

# Billing for Home Delivered Meals Services

Questions Frequently Asked by Providers

## Contents

- General Questions..... 3**
  - 1) How do I set up a profile to access the provider portal to submit my claims? .....3
  - 2) How do I access Provider Portal?.....3
  - 3) Do you have a guide for how to navigate the Provider Portal system and bill for the meals my agency has delivered? .....3
    - To access the User Guide: .....4
    - To access the Webinar: .....4
  - 4) I would like some help with navigating the system and submitted HDM services. Who can I contact? .5
- Billing ..... 6**
  - 5) Once the meals are delivered, how long to I have to submit Services / Claims to the system? .....6
  - 6) Is there a monthly deadline by which I have submit Home Delivered Meals Services / Claims to the system? .....6
  - 7) How long should I continue billing through the e-Medicaid system?.....6
  - 8) What happens if I accidentally billed twice for a meal?.....6
  - 9) How do I bill for the maximum rate if the Plan of Service doesn't reflect the new rate increase? .....6
  - 10) What does it mean to adjust? Why would you have to adjust a claim that is already submitted? ....6
  - 11) Will we have to create a profile for the participants we are currently serving? .....7
- Exceptions ..... 7**
  - 12) How long will it take MDH to resolve/ review an exception? .....7
- Claim Payment Issue ..... 7**
  - 13) Where can I access claims for meals I delivered prior to October 24, 2019? .....7
  - 14) What if the rate for meals in the POS is incorrect? .....7
- Upload Meal Plan for my participant ..... 7**
  - 15) How do I upload a meal plan? .....7
  - 16) Do Supports Planners also have to upload Meal Plans for my participants? .....8
  - 17) Do we still need to send the meal plan to the Supports Planner? .....8
  - 18) How often do I need to submit my meal plan? .....8
  - 19) Do we have to upload the meal plans for the participants I'm currently serving? .....8

20) Can I upload more than (1) meal plan for my participant in a year? .....8

21) I have more than (1) file - how do I combine multiple files into one for upload? .....8

**Alerts..... 9**

22) How will I know if I have to start providing meals for a new participant? .....9

23) How do I know if services have been inactivated for a participant? .....9

**Location Profile ..... 9**

24) How do we update and change location jurisdictions? .....9

## General Questions

### 1) How do I set up a profile to access the provider portal to submit my claims?

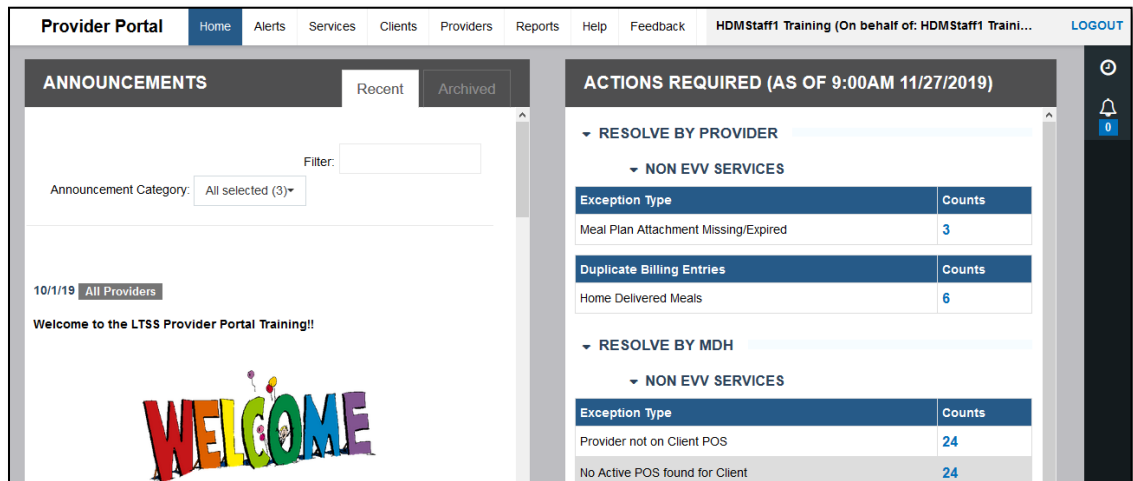
1. Contact the help desk at [ISASHelpDesk@LTss.maryland.org](mailto:ISASHelpDesk@LTss.maryland.org) or 1-855-463-5877 to set up and account and username.

