



STATE OF MARYLAND
DHMH

Maryland Department of Health and Mental Hygiene
201 W. Preston Street • Baltimore, Maryland 21201

Martin O'Malley, Governor – Anthony G. Brown, Lt. Governor – Joshua M. Sharfstein, M.D., Secretary

November 22, 2013

To: Independent Personal Care Providers in the Waiver for Older Adults

Cc: The Area Agencies on Aging

From: John S. Wilson, Project Manager *John S. Wilson*
In-home Supports Assurance System (ISAS)

Re: In-home Supports Assurance System (ISAS)

The Department will require **all** independent personal care providers who serve participants in the Waiver for Older Adults program to use ISAS effective **December 9, 2013**. This means that ISAS will be the **ONLY** method of billing for any claims with a date of service **on or after December 9th**.

Sample scenarios

Example 1: Provider fills out time sheets but does not use ISAS. **NO PAYMENT**

Example 2: Provider uses ISAS. **TIMELY and ACCURATE PAYMENT**

Training

Providers who need additional training may view the ISAS training webinar or request a DVD.

(1) Viewing the ISAS training webinar at www.ltsstraining.org

OR

(2) Requesting an ISAS training DVD by calling the Help Desk at **855-463-5877**

Note: To receive important and time sensitive information and be able to view claims online, please register an email address with the Help Desk by calling 1-855-463-5877.

ISAS FAQ FOR SERVICE PROVIDERS

What is the purpose of ISAS?

The purpose of ISAS is to make billing faster and easier for the provider and to ensure that services are being provided in the participant's place of residence.

How does it work?

With ISAS, a provider calls in to the system to clock in and clock out for each attendant service provided. Claims are generated based on services provided and sent out for billing. At the end of the week, all claims are processed.

How do providers set up an online account in ISAS?

Contact the Help Desk at **855-463-5877**. Providers will need these two pieces of information.

- Provider Number
- Provider's Social Security Number

How do providers log their time?

A provider must call a toll-free number when they start and complete the service they are providing to the participant. If the participant has a landline then the provider will use the participant's phone to make the calls. If providers do not have access to the participant's phone or if there are multiple participants who receive services in the same residence, they will use their phone (cell phone) to make the calls. In that case providers will use the One-time Password (OTP) device in the participant's home.

What is a One Time Password (OTP) device?

An OTP is a keychain sized device that displays an electronic password. It will be assigned in cases where participants do not have a phone or when there are multiple participants receiving services in the same residence. The front of the device contains a display of a randomly generated number. This number changes every minute and can be traced back to a specific time and confirms provider's clock in and clock out.

What happens if a provider is having trouble entering information into the phone system?

Providers are allowed three attempts to successfully enter each piece of information requested by the phone system when logging their time. In the event that the provider is unsuccessful in entering the information then they will be automatically transferred to help desk personnel.

What happens if a call is transferred to help desk outside of normal business hours?

Providers will leave a message with the required service information listed above. Based off of the information left in the message, help desk will enter the service information into ISAS. The goal of the voice message is for the help desk to have **all** information they need to complete the clock in or clock out. In those cases, providers will **not** receive a return call. In those cases where a return call is necessary for follow up, the help desk will call providers back.

For questions or concerns, please contact the Help Desk at 855-463-5877.