



To: Maryland Medicaid Long Term Care (LTC) Providers

We want to update you on the upcoming MD THINK E&E release which is scheduled for Tuesday, October 13, 2020.

Here are a few of the key enhancements to make the system easier to use, primarily in response to suggestions and requests from the current LTC community of users:

- LTC E&E users will receive a notification when a document (100+ mb) has been successfully uploaded
- Case Managers will see an indicator in the case documents section when a new document has been uploaded
- Important documents will be available on a recipient's account client's correspondence section (NOE's, 1052's, etc)
- Case Managers will be able to process a tardy redetermination
- A duplicate application will generate an automatic alert that the process has already begun
- Facilities will be able to upload electronic signatures for all submissions

It's important to note, that when you log into the portal - mymdthink.maryland.gov - on the go-live date **you will be required to change your current password**. There are new security measures in place to protect your account and the accounts of your recipients. If you are a new user, the MD THINK website has all the information you need to create a new account and work in E&E.

In an effort to expedite the application and approval process, there have been some revisions to the system. There is a weekly training hosted by MD THINK and the Family Investment Administration (FIA) every Thursday from 1pm to 3pm. You can participate in the training by using this meeting address - <https://meet.google.com/hkp-svhi-kgb> It would be helpful for you to attend one of these sessions to understand what has changed and answer any questions you may have.

We are working diligently to go live on Tuesday, October 13th. We will provide additional updates if there are any changes to the schedule.

Thank you for your support.