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LTSS*Maryland* Provider Portal Update

Overnight Service Midnight Split

History and Background

After the April 13, 2024 maintenance, the LTSSMaryland Provider Portal will have a new update to how the system processes overnight services.

Starting April 13th, any overnight shift will be split into two services / claims at midnight. This means hours are counted by day the services are provided and are no longer tied to the clock in date.

NOTE: *There will be no change to how Missing Time Requests (MTRs) are submitted.* If a shift starts in day one and ends in day two, admin will continue to check the box "**clock out next day.**" The system will automatically split the services into two services at midnight.

Changes to the Billing Process

Currently, the rule for claims generation in the LTSSMaryland Provider Portal is, **"the day a service starts is the day the service is billed for."** Starting with the April 13th release this rule will change to, "**the day you are working on is the day the service is billed for"**

Example <u>BEFORE</u> the update: Staff provides an overnight shift working 8 hours from 9:00 PM – 5:00 AM on 1/1/2029.
System Billed: 8 Hours (32 units) on 1/1/2029.
System shows the shift as: 1/1/2029**:** 9:00 PM – 5:00 AM +1.

Example <u>AFTER</u> the update: Staff provides an overnight shift working 8 hours from 9:00 PM – 5:00 AM on 1/1/2029.
System Billed:
3 Hours (12 units) on 1/1/2029
5 Hours (20 units) on 1/2/2029

System shows the shift as:
1/1/2029**:** 9:00 PM – 11:59 PM
1/2/2029: 12:00 AM-5:00 AM

How will this impact authorized hours?

Since the services are split at midnight the hours will also be split onto their respective days. If the date of service spans 2 billing weeks, then part of the shift's hour will count on week 1 and the other part of the shift will count on week 2.

Example:
Week 1 = 1/4/29 to1/10/29
Week 2 = 1/11/29 to 1/17/29
Staff provides an overnight shift working 8 hours from 9:00 PM – 5:00 AM starting on 1/10/2029 (week 1)
System shows the shift as:
1/10/2029**:** 9:00 PM – 11:59 PM
1/11/2029: 12:00 AM-5:00 AM

System Billed:
3 Hours (12 units) on 1/10/2029 **(week 1)**
5 Hours (20 units) on 1/11/2029 **(week 2)**

New Symbols and Service Completion Source

With this update you may encounter a few new symbols in Provider Portal related to overnight services that have been split at midnight.

This symbol will be on the service detail page indicating that the service activity is part of a midnight split service.

This symbol will be on the service tile and on the service detail page. This indicates that the clock in or clock out was created by the system as part of an overnight service.

Completion Source: Overnight split: This verbiage indicates that the clock in or clock out was created by the system as part of the overnight midnight service split.

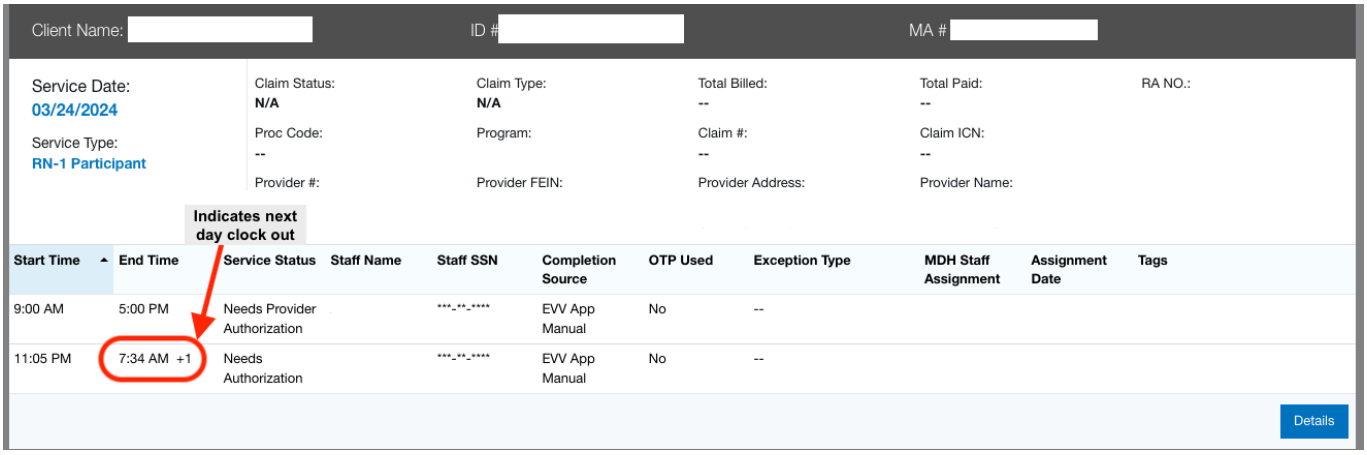
You will see this verbiage in the following places:

- Service detail page
- Service search results
- All reports with an output of "initiation/ completion source"

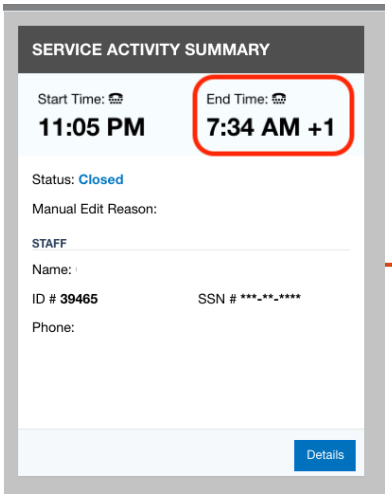
Changes to Service View in Provider Portal

Before April 13th

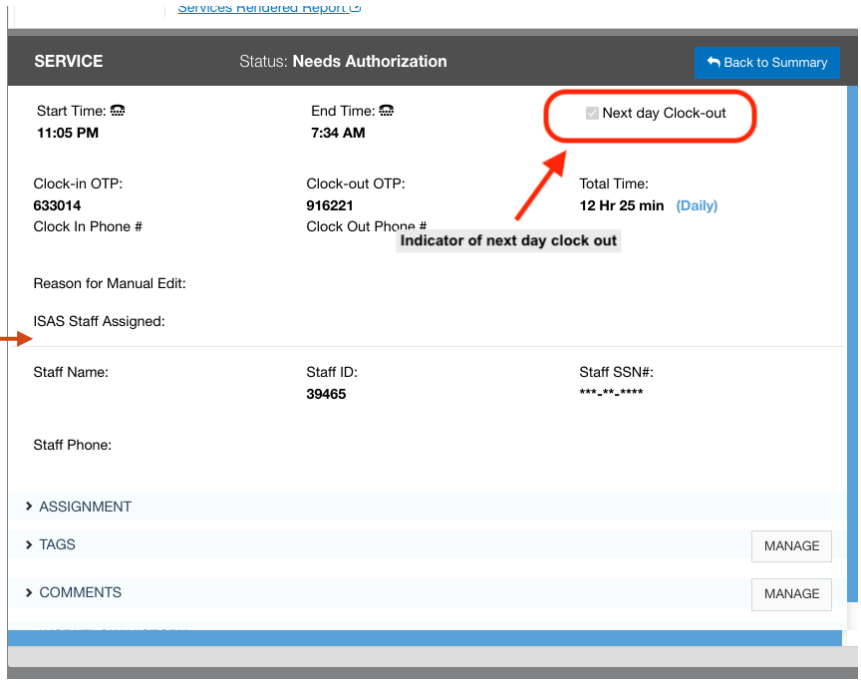
Service Search Results



Service Tile View



Detail View



After April 13th

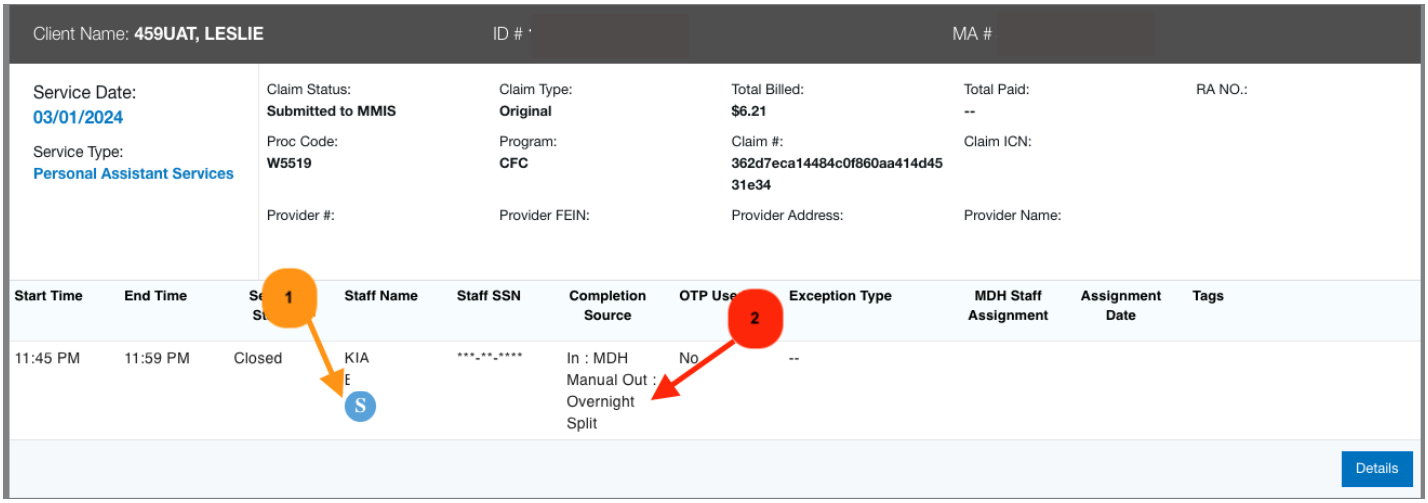
Service Search Results:

1: The new symbol will indicate if the service is part of an overnight split shift.

