activity Creation Process" in this manual for additional details.
 - Duplicate:** Entry that has identical Client, Service Date, and Provider submission to another *Active* entry.
- Service Type**
- Client Name**
- Client MA #**
- Provider Name/Number**
- Total Billed**
- Meal Designation**
- Service Provided at POS address**
- Meal Delivery Address**
- Submitted By**
- Submitted Date-Time**

BILLING ENTRIES

Multiple EntriesSingle Billing EntryQueuedDuplicates

Category of Service:Source:Submitted By:

Home Delivered MealsMultiple EntryAll selected (1)Filter

Show only multiples for a date

SourceMultiple EntrySubmitted By: All SelectedSubmitted By: All Selected

	Date of Service	Service Type	Client Name	Client MA#	Provider Name/Number	Total Billed	Meal Designation	Service Provided at POS address	Meal Delivery Address	Submitted By	Submitted Date-Time	
	9/2/19	Active	Home Delivered Meals	Neelu, EAClient0006	88121500006	Calvert HDM Neelu 345678946	\$8.88	Breakfast	Yes	6 Mclean Dr, Apt 11, Baltimore, MD 21046	AdminCalvert HDM Neelu	Sep 25, 2019 11:38:25 PM
	9/2/19	Duplicate	Home Delivered Meals	Neelu, EAClient0006	88121500006	Calvert HDM Neelu 345678946	\$8.88	Breakfast	Yes	6 Mclean Dr, Apt 11, Baltimore, MD 21046	AdminCalvert HDM Neelu	Sep 25, 2019 11:12:01 PM

Figure 93-Queued Billing Entries

- By selecting the checkbox next to an entry and then selecting Discard, the user may Discard entries that are queued for the nightly validation process.

BILLING ENTRIES

Multiple Entries

Single Billing Entry

Queued

Duplicates

Category of Service:

Source:

Submitted By:

Home Delivered Meals

Multiple Entry

All selected (1)

Filter

Show only multiples for a date

Discard (1)

Source: Multiple Entry

Submitted By: All Selected

Submitted By: All Selected

	Date of Service	Service Type	Client Name	Client MA#	Provider Name/Number	Total Billed	Meal Designation	Service Provided at POS address	Meal Delivery Address	Submitted By	Submitted Date-Time	
<div><div></div></div>	9/2/19	Active	Home Delivered Meals	Neelu, EAClient0006	88121500006	Calvert HDM Neelu 345678946	\$8.88	Breakfast	Yes	6 Mclean Dr, Apt 11, Baltimore, MD 21046	AdminCalvert HDM Neelu	Sep 25, 2019 11:38:25 PM
							Lunch	Yes	6 Mclean Dr, Apt 11, Baltimore, MD 21046			
<div><div></div></div>	9/2/19	Duplicate	Home Delivered Meals	Neelu, EAClient0006	88121500006	Calvert HDM Neelu 345678946	\$8.88	Breakfast	Yes	6 Mclean Dr, Apt 11, Baltimore, MD 21046	AdminCalvert HDM Neelu	Sep 25, 2019 11:12:01 PM
							Lunch	Yes	6 Mclean Dr, Apt 11, Baltimore, MD 21046			

Figure 94-Discard Queued Billing Entries

6.3.4 Duplicate Billing Entries

While submitting claims to MMIS, system ensures that there is only one claim for the same combination of Date of Service, Provider Number, Client, and Service type. This combination will be referred in this section as “Matching combination.”

System ensures a similar rule when converting billing entries into Services:

- If there already exists a valid Service with the same matching combination as that of a billing entry, the billing entry will be marked as a Duplicate.
- If there are multiple billing entries with the same matching combination, **the latest one submitted to the system will be converted into a Service**, provided rule #1 is not met.

- An exclusion to this rule is - If the latest billing entry has only one meal and the one submitted before that also has one meal that is not the same as the latest, system will combine the two billing entries into a single Service. For example, one entry was made for lunch, and one entry was made for dinner.
- **Note:** When combining two billing entries into a single service, the average of the cost per meal value used in both the billing entries will be applied to the Service.

Users may view entries that are marked as Duplicates in the **Duplicates** tab.

1. From the **Duplicates** tab, the user may select the following options to view entries:

- **Category of Service:** *Home Delivered Meals*

The screenshot shows the 'BILLING ENTRIES' interface with the 'Duplicates' tab selected. The 'Category of Service' dropdown is open, showing 'Home Delivered Meals' as the selected option. Other filters like 'Source' (All selected (2)), 'Submitted Date', 'Submitted By' (All selected (1)), and 'Duplicate Reason' (Existing Service) are visible.

Figure 95-Category of Service

- **Source**
 - Defaults to *Select All*
 - Options *Single Entry* and *Multiple Entry*

The screenshot shows the 'BILLING ENTRIES' interface with the 'Duplicates' tab selected. The 'Source' dropdown is open, showing 'All selected (2)' as the current selection. The options 'Select all', 'Single Entry', and 'Multiple Entry' are visible. The 'Submitted Date' field is also highlighted.

Figure 96-Source

- **Submitted Date**
 - Select the Date of Billing Entry submission
 - Tab will default to display all duplicate entries within 1 year of the current system date, unless otherwise indicated by this field.

The screenshot shows the 'BILLING ENTRIES' interface with the 'Duplicates' tab selected. The 'Submitted Date' field is highlighted. Below the filters, a table displays duplicate entries with columns for Date of Service, Service Type, Client Name, Client MA#, Provider Name/Number, Total Billed, Meal Designation, Service Provided at POS address, Meal Delivery Address, Submitted By, Submitted Date-Time, and Duplicate Reason.

Date of Service	Service Type	Client Name	Client MA#	Provider Name/Number	Total Billed	Meal Designation	Service Provided at POS address	Meal Delivery Address	Submitted By	Submitted Date-Time	Duplicate Reason
4/8/19	Home Delivered Meals	Neelu, EAClient0006	88121500006	Calvert HDM Neelu 345678946	\$2.99	Breakfast	Yes	6 Mclean Dr, Apt 11, Baltimore, MD 21046	AdminCalvert HDM Neelu	Sep 25, 2019 1:11:55 PM	Existing Service
4/7/19	Home Delivered Meals	Neelu, EAClient0006	88121500006	Calvert HDM Neelu 345678946	\$2.99	Breakfast	Yes	6 Mclean Dr, Apt 11, Baltimore, MD 21046	AdminCalvert HDM Neelu	Sep 25, 2019 1:11:55 PM	Existing Service
4/6/19	Home Delivered Meals	Neelu, EAClient0006	88121500006	Calvert HDM Neelu 345678946	\$2.99	Breakfast	Yes	6 Mclean Dr, Apt 11, Baltimore, MD 21046	AdminCalvert HDM Neelu	Sep 25, 2019 1:11:55 PM	Existing Service

Figure 97-Submitted Date

- **Submitted By**
 - For Provider Roles, populates *Available Staff* within the location to which they are associated.
 - By checking or unchecking the box next to the corresponding Staff name in the **Available Staff** column, the system will add or remove the staff from the **Selected Staff** column.

The screenshot shows the 'BILLING ENTRIES' interface. The 'Submitted By' dropdown is open, displaying 'All selected (1)'. Below it, the 'Available Staff' section shows a search bar and a list of staff. The 'Selected Staff' section shows 'Me'. A red box highlights the 'Submitted By' dropdown and the 'Available Staff' list. A red arrow points to the 'Me' option in the staff list.

Date of Service	Service Type	Client Name	Client MA#	Provider Name/Number	Total Billed
4/6/19	Home Delivered Meals	Neelu, EAClient0006	88121500006	Calvert HDM Neelu 345678946	\$2.99
4/7/19	Home Delivered Meals	Neelu, EAClient0006	88121500006	Calvert HDM Neelu 345678946	\$2.99
4/6/19	Home Delivered Meals	Neelu, EAClient0006	88121500006	Calvert HDM Neelu 345678946	\$2.99

Figure 98-Submitted By

- **Duplicate Reason**
 - *Existing Service*: Another HDM Service exists that is a duplication
 - *Replaced with Subsequent Entry*: Another HDM Billing Entry exists that is a duplication

The screenshot shows the 'BILLING ENTRIES' interface. The 'Duplicate Reason' dropdown is open, displaying 'All selected (2)'. Below it, the list of duplicate reasons is shown: 'Existing Service' and 'Replaced with Subsequent Entry'. A red box highlights the dropdown and the list of reasons.

Date of Service	Service Type	Client Name	Client MA#	Provider Name/Number	Total Billed	Meal Designation	Service Provided at POS address	Submitted Date-Time	Duplicate Reason

Figure 99-Duplicate Reason

2. Users will be able to view the following details of the Duplicate entries:

- **Date of Service**
- **Service Type**
- **Client Name**
- **Client MA #**
- **Provider Name/Number**
- **Total Billed**
- **Duplicate Reason**
- **Meal Designation**
- **Service Provided at POS address**
- **Meal Delivery Address**
- **Submitted By**
- **Submitted Date-Time**

- Hyperlink that will navigate the user to the **Service Date Details** of the existing service.

BILLING ENTRIES

Multiple EntriesSingle Billing EntryQueuedDuplicates

Category of Service:*

Source:

Submitted Date:

Submitted By:

Duplicate Reason:

Home Delivered Meals

All selected (2)

All selected (1)

All selected (2)

Filter

Source : All Selected

Submitted By : All Selected

<input type="checkbox"/>	Date of Service	Service Type	Client Name	Client MA#	Provider Name/Nu...	Total Billed	Meal Designation	Service Provided at POS address	Meal Delivery Address	Submitted By	Submitted Date-Time	Duplicate Reason
<input type="checkbox"/>	4/8/19	Home Delivered Meals	Neelu, EAClient0006	88121500006	Calvert HDM Neelu 345678946	\$2.99	Breakfast	Yes	6 Mclean Dr, Apt 11, Baltimore, MD 21046	AdminCalvert HDM Neelu	Sep 25, 2019 1:11:55 PM	Existing Service
<input type="checkbox"/>	4/7/19	Home Delivered Meals	Neelu, EAClient0006	88121500006	Calvert HDM Neelu 345678946	\$2.99	Breakfast	Yes	6 Mclean Dr, Apt 11, Baltimore, MD 21046	AdminCalvert HDM Neelu	Sep 25, 2019 1:11:55 PM	Existing Service

Figure 100-Duplicates

3. By selecting the checkbox next to an entry and then selecting Discard, the user may Discard the selected entry(s).

BILLING ENTRIES

Multiple EntriesSingle Billing EntryQueuedDuplicates

Category of Service:*Source:Submitted Date:Submitted By:Duplicate Reason:

Home Delivered MealsAll selected (2)All selected (1)All selected (2)Filter

Discard (1)

Source : All SelectedSubmitted By : All Selected

	Date of Service	Service Type	Client Name	Client MA#	Provider Name/Nu...	Total Billed	Meal Designation	Service Provided at POS address	Meal Delivery Address	Submitted By	Submitted Date-Time	Duplicate Reason
<input checked="" type="checkbox"/>	4/8/19	Home Delivered Meals	Neelu, EAClient0006	88121500006	Calvert HDM Neelu 345678946	\$2.99	Breakfast	Yes	6 Mclean Dr, Apt 11, Baltimore, MD 21046	AdminCalvert HDM Neelu	Sep 25, 2019 1:11:55 PM	Existing Service
<input type="checkbox"/>	4/7/19	Home Delivered Meals	Neelu, EAClient0006	88121500006	Calvert HDM Neelu 345678946	\$2.99	Breakfast	Yes	6 Mclean Dr, Apt 11, Baltimore, MD 21046	AdminCalvert HDM Neelu	Sep 25, 2019 1:11:55 PM	Existing Service

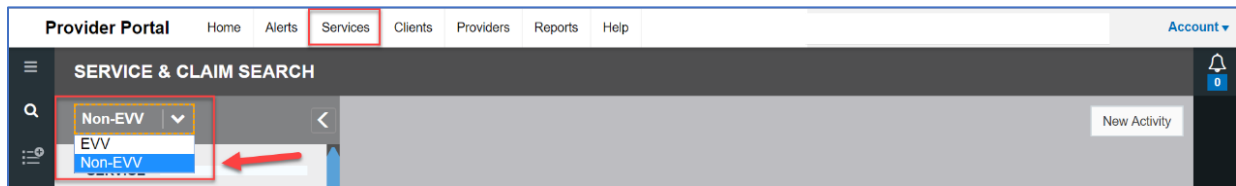
Figure 761-Discard Duplicate Billing Entries

6.4 Search Services

Provider users may search, and view Services and Claims of participants to which they are authorized. Providers may also view services that they may have submitted but are not yet authorized. (These services will be Pending MDH approval and will not be submitted to MMIS for payment).

6.4.1 Basic Search

1. Navigate to the **Services** tab
2. MDH users must select **Non-EVV** in the top left header.



3. Users may search per the following search criteria:

SERVICE

- **Service Date From:**
 - Searches data based on the Date of Service
 - Calendar selection
 - MM/DD/YYYY
 - Required to search
- **Service Date To:**
 - Searches data based on the Date of Service
 - Calendar selection
 - MM/DD/YYYY
 - Required to search
- **Submission Date From:**
 - Searches data based on the Date of Submission of the service
 - Calendar selection
 - MM/DD/YYYY
- **Submission Date To:**
 - Searches data based on the Date of Submission of the service
 - Calendar selection
 - MM/DD/YYYY
- **Service Type:**
 - Searches Service Types for which the user's associated agency is authorized
 - Defaults to *Select All*
- **Service Status:**
 - Searches based on status of service: *Recorded, Provider in Progress, MDH in Progress, Pending Provider, Pending MDH, Ready, Closed, Not Authorized, Discarded, Pending*
 - Defaults to search all statuses, except *Discarded*.

- **Exceptions Type:**
 - Searches based on exceptions associated with a service type for which the user's associated agency is authorized
 - Defaults to *Select All*

The screenshot displays the 'SERVICE & CLAIM SEARCH' interface. At the top, there is a search bar with 'Non-EVV' selected and a dropdown arrow. Below this, a red box highlights the 'SERVICE' tab. The search filters include:

- Service Date From:** 09/17/2019 (with a calendar icon)
- Service Date To:** 09/17/2019 (with a calendar icon)
- Submission Date From:** (empty field with a calendar icon)
- Submission Date To:** (empty field with a calendar icon)
- Service Type:** All selected (2) (dropdown menu)
- Service Status:** 9 selected (dropdown menu)
- Exception Type:** All selected (34) (dropdown menu)

Figure 102-Service info search Inputs

CLIENT

- **Client ID/MA #**
 - Exact match search
- **Client Last Name**
 - Results will populate based on “starts with” letter entry
 - Example, “L”, “Le”, “Leo” will populate the client(s) with the last name “Leonard”
- **Client First Name**
 - Results will populate based on “starts with” letter entry
 - Example, “L”, “Le”, “Leo” will populate the client(s) with the first name “Leonard”

The screenshot displays the 'Provider Portal' interface. At the top, there are navigation links for 'Home', 'Alerts', and 'Services'. Below this is a dark header bar with the title 'SERVICE & CLAIM SEARCH'. On the left side, there is a sidebar with a search icon and a menu icon. The main content area features a search filter dropdown set to 'Non-EVV'. Below this, the 'CLIENT' section is highlighted with a red box. It contains three input fields: 'Client ID/MA #:', 'Client Last Name:', and 'Client First Name:'. Each field has a corresponding text input box below it.

Figure 103-Client info search inputs

PROVIDER

- **Provider #/Name**
 - Defaults to *Select All*
 - Lists the locations to which the user is assigned within their agency
- **Staff Name**
 - Results will populate based on Staff Name entry in the service
 - Suggestive search based on “starts with” 3-letter entry for First or Last Name of Staff
 - Suggestive search populates staff associated with the users Provider location
- **Staff SSN/ID**
 - Results will populate based on Staff Name entry in the service
 - Exact match search

The screenshot displays the 'SERVICE & CLAIM SEARCH' interface. On the left is a dark sidebar with a menu icon, a search icon, and a list icon. The main content area has a dark header with the title 'SERVICE & CLAIM SEARCH'. Below the header is a filter bar with a 'Non-EVV' dropdown and a back arrow. The 'PROVIDER' section is highlighted with a red box. It contains the label 'Provider # / Name: *' followed by a dropdown menu showing 'All selected (1)'. Below this are two text input fields labeled 'Staff Name:' and 'Staff SSN/ID:'.

Figure 104-Provider info search inputs

6.4.2 Advanced Search Options

1. Navigate to the **Services** tab
2. MDH users must select **Non-EVV** in the top left header. *(Note: For HDM Providers this option is limited to Non-EVV only)*
3. Select the > to expand the Advanced Search Options below the basic search fields.

The screenshot displays the 'SERVICE & CLAIM SEARCH' interface. At the top, there is a dark header with the title 'SERVICE & CLAIM SEARCH'. Below the header, a dropdown menu is set to 'Non-EVV'. The search area contains several input fields: 'Client ID/MA #:', 'Client Last Name:', 'Client First Name:', 'Provider # / Name:*,', 'Staff Name:', and 'Staff SSN/ID:'. A red arrow points to a button labeled 'ADVANCED SEARCH OPTIONS' at the bottom left of the search area.

