



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

TO: DDA Stakeholders

FROM: Bernard Simons, Deputy Secretary
Developmental Disabilities Administration

DATE: September 29, 2020

SUBJECT: Electronic Visit Verification for Personal Support Reminder

EFFECTIVE: October 1, 2020

NOTE: Please inform appropriate staff members of the contents of this memorandum.

This is a reminder that Electronic Visit Verification (EVV) for Personal Supports will be going live for providers only operating in Eastern Shore and Western Regions on Thursday, October 1. The full go-live list for providers can be found [here](#).

Recently, the DDA team released various tools for participants, families, providers, and CCS Agencies to use as we transition to the EVV system for Personal Supports services. A compiled list of tools and reference information can be found on the DDA's website [here](#) and will be updated as more tools are developed.

To support the transition process, I want to provide a few key reminders to our stakeholders:

- **Personal Supports Providers - EVV and One-Time Password (OTP) Device Use:** Effective the date in which your Region or designated Region are identified to go-live in LTSSMaryland, your agency must begin using EVV for time tracking Personal Supports or Personal Supports - Enhanced. While some Person-Centered Plans (PCP) may be in the final stages for completion on the go-live date, the EVV System will generate claims for individuals regardless of the status of that person's PCP.
- **Supported Living:** Supported Living will start to go-live on 11/1/2020 for Eastern Shore, Western and Southern Regions. Supported Living will go-live for Central Region 12/1/2020. Under the 21st Century Cures Act, Supported Living does not require the use of EVV. During the transition, participants currently receiving Personal Supports in Eastern Shore or Western Regions who will move into Supported Living will not be required to use EVV from 10/1-10/31. Services for these

participants will remain under PCIS2 until they transition into LTSS*Maryland* for Supported Living.

- **Upcoming Prospective Payments:** All providers, including Personal Supports Providers, will receive their Quarter 2 prospective payments as well as an advance on their Quarter 3 prospective payment.
- **Detailed Service Authorization Tool:** Any provider or CCS agency looking for information regarding the new Detailed Service Authorization Tool (DSAT) should review resources posted on DDA's webpage [here](#). Additional comments or questions about the DSAT can be sent to Patricia Sastoque (patricia.sastoque@maryland.gov).
- **Electronic Funds Transfer (EFT) in the Medicaid Management Information System (MMIS) for LTSS*Maryland* Claims:** If your provider agency recently signed up for a new Medical Assistance (MA) number, the default payment method in the MMIS is a mailed paper check. With EFT, the Maryland Comptroller's Office will electronically deposit your payment into your bank account. For providers going live with EVV over the next couple months, please note that payments processed via LTSS*Maryland* using the ISAS system are impacted by this process. Personal Supports providers who do not register with the comptroller's office for EFT will be paid by paper checks to the remit address associated with the Provider's MA number. Providers can find EFT forms on DDA's website [here](#).

Thank you for partnering with us on this significant first step of our transition to EVV. We know change is difficult for many of us but together we believe this step is an important one - not just in Federal compliance but in our move toward LTSS*Maryland*. While we all hope for this transition to occur seamlessly, we understand that there may be a few bumps along the way. Please reach out to your regional office for additional support.