



## LTSSMaryland 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 13<sup>th</sup>, 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 13<sup>th</sup> release this rule will change to, **“the day you are working on is the day the service is billed for”**

**Example BEFORE 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 AFTER 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 to 1/10/29

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 13<sup>th</sup>**

### Service Search Results

Client Name: <input type="text"/>		ID # <input type="text"/>		MA # <input type="text"/>	
Service Date: <b>03/24/2024</b>	Claim Status: <b>N/A</b>	Claim Type: <b>N/A</b>	Total Billed: --	Total Paid: --	RA NO.:
Service Type: <b>RN-1 Participant</b>	Proc Code: --	Program:	Claim #:	Claim ICN:	
	Provider #:	Provider FEIN:	Provider Address:	Provider Name:	
<b>Indicates next day clock out</b>					
Start Time	End Time	Service Status	Staff Name	Staff SSN	Completion Source
9:00 AM	5:00 PM	Needs Provider Authorization		***-**-****	EVV App Manual
11:05 PM	7:34 AM +1	Needs Authorization		***-**-****	EVV App Manual
<a href="#">Details</a>					

### Service Tile View

SERVICE ACTIVITY SUMMARY	
Start Time:  11:05 PM	End Time:  7:34 AM +1
Status: <b>Closed</b>	
Manual Edit Reason:	
<b>STAFF</b>	
Name: <input type="text"/>	
ID # 39465	SSN # ***-**-****
Phone:	
<a href="#">Details</a>	

### Detail View

SERVICE			Status: <b>Needs Authorization</b>	<a href="#">Back to Summary</a>
Start Time:  11:05 PM	End Time:  7:34 AM		<input checked="" type="checkbox"/> Next day Clock-out	
Clock-in OTP: 633014	Clock-out OTP: 916221	Clock In Phone #	Clock Out Phone #	Total Time: 12 Hr 25 min (Daily) <b>Indicator of next day clock out</b>
Reason for Manual Edit:				
ISAS Staff Assigned:				
Staff Name:	Staff ID: 39465	Staff SSN#: ***-**-****		
Staff Phone:				
<a href="#">ASSIGNMENT</a>				<a href="#">MANAGE</a>
<a href="#">TAGS</a>				<a href="#">MANAGE</a>
<a href="#">COMMENTS</a>				<a href="#">MANAGE</a>

## 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.

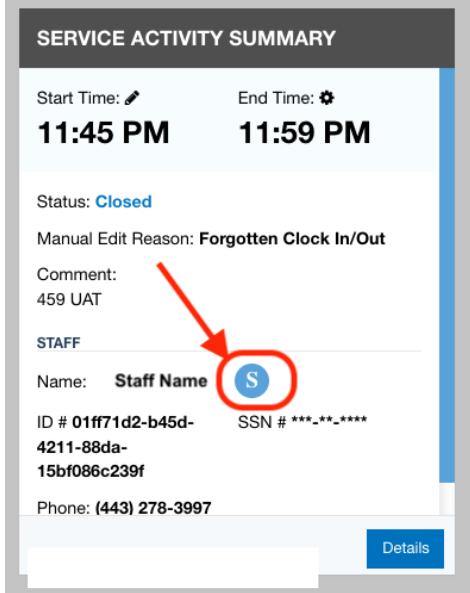
**Note:** there will be a clock in and out with this source since the system will automatically split the services between the two days

## Service Search Results

Client Name: 459UAT, LESLIE		ID # :		MA #	
Service Date:	Claim Status:	Claim Type:	Total Billed:	Total Paid:	RA NO.:
03/01/2024	Submitted to MMIS	Original	\$6.21	--	
Service Type:	Proc Code:	Program:	Claim #:	Claim ICN:	
Personal Assistant Services	W5519	CFC	362d7eca14484c0f860aa414d45 31e34		
	Provider #:	Provider FEIN:	Provider Address:	Provider Name:	
Start Time	End Time	Service Status	Staff Name	Staff SSN	Completion Source
11:45 PM	11:59 PM	Closed	KIA E	***-**-****	In : MDH Manual Out : Overnight Split
					OTP Use: No Exception Type: --
					MDH Staff Assignment Assignment Date Tags
					<a href="#">Details</a>