Figure 105-Advanced Search Options

4. Users may search per the following search criteria:

CLAIM

- **Claim Status:**
 - Searches based on status of claim: *None, Submitted to MMIS, Paid, Rejected*
 - Defaults to *Select All*
- **Claim Type:**
 - Searches based on type of claim: *Original, Adjustment, Void, No Claim*
 - Defaults to *Select All*
- **RA NO:**
 - Results will populate based on the Remittance Advice number of a claim
 - Exact match search
- **ICN:**
 - Results will populate based on the Internal Control Number of a claim
 - Exact match search
- **Claim #:**
 - Results will populate based on the Claim # of a claim. This claim # is a “local” number generated by Provider Portal as soon as a claim is generated
 - Exact match search

The screenshot shows a web form titled "ADVANCED SEARCH OPTIONS" with a dropdown arrow. Below the title is a "CLAIM" label followed by a light blue search bar. Underneath are five input fields arranged in three rows: "Claim Status:" and "Claim Type:" (both dropdown menus showing "All selected (4)"), "RA NO:" and "ICN:" (both text input fields), and "Claim #:" (a text input field). At the bottom right are two buttons: "Reset" and "Search".

Figure 106-Claim info search inputs

6.4.3 Search Results

Search results will default to listing by Client Name in ascending alphabetical order, and each service of the client will populate in descending order by Service Date.

Users may Filter, Group, or Sort search results.

1. Filter

- **Filter By Last Name** according to first letter of the Client's last name

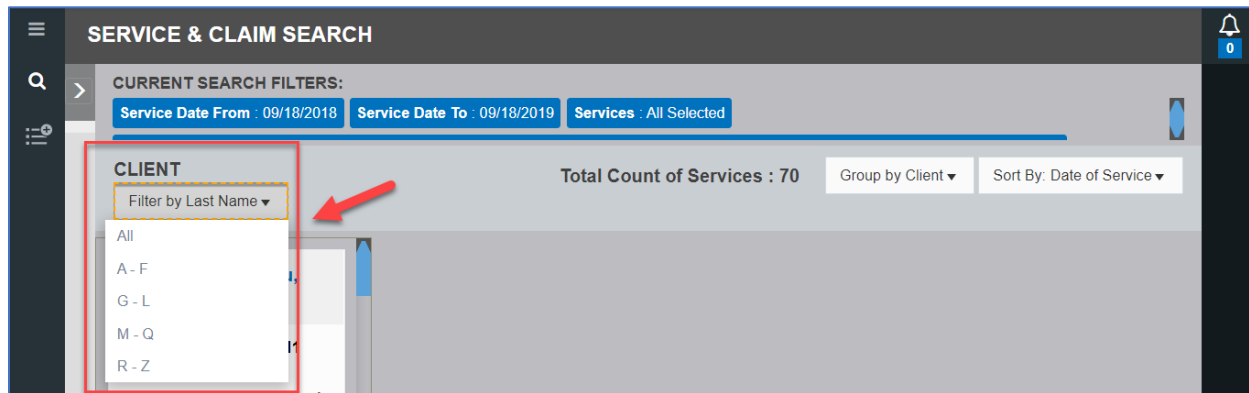


Figure 107-Filter by Last Name

2. Group By

- **Group by Client** to view results based on Client Name
- **Group by Provider** to view results based on Provider Location
- **Group by Service Type** to view results based on type of Service (HDM)
- **No Grouping** to view results in descending order based on Service Date

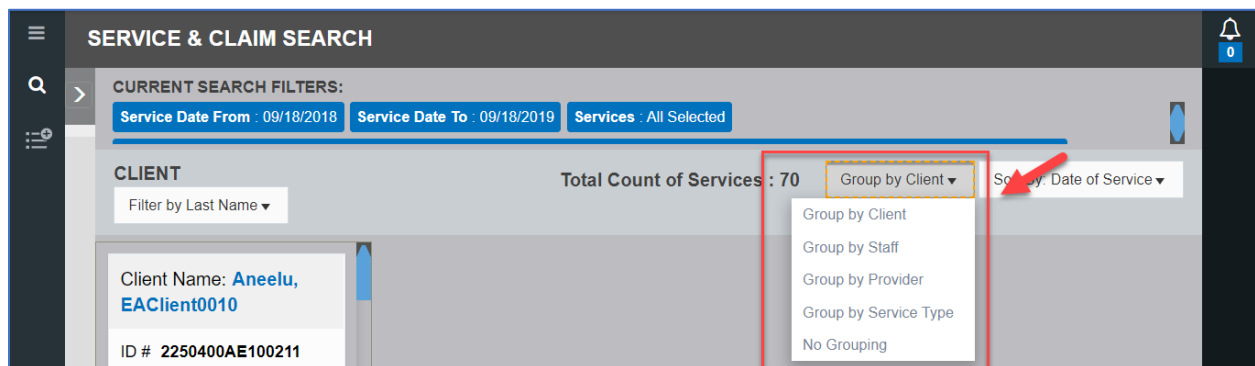


Figure 108-Group By

3. Sort By

- **Date of Service** to view results in descending order based on Service Date.
- **Client's Last Name** to view results in ascending alphabetical order based on last name of client.
- **Service Type** to view results in ascending alphabetical order based on Type of Service.
- **Claim Status** to view results in ascending order based on status of the service's claim.

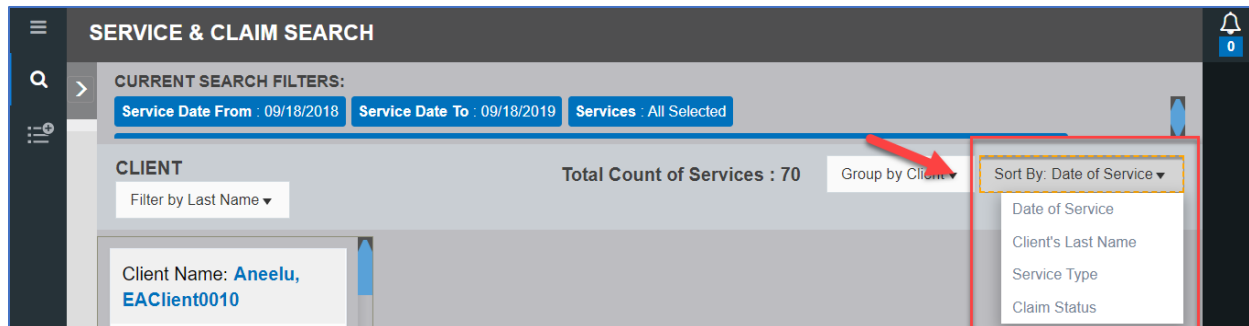


Figure 109-Sort By

6.5 View Service Summary

From the search results, the user may click on the desired client's tile to view a summary of the client service.

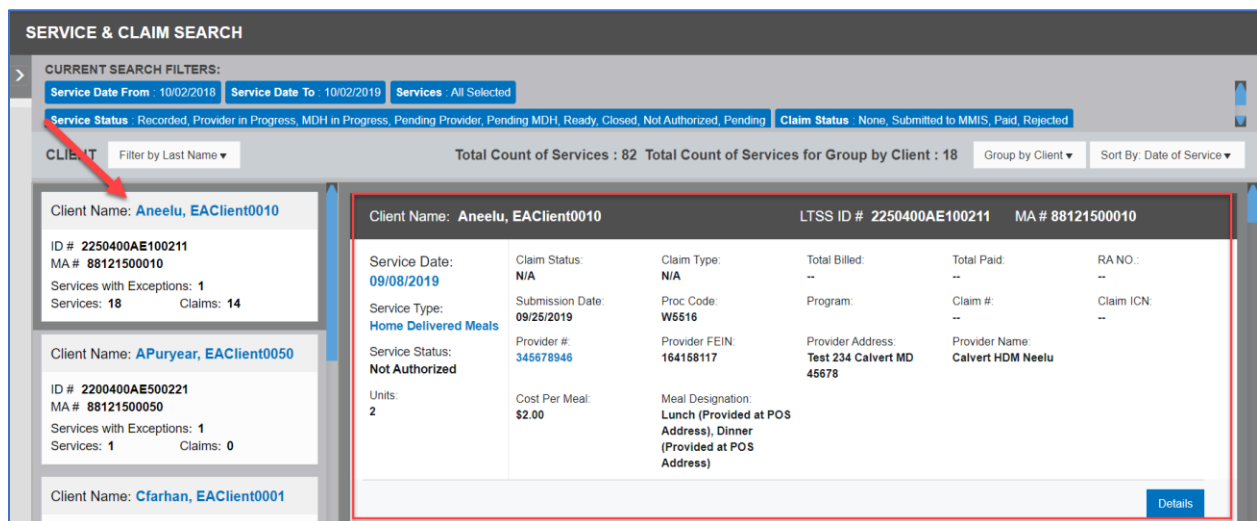


Figure 110-Service Summary View

From here, the user can view the following information about the client:

- | | | |
|-------------------------|--------------------------|---------------------------|
| • <i>Client Name</i> | • <i>Submission Date</i> | • <i>RA NO</i> |
| • <i>LTSS ID #</i> | • <i>Provider #</i> | • <i>Claim #</i> |
| • <i>MA #</i> | • <i>Claim Type</i> | • <i>Claim ICN</i> |
| • <i>Service Date</i> | • <i>Proc Code</i> | • <i>Provider Address</i> |
| • <i>Service Type</i> | • <i>Provider FEIN</i> | • <i>Provider Name</i> |
| • <i>Service Status</i> | • <i>Total Billed</i> | • <i>Cost Per Meal</i> |
| • <i>Claim Status</i> | • <i>Total Paid</i> | • <i>Meal Designation</i> |

6.6 View Service Date Details

From the Service summary view, the user may select the **Details** button to view more information for the Service Date.

From here, the user may view the **Details** of the Service, the **Client Profile**, the **Plan of Service**, and **Client Attachments**.

6.6.1 Details Tab

The **Details** tab will display the following in the top banner:

- ***Service Date***
- ***Service Type***
- ***Claim Summary***
 - Program Type
 - Claim #
 - Procedure Code
 - Total Paid
 - Hyperlink to Services Rendered Report
 - Selecting this link will open a new tab for users to view a Report of services rendered to the client during the most recent POS period.
- ***Client Information***
 - Client Name
 - ID#
 - MA#
 - Primary Phone#
- ***Provider Information***
 - Provider #
 - Provider FEIN
 - Provider Name
 - Selecting this link will open a new tab for authorized users to view the Provider Profile in LTSS

08/14/2019 SERVICE DATE DETAILS

DETAILS

CLIENT PROFILE

PLAN OF SERVICE

CLIENT ATTACHMENTS

Service Date: 08/14/2019

CLAIM SUMMARY

CLIENT INFORMATION

PROVIDER INFORMATION

Program Type: CO

Claim #: 03be511a506644619385695363db35c9

Billing Week: 08/08/2019 - 08/14/2019

Services Rendered Report

Procedure Code: W5516

Total Paid: \$0.00

Client Name: Neelu, EAClient0005

ID #: 2200405AE000221

Primary Phone #: (609) 608-2305

MA #: 88121500005

Provider #: 345678946

Provider FEIN: --

Provider Name: Calvert HDM Neelu

CLAIM DETAILS

Activity

Comments

Workflow History

Claim is Paid

Claim Type: Adjustment

Claim Status: Paid

Procedure Code: W5516

Net: Billed:\$0.00 Paid:\$0.00 Units:0

Total: Billed:\$6.00 Paid:\$0.00 Units:1

Claim Creation Date: 08/29/2019

Claim ICN: H15T8JY9QEKEYE40W1L55

RA NO: 50CV95

RA Date: 08/29/2019

\$6.00 / meal

1 meal

Status: Closed

Edit Reason:

Submitted Date: 08/21/2019

POS Address: 2 Dobbin Ln, Parkview, Columbia, MD 21045

Meal Designation:

Dinner - Provided at POS address

Claim Details

Adjust Activity

Figure 111-Details: Top Banner

The **Details** tab will display the following in the **Claim Details** tile:

- **Progress bar** to show state of the service in the workflow process
- **Claim Type**
- **Claim Status**
- **Net Billed, Paid, and Units**
- **Total Billed, Paid, and Units**
- **Claim Creation Date**
- **Claim ICN**
- **RA NO**
- **RA Date**

08/14/2019 SERVICE DATE DETAILS

DETAILS

CLIENT PROFILE

PLAN OF SERVICE

CLIENT ATTACHMENTS

Service Date: 08/14/2019

CLAIM SUMMARY

CLIENT INFORMATION

PROVIDER INFORMATION

Program Type: CO

Claim #: 03be511a506644619385695363db35c9

Billing Week: 08/08/2019 - 08/14/2019

Services Rendered Report

Procedure Code: W5516

Total Paid: \$0.00

Client Name: Neelu, EAClient0005

ID #: 2200405AE000221

Primary Phone #: (609) 608-2305

MA #: 88121500005

Provider #: 345678946

Provider FEIN: --

Provider Name: Calvert HDM Neelu

CLAIM DETAILS

Activity

Comments

Workflow History

Claim is Paid

Claim Type: Adjustment

Claim Status: Paid

Procedure Code: W5516

Net: Billed:\$0.00 Paid:\$0.00 Units:0

Total: Billed:\$6.00 Paid:\$0.00 Units:1

Claim Creation Date: 08/29/2019

Claim ICN: H15T8JY9QEKEYE40W1L55

RA NO: 50CV95

RA Date: 08/29/2019

\$6.00 / meal

1 meal

Status: Closed

Edit Reason:

Submitted Date: 08/21/2019

POS Address: 2 Dobbin Ln, Parkview, Columbia, MD 21045

Meal Designation:

Dinner - Provided at POS address

Claim Details

Adjust Activity

Figure 112-Details: Claim Details

For services that have been converted into a claim, the Claim Details tile will have a **Claim Details** button.

CLAIM DETAILS

Claim is Paid

Claim Type: Adjustment

Claim Status: Paid

Procedure Code: W5516

Net:	Billed:\$0.00	Paid:\$0.00	Units:0
Total:	Billed:\$6.00	Paid:\$0.00	Units:1

Claim Creation Date: 08/29/2019

Claim ICN: H15T8JY9QEKYE40W1L55

RA NO: 5OCV95

RA Date: 08/29/2019

Claim Details

Figure 113-Claim Details for Processed Claims

Users may click this button and view a snapshot of the claim information:

- **Client POS Limit Snapshot**
 - **Snapshot Date Time**
 - **Effective Date of POS**
 - **Maximum Units Allowed in Active POS**
 - **Note:** As of June 2021, the system supports Temporary Service lines in the POS. As a result, the system now determines the maximum allowed unit value for a billing week by considering if there are any temporary services present in the POS that are applicable for the billing week.
 - Refer to the user manuals for Temporary Services in the training site (<https://health.maryland.gov/mmcp/longtermcare/Pages/LTSSTraining.aspx>) for additional information.
- **MMIS Decision Reason**

CLAIM DETAILS

ADJUSTMENT CLAIM - 08/29/2019

Collapse All

Back to Summary

CLIENT POS LIMIT SNAPSHOT

Snapshot DateTime: 08/29/2019 11:32:27 AM

Effective Date of POS: 09/01/2018

Maximum Units Allowed in Active POS (A): 14

MMIS DECISION REASON

Duplicate claim/service.

Figure 114-Claim Details

The **Details** tab will display the following in the **Activity** tab:

- **Cost per Meal** and the **# of Meals**
- **Status**
- **Edit Reason** (if applicable)
- **Explanation** (if applicable)
- **Submitted Date**
- **POS Address**
- **Meal Designation**
- **Exceptions** (if applicable)

08/15/2019 SERVICE DATE DETAILS

DETAILS

CLAIM SUMMARY

Service Date: 08/15/2019
 Program Type: CO
 Claim #: --
 Billing Week: 08/15/2019 - 08/21/2019
[Services Rendered Report](#)

CLIENT INFORMATION

Procedure Code: W5516
 Client Name: APuryear, EAClient0050
 ID #: 2200400AE500221

PROVIDER INFORMATION

Primary Phone #: (609) 608-2350
 MA #: 88121500050
 Provider #: 345678946
 Provider FEIN: --
 Provider Name: Calvert HDM Neelu

CLAIM DETAILS

To-Do for Provider

Claim Type: N/A
 Procedure Code: N/A
 Claim Status: N/A

Net: Billed:-- Paid:-- Units:--
Total: Billed:-- Paid:-- Units:--

Claim Creation Date: --
 Claim ICN: --
 RA NO: --
 RA Date: --

Activity

Status: Pending Provider
 Submitted Date: 08/29/2019
 POS Address: 6 Mclean Dr, Apt 11, Baltimore, MD 21046
 Meal Designation:
 Breakfast - Test 123, street 568, Herndon, CO 45555 (Not provided at POS address)
 Lunch - Test 123, street 568, Herndon, CO 45555 (Not provided at POS address)

EXCEPTIONS: 3

Provider not on Client POS
 Meal Plan Attachment Missing/Expired
 Client not Enrolled in CO Program

[Discard](#) [Edit](#)

Figure 115-Details: Activity tab

The **Details** tab will display the following in the **Comments** tab:

- **Comments** entered by Provider when submitting the Service after modifications
 - **Comments** entered by MDH as communication to the assigned Provider
- Note:** MDH can add additional comments through this tab at any stage of the Activity's workflow.
- **Comments** related to MDH actions (i.e., Exceptions handling, Discard, Disapprove, etc.)