2: The **completion source** “overnight split” will appear to indicate the service was part of an overnight split shift.

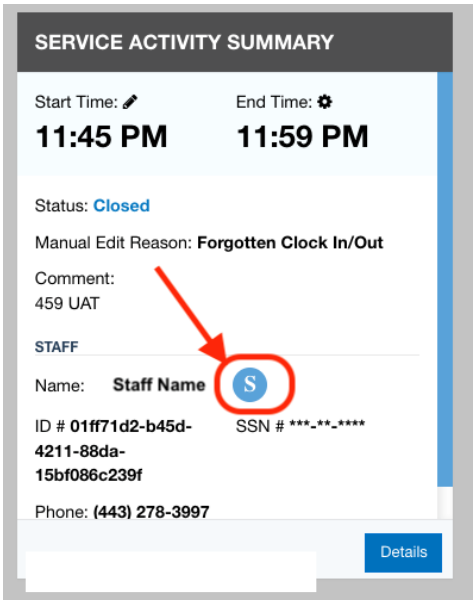
Note: there will be a clock in and out with this source since the system will automatically split the services between the two days

Service Search Results



Service Tile View

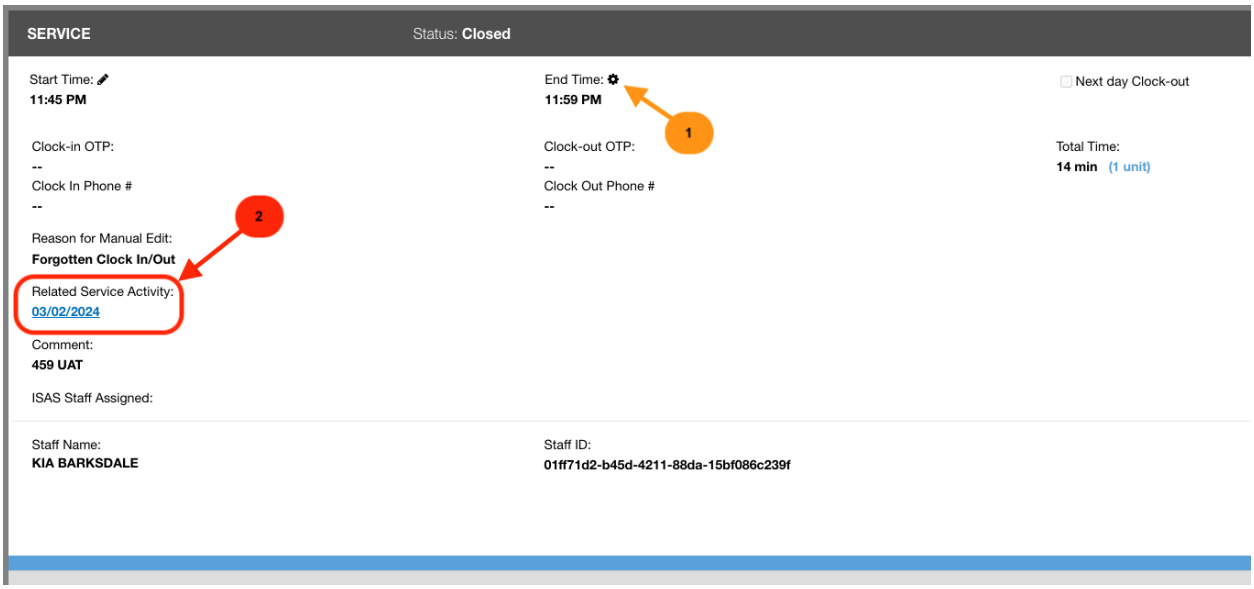
1: The new symbol (S) will indicate if the service is part of an overnight split shift.