## Service Tile View

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



**SERVICE ACTIVITY SUMMARY**

Start Time:  End Time:   
**11:45 PM 11:59 PM**

Status: **Closed**  
Manual Edit Reason: **Forgotten Clock In/Out**  
Comment:  
459 UAT

**STAFF**

Name: **Staff Name** 

ID # **01ff71d2-b45d-4211-88da-15bf086c239f** SSN # **\*\*\*-\*\*-\*\*\*\***

Phone: **(443) 278-3997**

**Details**

## 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

SERVICE		Status: <b>Closed</b>
Start Time:  11:45 PM	End Time:  11:59 PM	<input type="checkbox"/> Next day Clock-out
Clock-in OTP: -- Clock In Phone # --	Clock-out OTP: -- Clock Out Phone # --	Total Time: 14 min (1 unit)
Reason for Manual Edit: <b>Forgotten Clock In/Out</b>		
Related Service Activity: <a href="#">03/02/2024</a>		
Comment: 459 UAT		
ISAS Staff Assigned:		
Staff Name: KIA BARKSDALE	Staff ID: 01ff71d2-b45d-4211-88da-15bf086c239f	

### Editing an “Overnight Split” Service

When you are editing a service that was already part of an overnight split you will be unable 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.**

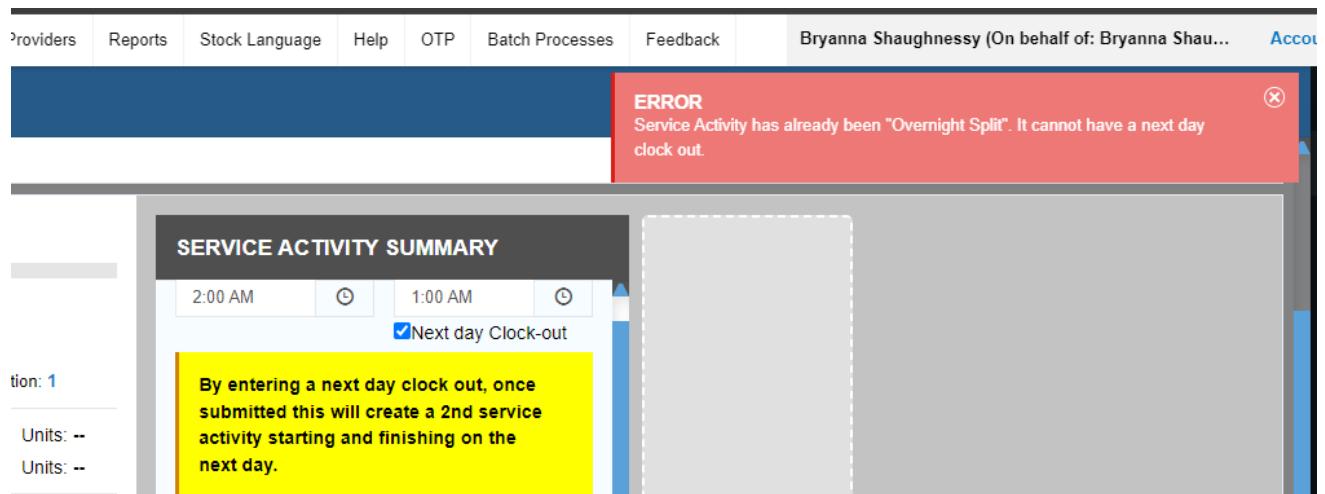
If you receive this message, any adjustments after midnight, must occur on the second day of the service.

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 2<sup>nd</sup> 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 automatically create 2 shifts based on your entry.

No existing services found for this date. Please enter the additional service information below.

**SERVICE INFORMATION**

Start Time:

End Time:

Next day Clock-out

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

Manual Entry Reason:

IVR Call#:

Comment: \*

Provider: ACCESS ABILITY MEDCARE LLC

**SERVICE ACTIVITY SUMMARY**

Start Time: \*

End Time: \*

Next day Clock-out

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

Status: **MDH In Progress**

Exception Type: **Client Overlap**

Manual Edit Reason:

## 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.

**Service Initiation Source**

Clock-In:	2
MDH Manual	
<b>Clock-Out:</b>	<b>Overnight Split</b>