08/14/2019 SERVICE DATE DETAILS

DETAILS

CLAIM SUMMARY

Service Date: 08/14/2019
 Program Type: CO
 Claim #: --
 Billing Week: 08/14/2019 - 08/20/2019
[Services Rendered Report](#)

CLIENT INFORMATION

Procedure Code: W5516
 Client Name: Aneelu, EAClient0010
 ID #: 2250400AE100211

PROVIDER INFORMATION

Primary Phone #: (609) 608-2310
 MA #: 88121500010
 Provider #: 345678946
 Provider FEIN: --
 Provider Name: Calvert HDM Neelu

CLAIM DETAILS

Activity is being processed by MDH

Claim Type: Adjustment
 Procedure Code: N/A
 Claim Status: N/A

Net: Billed:-- Paid:-- Units:--
Total: Billed:-- Paid:-- Units:--

Claim Creation Date: --
 Claim ICN: --
 RA NO: --
 RA Date: --

Comments

MDH ISAS ADMIN - 08/29/2019
 Data Entry Error

MDH PEA ADMIN - 08/21/2019
 HDM: Meal Plan: Home Delivered Meals

MDH PEA ADMIN - 08/21/2019
 test

Figure 116-Details: Comments tab

The **Details** tab will display the following in the **Workflow History** tab, which captures and displays information at each stage of the workflow process:

- **Date Time**
- **Activity Status**
- **Cost per Meal**
- **Last Updated By** (Name of User)
- **Modification Source** (Agency or System)
- **Comments/Reasons** (applicable for actions that require comments)

08/14/2019 SERVICE DATE DETAILS

PLAN OF SERVICE

CLAIM DETAILS

Activity is being processed by MDH

Claim Type: Adjustment

Claim Status: N/A

Procedure Code: N/A

Net: Billed:-- Paid:-- Units:--

Total: Billed:-- Paid:-- Units:--

Claim Creation Date: --

Claim ICN: --

RA NO: --

RA Date: --

Activity

Comments

Workflow History

DateTime	Activity Status	Cost per Meal	Last Updated By	Modification Source	Comments/Reason
09/09/2019 at 12:42PM	MDH in Progress	\$4.00	ADMIN, ISAS	MDH	Data Entry Error
09/05/2019 at 9:16AM	Pending Provider	\$4.00	Singh, Neelu	MDH	A new tag with category Follow-up has been created.
09/05/2019 at 9:13AM	Pending Provider	\$4.00	Singh, Neelu	MDH	A new tag with category Questions has been created.
09/05/2019 at 9:06AM	Pending Provider	\$4.00	Wang, Chongzhao	MDH	A new tag with category General has been created.
09/04/2019 at 5:59PM	Pending Provider	\$4.00	Singh, Neelu	MDH	Questions tag has been archived.
09/04/2019 at 5:58PM	Pending Provider	\$4.00	Singh, Neelu	MDH	A new tag with category Questions has been created.
09/04/2019 at 5:55PM	Pending Provider	\$4.00	Singh, Neelu	MDH	Follow-up tag has been archived.

Figure 117-Workflow History tab

6.6.2 Client Profile Tab

The **Client Profile** tab will display the following client information:

a. Client Demographic Overview

- Client Name
- Age
- MA#
- Primary Phone #
- Current Address
- Guardian of Person
- DOB
- Narrative

08/13/2019 SERVICE DATE DETAILS						
DETAILS						
CLIENT PROFILE						
PLAN OF SERVICE						
CLIENT ATTACHMENTS						
<div> <div>Service Date: 08/13/2019</div> <div> <div>CLAIM SUMMARY</div> <div> Program Type: CO Procedure Code: W5516 Claim #: -- Total Paid: \$8.00 Services Rendered Report </div> </div> <div> <div>CLIENT INFORMATION</div> <div> Client Name: Aneelu, EAClient0010 ID #: 2250400AE100211 </div> </div> <div> <div>PROVIDER INFORMATION</div> <div> Primary Phone #: (609) 608-2310 MA #: 88121500010 Provider #: 345678946 Provider FEIN: -- Provider Name: Calvert HDM Neelu </div> </div> </div>						
<div> <div>CLIENT PROFILE</div> <div>Expand All</div> </div>						
<div> <div>CLIENT DEMOGRAPHIC OVERVIEW</div> <div> <div>Client Name: Aneelu, EAClient0010</div> <div>MA#: 88121500010</div> <div>Current Address: 6 Mclean Dr, Apt 11, Baltimore, MD 21046</div> <div>DOB: 01/01/2008</div> <div>Age: 11</div> <div>Primary Phone #: (609) 608-2310</div> <div>Guardian of Person: Rep Fname Rep Lname</div> <div>Narrative: POS-1 for EA Client</div> </div> </div>						

Figure 118- Client Profile: Client Demographic Overview

b. Address to Receive Services

- Address Type
- Lives with Family
- Full Address
- Meets Definition of Community Setting?
- Home Setting

08/13/2019 SERVICE DATE DETAILS

CLIENT PROFILE

PLAN OF SERVICE

CLIENT ATTACHMENTS

CLAIM SUMMARY

Service Date: 08/13/2019

Program Type: CO

Procedure Code: W5516

Claim #: --

Total Paid: \$8.00

Services Rendered Report

CLIENT INFORMATION

Client Name: Aneelu, EAClient0010

Primary Phone #: (609) 608-2310

ID #: 2250400AE100211

MA #: 88121500010

PROVIDER INFORMATION

Provider #: 345678946

Provider FEIN: --

Provider Name: Calvert HDM Neelu

CLIENT PROFILE

Expand All

CLIENT DEMOGRAPHIC OVERVIEW

ADDRESS TO RECEIVE SERVICES

Address Type: Community

Full Address: 6 Mclean Dr, Apt 11, Baltimore, MD 21046

Meets Definition of Community Setting?: YES

Home Setting: House

Lives with Family: Yes

Figure 119-Client Profile: Address to Receive Services

c. Waiver/Program Enrollment Status

- POS/PCP Type
- POS/PCP Effective Date
- Financial Redetermination Date
- Recent Program History
- Special Program Code

08/13/2019 SERVICE DATE DETAILS

DETAILS

CLIENT PROFILE

PLAN OF SERVICE

CLIENT ATTACHMENTS

CLAIM SUMMARY

Service Date: 08/13/2019

Program Type: CO

Procedure Code: W5516

Claim #: --

Total Paid: \$8.00

Services Rendered Report

CLIENT INFORMATION

Client Name: Aneelu, EAClient0010

Primary Phone #: (609) 608-2310

ID #: 2250400AE100211

MA #: 88121500010

PROVIDER INFORMATION

Provider #: 345678946

Provider FEIN: --

Provider Name: Calvert HDM Neelu

CLIENT PROFILE

Expand All

CLIENT DEMOGRAPHIC OVERVIEW

ADDRESS TO RECEIVE SERVICES

WAIVER/PROGRAM ENROLLMENT STATUS

POS/PCP Type: Revised

POS/PCP Effective Date: 03/15/2019

Financial Redetermination Date: No data available

RECENT PROGRAM HISTORY

Program	Status	Last Application Date	Last Enrollment Date	Last Disenrollment Date
No data available				

SPECIAL PROGRAM CODE

Special program:	Start Date	End Date
No data available		

Figure 120-Client Profile: Waiver/Program Enrollment Status

d. Current Assignments

- Assignment Type
- Date Assigned
- Staff Name
- Agency
- Phone Number
- Email

08/02/2019 SERVICE DATE DETAILS

Service	CLAIM SUMMARY	CLIENT INFORMATION	PROVIDER INFORMATION
Date: 08/02/2019	Program Type: CO Procedure Code: W5516	Client Name: Aneelu, EAClient0010 Primary Phone #: (609) 608-2310	Provider #: 345678946 Provider FEIN: --
Service Type: Home Delivered Meals	Claim #: ff04adc4cb2b461cb8 Total Paid: \$0.00 ID #: 2250400AE100211 MA #: 88121500010	Provider Name: Calvert HDM Neelu	

[Services Rendered Report](#)

CLIENT PROFILE Expand All

- CLIENT DEMOGRAPHIC OVERVIEW
- ADDRESS TO RECEIVE SERVICES
- WAIVER/PROGRAM ENROLLMENT STATUS
- CURRENT ASSIGNMENTS**

Assignment Type	Date Assigned	Staff Name	Agency	Phone Number	Email
No data available					

Figure 121-Client Profile: Current Assignments

e. Representatives

- Representative Name
- Date of Birth
- Relationship
- Guardian of
- Power of Attorney Over
- Representative Payee
- Primary Caregiver
- CFC Representative
- Phone Number

08/02/2019 SERVICE DATE DETAILS

Service	CLAIM SUMMARY	CLIENT INFORMATION	PROVIDER INFORMATION
Date: 08/02/2019	Program Type: W5516	Client Name: EAClient0010 Primary Phone #: (609) 608-2310	Provider #: 345678946
Service Type: Home Delivered Meals	Claim #: ff04adc4cb2b461cb8 Total Paid: \$0.00 ID #: 2250400AE100211 MA #: 88121500010	Provider Name: Calvert HDM Neelu	

[Services Rendered Report](#)

CLIENT PROFILE Expand All

- CLIENT DEMOGRAPHIC OVERVIEW
- ADDRESS TO RECEIVE SERVICES
- WAIVER/PROGRAM ENROLLMENT STATUS
- REPRESENTATIVES**

Representative Name	Date of Birth	Relationship	Guardian of	Power of Attorney Over	Representative Payee	Primary Caregiver	CFC Representative	Phone Number
Rep Fname Rep Lname		Spouse	Person,Property		No	No	No	(708) 708-3435

Figure 122-Client Profile: Representatives

6.6.3 Plan of Service Tab

The **Plan of Service** tab will display the following client information:

a. Overview Information

- Client Name
- MA #
- Current Address
- DOB
- Age
- Program Type
- Primary Phone #
- Guardian of Person
- POS Type
- Created Date
- POS Effective Date
- POS End Date
- Client's Current Support Planning Agency
- Narrative

08/14/2019 SERVICE DATE DETAILS

CLIENT PROFILE	Service Type: Home Delivered Meals	Claim #: --	Total Paid: \$0.00	608-2310	Provider Name: Calvert, HDM, Neelu
		Services Rendered Report	ID #: 2250400AE100211	MA #: 88121500010	

PLAN OF SERVICE

Expand All

OVERVIEW INFORMATION

Client Name: Aneelu, EAClient0010	MA#: 88121500010	Current Address: 6 Mclean Dr, Apt 11, Baltimore, MD 21046	DOB: 01/01/2008
Age: 11	Program Type: CO	Primary Phone#: 6096082310	Guardian of Person: Rep Fname Rep Lname
POS Type: Revised	Created Date: 04/08/2019	POS Effective Date: 03/15/2019	POS End Date:

Client's Current Support Planning Agency A & E HEALTHCARE SERVICES INC - A & E HEALTHCARE SERVICES INC

Narrative:
POS-1 for EA Client

Figure 123-Plan of Service: Overview Information

b. Services

- POS Service
- Associated Temporary Service
- Service Type
- Provider Name
- Units
- Frequency
- Rate
- Annual

CLIENT PROFILE

SERVICE PLANS

CLIENT ATTACHMENTS

Client LTSS ID #: 1759736LB900110
Current MA#: 35362553724
POS/PCP Program: CO
Enrolled In: CO
MA Eligible: Yes
Waiver:

PLAN OF SERVICE

Back to List
Print
Expand All

OVERVIEW INFORMATION

SERVICES

POS Service	Associated Temporary Service	Service Type	Provider Name	Units	Frequency	Rate	Annual
Home Delivered Meals	No	Community First Choice	HDM Meals location 2	14 items per week	52 weeks	\$5.8700	\$4,273.36
Comments:							
TEMPORARY SERVICE(S)							
EMERGENCY BACKUP PLANS							
ADDRESS TO RECEIVE SERVICES							
DECISION							

Figure 124-Plan of Service: Services

Update (from June 2021): System supports “Temporary Services” i.e., services authorized for a shorter span within the duration of a POS. Such services are displayed under the “Services” section of the Plan of Service, as shown in the figure below.

PLAN OF SERVICE

Back to List
Print
Expand All

OVERVIEW INFORMATION

SERVICES

POS Service	Associated Temporary Service	Service Type	Provider Name	Units	Frequency	Rate	Annual	
Home Delivered Meals	No	Community First Choice	HDM Meals location 2	14 items per week	3 weeks	\$5.8700	\$246.54	
Comments:								
Home Delivered Meals	Yes Yes	Community First Choice	MEALS ON WHEELS OF CENTRAL MD	8 items per week	3 weeks	\$5.8700	\$193.71	
Comments:								
TEMPORARY SERVICE(S)								
POS Service	Associated Baseline Service	Service Type	Provider Name	Units	Frequency	Dates Effective	Rate	Annual
Home Delivered Meals	No	Community First Choice	HDM Meals location 2	6 items per week	1.29 weeks	03/18/2021 - 03/26/2021	\$5.8700	\$46.96
Comments: Reason for Temporary Hours: Injury/Illness								

Figure 125-Plan of Service: Temporary Services section

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For additional details about Temporary Services, please refer to the user manual relevant in the training site (<https://health.maryland.gov/mmcp/longtermcare/Pages/LTSSTraining.aspx>).

c. Emergency Backup Plans

- Primary
- Name
- Relationship
- Enrolled
- Provider

08/14/2019 SERVICE DATE DETAILS

DETAILS

Service Date: **08/14/2019**

CLAIM SUMMARY

Program Type: **CO**

Procedure Code: **W5516**

Client Name: **Aneelu, EAClient0010**

Primary Phone #: **(609) 608-2310**

Provider #: **345678946**

Provider FEIN: **--**

Service Type: **Home Delivered Meals**

Claim #: **--**

Total Paid: **\$0.00**

ID #: **2250400AE100211**

MA #: **88121500010**

Provider Name: **Calvert HDM Neelu**

PLAN OF SERVICE

PLAN OF SERVICE

EMERGENCY BACKUP PLANS

Primary	Name	Relationship	Enrolled	Provider
Yes	TSCient	Guardian	No	

Figure 126-Plan of Service: Emergency Backup Plans

d. Address to Receive Services

- Address Type
- Full Address
- Home Type
- Home Setting
- Lives with Family
- Is setting chosen by the participant?
- Is setting chosen by guardian of person?

08/14/2019 SERVICE DATE DETAILS

DETAILS

Service Date: **08/14/2019**

CLAIM SUMMARY

Program Type: **CO**

Procedure Code: **W5516**

Client Name: **Aneelu, EAClient0010**

Primary Phone #: **(609) 608-2310**

Provider #: **345678946**

Provider FEIN: **--**

Service Type: **Home Delivered Meals**

Claim #: **--**

Total Paid: **\$0.00**

ID #: **2250400AE100211**

MA #: **88121500010**

Provider Name: **Calvert HDM Neelu**

PLAN OF SERVICE

PLAN OF SERVICE

ADDRESS TO RECEIVE SERVICES

Address Type: **Community**

Full Address: **6 Mclean Dr, Apt 11, Baltimore, MD 21046**

Home Type: **Independent**

Home Setting: **House**

Lives with Family: **Yes**

Is setting chosen by the participant? **Yes**

Is Setting chosen by guardian of person?

