LTSS*Maryland* EVV Mobile App
Participant Assignments Overview

Beginning December 11, 2023 agency administrators may begin managing the participants assigned to their staff's LTSS*Maryland* EVV Mobile app accounts directly in Provider Portal

Participant assignments can be viewed in the Client Profile, Staff Profile, or in the updated Staff Management page. Review the below guidance to understand how to use this feature.

Manage Staff Assignment in the Client Profile

Once you find a participant using the Clients search menu in Provider Portal, you can find and manage assigned staff from the Client Profile.

1. Navigate to the **Staff Assignments** tab on the left side of the Client Information page.

STAFF ASSIGNMENTS

On this page, you will see information about any staff currently assigned to that participant.

STAFF ASSIGNMENTS					
MOBILE APP STAFF ASSIGNMENTS					
Edit Staff Assignments					
Staff Name	Provider	Date Assigned	Phone Number	Email	Assigned By ↑
Stacy Staff	ABC Agency	11/28/2023	1111111111	fake@fake.com	John Administrator

2. Use the **Edit Staff Assignments** button to open a pop-up window that will let you edit the staff assignments.

Available Staff (left side) **and** Selected Staff (right side) are both listed. You may select any staff you wish to assign or unassign, and use the Add (>) and Remove (<) buttons in the middle of the screen to change the staff's assignment.

If you don't see a staff listed, try changing the agency location under **Selected Location** at the top left.

3. If you go back to the Client search tab, you will also find a new search field. Use the **Assigned Staff** search parameter to look for participants assigned to any of your staff.
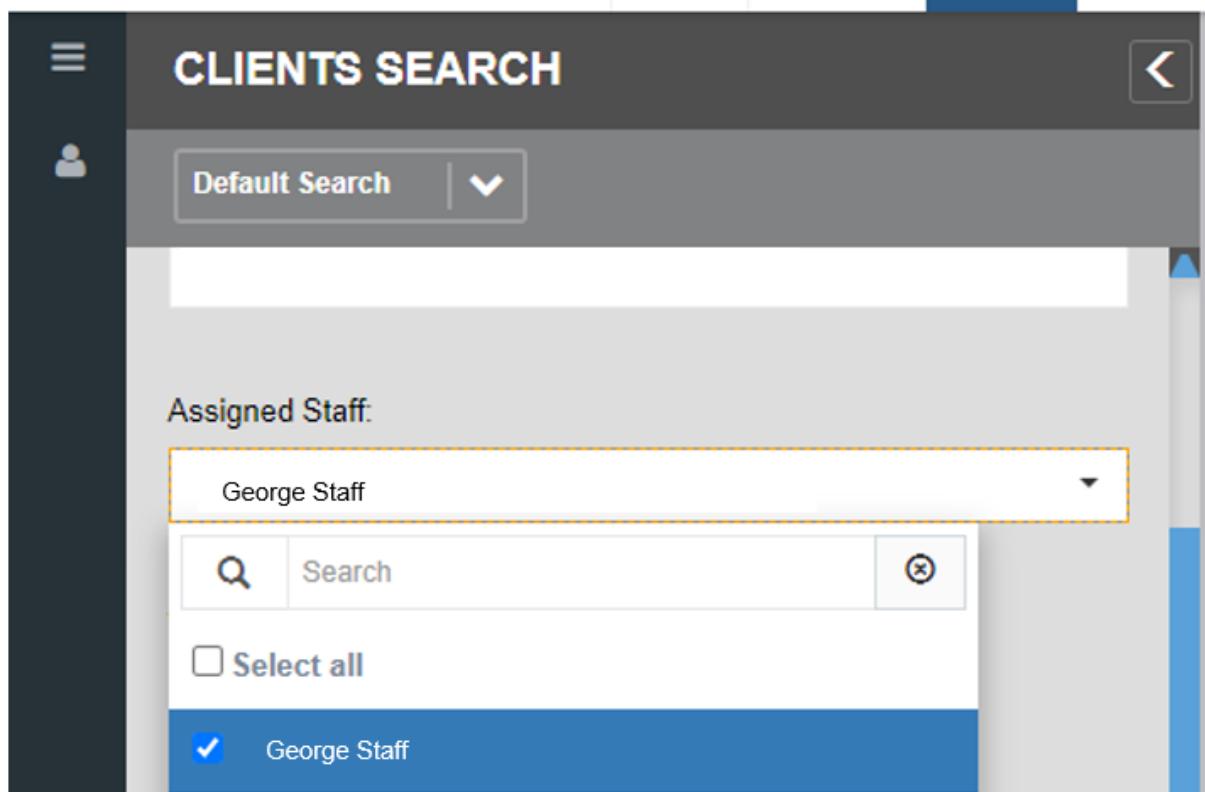
Manage Staff Assignments in the Staff Profile

1. Search for a staff using the **Providers** tab at the top of the Provider Portal. In their staff profile select **Edit**.

   Click on the **Edit Assignments** button (hyperlink) to see the same pop up window with participants currently assigned to that staff. Use this page to add or remove participants from the staff profile.

MOBILE APP INFORMATION

Requested Access?   Allowed Access?

