



DEPARTMENT OF HEALTH AND MENTAL HYGIENE

POLICY & COMPLIANCE ADMINISTRATION

IN-HOME
SUPPORTS
ASSURANCE
SYSTEM



Introduction

What is ISAS?

- Phone-base billing system for in-home care providers

Why do we use ISAS?

- Increase provider accountability
- Decrease fraud and abuse
- Simplify and modernize the billing process

What have we gained by using ISAS?

- Increased payment rate on personal care claims



ISAS System Components

- Care Verification Mechanisms (Voice Recognition and OTP)
- Timekeeping, Claims Generation, and Report Monitoring



Care Verification Mechanisms

Provider verification: Voice Recognition

- Voice-based algorithm known as “voice print”
- Required for all provider calls

Participant verification: Location Recognition

- Participant primary landline OR
- Participant’s One-Time Password (OTP) device



Care Verification Mechanisms

OTP Device Management

Assign an OTP Device

- No landline or poor cellular service
- Two or more participants in the same household
- Shared primary number (provider or participant, in different household)

Un-assign an OTP Device

- Device reported as lost, broken, or stolen
- Participant death

All client phone numbers must be unique



Timekeeping, Claims, and Reports

All providers dial 1-855-4MD-ISAS

- Both clock-in and clock-out
- Use participant landline OR mobile phone
- Use personal mobile phone with participant's OTP device

All provide essential information

- Participant MA number
- Participant's first and last name
- Six digits from the OTP device (if applicable)
- Provider's voice print
- Provider ID number



Timekeeping, **Claims**, and Reports

Agency Provider Claims

- Nightly process run
- Billing code W5519
- Weekly pay schedule
- Work authorized by POS

Independent Provider Claims

- Nightly process run
- Billing code W5520
- Bi-weekly pay schedule (PPL)
- 40 hours/participant/week



Timekeeping, Claims, and **Reports**

ISAS Services Rendered Report

- View once per month
- Timekeeping tracker for each provider
- Useful to ensure provider compliance

ISAS Claims Report

- View once per month
- Based on Services Rendered Report
- Reflects adjustments



Timekeeping, Claims, and Reports

LTSSMaryland wmoyer (On behalf of: Moyer, Whitney)
Location: DHMH

Home Clients My Lists Alerts Dashboard Assignments **Reports**

Category: *
ISAS

Filter

Category	Name
ISAS	ISAS - Claims Report
ISAS	ISAS - Provider Staff Report
ISAS	ISAS - Remittance Advice Report
ISAS	ISAS - Service Overlap Report
ISAS	ISAS - Services Rendered Report



Timekeeping, Claims, and **Reports**

Service Date From (mm/dd/yyyy)*	<input type="text" value="1/1/2015 12:00:00 AM"/>	Service Date To (mm/dd/yyyy)*	<input type="text" value="1/22/2015 12:00:00 AM"/>	View Report
Program Type*	<input "="" type="text" value="MAPC, LAH, WOA, ICS (Legacy), CO, "/>	Service*	<input "="" type="text" value="Unknown, W0200 - Personal Care (Se "/>	
Provider Name	<input type="text"/>	Provider Number*	<input type="text" value="All Locations"/>	
Staff Name	<input type="text"/>	Client ID / MA #	<input type="text"/>	
Client Name	<input type="text"/>	Report Data*	<input "="" type="text" value="Service Activity Detail (comments) "/>	



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Timekeeping, Claims, and Reports

ISAS - Services Rendered Report

Service Date From: 01/01/2015 To: 01/22/2015

Total Number of Records Returned: 46

Service Date	Provider Name	Provider Number	Staff Name	Client Name	Client MA #	Program	Service (Click on the link to see call transactions)	Service Initiation Source	Clock In Time	Clock Out Time
01/14/2015	Provider A	111111111	Provider A	Joe Schmoe		CO	W5520 - Personal Assistance Independent	Telephone	1/14/2015 3:59 PM	1/15/2015 5:47 AM
01/15/2015	Provider A	111111111	Provider A	Joe Schmoe		CO	W5520 - Personal Assistance Independent	Clock-In: Provider	1/15/2015 4:00 PM	1/15/2015 7:57 PM
								Manual Clock-Out: Telephone		
		Provider B	222222222	Provider B	Joe Schmoe		CO	W5520 - Personal Assistance Independent	Telephone	1/15/2015 7:59 PM
				Joe Schmoe		CO	W5520 - Personal Assistance Independent	Telephone	1/15/2015 9:53 PM	1/16/2015 8:09 AM
				Joe Schmoe		CO	W5520 - Personal Assistance Independent	Telephone	1/15/2015 7:59 AM	1/15/2015 7:57 PM
01/16/2015	Provider A	111111111	Provider A	Joe Schmoe		CO	W5520 - Personal Assistance Independent	Telephone	1/16/2015 4:01 PM	1/16/2015 5:30 PM
01/17/2015	Provider A	111111111	Provider A	Joe Schmoe		CO	W5520 - Personal Assistance Independent	Telephone	1/17/2015 8:00 AM	1/17/2015 9:55 PM
	Provider B	222222222	Provider B	Joe Schmoe		CO	W5520 - Personal Assistance Independent	Telephone	1/17/2015 8:00 AM	1/17/2015 9:55 PM