Explain:

Figure 127- Plan of Service: Address to Receive Services

e. Decision

- Decision
- Decision Date

- Decision Staff Name
- Decision Comments

08/14/2019 SERVICE DATE DETAILS

DETAILS	Service Date: 08/14/2019	CLAIM SUMMARY		CLIENT INFORMATION		PROVIDER INFORMATION	
	Service Type: Home Delivered Meals	Program Type: CO	Procedure Code: W5516	Client Name: Aneelu, EAClient0010	Primary Phone #: (609) 608-2310	Provider #: 345678946	Provider FEIN: --
CLIENT PROFILE	Claim #: --	Total Paid: \$0.00	ID #: 2250400AE100211	MA #: 88121500010	Provider Name: Calvert HDM Neelu		
PLAN OF SERVICE	<p>PLAN OF SERVICE</p> <p>Expand All</p> <p>OVERVIEW INFORMATION</p> <p>SERVICES</p> <p>EMERGENCY BACKUP PLANS</p> <p>ADDRESS TO RECEIVE SERVICES</p> <p>DECISION</p> <p>Decision: Approved Decision Date: 04/08/2019 Decision Staff Name: MDH ADMIN</p> <p>Decision Comments:</p>						
CLIENT ATTACHMENTS							

Figure 128-Plan of Service: Decision

f. Signatures

- Type
- Name
- Service

- Printed Name
- Signature Date

08/14/2019 SERVICE DATE DETAILS

DETAILS	Service Date: 08/14/2019	CLAIM SUMMARY		CLIENT INFORMATION		PROVIDER INFORMATION																					
	Service Type: Home Delivered Meals	Program Type: CO	Procedure Code: W5516	Client Name: Aneelu, EAClient0010	Primary Phone #: (609) 608-2310	Provider #: 345678946	Provider FEIN: --																				
CLIENT PROFILE	Claim #: --	Total Paid: \$0.00	ID #: 2250400AE100211	MA #: 88121500010	Provider Name: Calvert HDM Neelu																						
PLAN OF SERVICE	<p>PLAN OF SERVICE</p> <p>Expand All</p> <p>OVERVIEW INFORMATION</p> <p>SERVICES</p> <p>EMERGENCY BACKUP PLANS</p> <p>ADDRESS TO RECEIVE SERVICES</p> <p>DECISION</p> <p>SIGNATURES</p> <table border="1"> <thead> <tr> <th>Type</th> <th>Name</th> <th>Service</th> <th>Printed Name</th> <th>Signature Date</th> </tr> </thead> <tbody> <tr> <td>Provider</td> <td>Calvert HDM Neelu (345678946)</td> <td>Home Delivered Meals</td> <td>EAClient0010 W Aneelu</td> <td>08/25/2018</td> </tr> <tr> <td>Client</td> <td>EAClient0010 W Aneelu</td> <td></td> <td>Signature name</td> <td>08/25/2018</td> </tr> <tr> <td>Support Planner</td> <td>Unknown Support Planner</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>							Type	Name	Service	Printed Name	Signature Date	Provider	Calvert HDM Neelu (345678946)	Home Delivered Meals	EAClient0010 W Aneelu	08/25/2018	Client	EAClient0010 W Aneelu		Signature name	08/25/2018	Support Planner	Unknown Support Planner			
Type	Name	Service	Printed Name	Signature Date																							
Provider	Calvert HDM Neelu (345678946)	Home Delivered Meals	EAClient0010 W Aneelu	08/25/2018																							
Client	EAClient0010 W Aneelu		Signature name	08/25/2018																							
Support Planner	Unknown Support Planner																										
CLIENT ATTACHMENTS																											

Figure 129-Plan of Service: Signatures

6.6.4 Client Attachments Tab

The **Client Attachments** tab will display the following attachment information:

- File Name (Hyperlink to download the attachment to the user's PC)
- Type
- Created Date
- Comments
- Status
- Actions (Authorized users may *Discard*)

08/14/2019 SERVICE DATE DETAILS

DETAILS

Service Date: 08/14/2019

CLAIM SUMMARY

Program Type: CO

Procedure Code: W5516

Client Name: Aneelu, EAClient0010

Primary Phone #: (609) 608-2310

Provider #: 345678946

Provider FEIN: --

Service Type: Home Delivered Meals

Claim #: --

Total Paid: \$0.00

ID #: 2250400AE100211

MA #: 88121500010

Provider Name: Calvert HDM Neelu

CLIENT ATTACHMENTS

Add New Attachment

Collapse All

MEAL PLAN

File Name	Type	Created Date	Comments	Status	Actions
Weekly-Meal-Planning-Template-.jpg	Meal Plan	09/23/2019	Explanation: Updated as of 9/13/2019	Discarded	Discard
Weekly-Meal-Planning-Template-.jpg	Meal Plan	09/06/2019	Discarded Reason: Expired Meal Plan	Discarded	

Figure 130-Client Attachments

6.7 Exceptions

6.7.1 Exception Types

An exception is a circumstance (i.e., failed validation) that prevents a claim from generating. The service will be in a pending status until the issue is resolved. Some issues need to be resolved by MDH, while others can be resolved by the Provider. The list below describes every exception type, the criteria on which it is based, and how it can be resolved.

6.7.1.1 Meal Plan Attachment Missing/Expired

A Meal Plan has not been uploaded to the Client Attachments section of the client profile by the active HDM Provider within 365 days of the service date. A Provider may resolve by:

- Uploading the client's current Meal Plan to the Client Attachments section within Provider Portal.

6.7.1.2 Daily Meal Count Exceeded-Multiple Providers

More than 2 meals have been submitted for a client on a day by multiple provider locations. Providers may resolve by:

- Ensuring that the correct Provider has accurately billed.
- *Discard* the unapproved duplicate submission.
- *Void* previously processed claims.

6.7.1.3 *Weekly Meal Count Exceeded-Same Provider*

The number of meals in a service submission exceed the number of meals allowed per week on the client's approved Plan of Service. MDH may resolve by:

- Ensuring that the correct meals have been accurately billed.
- *Discard* or *Disapprove* the unapproved submissions.
- *Void* previously processed claims.

6.7.1.4 *Total Weekly Meal Count for Client Exceeded*

The total number of meals billed for the week exceed the sum of the maximum number of meals authorized in the client's approved Plan of Service. MDH may resolve by:

- Ensuring that the correct meals have been accurately billed.
- *Discard* or *Disapprove* the unapproved submissions.
- *Void* previously processed claims.

6.7.1.5 *Overlapping Meal*

Client has 2 meals or more with the same designations submitted by two different Providers MDH may resolve by:

- Updating the meal designation to reflect the correct meal type delivered.
- Ensuring that the correct meals have been accurately billed.
- *Discard* or *Disapprove* the unapproved submissions.
- *Void* previously processed claims.

6.7.1.6 *Assisted Living Facility in Client's Plan*

Client's active Plan of Service has "Assisted Living Facility" as a service. MDH may resolve by:

- Revising the client's POS if necessary.
- *Discard* or *Disapprove* the unapproved submissions.

6.7.1.7 *Daily Service Exists for the Day*

Client's received "Daily Personal Assistance Services" or "Daily Personal Assistance Services-Shared Attendant" on the same Service Date as that of Home Delivered Meals Service. MDH may resolve by:

- Revising the client's POS if necessary.
- *Discard* or *Disapprove* the unapproved submissions.
- *Void* previously processed claims.

6.7.1.8 *Provider not on Client POS*

Client's active approved Plan of Service relevant for the Date of Service does not have the Provider # listed for the Service type, Home Delivered Meals. MDH must resolve by ensuring that:

- The participant's Plan of Service is active and approved on the date of service *and/or*
- The correct Provider # is listed on the POS for the Service Date *and/or*

- *Discard* or *Disapprove* the unapproved submission.

6.7.1.9 Client Ineligible

Participant does not have an active or valid Medical Assistance number documented in MMIS/LTSS. MDH must resolve by:

- Ensuring that the Client has an approved and valid MA# and is eligible for LTC services within a Maryland state program *and/or*
- *Discard* or *Disapprove* the unapproved submission.

6.7.1.10 Client not Enrolled in CO Program

Participant is not enrolled in a state program that provides Home Delivered Meals as a service. Current programs approved for HDM are CO, CFC, and ICS only. MDH must resolve by:

- Ensuring that the client's Overall Decision Form is complete and up-to-date with the appropriate program enrollment *and/or*
- *Discard* or *Disapprove* the unapproved submission.

6.7.1.11 No Active POS Found for Client

Participant does not have an active Plan of Service on the Service Date. MDH must resolve by:

- Ensuring that the client has an active and approved POS on the Service Date *and/or*
- *Discard* or *Disapprove* the unapproved submission.

6.7.2 View Exceptions


Provider users can view pending services by searching the system for exceptions. There are two ways to search for exceptions in Provider Portal.

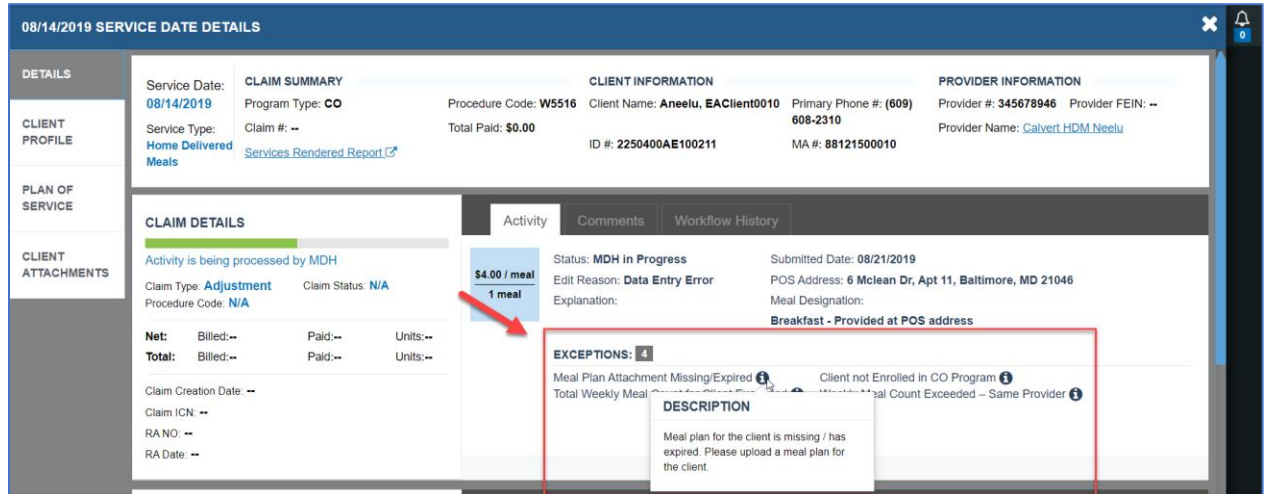
1. Exceptions can be viewed by accessing the Home page and viewing the **Actions Required** panel.
2. Exceptions can be viewed by searching via the **Services** tab and entering search parameters for the exception.

Once the user has searched and selected the desired service, the exceptions can be found on the search results view:

The screenshot displays the 'SERVICE & CLAIM SEARCH' interface. At the top, there are search filters for 'Service Date From' (09/18/2018), 'Service Date To' (09/18/2019), 'Services' (All Selected), 'Service Status' (Recorded, Provider in Progress, MDH in Progress, Pending Provider, Pending MDH, Ready, Closed, Not Authorized, Pending), and 'Claim Status' (None, Submitted to MMIS, Paid, Rejected). Below the filters, a 'CLIENT' section allows filtering by last name. The main content area shows a list of clients. The first client, 'Aneelu, EAClient0010', is selected, and its details are shown on the right. The details include 'Service Date: 08/14/2019', 'Claim Status: Paid', 'Claim Type: Void', 'Total Billed: \$0.00', 'Total Paid: \$0.00', and 'RA NO: BPTSO1'. Below the details, a red box highlights the 'Exceptions' section, which lists 'Meal Plan Attachment Missing/Expired, Client not Enrolled in CO Program, Total Weekly Meal Count for Client Exceeded, Weekly Meal Count Exceeded - Same Provider'.

Figure 131-Exceptions: search results view

Upon selecting the **Details** button from the search results view, the exceptions can be found on the *Service Date Details* view. When hovering over the  info tip next to the exception, the user will be able to view a brief description of the exception.



08/14/2019 SERVICE DATE DETAILS

DETAILS

CLAIM SUMMARY

Service Date: 08/14/2019

Program Type: CO

Procedure Code: W5516

Client Name: Aneelu, EAClient0010

Primary Phone #: (609) 608-2310

Provider #: 345678946

Provider FEIN: --

Service Type: Home Delivered Meals

Claim #: --

Total Paid: \$0.00

ID #: 2250400AE100211

MA #: 88121500010

Provider Name: Calvert HDM Neelu

[Services Rendered Report](#)

CLAIM DETAILS

Activity is being processed by MDH

Claim Type: Adjustment

Claim Status: N/A

Procedure Code: N/A

Net: Billed:-- Paid:-- Units:--

Total: Billed:-- Paid:-- Units:--

Claim Creation Date: --

Claim ICN: --

RA NO: --

RA Date: --

Activity

Status: MDH in Progress

Submitted Date: 08/21/2019

Edit Reason: Data Entry Error

POS Address: 6 Mclean Dr, Apt 11, Baltimore, MD 21046

Explanation:

Meal Designation: Breakfast - Provided at POS address

EXCEPTIONS: 4

Meal Plan Attachment Missing/Expired

Client not Enrolled in CO Program

Total Weekly Meal

DESCRIPTION

Meal plan for the client is missing / has expired. Please upload a meal plan for the client.

Figure 132-Exceptions: Details View

6.8 Discard a Service

System allows users to discard HDM Services if it is in a status that allows the user to modify its contents. In most cases, this feature will be used for discarding Services that were erroneously added for incorrect Service Date or Client. Users should specify a reason for discarding the Service to system to mark it as "Discarded".

Note: *Discard* is not an option available for Services that have been adjudicated – they can only be voided.

1. User can navigate to the details page of the Service by searching for it and selecting **Details** from the search results.
2. In the details page, **Discard** button will be visible, if the Service is in a status that allows user to discard.
3. Click **Discard**

SERVICE DATE DETAILS

CLAIM SUMMARY		CLIENT INFORMATION		PROVIDER INFORMATION	
Service Date: 09/01/2019	Program Type: --	Procedure Code: W5516	Client Name: Afarhan, HDMClient0096	Primary Phone #: (609) 608-2396	Provider #: 345678946 Provider FEIN: 164158117
Service Type: Home Delivered Meals	Claim #: --	Total Paid: --	ID #: 1250406AE900221	MA #: 88121500096	Provider Name: Calvert HDM Neelu
Billing Week: 08/29/2019 - 09/04/2019		Case Management Activities		Provider Type: Home Delivered Meals Provider	
Services Rendered Report					

CLAIM DETAILS		Activity	Exceptions	Comments	Workflow History	Weekly Snapshot	Tags
Activity is being processed by MDH		\$4.00 / meal 2 meals	Status: Recorded Submitted Date: 09/25/2019 POS Address: Meal Designation: Breakfast - 1234 Street Road, Baltimore, MD 21704 (Not provided at POS address) Lunch - 1234 Street Road, Baltimore, MD 21704 (Not provided at POS address)				
Claim Type: N/A Procedure Code: N/A Net: Billed:-- Paid:-- Units:-- Total: Billed:-- Paid:-- Units:-- Claim Creation Date: -- Claim ICN: -- RA NO: -- RA Date: --	Edit Reason: <div style="text-align: right;"> Discard Disapprove Edit </div>						

Figure 133-Discard a Service

- Select reason for Discarding in the pop-up that appears. Add additional explanation is necessary.

DISCARD ACTIVITY *

Are you sure you wish to discard this Activity?

Reason for Discard: *

Data Entry Error
 Other

Discard Cancel

Figure 134-Discard Reason

- Click **Discard** once the reason is selected.
- Service gets the status of *Discarded*. A confirmation message is displayed. Discarded watermark is applied across the Service.

08/14/2019 SERVICE DATE DETAILS

DETAILS

CLIENT PROFILE

PLAN OF SERVICE

CLIENT ATTACHMENTS

Service Date: 08/14/2019

Service Type: Home Delivered Meals

CLAIM SUMMARY

Program Type: CO

Claim #: 03be511a506644619385695363db35c9

Billing Week: 08/08/2019 - 08/14/2019

Procedure Code: W5516

Total Paid: \$0.00

CLIENT INFORMATION

Client Name: Neelu, EAClient0005

ID #: 2200405AE000221

Primary Phone #: (609) 608-2305

MA #: 88121500005

PROVIDER INFORMATION

Provider #: 345678946

Provider FEIN: --

Provider Name: Calvert HDM Neelu

CLAIM DETAILS

Claim is Paid

Claim Type: Adjustment

Claim Status: Paid

Procedure Code: W5516

Net:

Billed:\$0.00

Paid:\$0.00

Units:0

Total:

Billed:\$6.00

Paid:\$0.00

Units:1

Claim Creation Date: 08/29/2019

Claim ICN: H15T8JY9QEKEYE40W1L55

RA NO: 5OCV95

RA Date: 08/29/2019

Activity

\$6.00 / meal

1 meal

Status: Closed

Edit Reason:

Submitted Date: 08/21/2019

POS Address: 2 Dobbin Ln, Parkview, Columbia, MD 21045

Meal Designation:

Dinner - Provided at POS address

Adjust Activity

Figure 136-Adjust Activity

08/14/2019 SERVICE DATE DETAILS

DETAILS

CLIENT PROFILE

PLAN OF SERVICE

CLIENT ATTACHMENTS

Service Date: 08/14/2019

Service Type: Home Delivered Meals

CLAIM SUMMARY

Program Type: CO

Claim #: --

Billing Week: 08/08/2019 - 08/14/2019

Procedure Code: W5516

Total Paid: \$0.00

CLIENT INFORMATION

Client Name: Neelu, EAClient0005

ID #: 2200405AE000221

Primary Phone #: (609) 608-2305

MA #: 88121500005

PROVIDER INFORMATION

Provider #: 345678946

Provider FEIN: --

Provider Name: Calvert HDM Neelu

CLAIM DETAILS

Claim Type: Adjustment

Claim Status: N/A

Procedure Code: N/A

Net:

Billed:--

Paid:--

Units:--

Total:

Billed:--

Paid:--

Units:--

Claim Creation Date: --

Claim ICN: --

RA NO: --

RA Date: --

Activity

\$6.00 / meal

1 meal

Status: Closed

Edit Reason:

Submitted Date: 08/21/2019

POS Address: 2 Dobbin Ln, Parkview, Columbia, MD 21045

Meal Designation:

Dinner - Provided at POS address

Void Activity

Cancel

Edit

Figure 137- Claim: Edit

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08/14/2019 SERVICE DATE DETAILS

PLAN OF SERVICE: [Services](#) Billing Week: 08/08/2019 - 08/14/2019 [Services Rendered Report](#)

CLIENT ATTACHMENTS

CLAIM DETAILS

Claim Type: **Adjustment** Claim Status: **N/A**

Procedure Code: **N/A**

Net:	Billed: --	Paid: --	Units: --
Total:	Billed: --	Paid: --	Units: --

Claim Creation Date: --

Claim ICN: --

RA NO: --

RA Date: --

Activity

Status: **Closed**

Edit Reason: *

Submitted Date: 08/21/2019

POS Address: **2 Dobbin Ln, Parkview, Columbia, MD 21045**

Meal Designation:

☐ Breakfast Service provided at POS address? ☐ Yes ☐ No

☐ Lunch Service provided at POS address? ☐ Yes ☐ No

☒ Dinner Service provided at POS address? ☒ Yes ☐ No 2 Dobbin Ln, Parkview, Columbia, MD 21045

Cancel Save

CLAIM DETAILS

Claim Type: **Adjustment** Claim Status: **Paid**

Procedure Code: **W5516**

Net:	Billed \$0.00	Paid \$0.00	Units: 0
Total:	Billed \$6.00	Paid \$0.00	Units: 1

Claim Creation Date: 08/29/2019

Claim ICN: **H16T8JY9QEKEYE40W1L55**

RA NO: **6OCV95**

RA Date: 08/29/2019

Claim Details

Activity

Status: **Closed**

Submitted Date: 08/21/2019

POS Address: **2 Dobbin Ln, Parkview, Columbia, MD 21045**

Meal Designation:

Dinner - Provided at POS address

Figure 138-Editing a Claim

6. Update the following fields as needed:

- **Cost per Meal**

Activity Receptions Comments Workflow History Weekly Snapshot Tags

2 / meal

1 meal

Status: **MDH in Progress**

Edit Reason: *

Other

Explanation: *

test

Submitted Date: 08/16/2019

POS Address: **2 Dobbin Ln, Parkview, Columbia, MD 21045**

Meal Designation:

☒ Breakfast Service provided at POS address? ☐ Yes ☒ [Address 1, City, ME 89765](#)

☐ Lunch Service provided at POS address? ☐ Yes ☐ No

☐ Dinner Service provided at POS address? ☐ Yes ☐ No

Assignment Manage

MDH Staff Assignment: **N/A** Assignment Date:

Cancel Save

Figure 139-Edit Meal Cost

- **Edit Reason**
 - Required
 - Defaults to *Other*
 - *Data Entry Error, Emergency Situations, Other*

Activity Exceptions Comments Workflow History **Weekly Snapshot** Tags

2 / meal
1 meal

Status: **MDH in Progress**

Submitted Date: **08/16/2019**

POS Address: **2 Dobbin Ln, Parkview, Columbia, MD 21045**

Meal Designation:

☒ Breakfast Service provided at POS address? ☐ Yes ☒ No [Address 1, City, ME 89765](#)

☐ Lunch Service provided at POS address? ☐ Yes ☐ No

☐ Dinner Service provided at POS address? ☐ Yes ☐ No

Assignment **Manage**

MDH Staff Assignment: **N/A** Assignment Date:

Cancel Save

Figure 140-Edit Reason

- **Explanation**
 - Only required for Edit Reason = *Other*

Activity Exceptions Comments Workflow History **Weekly Snapshot** Tags

2 / meal
1 meal

Status: **MDH in Progress**

Submitted Date: **08/16/2019**

POS Address: **2 Dobbin Ln, Parkview, Columbia, MD 21045**

Meal Designation:

☒ Breakfast Service provided at POS address? ☐ Yes ☒ No [Address 1, City, ME 89765](#)

☐ Lunch Service provided at POS address? ☐ Yes ☐ No

☐ Dinner Service provided at POS address? ☐ Yes ☐ No

Assignment **Manage**

MDH Staff Assignment: **N/A** Assignment Date:

Cancel Save

Figure 141-Explanation

- **Meal Designation**
 - Users can modify meal designation details by updating these fields **Meal Type, Service provided at POS address?, Click and Enter Address** (if not provided at POS address).

- **Note:** As a part of the adjustment, user may simply update the address where the meal was delivered while retaining all other information as it was originally submitted.

Figure 142-Meal Designation

- Upon selecting **Save**, the screen will display the Original claim on a lower panel, and the adjusted/voided submission on the top panel.
- In the case of an Adjustment done on an adjusted claim, system will display the latest adjustment in the top most row followed by the ones modified earlier.

Figure 143-Adjusted Claim View

- The status of the Service will become:
 - *MDH In Progress*, if the adjustment was done by MDH users
 - *Provider In Progress*, if the adjustment was done by Providers

6. Once all edits are confirmed, select **Submit**.

08/14/2019 SERVICE DATE DETAILS

DETAILS

CLIENT PROFILE

CLAIM SUMMARY

Service Date: 08/14/2019
 Program Type: CO
 Claim #: --
 Service Type: Home Delivered Meals
 Services Rendered Report

CLIENT INFORMATION

Procedure Code: W5516
 Client Name: OBXPuryear, EAClient0053
 ID #: 2200403AE500221
 Primary Phone #: (609) 608-2353
 MA #: 88121500053
 Case Management Activities

PROVIDER INFORMATION

Provider #: 812154900
 Provider FEIN: --
 Provider Name: HDM Location 04
 Provider Type: Home Delivered Meals Provider

CLAIM DETAILS

Activity is being processed by MDH
 Claim Type: Adjustment
 Claim Status: N/A
 Procedure Code: N/A

Activity

Status: MDH in Progress
 Edit Reason: Data Entry Error
 Explanation:
 Assignment: Manage
 MDH Staff Assignment: N/A
 Assignment Date:

Submitted Date: 08/16/2019
 POS Address: 2 Dobbin Ln, Parkview, Columbia, MD 21045
 Meal Designation:
 Breakfast - Provided at POS address

Submit **Edit**

Figure 144-Submit Claim edits

7. Complete the attestation and select **Submit**.

ATTESTATION *

☒ By selecting this checkbox, I certify that the meal(s) delivered met the nutritional standards required by regulation and has been delivered to the participant at the specified meal delivery address.

Name: **PEA ADMIN**

Submit Date: **09/23/2019**

Submit **Cancel**

Figure 775-Attestation

8. Once submitted, the Service status will become Recorded, and it will be validated in the overnight process, after which it may be processed for payment with MMIS.

6.9.2 Void a Claim

Provider Users may void a Service that MMIS has Paid. This action will result in a voided claim getting submitted to MMIS.

1. Navigate to the **Services** tab and search for the claim by entering the relevant search criteria
2. Click the **Details** button on the desired Service search results panel from the search results
3. Click the **Edit** button on the Service Date Details view
4. Click **Cancel** if Adjust Services has been accidentally selected
5. Click **Void** on the new row that has been created

08/07/2019 SERVICE DATE DETAILS

DETAILS

Service Date: 08/07/2019

CLAIM SUMMARY

Program Type: CO

Procedure Code: W5516

Claim #: --

Total Paid: \$0.00

Billing Week: 08/01/2019 - 08/07/2019

[Services Rendered Report](#)

CLIENT INFORMATION

Client Name: Aneelu, EAClient0010

Primary Phone #: (609) 608-2310

ID #: 2250400AE100211

MA #: 88121500010

[Case Management](#)

[Activities](#)

PROVIDER INFORMATION

Provider #: 345678946

Provider FEIN: --

Provider Name: [Calvert HDM Neelu](#)

Provider Type: Home Delivered Meals Provider

CLAIM DETAILS

Claim Type: Adjustment

Claim Status: N/A

Procedure Code: N/A

Net: Billed:-- Paid:-- Units:--

Total: Billed:-- Paid:-- Units:--

Claim Creation Date: --

Claim ICN: --

RA NO: --

RA Date: --

Activity Exceptions Comments Workflow History Weekly Snapshot Tags

Status: Closed

Edit Reason:

Submitted Date: 08/21/2019

POS Address: 6 Mclean Dr, Apt 11, Baltimore, MD 21046

Meal Designation:

Breakfast - Provided at POS address

Lunch - Provided at POS address

[Compliance](#)

[Questions](#)

[Follow-up](#)

[Void Activity](#) [Cancel](#) [Edit](#)

Figure 146-Void a Claim

6. Upon selecting **Save**, the user will be required to enter Comments and then select **Void**.

VOID SERVICE

This action will void the activity. Do you wish to proceed?

Comment: *

[Void](#) [Cancel](#)

Figure 147-Void Confirmation

7. Upon voiding, the service status will become *Recorded*, and a watermark will display on the service indicating that it has been Voided.

08/07/2019 SERVICE DATE DETAILS

DETAILS

CLIENT PROFILE

PLAN OF SERVICE

CLIENT ATTACHMENTS

Service Date: 08/07/2019

Service Type: Home Delivered Meals

CLAIM SUMMARY

Program Type: CO

Claim #: --

Billing Week: 08/01/2019 - 08/07/2019

Services Rendered Report

Procedure Code: W5516

Total Paid: \$0.00

CLIENT INFORMATION

Client Name: Aneelu, EAClient0010

ID #: 2250400AE100211

Case Management Activities

Primary Phone #: (609) 608-2310

MA #: 88121500010

PROVIDER INFORMATION

Provider #: 345678946

Provider FEIN: --

Provider Name: Calvert HDM Neely

Provider Type: Home Delivered Meals Provider

CLAIM DETAILS

Activity is being processed by MDH

Claim Type: Void

Claim Status: N/A

Procedure Code: N/A

Net: Billed:-- Paid:-- Units:--

Total: Billed:-- Paid:-- Units:--

Claim Creation Date: --

Claim ICN: --

RA NO: --

RA Date: --

Activity

Exceptions

Comments

Workflow History

Weekly Snapshot

Tags

\$4.00 / meal

0 meals

Compliance

Questions

Follow-up

Status: Recorded

Submitted Date: 08/21/2019

Edit Reason:

POS Address: 6 Mclean Dr, Apt 11, Baltimore, MD 21046

Meal Designation:

VOIDED

Edit

Figure 148-Voided Claim

8. The voided service will be processed in the overnight validations, and subsequently processed by MMIS.
9. Once MMIS has processed the voided service, the claim status will become *Voided*. The Voided claim will be a deduction from the Provider's next scheduled payment.

6.9.2.1 Void – Alternate method:

When Adjusting an Activity after it has been Paid, user can Void an HDM Service by simply removing the meals listed in that Service.

1. When adjusting an HDM Service, select **Edit**

08/14/2019 SERVICE DATE DETAILS

DETAILS

CLIENT PROFILE

CLAIM SUMMARY

Service Date: 08/14/2019
Program Type: CO
Claim #: --
Claim Status: N/A
Procedure Code: N/A
Net: Billed:-- Paid:-- Units:--
Total: Billed:-- Paid:-- Units:--
Claim Creation Date: --
Claim ICN: --
RANO: --
RA Date: --

CLIENT INFORMATION

Procedure Code: W5516
Client Name: OBXPuryear, EAClient0053
ID #: 2200403AE500221
Case Management Activities

PROVIDER INFORMATION

Primary Phone #: (609) 608-2353
MA #: 88121500053
Provider #: 812154900
Provider FEIN: --
Provider Name: HDM Location 04
Provider Type: Home Delivered Meals Provider

CLAIM DETAILS

Activity is being processed by MDH
Claim Type: Adjustment
Procedure Code: N/A

Activity

Status: MDH in Progress
Edit Reason: Other
Explanation: test

Submitted Date: 08/16/2019
POS Address: 2 Dobbin Ln, Parkview, Columbia, MD 21045
Meal Designation: Breakfast - Address 1, City, ME 89765 (Not provided at POS address)

Assignment: Manage
MDH Staff Assignment: N/A
Assignment Date:

Submit Edit

Figure 149- Claim: Edit

2. To Void, **uncheck** the **Meal Designation** checkboxes.

Activity

Status: MDH in Progress
Edit Reason: Other
Explanation: Comments

Submitted Date: 08/16/2019
POS Address: 2 Dobbin Ln, Parkview, Columbia, MD 21045

Meal Designation:

☒ Breakfast Service provided at POS address? Yes No Address 1, City, ME 89765

☒ Lunch Service provided at POS address? Yes No Click and Enter Address

☐ Dinner Service provided at POS address? Yes No

Assignment: Manage
MDH Staff Assignment: N/A
Assignment Date:

Cancel Save

Figure 150-Void Meals

3. Complete the **Edit Reason**

- Required
- Defaults to *Other*
- *Data Entry Error, Emergency Situations, Other*

Activity Exceptions Comments Workflow History **Weekly Snapshot** Tags

Status: **MDH in Progress**

Submitted Date: **08/16/2019**

POS Address: **2 Dobbin Ln, Parkview, Columbia, MD 21045**

Meal Designation:

<input checked="" type="checkbox"/> Breakfast	Service provided at POS address?	<input type="radio"/> Yes <input checked="" type="radio"/> No	Address 1, City, ME 89765
<input type="checkbox"/> Lunch	Service provided at POS address?	<input type="radio"/> Yes <input type="radio"/> No	
<input type="checkbox"/> Dinner	Service provided at POS address?	<input type="radio"/> Yes <input type="radio"/> No	

Assignment **Manage**

MDH Staff Assignment: **N/A** Assignment Date:

Cancel Save

Figure 151-Edit Reason

4. Complete the **Explanation** (only required for Edit Reason = *Other*)

- Free text

Activity Exceptions Comments Workflow History **Weekly Snapshot** Tags

Status: **MDH in Progress**

Submitted Date: **08/16/2019**

POS Address: **2 Dobbin Ln, Parkview, Columbia, MD 21045**

Meal Designation:

<input checked="" type="checkbox"/> Breakfast	Service provided at POS address?	<input type="radio"/> Yes <input checked="" type="radio"/> No	Address 1, City, ME 89765
<input type="checkbox"/> Lunch	Service provided at POS address?	<input type="radio"/> Yes <input type="radio"/> No	
<input type="checkbox"/> Dinner	Service provided at POS address?	<input type="radio"/> Yes <input type="radio"/> No	

Assignment **Manage**

MDH Staff Assignment: **N/A** Assignment Date:

Cancel Save

Figure 152-Explanation

5. Upon selecting **Save**, the user will be required to enter Comments and then select **Void**.

VOID SERVICE

Not selecting any meals is the equivalent of Voiding the Service. Are you sure you want to proceed?

Comment: *

Enter Comments

Void **Cancel**

Figure 153-Void a Claim

6. Upon voiding, the service status will become *Recorded*, and a watermark will display on the service indicating that it has been Voided.

Activity Exceptions Comments Workflow History **Weekly Snapshot** Tags

\$3.00 / meal
0 meals

Status: **Recorded**
Edit Reason:

Submitted Date: **08/16/2019**
POS Address: **2 Dobbin Ln, Parkview, Columbia, MD 21045**
Meal Designation:

VOIDED

Edit

Figure 154-Voided Claim

7. The voided service will be processed in the overnight validations, and subsequently processed by MMIS.
8. Once MMIS has processed the voided service, the claim status will become *Voided*. The Voided claim will be a deduction from the Provider's next scheduled payment.

6.9.3 Adjust a Voiced Claim

Provider Users may adjust a previously *Voiced* claim.

1. Navigate to the **Services** tab and search for the claim by entering the relevant search criteria
2. Click the **Details** button on the desired service search results panel from the search results
3. Click the **Adjust Activity** button on the *Voiced* service

The screenshot shows a web application window titled "08/06/2019 SERVICE DATE DETAILS". On the left is a sidebar with navigation links: DETAILS, CLIENT PROFILE, PLAN OF SERVICE, and CLIENT ATTACHMENTS. The main content area is divided into several sections. At the top, there are tabs for CLAIM SUMMARY, CLIENT INFORMATION, and PROVIDER INFORMATION. Below these, there's a "CLAIM DETAILS" section on the left with fields for Service Date (08/06/2019), Claim #, Claim Type (Void), and Claim Status (Paid). A large "VOIDED" watermark is overlaid on the right side of the main content area. At the bottom right, there are two buttons: "Adjust Activity" (highlighted with a red box and a red arrow) and "Resubmit".

Figure 155-Adjust Activity

4. Users can adjust the Service by selecting **Edit** in the latest claim line.

The screenshot shows a web application window with a tabbed interface. The "Activity" tab is selected. It displays a claim line with a status of "Closed". The claim line includes fields for Submitted Date (08/21/2019), POS Address (6 Mclean Dr, Apt 11, Baltimore, MD 21046), and Meal Designation. At the bottom right, there are three buttons: "Void Activity", "Cancel", and "Edit" (highlighted with a red box and a red arrow).

Figure 156-Adjust Voiced Claim

5. Users may edit the following fields and then select **Save**.

- Cost Per Meal
- Edit Reason
- Explanation (if Edit Reason = *Other*)
- Meal Designation
- Service provided at POS address?
- Click and Enter Address (If Service provided at POS address = *No*)

Activity Comments Workflow History

4 meal / 0 meals

Status: **Closed**

Submitted Date: 08/21/2019

POS Address: 6 Mclean Dr, Apt 11, Baltimore, MD 21046

Meal Designation:

<input checked="" type="checkbox"/> Breakfast	Service provided at POS address?	<input type="radio"/> Yes <input checked="" type="radio"/> No	Click and Enter Address
<input checked="" type="checkbox"/> Lunch	Service provided at POS address?	<input checked="" type="radio"/> Yes <input type="radio"/> No	6 Mclean Dr, Apt 11, Baltimore, MD 21046
<input type="checkbox"/> Dinner	Service provided at POS address?	<input type="radio"/> Yes <input type="radio"/> No	

Edit Reason: * Other

Explanation: *

Your comment here...

