

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 9, 2020

Note:

Please ensure the appropriate staff members in your organization are

informed of the contents of this memorandum.

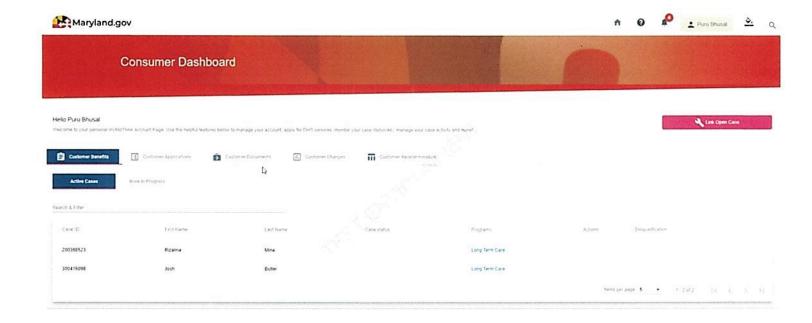
On Tuesday, October 13, 2020, the MD THINK Eligibility and Enrollment (E&E) system will be updated for Long Term Care (LTC) applicants and nursing facility users. There are a number of changes, including a new front page, and key enhancements.

Instructions

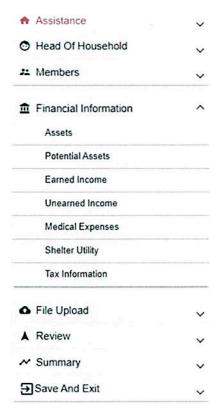
This correspondence provides instructions that will assist end users with navigating the system. As always, if you require assistance, please submit a request to the help desk by sending an email to help.mdthink@maryland.gov.

Of note:

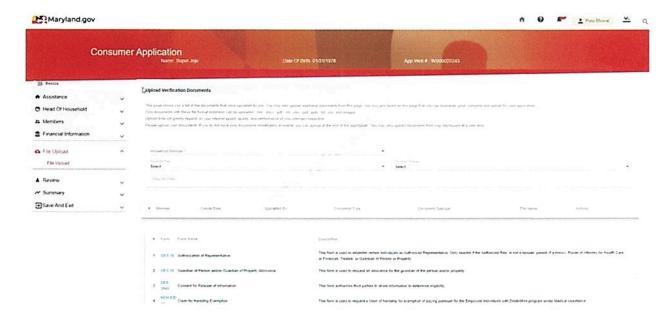
- All current users of the LTC E&E will log in as they have in the past.
- A current list of cases will be shown. There will be two (2) tabs Active Cases and
 Work in Progress. Active cases are for residents who are receiving care and whose
 determination is approved or pending review by the Department of Human Services.
 Work in Progress means the application is not completed.
- The front page Consumer Dashboard (and some inside pages) has new tabs that will
 assist users with navigating the system. A second attachment details how to navigate and
 what each tab does.



As users complete an application, the following fillable sections are mostly similar:



 There is a new section for file uploads which accommodates for naming and uploading documents. The system has been enhanced to show a list of all of the documents added to an applicant's or resident's file. A new tab will display all documents that have been added to the record including correspondence and forms.



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.

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.