



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

August 15, 2014

To: Agency Providers in the Community Options and Community First Choice program

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

Re: Billing Cycle Change

We are responding to feedback from providers.

Revised Work Week

The first issue relates to the need for a consistent payment deadline each week in order to decrease confusion and uncertainty about pay cycles. The following change addresses that issue:

Effective Thursday, September 11, 2014, the billing cycle will be based on a *Thursday (12:00AM) through Wednesday (11:59PM) workweek*. Please see fact sheet on page 4 for more information.

Currently, the billing cycle is based on a Friday through Thursday workweek. The change to the new Thursday through Wednesday workweek means providers will receive payment for six days instead of seven during the week of Friday, September 5th through Wednesday, September 10, 2014, only. (This means the billing cycle will end that week on Wednesday, September 10, 2014.)

A Revised Workweek and Billing Cycle Guide for 2014 reflecting the new changes is provided on the following page.

2014 Revised Workweek and Billing Cycle Guide

Pay Cycle Start (12:00 AM)	Pay Cycle End (11:59 PM)
8/15/2014	8/21/2014
8/22/2014	8/28/2014*
8/29/2014	9/4/2014
9/5/2014	9/10/2014
9/11/2014	9/17/2014
9/18/2014	9/24/2014
9/25/2014	10/1/2014
10/2/2014	10/8/2014
10/9/2014	10/15/2014
10/16/2014	10/22/2014
10/23/2014	10/29/2014

Pay Cycle Start (12:00 AM)	Pay Cycle End (11:59 PM)
10/30/2014	11/5/2014
11/6/2014	11/12/2014
11/13/2014	11/19/2014
11/20/2014	11/26/2014
11/27/2014	12/3/2014
12/4/2014	12/10/2014
12/11/2014	12/17/2014
12/18/2014	12/24/2014
12/25/2014	12/31/2014*
1/1/2015	1/7/2015

*** Labor Day Holiday will affect payment dates.**

- Payment for services performed on Wednesday, August 27 *may* be included on the regular weekly payment or possibly the following week.
- Payment for services performed on Thursday, August 28 *will not* be included on the regular weekly payment, and will instead be paid the following week.

**** New Year's Holiday will affect payment dates.**

- Payment for services performed on Monday, December 29, *may* be included on the regular weekly payment or possibly the following week.
- Payment for services performed on Tuesday, December 30 and Wednesday, December 31 *will not* be included on the regular weekly payment, and will instead be paid the following week.

ISAS Fact Sheet

Split Shifts

A provider often works more than one shift in one day for one individual participant. For example:

Jane clocks in and clocks out for 2 hours in the morning, returns to the same participant later in the evening, and clocks in and clocks out for 4 hours. ISAS adds both shifts into one (6-hour) claim.

Shifts that are added together to make one claim are no different from the former paper time sheet process where a provider would total all hours they served one participant in one day. The difference now is ISAS automatically totals the hours.

Shifts after Midnight

Occasionally a provider will work past midnight. Providers who live where they work do this quite often. The new workweek cycle (effective Thursday, September 11th) will present a change in how midnight shifts are processed. For example:

Ben clocks in at 8PM on September 1st and clocks out at 1AM on September 2nd. Ben's shift began on September 1st so the date of service will be September 1st. The claim will be submitted on September 2nd because the shift ended after midnight.

Claims associated with shifts that end after midnight will be submitted for processing a day later rather than the same date of service.

How Shifts are Rounded

ISAS bills claims in 15-minute increments called units (4 units = 1 hour). For instance, a 3-hour shift would be 12 units.

A unit is a **minimum** of 8 minutes. ISAS rounds a provider's shift up or rounds it down. For example:

Scenario A: Jill clocks in and out for a total shift time of 5 hours and 10 minutes. ISAS calculates her shift to be 21 units. Below is the breakdown.

- 5 (hours) X 4 units (15-minute increments) = 20 units
- 10 minutes (exceeds the 8 minute unit minimum) = 1 unit
- Total shift: 5 hours and 10 minutes (21 units)

Scenario B: Jill clocks in and out for a total of 5 hours and 5 minutes. ISAS calculates her shift to be 20 units. Below is a breakdown.

- 5 (hours) X 4 units (15-minute increments) = 20 units
- 5 minutes (is less than the 8 minute unit minimum) = 0 units

When to Contact the ISAS Help Desk

Call the ISAS Help Desk at **1-855-463-5877** or email **ISASHelpDesk@feisystems.com**

- Technical support issues with voice print, OTP device, or system response on the call-in system or ISAS website
- Enter missing times for shifts worked

When to Contact the DHMH

ISAS TEAM

Call **410-767-1719** or email **dhmh.isashelp@maryland.gov**

- Exceptions marked as “DHMH ISAS Team” (refer to page 10 in ISAS reference guide, which is available on the ISAS home page and Ltsstraining.org)
- For ISAS related policy and/or ISAS report inquires

When Emailing DHMH

Please include your provider name in the subject of the email.

Those with access to email are strongly encouraged to contact DHMH ISAS staff via email instead of phone. *Providers should only use the above email address and should **not** email individual DHMH Staff.* We generally respond to emails within **1-2 business days**.

When Calling DHMH

Leave a voicemail with a detailed message that includes your name, provider number (if applicable), call back number, and issue or concern. We generally respond to calls within **three business days**.

Revised Caregiver Record Policy

Prior to implementation of the ISAS, personal assistance agency providers in the Waiver for Older Adults (WOA) program and the Living at Home (LAH) Waiver listed hours worked and tasks performed on a time sheet. Agencies were required to maintain these timesheets for six years.

ISAS changed this policy when it became the official—**and only**—method for personal assistance providers to submit time worked.

As of August 15, 2014, the Department no longer requires providers to collect timesheets from caregivers.

- For services performed prior to August 15, 2014, agencies ***must*** maintain timesheets and tasks for at least 6 years in case of audit.
- For services performed on or after August 15, 2014, agencies do not need to collect or maintain timesheets.

However, on page 7 there is a caregiver record form that will help providers who wish to track their individual hours. Agencies can choose whether or not to share this record form with their caregivers/staff.

NOTE: Agencies are accountable for **ALL** times entered into ISAS by all caregivers.

ISAS Call-in Number: 1-855-463-4727

ISAS Help Desk: 1-855-463-5877

Program:

Community First Choice (CFC) Community Options

Program Participant (Name)

Caregiver Name (Print)

Week 1	Thurs	Fri	Sat	Sun	Mon	Tues	Wed	Comments
Date								
Time In								
Time Out								

Week 2	Thurs	Fri	Sat	Sun	Mon	Tues	Wed	Comments
Date								
Time In								
Time Out								

Week 3	Thurs	Fri	Sat	Sun	Mon	Tues	Wed	Comments
Date								
Time In								
Time Out								

Week 4	Thurs	Fri	Sat	Sun	Mon	Tues	Wed	Comments
Date								
Time In								
Time Out								

Note: The form does **NOT** replace the ISAS system and DHMH will not consider it for payment. The form will however document date of work and serve as a reminder for providers.