Service Detail View

1: The new symbol (⚙) will indicate if the service is part of an overnight split shift.
2: There is a new section called **Related Service Activity** that has a hyperlink to the other service that is part of the split shift. The example below is for date of service 3/1/2024 the link on this page goes to 3/2/2024.

Note: There will also be a **Related Service Activity** hyperlink on the next day / or previous day. In the example below there is a hyperlink to 3/1/2024 on the service tile for 3/2/2024 AND a hyperlink to 3/2/2024 on service tile for 3/1/2024



Editing an "Overnight Split" Service

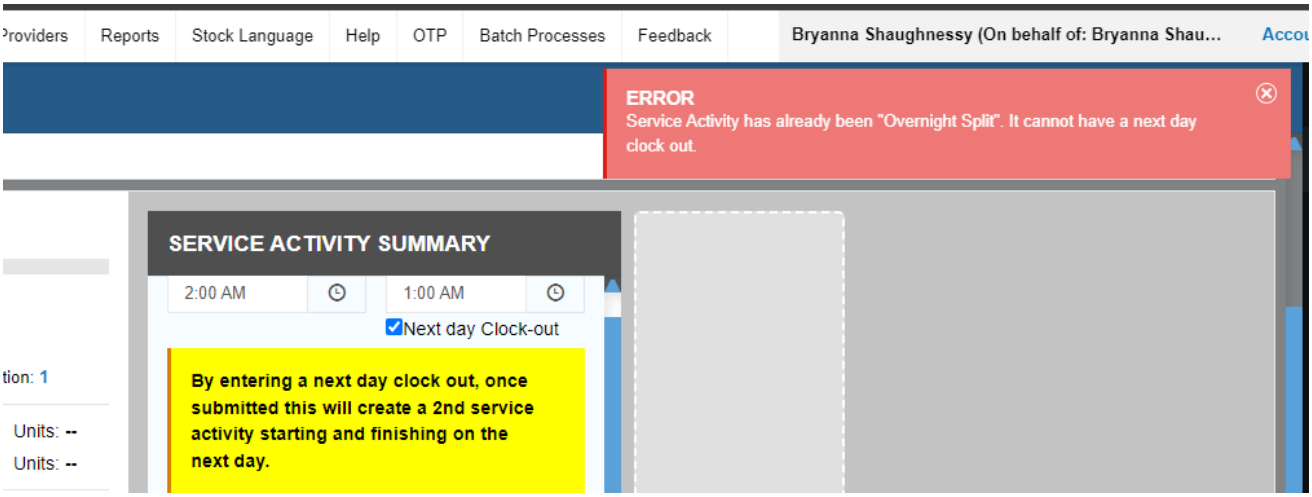
When you are editing a service that was already part of an overnight split you will be unable to to extend the service into the next day. If you attempt this, you will receive the error message: **"Service Activity has already been "Overnight Split" it cannot have a next day clock out**.

If you receive this message, any adjustments after midnight, must occur on the second day of the service.

Example:

1. Enter service for Day 1: 10PM – 2:00 AM (before the split)
2. The system will split the claim and pay your agency.
    a. **Day 1: 10PM-11:59 PM**
    b. **Day 2: 12:00 AM- 2:00 AM**

If you want to extend the shift until 4 AM, you will need to **adjust the Day 2 end time** . If you attempt to edit Day 1 to the new service time of 10:00 PM to 4:00 AM, you will receive the error message below.
Example: "Service Activity has already been "Overnight Split" it cannot have a next day clock out.