Yes

Yes

Mobile App Login Email: ℹ️

fake@fake.com

Edit Assignments

Has access to MTR?

Yes

Using the Staff Management Page to Edit Assignments

1. Navigate to the **Providers** section in Provider Portal and use the button on the left that looks like a bulleted list to find the **Staff Management** page
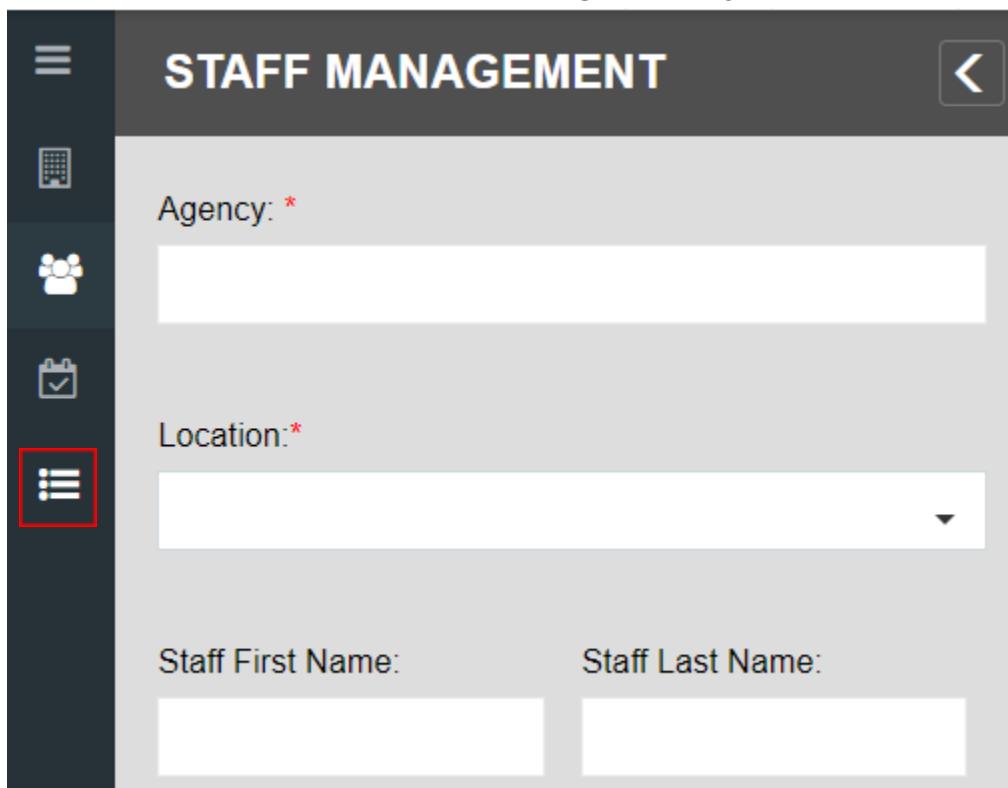
2. The **Staff Management** page, currently used to enable or disable MTR entry in the EVV app, has a new feature allowing assignment or unassignment of participants to your staff

3. Click **Edit Assignments** next to the staff you wish to manage, or use the checkboxes to Assign and Unassign to multiple staff at once.
4. Clicking on Edit Assignments will open the edit staff assignment window (step 2 in Manage Staff Assignment in the Client Profile above) Available Staff (left side) **and** Selected Staff (right side) are both listed. You may select any staff you wish to assign or unassign, and use the Add (>) and Remove (<) buttons in the middle of the screen to change the staff's assignment.
   a. If you don't see a staff listed, try changing the agency location under **Selected Location** at the top left.

<div style="background-color:red;color:white;padding:8px;">

Using the Staff Management Page to Resolve Assignment Conflicts

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1. Under the Issues column, you may see a button that says **Edit Invalid Assignments**. This appears if your staff has a participant assigned to their EVV app account that your agency no longer serves.

INVALID CLIENT ASSIGNMENTS

Attention needed: Please verify invalid assignment(s) and review with Staff Provider

Staff ↑	Client	Action
Stacy Staff	A A	Unassign

Items per page: 25 ▼   1 – 2 of 2 |<   <   >   >|

Close

You can use this button to remove any invalid staff

Client Assignments	Assign	Unassign			MTR ACCESS ENABLEMENT
Select All ☐	Staff Name ❶	Actions	Issues	MTR Access? ☑	
☐	Stacy Staff	Edit Assignments	Edit Invalid Assignments	Enabled	

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2. Use the Issues search parameter to look for any staff that have invalid assignments to review

EVV Mobile App Assignments Report

This new report will allow you to see all assignments for your staff.

1. Navigate to the **Evv Mobile App Assignment Report** Under the **Reports** tab in Provider Portal.
2. To see a full list of staff, leave the client / staff name search criteria blank and press the **view report.** This will return a fill list of all staff/ client assignment
3. You can also search by specific staff or clients by filling in the Client ID/MA # or the Staff Name section of the report.

Note: There are options to search for specific date spans of assignment. Generally this will not be used but may be useful if you are looking for historical staff/ client assignments.

EVV Mobile App Assignments Report