Timekeeping, Claims, and Reports

Service Duration (hours)	Units	Service Activity Status	Exception Type	Provider Manually Clock In Out Comment	Help Desk Clock In Out Comment	DHMH Manually Clock In Out Comment	DHMH Authorize Manually Clock In Out Comment	Resolution Comment
13.80	55	Closed						
3.95	16	Closed		For Clock-In: Forgotten Clock In/Out/got busy with client and forgot to clock in				Approved - mh 1/20/15 Approved - mh 1/20/15
10.27	41	Closed						
11.97	48	Closed						
11.97	48	Closed						
1.48	6	Closed						
13.92	56	Closed						
13.92	56	Closed						



ISAS Process Awareness

- POS Verification (Active, Approved, and Accurate) and Detail View
- Missing Time Request Submission



POS Verification

General plans are active, approved, and accurate

- Active: Plan is current
- Approved: Plan is verified by DHMH staff
- Accurate: Plan reflects correct "Effective" and "End" dates

Plan details are complete and consistent

- Emergency backup section is complete (required)
- POS Service column consistent with provider information
- Total hours in POS match total hours indicated in service details



POS Verification

Current plan is **active**

Exception types: No active POS; Client has no ISAS service

Plan of Service — List									
Program Type	Date Created	POS Type	POS Costs	Cost Neutrality Limit	Effective Date	End Date	Status	Active	Actions
CO	01/05/2014	Annual	\$65,687.25		01/06/2014		In Progress	Inactive	View Print
CO	01/05/2014	Annual	\$59,151.28		01/06/2014		Approved	Active	View Revise Print
LAH	02/14/2013	Annual	\$60,752.88		03/01/2013	01/05/2014	Approved	Inactive	View Print
LAH	06/13/2012	Revised	\$0.00		06/29/2012	02/28/2013	Discarded	Inactive	View Print
LAH	03/09/2012	Revised	\$65,321.24		03/26/2012	02/28/2013	Approved	Inactive	View Print
LAH	02/14/2012	Annual	\$65,568.24		03/01/2012	02/28/2013	Approved	Inactive	View Print
LAH	11/03/2011	Revised	\$0.00		11/17/2011	02/29/2012	Discarded	Inactive	View Print
LAH	01/11/2011	Annual	\$66,627.52		03/01/2011	02/29/2012	Approved	Inactive	View Print
LAH	11/15/2010	Revised	\$65,559.83		11/22/2010	02/28/2011	Approved	Inactive	View Print
LAH	07/20/2010	Revised	\$65,370.83		08/03/2010	02/28/2011	Approved	Inactive	View Print
LAH	07/07/2010	Revised	\$62,340.03		07/21/2010	02/28/2011	Approved	Inactive	View Print
LAH	04/01/2010	Revised	\$61,676.10		04/05/2010	02/28/2011	Approved	Inactive	View Print
LAH	02/11/2010	Annual	\$50,493.33		03/01/2010	02/28/2011	Approved	Inactive	View Print



