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Maryland
DEPARTMENT OF HEALTH

Larry Hogan, Governor · Boyd K. Rutherford, Lt. Governor · Robert R. Neall, Secretary

Maryland Medical Assistance Program
Nursing Facility Memorandum

To: Nursing Facility Administrators

From: Marlana R. Hutchinson, Director
Office of Long Term Services and Supports

Subject: MD THINK Eligibility and Enrollment System Upgrades

Date: October 14, 2020

Note: **Please ensure the appropriate staff members in your organization are informed of the contents of this memorandum.**

As you are aware, the MD THINK E&E system was updated over the weekend for Long Term Care (LTC) applicants and nursing facility users.

In monitoring the experiences of LTC users in the system, the following issues were discovered by certain system users, for your information. Additional information regarding the impact, and any resolution, will be forthcoming by the end of the week.

- Some users were unable to upload documents in the Consumer Portal and, in some cases, are unable to view documents that have been uploaded in the resident's file. This may have been due to internet outages in the region. LTC users should review if the files were uploaded and may, in some cases, have to re-upload those files that were not added to the record.

- In some cases, the E&E system was not creating a Case Identification number for reference. New functionality might send the case to a case manager if the system determines there might be a duplicate application or conflicting identification with an active application. When the case manager determines it is a unique application, the system will assign a Case ID and the user will receive an email notification.

If you experienced these, or other issues, or do so going forward, please send a help desk request to help.mdthink@maryland.gov. Please copy the MDH team at mdh.mdthinkmedicaid@maryland.gov so MDH can assist and monitor the status of the case.

Technical Assistance

Upon launch, and in addition to MD THINK's help desk resources, if any assistance is needed with navigating the system, staff will be available online via Google Meet and telephone. The Google Meet link is meet.google.com/xwo-tphm-gvc, the phone number is **(484) 416-2514 / PIN: 923587825**. This temporary online resource is available Tuesday, October 13 through Thursday, October 15, 2020 from 9 AM to 4 PM.

Training

The Department of Human Services conducts training every Thursday from 1 PM to 3 PM, which covers the system's enhancements and workflows. Users may join the training by accessing Google Meet via meet.google.com/hkp-svhj-kgb. It is ***strongly recommended that system users attend and view the training documents and videos*** that are available on the MD THINK website at https://mymdthink.maryland.gov.