Save

Figure 157-Adjust Activity

6. Upon Save, the service is no longer voided, and its status will be *Provider In Progress* or *MDH In Progress*, respective to the user completing the action. Then select **Submit**.

Activity Comments Workflow History

\$4.00 / meal / 1 meal

Status: **Provider in Progress**

Submitted Date: 08/21/2019

POS Address: 6 Mclean Dr, Apt 11, Baltimore, MD 21046

Meal Designation:

Breakfast - Provided at POS address

Edit Reason: Data Entry Error

Explanation:

Submit Edit

Figure 158-Submit adjusted claim

7. Complete the Attestation and **Submit**.

ATTESTATION *

☒

By selecting this checkbox, I certify that the meal(s) delivered met the nutritional standards required by regulation and has been delivered to the participant at the specified meal delivery address.

Name:

Submit Date:

PEA ADMIN

09/23/2019

Submit

Cancel

Figure 159-Attestation

8. Upon selecting **Submit**, the service is no longer *Voided*, and its status will be *Recorded*.
9. The Service will go through the usual Overnight Service Validation process. Once it's cleared, the system will process the service as an **Adjustment** Claim Type and submit it to MMIS for payment.

7 Reports

Provider users can utilize HDM Reports to monitor and view HDM Services and Claims in one consolidated format.

7.1 HDM Services Rendered Report

This report provides a list of HDM services and clients that have received the HDM service.

1. Navigate to the **Reports** tab in Provider Portal
2. Select the [View](#) hyperlink next to **HDM Services Rendered Report**

Provider Portal

Home

Alerts

Services

Clients

Providers

Reports

Help

amy duvall (On behalf of: PEA ADMIN)

A

REPORTS

Category	Name	Actions
Claims	HDM and EA Claims Report	View
Claims	Provider Portal Claims Report	View
Claims	Remittance Advice Report	View
HDM and EA Services	EA Services Rendered Report	View
HDM and EA Services	HDM Services Overlap Report	View
HDM and EA Services	HDM Services Rendered Report	View

Figure 160-HDM Services Rendered Report: View

3. Enter the desired parameters for the desired Report content and select **View Report**:
 - **Year**
 - Defaults to current year
 - **Quarter**
 - Defaults to current quarter
 - Quarter(s) available for selection reflect the Year that is selected
 - **Month**
 - Defaults to current month
 - Months available for selection reflect the Quarter(s) that is selected
 - **Billing Week**
 - Defaults to current billing week (Thursday to Wednesday)
 - Weeks available for selection reflect the Month(s) that is selected
 - **Agency Name/FEIN**
 - Defaults to the Agency to which the user is associated
 - **Provider Locations**
 - Defaults to Locations to the user is associated
 - **Client ID/MA #**
 - Users may enter the specific Client ID or MA#
 - **Client Name**
 - Users may enter the specific Client Name
 - System will search for text entered in the first and last name of the client
 - **Group By**
 - Defaults to *Group By Client*
 - *Group By Client* or *Group By Provider*


Year*	2019	Quarter*	3rd Quarter (Jul-Sept)	View Report 
Month*	September	Billing Week*	08/29/2019 - 09/04/2019	
Agency Name/FEIN	No Agency Attribute Neelu	Provider Locations	Calvert HDM Neelu - 345678946	
Client ID/ MA#		Client Name		
Group By*	Group By Client			

Figure 161-HDM Services Rendered Report: Inputs

7.1.1 Summary View

Once the user enters desired Report parameters and selects View Report, the HDM Services Rendered Report will display a list of services specific to the service type, Home Delivered Meals.

HDM - Services Rendered Report													
Search Criteria Year: 2021 Quarter: 1st Quarter (Jan-Mar), 2nd Quarter (Apr-Jun) Month: April, May, June Billing Week: 13 Billing Week selected in the input, click + to see all Agency Name/FEIN: Provider Locations: All Locations Client ID / MA #: Client Name: Group By: Group By Client Report Date: 06/28/2021 Total Number of Records Returned: 19													
Client Name	Client MA#	Provider Location Name	Provider Number	Service Type	Temporary Service	(Billing) Week	Weekly meals in POS	# of Meals Provided	# Meals Provided at Different Address	# Claims Billed	# Claims Paid	# Claims Rejected	Total Billed
Total:							158	20	0	0	0	0	\$94.00
HDM Sameprovider, Vital		Subtotal:					20	8	0	0	0	0	\$3.00
	1656376623	MEALS ON WHEELS OF CENTRAL MD	607524000	Home Delivered Meals	No	04/29/2021 - 05/05/2021	10	2	0	0	0	0	\$0.00
		MEALS ON WHEELS OF CENTRAL MD	607524000	Home Delivered Meals	No	05/06/2021 - 05/12/2021	10	5	0	0	0	0	\$3.00
Monster, Cookie		Subtotal:					25	4	0	0	0	0	\$0.00
	16123335666	MEALS ON WHEELS OF CENTRAL MD	607524000	Home Delivered Meals	No	04/01/2021 - 04/07/2021	13	2	0	0	0	0	\$0.00
		MEALS ON WHEELS OF CENTRAL MD	607524000	Home Delivered Meals	No	04/08/2021 - 04/14/2021	12	1	0	0	0	0	\$0.00
Morissette-EUE, Frederick		Subtotal:					20	24	0	0	0	0	\$0.00
	63077710581	HDM Meals location 3	607524103	Home Delivered Meals	Yes	05/20/2021 - 05/26/2021	12	19	0	0	0	0	\$0.00
		HDM Meals location 3	607524103	Home Delivered Meals	Yes	05/27/2021 - 06/02/2021	8	10	0	0	0	0	\$0.00
Neelu, HDM overnight validation		Subtotal:					14	2	0	0	0	0	\$8.00
	88121500018	HDM Meals location 2	607524102	Home Delivered Meals	No	04/01/2021 - 04/07/2021	0	1	0	0	0	0	\$4.00
		MEALS ON WHEELS OF CENTRAL MD	607524000	Home Delivered Meals	No	04/01/2021 - 04/07/2021	14	1	0	0	0	0	\$4.00
Neelu-EUE, Arnold		Subtotal:					52	18	0	0	0	0	\$76.00
	88121600005	HDM Meals location 2	607524102	Home Delivered Meals	No	04/01/2021 - 04/07/2021	14	2	0	0	0	0	\$6.00
		HDM Meals location 2	607524102	Home Delivered	No	04/15/2021 - 04/21/2021	14	1	0	0	0	0	\$3.00

Figure 162-HDM Services Rendered Report Summary View

1. Users can view the following fields and may sort the report by each column:

- Client Name
- Client MA#
- Provider Name
- Provider Number
- Service Type
- Temporary Service
- (Billing) Week
- Weekly meals in POS
- # of Meals Provided
- # Meals Provided at Different Address
- # Claims Billed
- # Claims Paid
- # Claims Rejected
- Total Billed
- Total Paid

Update (from June 2021): This report has been updated to show whether a HDM Service has been provided for a Temporary Service span. System displays a new column "Temporary Service" in the report output, as highlighted in the figure above.

2. Fields that calculate Sub-Totals (per service) and are aggregated to a Total (per Provider) are:
 - *Weekly Meals in POS*
 - *# of Meals Provided*
 - *# Meals Provided at Different Address*
 - *# Claims Billed*
 - *# Claims Paid*
 - *# Claims Rejected*

3. Users may select the hyperlink of the following field values and view the details of the relevant service:
 - *# of Meals Provided*
 - *# Meals Provided at Different Address*

7.1.2 Details View

Once the user selects the relevant field value hyperlink, the HDM Services Rendered Report details will display additional information about the services.

HDM - Services Rendered Report Detail

* Click blue arrow above to go back to the parent report

Client Name	Provider #	Day of Service	Service Date	Service Level				Claim History	Claim Level				Service Comments	Claim Comments
				Temporary Service	Meal Designation(s)	Service Status	Weekly meals in POS		Amount Per Unit	Units Billed	Amount Billed	Amount Paid		
Total:										\$1.40	4	\$7.00		
Vital-EUE, Roberta	Subtotal:									\$1.40	4	\$7.00		
	607524000	Saturday	5/8/2021	No	Breakfast	Closed	4	Original	\$2.00	1	\$2.00		isadministrator1 ISAS1 - 05/13/2021 - Data Entry Error	
		Thursday	5/6/2021	Yes	Breakfast	Pending Provider	2		\$1.00					
		Wednesday	5/12/2021	No	Breakfast	Closed	4	Original	\$1.00	1	\$1.00		isadministrator1 ISAS1 - 05/13/2021 - test	
		Thursday	5/13/2021	Yes	Breakfast, Dinner	Ready	3		\$1.00					
		Sunday	5/9/2021	No	Breakfast, Lunch	Closed	4	Original	\$2.00	2	\$4.00			

Page 1 of 1

Figure 163-HDM Services Rendered Report Details View


1. Users can view the following fields and may sort the report by each column:
 - *Client Name*
 - *Provider #*
 - *Day of Service*
 - *Service Date*
 - *Temporary Service*
 - *Meal Designation(s)*
 - *Service Status*
 - *Weekly meals in POS*
 - *Claim History*
 - *Amount Per Unit*
 - *Units Billed*
 - *Amount Billed*
 - *Amount Paid*
 - *Service Comments*
 - *Claim Comments*

Update (from June 2021): This report has been updated to show whether a HDM Service has been provided for a Temporary Service span. System displays a new column “Temporary Service” in the details view, as highlighted in the figure above.

2. Fields that calculate Sub-Totals (per service) and are aggregated to a Total (per Provider) are:

- *Weekly Meals in POS*
- *# of Meals Provided*
- *# Meals Provided at Different Address*
- *# Claims Billed*
- *# Claims Paid*
- *# Claims Rejected*

7.1.3 Export and Download

1. Users may export the Summary or Details view of the Report by selecting the  icon in the navigation bar of the report. Available export options:

- Word
- Excel
- PDF
- TIFF file
- MHTML (web archive)
- CSV (comma delimited)
- XML file with report data

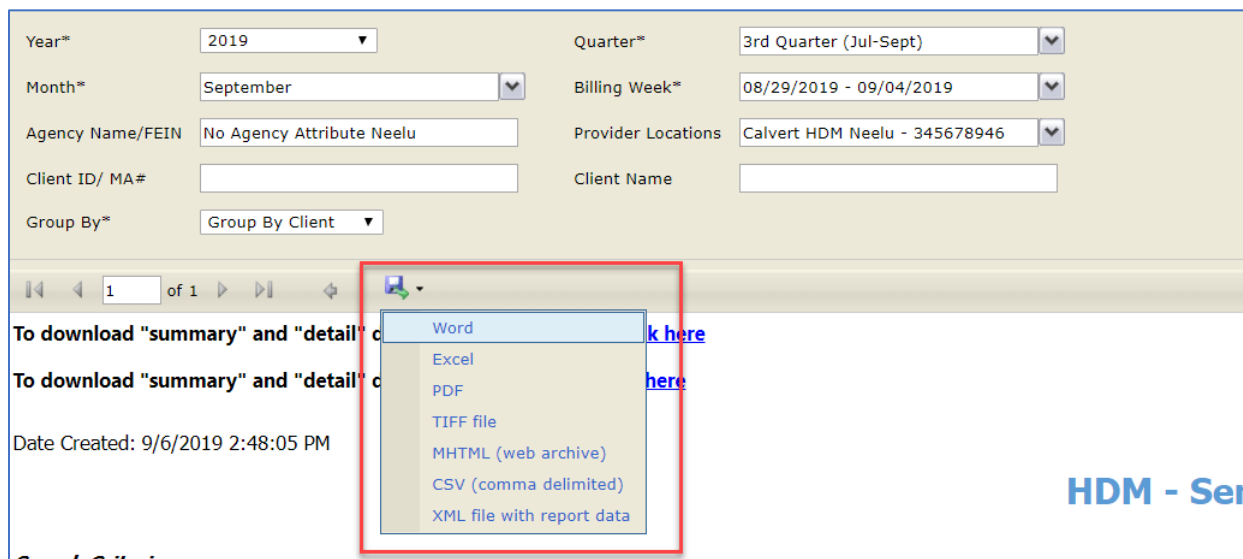


Figure 164-Export Options

2. Users may download the Summary and Detail view of the Report into one CSV or Excel file by selecting the links below the navigation bar of the report.

Year*	2019	Quarter*	3rd Quarter (Jul-Sept)
Month*	September	Billing Week*	08/29/2019 - 09/04/2019
Agency Name/FEIN	No Agency Attribute Neelu	Provider Locations	Calvert HDM Neelu - 345678946
Client ID/ MA#		Client Name	
Group By*	Group By Client		

1 of 1

To download "summary" and "detail" data into one CSV report [click here](#)

To download "summary" and "detail" data into one Excel file [click here](#)

Figure 165-Download Options

Update (from June 2021): This report has been updated to show whether a HDM Service has been provided for a Temporary Service span. System displays a new column "Temporary Service" in the output. This field is also available in the exported versions.

7.2 HDM and EA Claims Report

This report provides a list of HDM claims and clients that have received the HDM service.

1. Navigate to the **Reports** tab in Provider Portal
2. Select the View hyperlink next to **HDM and EA Claims Report**

Provider Portal		
Home	Alerts	Services
Clients	Providers	Reports
Help	Feedback	

REPORTS		
Category	Name	Actions
Claims	HDM and EA Claims Report	View
Claims	Provider Portal Claims Report	View
Claims	Remittance Advice Report	View
HDM and EA Services	HDM Services Overlap Report	View
HDM and EA Services	HDM Services Rendered Report	View

Figure 166-HDM and EA Claims Report View

3. Enter the desired parameters for the desired Report content and select **View Report**:
 - **From Date**
 - Searches data based on the Date of Service
 - MM/DD/YYYY
 - **To Date**
 - Searches data based on the Date of Service

- MM/DD/YYYY
- **Client ID/MA #**
 - Searches based on Client ID or MA#
- **Client Name**
 - Users may enter the specific Client Name
 - System will search for text entered in the first and last name of the client
- **Staff First Name**
 - If one or two characters are entered, the results will populate based on the beginning of the Staff's first name
 - If three or more characters are entered, the results will populate based on the set of characters
 - Example, "Bert" will return "Bert", "Robert", and so on
- **Staff Last Name**
 - If one or two characters are entered, the results will populate based on the beginning of the Staff's last name
 - If three or more characters are entered, the results will populate based on the set of characters
 - Example, "Bert" will return "Bert", "Robert", and so on
- **Agency Name/FEIN**
 - Defaults to Agency to which the user is associated
- **Provider Locations**
 - Defaults to Locations to which the user is associated
- **Program Type**
 - Defaults to *Select All*
 - Options are *CO*, *CFC*, and *ICS*
- **Service**
 - Defaults to *W5516-Home Delivered Meals*
- **Claim Status**
 - Defaults to *Select All*
 - Options are *Paid*, *Rejected*, and *Submitted to MMIS*
- **Claim Type**
 - Defaults to *Select All*
 - Options are *Original*, *Adjustments*, and *Void*
- **Report Output**
 - Users must select a Report view
 - ***Staff Claim Summary, Claim Detail, or Staff Claim Detail***

Figure 167-HDM and EA Claims Report: Inputs

7.2.1 Staff Claim Summary

Once the user enters desired Report parameters for **Staff Claim Summary** and selects **View Report**, the HDM and EA Claims Report will display a list of claims per Staff.

Date Created: 9/23/2019 4:05:24 PM

HDM and EA Claims Report
Staff Claim Summary

Search Criteria:
From Date: 8/24/2019
To Date: 9/23/2019
Program Type: CFC, CO, ICS
Client ID:
Client Name:
Staff First Name:
Staff Last Name:
Provider Name:
Provider No: All Locations
Service: W5512 - Environmental Assessment, W5516 - Home Delivered Meals
Claim Status: Paid, Rejected, Submitted to MMIS
Claim Type: Original, Adjustment, Void
Total Number Of Records Returned: 2

Provider Name	Staff Name	Program	Service	# Of Activities Provided	# Billable Units	Total Billed Amount	Total Paid Amount
Meals on Wheels	N/A	CO	W5516 - Home Delivered Meals	1	1	\$2.33	\$2.33
	N/A	CO	W5516 - Home Delivered Meals	1	1	\$3.33	\$0.00

Figure 168-Staff Claim Summary

1. Users can view the following fields that may be sorted by column:

- *Provider Name*
- *Staff Name*
- *Program*
- *Service*
- *# of Activities Provided*
- *# of Billable Units*
- *Total Billed Amount*
- *Total Paid Amount*

7.2.2 Claim Detail

Once the user enters desired Report parameters for **Claim Detail** and selects **View Report**, the HDM and EA Claims Report will display a more detailed list of claims per Provider.