### 2) How do I access Provider Portal?

1. Once you have set up access, Login with your username and password at LTSSMaryland.org.
2. In the site selection page that shows up, choose the option “LTSS/ISAS Live” and click on “Go”.



### 3. System will display the Home Page of Provider Portal.

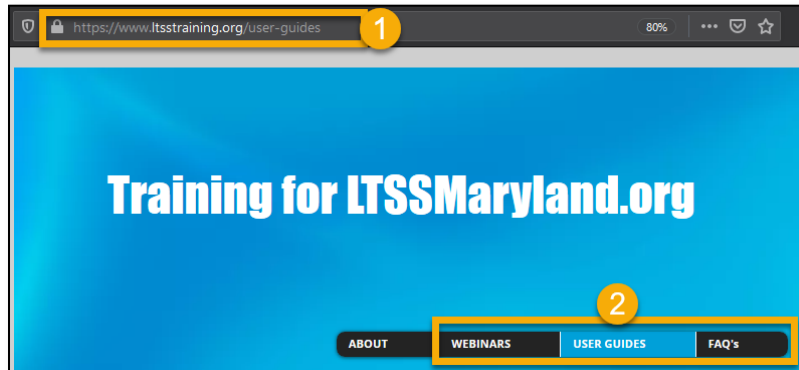


### 3) Do you have a guide for how to navigate the Provider Portal system and bill for the meals my agency has delivered?

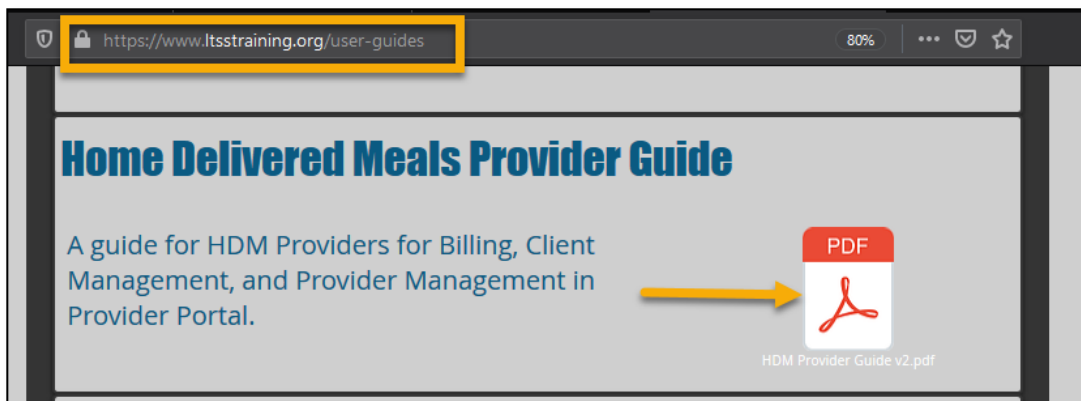
Yes, you can find our guide along with a webinar at [LTSSTraining.org](http://LTSSTraining.org).

To access the User Guide:

1. Go to <https://www.LTSSTraining.org>
2. Select **User Guides** from the Home page.



3. Click the PDF icon within the Environmental Assessment User Manual section to download a copy of the guide.

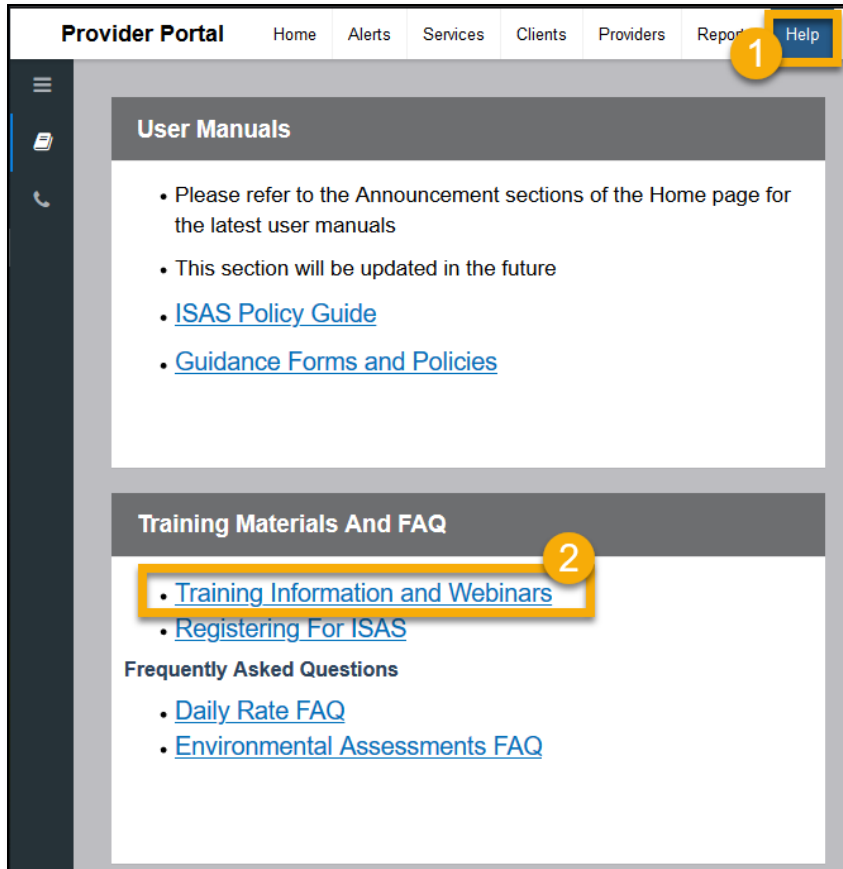


To access the Webinar:

1. Go to <https://www.LTSSTraining.org>
2. Select **Webinars** from the Home page.
3. Select the “[Click Here](#)” hyperlink from the **Environmental Assessment Billing** Webinar Topic and download a recorded training session.

Webinar Topic	Intended Audience	Functions Covered	Download
Home Delivered Meals Billing	Home Delivered Meals Providers	Manage HDM Services, Claims, and Staff Profiles	<a href="#">Click Here</a>

**NOTE:** From the **Help** tab of Provider Portal, you may select the [Training Information and Webinars](#) hyperlink and be redirected to LTSSTraining.org.



4) I would like some help with navigating the system and submitted HDM services. Who can I contact?

- For technical assistance, you can reach-out to our Help Desk
  1. Help Desk Phone #: **1-855-463-5877**
  2. Email Address: [isashelpdesk@ltssmaryland.org](mailto:isashelpdesk@ltssmaryland.org)
  3. Hours: Monday- Friday 6:00 am to 8:00 pm, excluding State holidays.
  
- For questions about billing or program policies, you can reach-out to MDH
  1. MDH CO and CFC Waiver Unit Phone #: **410-767-1739**
  2. Email Address: [mdh.coproviders@maryland.gov](mailto:mdh.coproviders@maryland.gov)

## Billing

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### 5) Once the meals are delivered, how long to I have to submit Services / Claims to the system?

The existing policy of submitting billing up to 365 days after the Date of Service remains unchanged.

We recommend you submit the meals at least 14 days before the cut-off date. This will allow handling exceptions and other such scenarios in time before the cut off, in case the system identifies any issue with the submission.

### 6) Is there a monthly deadline by which I have submit Home Delivered Meals Services / Claims to the system?

There is NO monthly deadline for submitting Home Delivered Meals Services.