POS Verification

Current plan is **accurate**

Exception type: Provider not on POS

Plan of Service — List										
Program Type	Date Created	POS Type	POS Costs	Cost Neutrality Limit	Effective Date	End Date	Status	Active	Actions	
CO	01/05/2014	Annual	\$65,687.25		01/06/2014		In Progress	Inactive	View	Print
CO	01/05/2014	Annual	\$59,151.28		01/06/2014		Approved	Active	View	Revise
LAH	02/14/2013	Annual	\$60,752.88		03/01/2013	01/05/2014	Approved	Inactive	View	Print
LAH	06/13/2012	Revised	\$0.00		06/29/2012	02/28/2013	Discarded	Inactive	View	Print
LAH	03/09/2012	Revised	\$65,321.24		03/26/2012	02/28/2013	Approved	Inactive	View	Print
LAH	02/14/2012	Annual	\$65,568.24		03/01/2012	02/28/2013	Approved	Inactive	View	Print
LAH	11/03/2011	Revised	\$0.00		11/17/2011	02/29/2012	Discarded	Inactive	View	Print
LAH	01/11/2011	Annual	\$66,627.52		03/01/2011	02/29/2012	Approved	Inactive	View	Print
LAH	11/15/2010	Revised	\$65,559.83		11/22/2010	02/28/2011	Approved	Inactive	View	Print
LAH	07/20/2010	Revised	\$65,370.83		08/03/2010	02/28/2011	Approved	Inactive	View	Print
LAH	07/07/2010	Revised	\$62,340.03		07/21/2010	02/28/2011	Approved	Inactive	View	Print
LAH	04/01/2010	Revised	\$61,676.10		04/05/2010	02/28/2011	Approved	Inactive	View	Print
LAH	02/11/2010	Annual	\$50,493.33		03/01/2010	02/28/2011	Approved	Inactive	View	Print



POS Verification

Plan detail indicates **complete** Emergency Backup Plan information

- Overview Information **
- Strengths **
- Goals **
- Risks **
- Self-Direction **
- Emergency Backup Plans ****

Primary	Name	Relationship	MA Enrolled	Provider	Actions
No	Jane Smith	Sister	No		Quick View
Yes	Joe Smith	Brother	No		Quick View
- Services — Total: 8 Recommended Flexible Budget: \$30,314.00 **
- Signatures Manage
- Review **
- Decision and Clarification Requests
- Workflow History

Note: Identifying information is removed from this example.



POS Verification

Plan detail indicates **consistent service provider information**

Exception type: Client has no ISAS service

▶ Overview Information **							
▶ Strengths **							
▶ Goals **							
▶ Risks **							
▶ Self-Direction **							
▶ Emergency Backup Plans **							
▼ Services — Total: 8 Recommended Flexible Budget: \$30,314.00 **							
POS Service ▲	Service Type ◇	Provider Name ◇	Units ◇	Frequency ◇	Rate ◇	Annual ◇	Actions
Personal Assistance Agency	Community First Choice	Caring Handz, Inc.					Quick View
Cost of Flexible Services: \$46,824.96							

Note: Identifying information is removed from this example.



POS Verification

Plan detail indicates consistent total service hours

Services — Total: 24 Recommended Flexible Budget: \$8,336.00 **

POS Service	Service Type	Provider Name	Units	Frequency	Rate	Annual	Actions
Personal Assistance Agency	Community First Choice		70 hours per week	52 weeks	\$4.02	\$58,531.20	Quick View
Home Delivered Meals	Community First Choice		0 items per week	0 weeks	\$5.67	\$0.00	Quick View

Cost of Flexible Services: \$58,531.20

Provider Information

Provider Name: **

Provider Number:

Reason for Service/Details:

10 hrs/day, 7 days wk of attendant care to assist with grooming, supervision during bathing, toileting, meal preparation, light housekeeping, shopping, med reminders, administering and monitoring of med compliance.

Note: Identifying information is removed from this example.



Missing Time Requests

Submitting Missing Time Requests

- Agency providers should notify their agency administrator
- Independent provider options:
 - Enter missing time online
 - Call the ISAS Help Desk: 1-855-463-5877

Limits for Missing Time Requests

- For all providers
 - until two business days after the last day of the month to submit
 - DHMH approves or denies all requests
 - Only six requests per month will be approved, with few exceptions



ISAS Resources

- Help Desk Information
- Training and Registration Information
- Contact and Support Information



Help Desk

Business Hours: Live Operator

- Monday-Friday 6 a.m.-8 p.m.
- Auto-directed after three failed clock-in or clock-out attempts

After Hours: Voicemail Service

- After business hours, follow prompts to leave voicemail
- Auto-directed after three failed clock-in or clock-out attempts

855-463-5877



Training and Registration

Access to Training

- Training webinar: www.ltsstraining.org
- Request ISAS training DVD: 855-463-5877 (Help Desk)

ISAS Registration

- Register for system access: call Help Desk at 855-463-5877
- Register voice prints : call 888-963-4727
- Agency providers should register two e-mail addresses
- SPAs should join ISAS list-serve: isashelpdesk@feisystems.com
 - Receive important updates and time-sensitive guidance



Contacts

Technical Support and Account Set-up

- ISAS Help Desk: 855-463-5877 (Help Desk)

ISAS Policy and Payment Support (including OTP device orders)

- dhmh.isashelp@maryland.gov (include only participant ID number)

Waiver Policy/Provider Enrollment/PPL Support

- dhmh.coproviders@maryland.gov

Plan of Service Support

- dhmh.posunit@maryland.gov