Date Created: 9/23/2019 4:09:28 PM

HDM and EA Claims Report
Claim Detail

Search Criteria:
From Date: 8/24/2019
To Date: 9/23/2019
Program Type: CFC, CO, ICS
Client ID:
Client Name:
Staff First Name:
Staff Last Name:
Provider Name:
Provider No: All Locations
Service: W5512 - Environmental Assessment, W5516 - Home Delivered Meals
Claim Status: Paid, Rejected, Submitted to MMIS
Claim Type: Original, Adjustment, Void
Total Number Of Records Returned: 2

Provider Name	Client Name	Program	Type	Service	Units	Billed Amount	Paid Amount	Service Date	Claim Submit Date
Dina Agency	EAClient0023 Dina1	CO	Adjustment	W5516 - Home Delivered Meals	1	\$2.33	\$2.33	08/26/2019	09/10/2019
	EAClient0023 Dina1	CO	Original	W5516 - Home Delivered Meals	1	\$3.33	\$0.00	08/25/2019	09/10/2019
	Sub Total:					\$5.66	\$2.33		

Figure 169-Claim Details

2. Users can view the following fields that may be sorted by column:

- *Provider Name*
- *Billed Amount*
- *Client Name*
- *Paid Amount*
- *Program*
- *Service Date*
- *Type*
- *Claim Submit Date*
- *Service*
- *Claim Status*
- *Units*
- *Claim Comments*

7.2.3 Staff Claim Detail

Once the user enters desired Report parameters for **Claim Detail** and selects **View Report**, the HDM and EA Claims Report will display a more detailed list of claims per Staff

Date Created: 9/23/2019 4:13:19 PM

HDM and EA Claims Report
Staff Claim Detail

Search Criteria:
From Date: 8/24/2019
To Date: 9/23/2019
Program Type: CFC, CO, ICS
Client ID:
Client Name:
Staff First Name:
Staff Last Name:
Provider Name:
Provider No: All Locations
Service: W5512 - Environmental Assessment, W5516 - Home Delivered Meals
Claim Status: Paid, Rejected, Submitted to MMIS
Claim Type: Original, Adjustment, Void
Total Number Of Records Returned: 2


Provider Name	Claim Date	Claim Type	Service Date	Client Name	Program	Service	Total Billed Amount	Total Paid Amount
Dina Agency	09/10/2019	Adjustment	08/26/2019	EAClient0023 Dina1	CO	W5516 - Home Delivered Meals	\$2.33	\$2.33 N
	09/10/2019	Original	08/25/2019	EAClient0023 Dina1	CO	W5516 - Home Delivered Meals	\$3.33	\$0.00 N

Figure 170-Staff Claim Detail

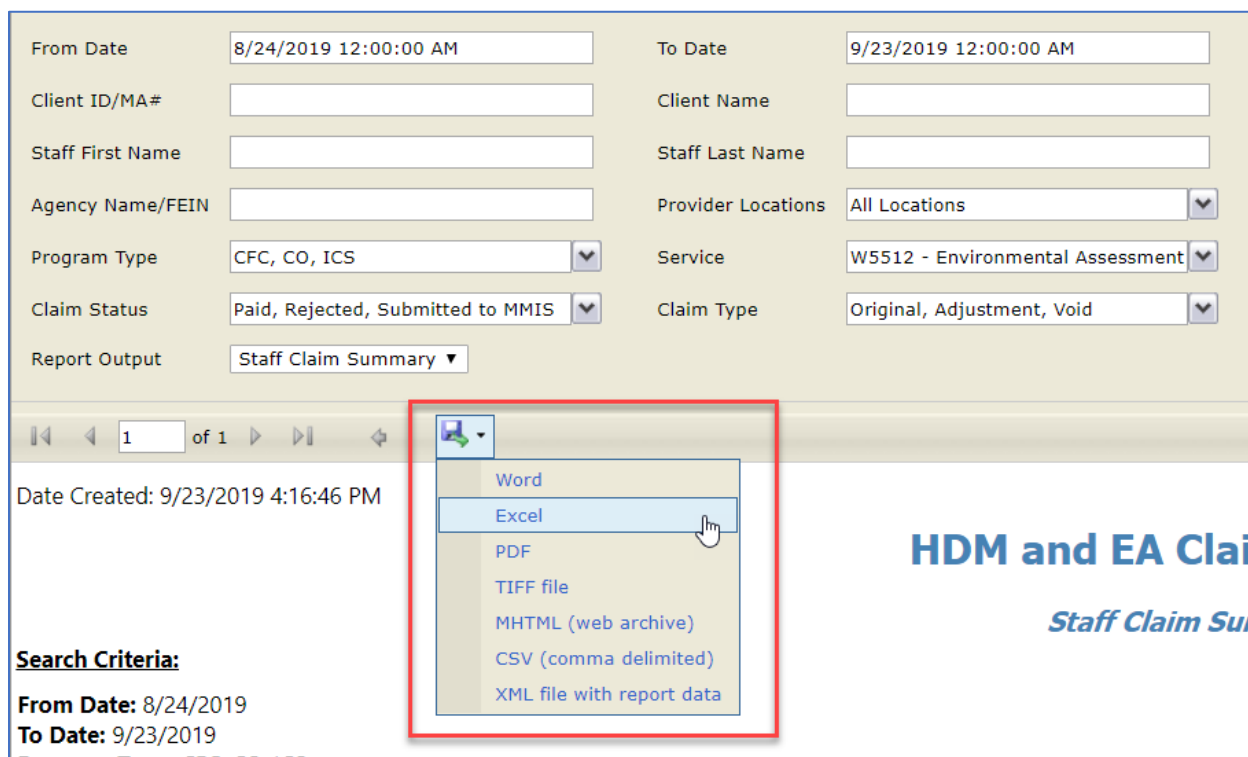
1. Users can view the following fields that may be sorted by column:

- *Provider Name*
- *Claim Date*
- *Claim Type*
- *Service Date*
- *Client Name*
- *Program*
- *Service*
- *Total Billed Amount*
- *Total Paid Amount*
- *Staff Name*
- *Staff Billable Units*
- *Staff Billable Amount*

7.2.4 Export

Users may export the Summary or Details view of the Report by selecting the  icon in the navigation bar of the report. Available export options:

- Word
- Excel
- PDF
- TIFF file
- MHTML (web archive)
- CSV (comma delimited)
- XML file with report data



From Date: 8/24/2019 12:00:00 AM To Date: 9/23/2019 12:00:00 AM

Client ID/MA#: Client Name:

Staff First Name: Staff Last Name:

Agency Name/FEIN: Provider Locations: All Locations

Program Type: CFC, CO, ICS Service: W5512 - Environmental Assessment

Claim Status: Paid, Rejected, Submitted to MMIS Claim Type: Original, Adjustment, Void

Report Output: Staff Claim Summary

Date Created: 9/23/2019 4:16:46 PM

Search Criteria:

From Date: 8/24/2019

To Date: 9/23/2019

Export Options:

- Word
- Excel
- PDF
- TIFF file
- MHTML (web archive)
- CSV (comma delimited)
- XML file with report data

Figure 171-Export Options

7.3 Provider Portal Claims Report

This report provides a list of Services that have been submitted for Claims in Provider Portal for all services for which the user is authorized.

1. Navigate to the **Reports** tab in Provider Portal
2. Select the View hyperlink next to **Provider Portal Claims Report**

Provider Portal

Home

Alerts

Services

Clients

Providers

Reports

Help

amy duvall (On behalf of: PEA ADMIN)

Account

REPORTS

Category

Claims

Claims

Claims

HDM and EA Services

HDM and EA Services

HDM and EA Services

Name

HDM and EA Claims Report

Provider Portal Claims Report

Remittance Advice Report

EA Services Rendered Report

HDM Services Overlap Report

HDM Services Rendered Report

Actions

[View](#)

[View](#)

[View](#)

[View](#)

[View](#)

[View](#)

[View](#)

Figure 172-Provider Portal Claims Report view

3. Enter the desired parameters for the desired Report content and select **View Report**:

- **Submission Date From**
 - Searches data based on the Date of Submission
 - MM/DD/YYYY
- **Submission Date To**
 - Searches data based on the Date of Submission
 - MM/DD/YYYY
- **Service Date From**
 - Searches data based on the Date of Service
 - MM/DD/YYYY
 - Defaults to Null
- **Service Date To**
 - Searches data based on the Date of Service
 - MM/DD/YYYY
 - Defaults to Null
- **Agency Name/FEIN**
 - Defaults to Agency to which the user is associated
- **Provider Locations**
 - Defaults to Locations to which the user is associated
- **Program Type**
 - Defaults to *CFC, CO, CP, CPAS, CS, FS, and ICS*
- **Service**
 - Defaults to services that the user's agency is authorized
- **Claim Status**
 - Defaults to *Submitted to MMIS, Paid, Rejected, Not Submitted to MMIS*
 - Options are *Submitted to MMIS, Paid, Rejected, Open, Ready, Not Submitted to MMIS*
- **Client ID/MA #**
 - Searches based on client's specific ID # or MA #
- **Client Name**
 - Users may enter the specific Client Name
 - System will search for text entered in the first and last name of the client

Submission Date From (mm/dd/yyyy)*	9/23/2019 12:00:00 AM	Submission Date To (mm/dd/yyyy)*	9/23/2019 12:00:00 AM	View Report
Service Date From (mm/dd/yyyy)*	<input type="text"/> <input checked="" type="checkbox"/> NULL	Service Date To (mm/dd/yyyy)*	<input type="text"/> <input checked="" type="checkbox"/> NULL	
Agency Name/FEIN	AAA	Provider Locations*	8190 PORT TOBACCO ROAD - 09250	
Program Type*	CFC, CO, CP, CPAS, CS, FS, ICS	Service*	Assistive Technology and Services (v)	
Claim Status*	Submitted to MMIS, Paid, Rejected, (v)	Client SSN#	Not Available for Input	
Client ID/MA#	<input type="text"/>	Client Name	<input type="text"/>	
Client Region*	Not available for input			

Figure 173-Provider Portal Claim Report

7.3.1 Summary View

Once the user enters desired Report parameters and selects View Report, the Provider Portal Claims Report will display a list of clients that have received services.

Created: 9/23/2019 4:44:59 PM

Provider Portal Claims Report

Search Criteria
 Submission Date From : 09/22/2018
 Submission Date To : 09/22/2019
 Service Date From :
 Service Date To :
 Program Type : CFC, CO, ICS
 Service : Daily Personal Assistant Services (W5532), Daily Shared Attendant (W5533), Environmental Assessment (W5512), Home Delivered Meals (W5516), Personal Assistant Services (W5519), Shared Attendant (W5521)
 Agency Name/FEIN :
 Location : All Locations
 Client ID/MA# :
 Client SSN# :
 Client Name :
 Client Region : CMRO, ESRO, SMRO, WMRO, N/A
 Claim Status : Submitted to MMIS, Paid, Rejected, Not Submitted to MMIS
 Total Records : 150

Client ID	Client MA#	Client Name	Agency Name	Provider #	Provider Name	Service	Program	Claim Submission Date	Claim ICN	Claim Type	Claim Status	Net Paid Amount	Net Billed Amount	Net Units
08/2019 1250403AE300221	88121500033	Dina EAClient0033	Dina Agency	999929222	DinaLoc9HOMEAPAS	W5516 Home Delivered Meals	CO	08/29/2019	DEB5WLCH25B8731HATS0	Original	Rejected	\$0.00	\$4.48	
09/2019 1250403AE300221	88121500033	Dina EAClient0033	Dina Agency	999929222	DinaLoc9HOMEAPAS	W5516 Home Delivered Meals	CO	09/10/2019	RA121HRBRXIVZVABYT950	Adjustment	Paid	\$4.48	(\$2.24)	
10/2019 2200400AE500221	88121500050	APuryear EAClient0050	Agency on Puryear	456898976	Agency on Puryear Anne Pounded	W5516 Home Delivered Meals	CO	08/21/2019	XW0H66EZAJLE767PAXBQ	Original	Rejected	\$0.00	\$10.00	
21/2019 2250410AE000211	88121500100	Farhan EAClient0100	FarhanAgency	789123474	KentLocation HDM & DDA attributes	W5516 Home Delivered Meals	ICS	09/09/2019	CC36Q8XX30UBABWV6NHB	Original	Rejected	\$0.00	\$1.00	

Figure 174-Provider Portal Claims Report Summary


1. Users can view the following fields:

- *Service Date*
- *Claim Submission Date*
- *Client ID*
- *Claim ICN*
- *Client MA #*
- *Claim Type*
- *Client Name*
- *Claim Status*
- *Agency Name*
- *Net Paid Amount*
- *Provider #*
- *Net Billed Amount*
- *Provider Name*
- *Net Units*
- *Service*
- *Total Paid Amount*
- *Program*
- *Total Billed Amount*
- *Total Units*
- *Claim Denial Reason*

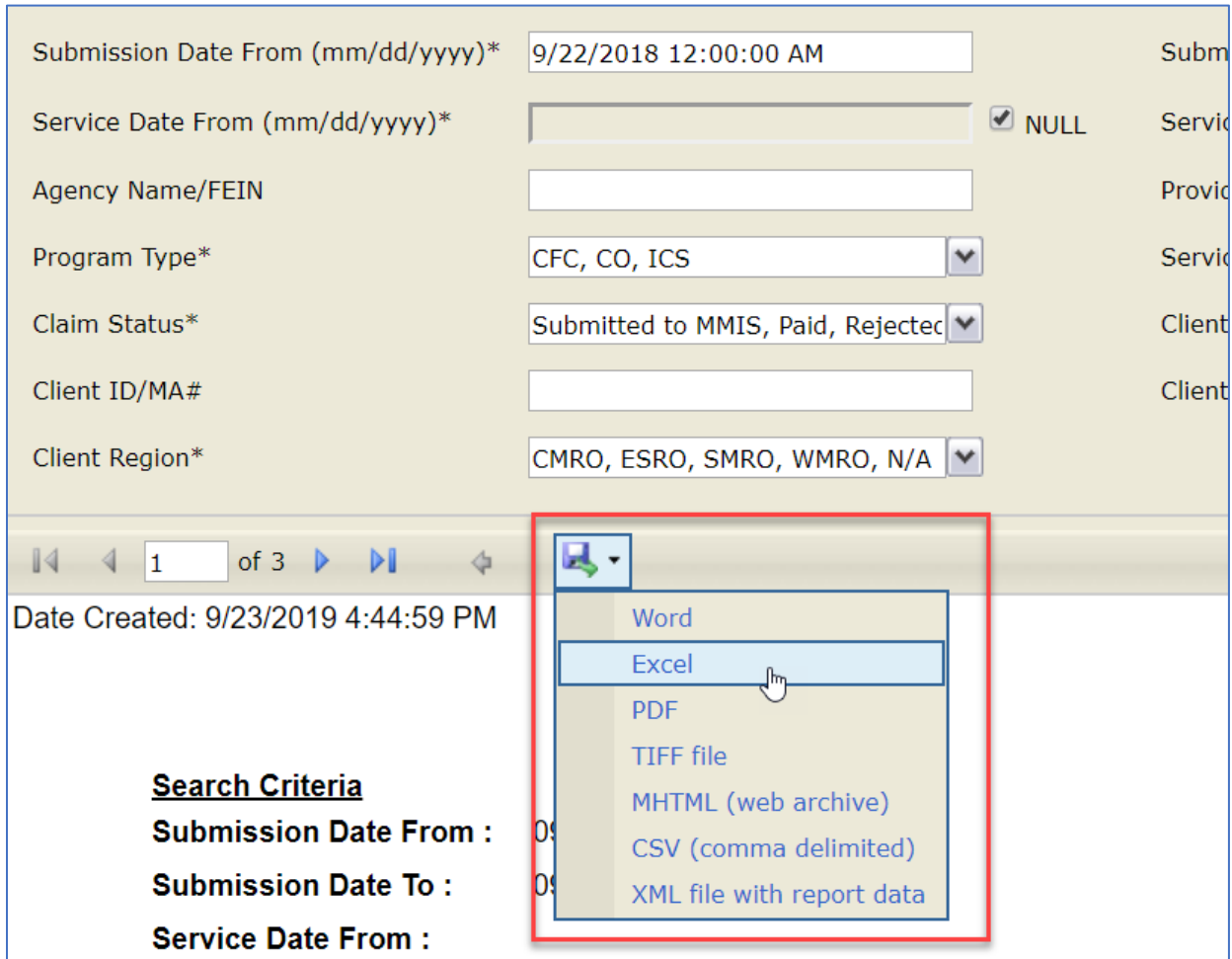
2. Users may select the hyperlink of the following field values and view the details of the relevant service:

- *Service Date*: Opens a new tab to the Claim Summary view
- *Client Name*: Opens a new tab to the Client Profile

7.3.2 Export

Users may export the Summary or Details view of the Report by selecting the  icon in the navigation bar of the report. Available export options:

- Word
- Excel
- PDF
- TIFF file
- MHTML (web archive)
- CSV (comma delimited)
- XML file with report data



The screenshot shows a report interface with various search criteria fields. A red box highlights the export options menu, which is open from the 'Export' icon in the navigation bar. The menu lists the following options: Word, Excel (highlighted by a mouse cursor), PDF, TIFF file, MHTML (web archive), CSV (comma delimited), and XML file with report data.

Submission Date From (mm/dd/yyyy)* 9/22/2018 12:00:00 AM

Service Date From (mm/dd/yyyy)* ☒ NULL

Agency Name/FEIN

Program Type* CFC, CO, ICS

Claim Status* Submitted to MMIS, Paid, Rejected

Client ID/MA#

Client Region* CMRO, ESRO, SMRO, WMRO, N/A

1 of 3

Date Created: 9/23/2019 4:44:59 PM

Search Criteria

Submission Date From : 09/22/2018 12:00:00 AM

Submission Date To : 09/22/2018 12:00:00 AM

Service Date From : 09/22/2018 12:00:00 AM

Word

Excel

PDF

TIFF file

MHTML (web archive)

CSV (comma delimited)

XML file with report data

Figure 175-Export Options

7.4 Remittance Advice Report

This report provides a list of Services, with their corresponding RA details, that have been submitted for Claims in Provider Portal for all services for which the user is authorized.