### 7) How long should I continue billing through the e-Medicaid system?

Meals delivered on dates before Oct 24, 2019 should be billed through e-Medicaid system. Those delivered on or after Oct 24, 2019 should be billed through Provider Portal

### 8) What happens if I accidentally billed twice for a meal?

If user accidentally submits two entries for the same combination of Service Date, Provider Number, and Participant, Provider Portal marks one of them as a "Duplicate".

You can view duplicate items in the Duplicates tab.

**Note:** Claims will not be submitted for entries that are marked as Duplicates.

### 9) How do I bill for the maximum rate if the Plan of Service doesn't reflect the new rate increase?

Provider Portal will allow you to bill the maximum rate even if the plan has not been updated. For example, even if the plan of Services says rate is \$5.36, you will be able to bill for the maximum rate allowed for the Service Date (i.e. \$6.36 if the Service Date is in FY20 Financial Year).

### 10) What does it mean to adjust? Why would you have to adjust a claim that is already submitted?

Once a Service has been processed MMIS (i.e. Paid or Rejected), users may still have the need to make changes to the Service. Such changes are referred to as "Adjustments". Examples of adjustments include Voiding a Service after it has been Paid, changing the number of meals delivered to a participant for a day, and so on.

- 11) Will we have to create a profile for the participants we are currently serving?  
No, you don't have to create / update information of their participants.

## Exceptions

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- 12) How long will it take MDH to resolve/ review an exception?  
MDH reviews exceptions daily and will work to resolve the exception as soon as possible. However, depending on the type of exception the resolution time can vary. If you have any questions about the status of an exception or question about the exception type, please contact MDH by email or by phone.
1. Phone #: **410-767-1739**
  2. Email Address: [mdh.coproviders@maryland.gov](mailto:mdh.coproviders@maryland.gov)

## Claim Payment Issue

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- 13) Where can I access claims for meals I delivered prior to October 24, 2019?

Information on the payment status of meals delivered prior to October 24, 2019 can be found in the eMedicaid remittance advice.

Note: To bill for the meals you delivered to participants prior to October 24, 2019, please use the eMedicaid system. Meals delivered on or after Oct 24, 2019 should be billed through Provider Portal.

- 14) What if the rate for meals in the POS is incorrect?

If you notice the POS amount is incorrect, please reach out to the assigned Supports Planner for assistance in correcting the Plan of Service. However, please note that you can enter any amount up to the maximum permitted rate for the fiscal year when you bill.

## Upload Meal Plan for my participant

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- 15) How do I upload a meal plan?

There are two methods for uploading meal plans. The recommended method is to go to client's profile as soon as you are approved for providing meals and upload the meal. To upload:

1. Go to Clients tab in Provider Portal
2. Search for the client and click "Details" to view the participant's profile.
3. Select "Client Attachments" tab on the left hand side.

4. Select “Add New Attachment” and upload the meal plan.
  - a) Please refer to the user guide for additional details on how to upload a meal plan, and for information about the other method of uploading.
  
- 16) **Do Supports Planners also have to upload Meal Plans for my participants?**  
 It’s optional for Supports Planners. They may upload meal plans as a part of preparing the participants Plan of Service. However, providers have to upload a meal plan to Provider Portal before submitting their meals for billing.
  
- 17) **Do we still need to send the meal plan to the Supports Planner?**  
 Sending the meal plan for a participant to his/her Supports Planner is NOT mandatory. However, you can still send it to the Supports Planner when the Plan of Service is getting drafted.
 

Note: Provider has to upload the meal plan for a participant in order to get paid for the meals delivered. Uploading the plan once per year for each participant is enough. For instructions on how to upload the meal plan, please refer to the User Guide.
  
- 18) **How often do I need to submit my meal plan?**
  - a) Meal Plans should be uploaded for each participant 1 time per year.
  
- 19) **Do we have to upload the meal plans for the participants I’m currently serving?**  
 Yes, you should upload meal plans for the participants you are currently serving. In the absence of a meal plan for a participant, system will assign pending status to the meals billed for that participant till provider uploads a meal plan.
 

Note: Once a meal plan is uploaded for a participant, it is valid up to a year.
  
