




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.

Consumer Dashboard

Hello Puri Bhushal

Welcome to your personal myMDHHS Account Page. Use the helpful features below to manage your account, apply for DHS services, monitor your case statuses, manage your case activity and more!

Link Open Case

[Customer Benefits](#)
[Customer Applications](#)
[Customer Documents](#)
[Customer Changes](#)
[Customer Reconsideration](#)

Active Cases

Work In Progress

Search & Filter

Case ID	First Name	Last Name	Case Status	Programs	Adopt	Disqualification
200360523	Rizaina	Mina		Long Term Care		
200416098	Josh	Butler		Long Term Care		

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

Assistance

Head Of Household

Members

Financial Information

Assets

Potential Assets

Earned Income

Unearned Income

Medical Expenses

Shelter Utility

Tax Information

File Upload

Review

Summary

Save And Exit

- 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.

Consumer Application
Name: Super Jigo Date Of Birth: 01/01/1975 App Web #: W900020243

Upload Verification Documents

This page shows you a list of the documents that were requested by you. You may enter upload additional documents from this page. You may also learn on this page if all you have uploaded, your documents are upload for your application.

Only documents with these file format extension can be uploaded: .doc, .docx, .pdf, .xls, .xlsx, .ppt, .pptx, .txt, .rtf, and images.

Upload time will greatly depend on your internet speed, quality, and performance of your internet connection.

Please upload your documents if you do not have your documents immediately available, you can upload at the end of the application. You may only upload documents that are requested in a case form.

#	Document	Upload Date	Uploaded By	Document Type	Document Subtype	File Name	Action
1	Form: Form Name						
1	DES 10: Authorization of Representative						
2	DES 10: Guardian of Person and/or Custodian of Property Affidavit						
3	DES 2005: Consent for Release of Information						
4	MDH&ED: Claim for Hardship Exemption						

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.