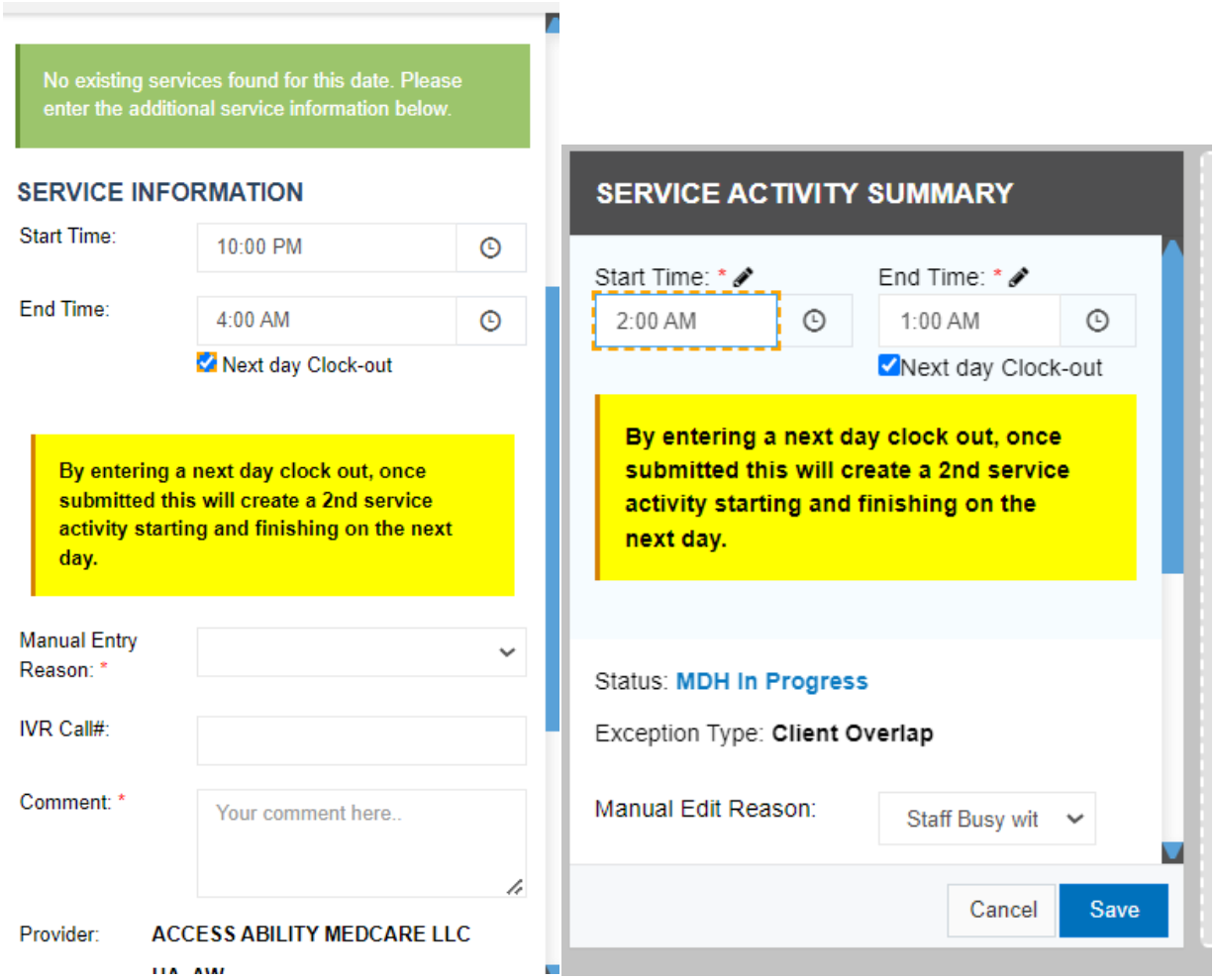


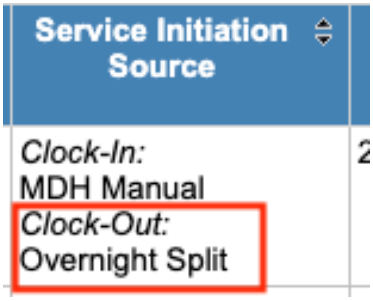
Other Messages you may See

When submitting a service that extends into the next day:

Message: "By entering a next day clock out, once submitted this will create a 2nd service activity starting and finishing on the next day."

Explanation: This message is not an error and is just to notify you that the system will autonomically create 2 shifts based on your entry.



Reports Changes

With this release there are no changes to the report functionality. The only change you will notice is a new **service initiation source 'Overnight Split'** that indicates the clock in or out was part of an overnight service.