CCS Guide to Assigning and Managing OTPs

MDH ISAS Team

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Quick Overview of the ISAS IVR

• In-Home Supports Assurance System (ISAS) is Maryland’s EVV System
• ISAS has been in-use since 2013
• Used by:
  • CFC Residential Service Agencies (11,000 participants)
  • DDA Personal Supports Providers (13 Pilot participants)
    • Full DDA Use by December 2020 (4,500 participants)
• Integrated with LTSSMaryland as the pre-authorization and billing solution for services requiring EVV
Two ways ISAS identifies the participant

1. Direct Support Professional (DSP) uses participant’s personal landline or cell phone
   DSP calls from a phone # that is in the LTSSMaryland Client Profile

2. DSP uses any phone and a small key fob called a One Time Password (OTP) device
   DSP calls from a phone # that is not in the LTSSMaryland Client Profile. DSP would need either a) the 9 digit OTP serial code or b) the participant’s 11 digit MA #
Managing Participant Phone #

In the LTSSMaryland Client Profile page, CCS can manage participant’s phone numbers to allow DSP to use that phone # to Clock-in and Clock-Out

Select “Allow for ISAS IVR” only if that phone belongs solely to the participant and NOT to a provider.
What are OTP Devices?

- One Time Passcode (OTP) Devices are used to assist with the clock-in out process when a phone is not available.
- OTP devices generate a time-synchronized randomized 6-digit code every 60 seconds.
- Direct Support Professionals (DSP) will use that code when calling the ISAS telephonic system.
- OTP devices do not replace the ISAS telephonic phone system but work in conjunction with the system.
  - A telephone is still required to clock in and out using ISAS.
Requesting new OTP Devices

**Actors:** CCS Management

Supervisors should request new devices by

1. Emailing the ISAS team at [mdh.isashelp@maryland.gov](mailto:mdh.isashelp@maryland.gov)
2. Using the OTP request google form, found [here](#)
When to assign OTPs

OTPs should only be assigned when Direct Support Professionals (DSPs) frequently do not have access to a suitable phone owned by the participant:

1. Participant does not have a reliable phone that the DSP can use
2. More than one participant lives in the same household and they share one phone
3. The participant often receives Personal Supports services in the community and the participant does not have an accessible mobile phone
4. The participant does not have a MA # (state funded participants)

NOTE: The CCS should always assess the situation prior to assigning a device and should not rely solely on the DSP or Agency’s word that an OTP is needed
OTP Delivery

The CCS should deliver OTP devices to each participant in person or via mail

• We recommend that devices are assigned to the participant before they are delivered
• Mailed devices should be padded for protection

Payment for OTP delivery

• DDA will reimburse CCS agencies for costs associated with shipping OTP devices only for the initial launch of EVV. This reimbursement will not be available after the initial go-live
• Individual CCSs may bill for OTP assignment and in-person delivery within the LTSS Activities module
How to Assign OTPs to a Participant

Actors: CCS Staff

1. In the Client Profile select Profile → Client OTP → Assign

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How to Assign OTPs to a Participant (cont.)

2. Enter the 9 digit OTP Serial Number located on the back of the device.

3. Enter the 6-digit password that appears on the front of the device.

**Note:** The numbers will change every 60 seconds.

4. Select the reason why the device was assigned from the drop-down menu, then select Save & Close.

**Note:** “Other” may be used for state funded participants since there is no dropdown option for Client has no MA#
Possible Error Messages when assigning OTPs

The CCS should contact the ISAS team by email at mdh.isashelp@maryland.gov and ask them to activate the device. They should provide the OTP Serial Number located on the back of the device. A different device may be used while following up with ISAS.

The CCS should un-assign the device from the incorrect participant and then proceed to assign the device to the correct participant.
1) Navigate to Client Profile

2) Select Client OTP - Un-assign

3) Select Reason for Un-assigning from the drop down

4) Un-assign and close
Reasons for Unassigning OTPs
Important Notes about OTPs

• The CCS should confirm the need for OTPs directly with the participant
• The OTP device must ALWAYS be in the participant’s possession in order to support provider billing and prevent fraud
• The CCS should ask about the OTP device when in contact with the participant to ensure it was not taken, lost, or broken.
• Lost, broken, and removed devices should be documented in Activity notes
• If the CCS finds out that the OTP was removed from the participant’s possession by the Direct Support Professional, the CCS should report this to MDH and assign a new OTP device. If the device is later found, return it to MDH.
• If an OTP device breaks, the CCS MUST collect the device from the participant, unassign the OTP device from the participant’s profile and return the device to MDH
• The CCS is responsible for **physically** delivering and retrieving OTP devices from the participant
  • Do not make Participants come get devices
Communicating about OTPs

Case managers are often first in line for questions about services. Some helpful facts include:

Tips for Participants:
1. OTPs are provided free by the state
2. OTP devices should be available to the DSP at the beginning and end of each shift
3. OTP devices must remain in the participant’s possession at all times
4. DSPs or agency providers may not remove the OTP from the participant's possession. OTPs must be available for any provider giving service to the participant
5. Report missing or broken devices immediately to the CCS

Tips for Service Providers:
1. Devices must stay with the participant
2. The serial number is found on the back of the device. It may be needed for clocking in and out
OTP Drift

1. **Important Note:** Devices will gradually become unsynced after about a year

2. OTPs with minor time differences can still be used as it does not impact payment
   a. Since both clock in and out are affected, the total length of time is the same and can be managed if staff works with one participant
   b. This may cause overlapping shifts if two participants served

3. If a significant change is noticed, please return devices to MDH
Services Rendered Report

The Service Rendered Report has helpful information when following up with participants or if there are service issues:

- **Service Date** – The CCS can review service dates or general service delivery schedule the participant or their representative
- **Agency Name** – Identify agency providing services on a given date
- **Staff Name** – The CCS can see which staff person provided the service and note any concerns
- **Start Time and End Time**- The CCS can review to note that general service times match the participant’s or their representative’s expectations
- **Service Duration (hours)**: Low service hours in comparison to the service authorization could be an indicator that the provider agency is not providing the expected hours of service.
Thank you for attending!

Contact the MDH ISAS Team at:

• **Email:** MDH.ISAShelp@maryland.gov
• **Phone:** 410-767-1719

Questions?