



Wes Moore, Governor · Aruna Miller, Lt. Governor · Laura Herrera Scott, M.D., M.P.H., Secretary

Memorandum

To: Brain Injury Waiver Providers
Brain Injury Waiver Case Managers

From: Alisa Jones, Chief, *AJ*
Division of Community Long Term Care

Date: October 11, 2023

Re: Brain Injury Waiver (BI Waiver) billing changes and Electronic Visit Verification (EVV)

Over the next months, the Maryland Department of Health (MDH) will begin to transition all Brain Injury Waiver (BI Waiver) service provider's billing into *LTSSMaryland*, the State's web-based data management system. This transition will remove the Behavioral Health Administrative Services Organization (BHASO), Optum Maryland, as the billing agent for providers, centralizing all BI Waiver service authorization and billing into *LTSSMaryland*. *LTSSMaryland* is already used for BI Waiver case management.

Additionally, in accordance with the 21st Century Cures Act, passed by Congress on December 13, 2016, states must implement an electronic visit verification (EVV) system for all home and community-based personal assistance/care services. The BI Waiver's individual support services (ISS), delivered in-person or remotely/virtually, meets the definition of home-based personal care services. Therefore, implementation of an EVV system is mandatory. EVV is intended to create greater accountability for the delivery of personal care services by requiring direct care staff to "clock-in" and "clock-out" from the location in which and at the time services are being delivered. The intent is to go-live with the EVV implementation for ISS and the new billing model for all services on December 7, 2023.

To support this transition, the MDH *LTSSMaryland* Provider Billing Support Office (PBSO) will conduct training for your agency to learn the billing process. Training will be conducted over six (6) days between Monday, November 13, 2023 - Monday, November 20, 2023. Each 2-3 hour session will cover a different topic area to help your agency begin billing. Training will be interactive, giving your teams the opportunity to do hands-on practice in the *LTSSMaryland*, Provider Portal. The accompanying message from the PBSO has additional details on how your agency can attend training.

The MDH developed a smartphone application and telephone-based interactive voice response (IVR) system for providers to record their clock ins and outs for individual support services (ISS)

services delivered in-person or remotely/virtually. The MDH will continue to strategize on distribution of one-time password (OTP) devices, as needed, to allow direct care staff to record their time.

If you have questions regarding this matter, please contact Stefani O’Dea, Director, Office of Older Adults and Long Term Services and Supports at stefani.odea@maryland.gov or Jeronica Baldwin, BI Waiver Coordinator, Division of Community Long Term Care Services at jeronica.baldwin@maryland.gov.