- 20) **Can I upload more than (1) meal plan for my participant in a year?**  
 Yes, you can upload a new plan for your participant whenever you are revising the plan.
  
- 21) **I have more than (1) file - how do I combine multiple files into one for upload?**  
 Users can combine files by scanning multiple documents into one file, creating a single document in an accepted format for upload.

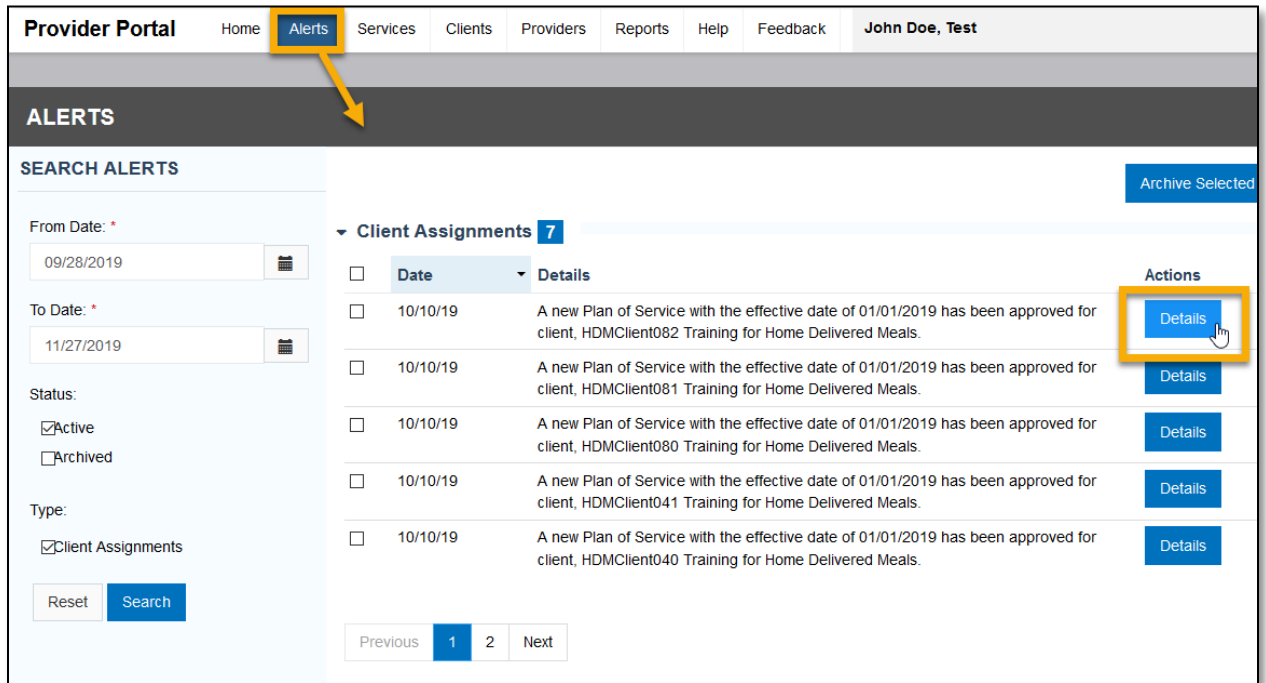


## Alerts

### 22) How will I know if I have to start providing meals for a new participant?

You will receive an alert as soon as the participant’s Plan of Service is approved. You will be able to access the Plan and details of the participants once you receive this alert. You can use this information to better plan for delivering meals.

You can view the alerts you have received in the Alerts tab.



### 23) How do I know if services have been inactivated for a participant?

- a. HDM Providers receive alerts to notify them when they have been assigned as the Provider for HDM Services on a participant’s approved Plan of Service.

## Location Profile

### 24) How do we update and change location jurisdictions?

To update your Jurisdiction please contact MDH by phone or email listed below.

1. Phone #: **410-767-1739**
2. Email Address: [mdh.coproviders@maryland.gov](mailto:mdh.coproviders@maryland.gov)