1. Navigate to the **Reports** tab in Provider Portal
2. Select the View hyperlink next to **Provider Portal Claims Report**

Provider Portal

Home

Alerts

Services

Clients

Providers

Reports

Help

amy duvall (On behalf of: PEA ADMIN)

Account

REPORTS

Category

Name

Actions

Claims

HDM and EA Claims Report

[View](#)

Claims

Provider Portal Claims Report

[View](#)

Claims

Remittance Advice Report

[View](#)

HDM and EA Services

EA Services Rendered Report

[View](#)

HDM and EA Services

HDM Services Overlap Report

[View](#)

HDM and EA Services

HDM Services Rendered Report

[View](#)

Figure 176-Remittance Advice Report view

3. Enter the desired parameters for the desired Report content and select **View Report**:
 - **Filter By**
 - RA No, RA Date, Service Dates
 - **RA No**
 - Searches based on RA No
 - **RA Year**
 - Option available for RA Date filter option
 - **RA Date**
 - Option available for RA Date filter option
 - Based on Billing week of the selected RA Year
 - **Service Date From**
 - Option available for Service Dates option
 - MM/DD/YYYY
 - Defaults to the beginning of the most current billing week
 - **Service Date To**
 - Option available for Service Dates option
 - MM/DD/YYYY
 - Defaults to the end of the most current billing week
 - **Agency Name/FEIN**
 - For MDH Roles, users may enter desired Agency Name or FEIN
 - For Provider Roles, prepopulates with Agency associated with the user
 - **Provider Locations**
 - For MDH Roles, prepopulates with Locations based on Agency Name/FEIN.
 - For Provider Roles, prepopulates with Location associated with the user

- **Service Category**
 - Defaults to Services for which the user's Agency is authorized
 - Options are *Coordination of Community Services, DDA Services, EA and HDM Services, InterRAI, ISAS, Nurse Monitoring, and Supports Planning*
- **Service**
 - Options available based on *Service Category* selection
- **Claim Status**
 - Defaults to *Paid and Rejected*
- **Client ID/MA #**
 - Searches based on MA #
- **Client Name**
 - Users may enter the specific Client Name
- **Report Output**
 - Summary Report
 - Detail Report

Filter By*	RA Date ▼	RA No	N/A	View Report
RA Year*	2019 ▼	RA Date*	September 21, 2019, September 14 ▼	
Service Date From (mm/dd/yyyy)*	<input type="text"/> <input type="checkbox"/> NULL	Service Date To (mm/dd/yyyy)*	<input type="text"/> <input type="checkbox"/> NULL	
Agency Name/FEIN	<input type="text"/>	Provider Locations*	<input type="text"/> ▼	
Service Category*	<input type="text"/> ▼	Service*	<input type="text"/> ▼	
Claim Status*	Paid, Rejected ▼	Client ID/MA#	<input type="text"/>	
Client Name	<input type="text"/>	Client SSN	<input type="text"/>	
Report Output*	Summary Report ▼			

Figure 177-Remittance Advice Report: Inputs

7.4.1 Summary Report

Once the user enters desired Report parameters with *Summary Report* as the **Report Output**, and selects **View Report**, the Remittance Advice Report will display a list of Remittance Advice Numbers and their corresponding Providers

Date Created: 9/25/2019 9:57:11 AM

Remittance Advice Summary Report

Search Criteria:

Filter By: Service Dates

RA No:

RA Year: N/A

RA Date: N/A

Service Date From: 9/1/2018

Service Date To: 9/1/2019

Agency Name/FEIN: No Agency Attribute Neelu

Provider Locations: Calvert HDM Neelu - 345678946

Service Category: HDM

Service: Home Delivered Meals - W5516

Claim Status: Paid; Rejected

Client ID/MA#:

Client Name:

Client SSN#: Not available for input

Report Output: Summary Report

Report Date: 09/25/2019

Total Records: 38

RA No	RA Date	Provider #	Provider FEIN	Provider Name	Paid Amount	Rejected Amount
28GHXF	08/21/2019	345678946		Calvert HDM Neelu	\$0.00	\$0.00
	08/21/2019	345678946		Calvert HDM Neelu	\$8.00	\$0.00
2VZO5B	08/23/2019	345678946		Calvert HDM Neelu	\$6.00	\$0.00
	08/23/2019	345678946		Calvert HDM Neelu	\$8.00	\$0.00
	08/23/2019	345678946		Calvert HDM Neelu	\$4.00	\$0.00
	08/23/2019	345678946		Calvert HDM Neelu	\$0.00	\$0.00

Figure 178-Remittance Advice Summary Report

1. Users can view the following fields:

- RA No
- RA Date
- Provider #
- Provider FEIN
- Provider Name
- Paid Amount
- Rejected Amount

2. Users may select the hyperlink of the RA No to view the Details of the RA.

Total Records: 2

Service Date	Client Id	Client MA#	Client Name	Provider #	Provider Name	Provider Address	Service
08/12/2019	2250400AE100211	88121500010	Anaelu_EAClient0010	345678946	Calvert HDM Neelu	Test 234 Calvert Maryland 45678	Home Delivered Meals - W5516
08/11/2019	2250400AE100211	88121500010	Anaelu_EAClient0010	345678946	Calvert HDM Neelu	Test 234 Calvert Maryland 45678	Home Delivered Meals - W5516

Figure 179-RA Details

3. Users can view the following fields:

- *Service Date*
- *Client ID*
- *Client MA #*
- *Client Name*
- *Provider #*
- *Provider Name*
- *Provider Address*
- *Service*
- *Program*
- *RA NO*
- *RA Date*
- *Claim Submission Date*
- *Claim ICN*
- *Claim Type*
- *Claim Status*
- *Net Paid Amount*
- *Net Billed Amount*
- *Net Units*
- *Total Paid Amount*
- *Total Billed amount*
- *Total Units*
- *Claim Denial Reason*

4. Users may select the Service Date hyperlink, which will open a new tab to view the Service Date Details; or they may select the Client Name hyperlink, which will open a new tab to view the Client Profile.

7.4.2 Details Report

Once the user enters desired Report parameters with *Detail Report* as the **Report Output**, and selects **View Reports**, the Remittance Advice Report will display a list of services and their corresponding details related to claim payments.

Date Created: 9/25/2019 10:14:03 AM

Remittance Advice Detail Report

Search Criteria:

Filter By:

Service Dates

RA No:

N/A

RA Year:

N/A

RA Date:

N/A

Service Date From:

9/1/2018

Service Date To:

9/1/2019

Agency Name/FEIN:

No Agency Attribute Neelu

Provider Locations:

Calvert HDM Neelu - 345678946

Service Category:

HDM

Service:

Home Delivered Meals - W5516

Claim Status:

Paid; Rejected

Client ID/MA#:

Client Name:

Client SSN#:

Not available for input

Report Output:

Detail Report

Report Date:

09/25/2019

Total Records: 38

Service Date	Client Id	Client MA#	Client Name	Provider #	Provider Name	P
08/13/2019	1250403AE000221	88121500003	Neelu, FAClient0003	345678946	Calvert HDM Neelu	Test 234 Ca
08/14/2019	2200405AE000221	88121500005	Neelu, FAClient0005	345678946	Calvert HDM Neelu	Test 234 Ca
08/13/2019	2200405AE000221	88121500005	Neelu, FAClient0005	345678946	Calvert HDM Neelu	Test 234 Ca
08/13/2019	2200405AE000221	88121500005	Neelu, FAClient0005	345678946	Calvert HDM Neelu	Test 234 Ca
08/14/2019	2200405AE000221	88121500005	Neelu, FAClient0005	345678946	Calvert HDM Neelu	Test 234 Ca


Figure 180-Remittance Advice Detail Report

1. Users can view the following fields:

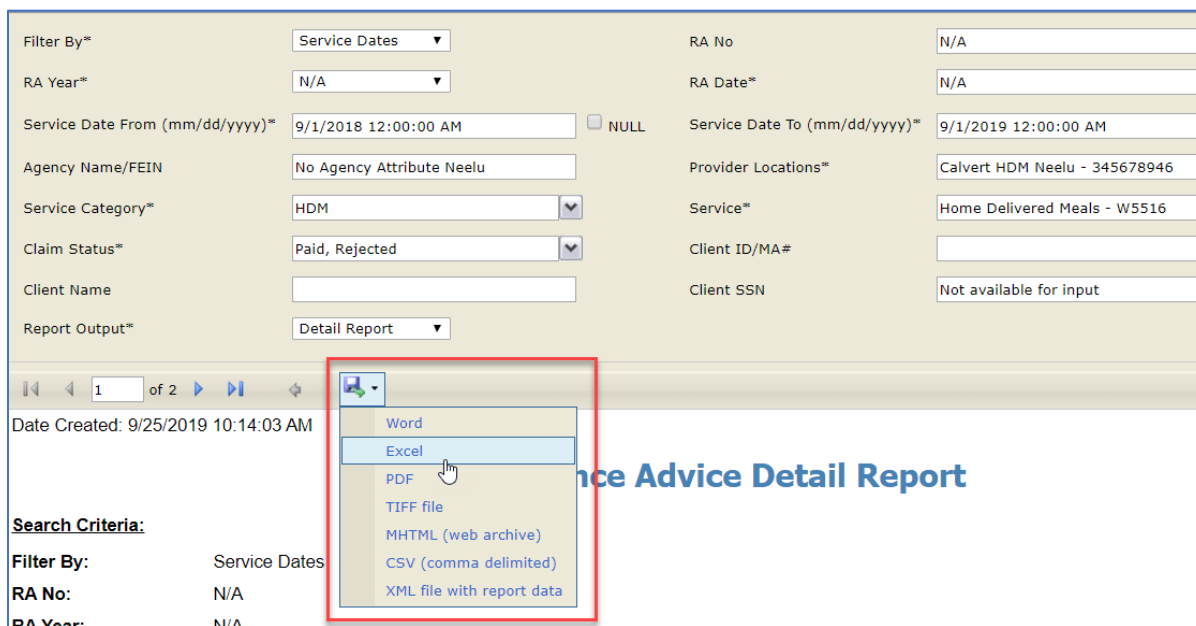
- *Service Date*
- *Client ID*
- *Client MA #*
- *Client Name*
- *Provider #*
- *Provider Name*
- *Provider Address*
- *Service*
- *Program*
- *RA NO*
- *RA Date*
- *Claim Submission Date*
- *Claim ICN*
- *Claim Type*
- *Claim Status*
- *Net Paid Amount*
- *Net Billed Amount*
- *Net Units*
- *Total Paid Amount*
- *Total Billed Amount*
- *Total Units*
- *Claim Denial Reason*

2. Users may select the Service Date hyperlink, which will open a new tab to view the Service Date Details; or, they may select the Client Name hyperlink, which will open a new tab to view the Client Profile.

7.4.3 Export

Users may export the Summary or Details view of the Report by selecting the  icon in the navigation bar of the report. Available export options:

- Word
- Excel
- PDF
- TIFF file
- MHTML (web archive)
- CSV (comma delimited)
- XML file with report data



The screenshot displays the 'Service Advice Detail Report' interface. At the top, there are various filter fields including 'Filter By*' (set to 'Service Dates'), 'RA Year*' (set to 'N/A'), 'Service Date From' (9/1/2018 12:00:00 AM), 'Service Date To' (9/1/2019 12:00:00 AM), 'Agency Name/FEIN' (No Agency Attribute Neelu), 'Provider Locations*' (Calvert HDM Neelu - 345678946), 'Service Category*' (HDM), 'Service*' (Home Delivered Meals - W5516), 'Claim Status*' (Paid, Rejected), 'Client ID/MA#', 'Client Name', 'Client SSN' (Not available for input), and 'Report Output*' (Detail Report). Below these filters, a navigation bar shows '1 of 2' pages. A red box highlights the export icon (a document with a green arrow) in the navigation bar, which has opened a dropdown menu. The menu lists the following export options: Word, Excel (highlighted with a mouse cursor), PDF, TIFF file, MHTML (web archive), CSV (comma delimited), and XML file with report data. The main content area of the report is partially visible, showing the title 'Service Advice Detail Report' and a 'Date Created: 9/25/2019 10:14:03 AM'.

Figure 181-Export Options

8 Help and Contacts

1. Navigate to the **Help** tab
2. Select the Training Information and Webinars link to access the Home Delivered Meals Webinar and FAQ's

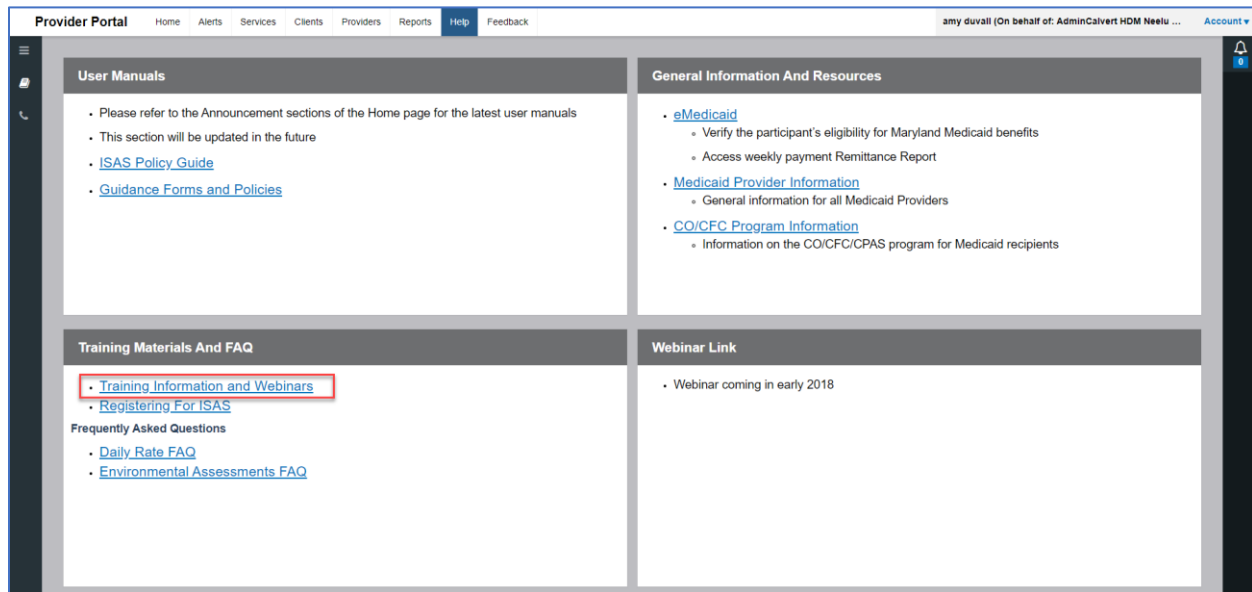


Figure 182-Training Materials and FAQ

3. Select the  icon to view Contacts

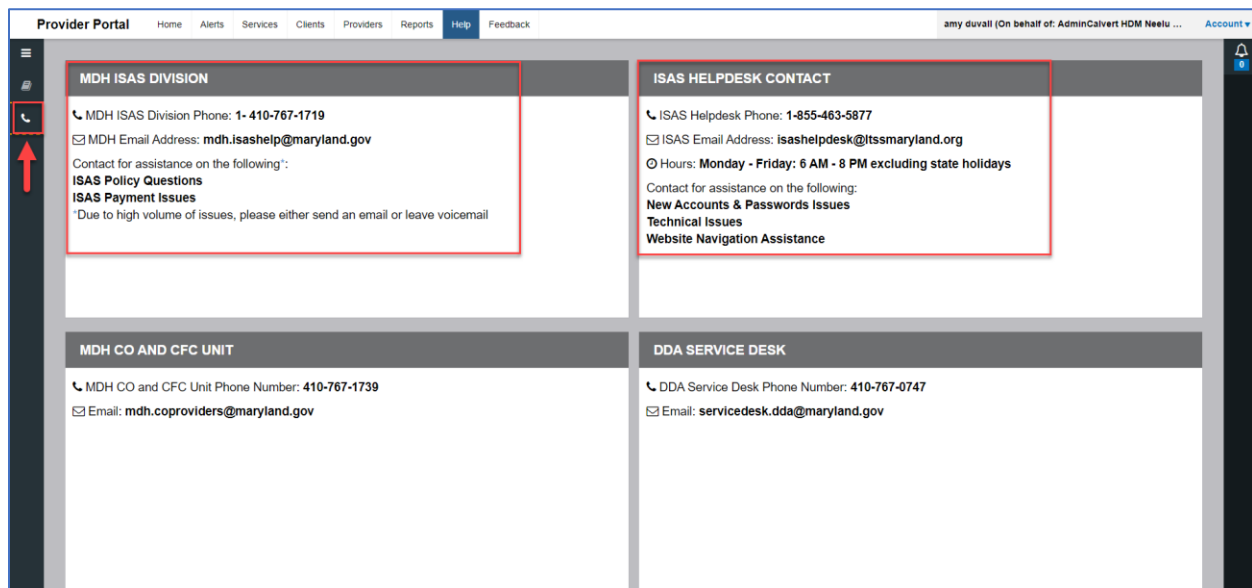


Figure 183-Help Contacts