Document all changes to the call flow using the table below.

<table>
<thead>
<tr>
<th>Date</th>
<th>Version</th>
<th>Revision</th>
<th>Author</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/20/2017</td>
<td>1.0</td>
<td></td>
<td>Dfrancois</td>
<td>First Draft submission</td>
</tr>
<tr>
<td>3/27/2017</td>
<td>1.0</td>
<td>A</td>
<td>Dfrancois</td>
<td>updates to shared service; add page to query shared services by date; update expected inputs and outputs for multiple transactions</td>
</tr>
<tr>
<td>4/4/2017</td>
<td>1.0</td>
<td>B</td>
<td>Dfrancois</td>
<td>add logic for representative; add additional for multiple services by date</td>
</tr>
<tr>
<td>4/13/2017</td>
<td>1.0</td>
<td>C</td>
<td>Dfrancois</td>
<td>update verbiage throughout flow from &quot;client&quot; to &quot;participant&quot;; Update Rep Entry to provide participant MA number. Update logic on Pin Entry page to first check for Rep being blocked.</td>
</tr>
<tr>
<td>4/18/2017</td>
<td>1.0</td>
<td>D</td>
<td>Dfrancois</td>
<td>update verbiage for support planner to supports planner throughout call flow; update output for Get Rep</td>
</tr>
<tr>
<td>4/24/2017</td>
<td>1.0</td>
<td>E</td>
<td>Dfrancois</td>
<td></td>
</tr>
</tbody>
</table>
If applicable to your application, provide a list of DNIS numbers and corresponding information. This (optional) list is intended to provide additional clarity on the TFNs and DNIS numbers that are part of the IVR system.

<table>
<thead>
<tr>
<th>Description</th>
<th>DNIS</th>
<th>TFN</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description of number</td>
<td>XXX</td>
<td>XXX-XXX-XXXX</td>
<td>Additional information as need</td>
</tr>
</tbody>
</table>

...
Welcome Message
[***] Welcome to the MY-LTSS System.

IVR Down for Service?

Yes:

IVR Down for Service Message
[***] Ad hoc message to be recordable via OP.
::014.M01.XXX.XXX::

No:

Global Temp Message On?

Yes:

Broadcast Temp Message
[***] Ad hoc or standard
::014.XXX.XXX.XXX::

No:

::Rep Entry::
[***] If you are a representative calling on behalf of a participant, press 1.
[***] Otherwise, press 2 to continue
::014.XXX.XXX.XXX::

1: Representative
2: ANI Validation

End Call
Get Client
Input: <10 digit phone number>
Output: Client Info

ANI Match?
Yes → MA Number Entry
No → ANI No Match Message

ANI No Match Message
[xxxx] The phone number you are calling from does not match our records.

ANI Entry:
[xxxx] Enter your 10 digit phone number that is registered with Medicaid.

ANI Confirmation Menu:
[xxx] You entered <ANI>
[xxx] If correct, press 1
[xxx] If not, press 2

Max Attempt?
Yes → End Call
No → (Yes)

Max ANI Message
[xxxx] You have exceeded the maximum number of attempts. The phone number entered does not match our records. You will need to contact your Supports Planner for assistance.

Call Flow Notes: Confirmation menu will play only after first invalid.
Welcome

Rep ANI Entry Message
[XXXX] In order to use this system on behalf of your participant you will need to provide the phone number your client has on file with Medicaid, their MA number and your PIN.

::Rep ANI Entry::
[XXX] Enter the 10 digit phone number associated with your participant’s Medicaid account.
::XXX.AXX.XXX.XXX::

::Participant MA Number Entry::
[XXX] Enter your participant’s MA number assigned by Medicaid. It is located on their Medicaid card.
::XXX.AXX.XXX.XXX::

Get Rep Transaction
Input: ANI, Participant MA Number
Output: Client Info

Match?
(Yes) PIN Entry
(No)

Rep Not Found Message
[XXXX] The information you entered did not match our records.

Max Rep Entry Message
[XXXX] You have exceeded the maximum number of attempts. The information you entered does not match our records. You will need to contact your participant’s Supports Planner for assistance.

Max Attempts?
(Yes) End Call
(No) A
GSMDDHMHPL

MA Number Entry

[XXXX] Please enter your 11 digit MA Number.

MA Number Confirmation Menu:

[XXX] You entered <MA Number>?
[XXX] If correct, press 1
[XXX] If not, press 2

Message

[XXX] The MA number you entered did not match our records. Your MA number is located on your Medicaid card.

Max attempts?

(No)
(Yes)

End Call

Call Flow Notes: Confirmation menu will play only after first invalid.
MA Number Entry  
Rep Entry

::XXX Entry:: 
[XXX] Enter your 4 digit PIN 
::XXX.A00.T00.XXX::

PIN History Transaction
Input: Client ID  
Output: PinDetails

Rep PIN=Blocked?
(Yes)

Max attempts for single day?
(Yes)
End Call
(No)

Match?
(No)
Max Attempts?
(Yes)
End Call
(No)

PERM PIN?
(No)
PIN Message
[XXXX] You will need to create a permanent 4 digit PIN.
(Yes)
Main Menu

PIN Creation

Rep Blocked Message
[XXX] Sorry, we are unable to validate your entry. For more information contact your participant’s support planner.

Max PIN invalid for Day Message
[XXX] Due to multiple attempts your account has been temporarily disabled. Please contact your support planner for a temporary PIN or wait 24 hours before trying again.

Max PIN Invalid Message
[XXXX] We’re sorry, that does not match our records. Please contact your support planner or try again later.

End Call

GSMDDHMPL  Proposed Call Flow 20170424 1.0 Rev E Pin Entry
::PIN Entry::
[XXX] Enter your new 4 digit PIN
::XXX.AXX.XXX.XXX::

::PIN Re-Entry::
[XXX] For verification purposes, re-enter your 4 digit PIN.
::XXX.AXX.XXX.XXX::

Entries Match? (No)

Update PIN
Input: Client ID, PIN
Output: 0, 1, 2

True? (No)

Pin Error Message
[xxx] We are unable to complete your PIN selection request at this time.
[xxx] Try your call again later.

End Call

Main Menu
::Main Menu::

[XXX] For information on your plan of service, press 1.
[XXX] For information on services provided in the last thirty-one days, press 2.
[XXX] For information on a service provided on a specific date, press 3.
[XXX] For your Medicaid program information, press 4.
[XXX] To change your PIN, press 5.

::XXX.MXX.XXX.XXX::

(1) Plan of Service
(2) Service Information
(3) Service Information by Date
(4) Medicaid Info
(5) PIN Creation
(6) Announcements
Plan of Service Transaction
Input: MA Number, today’s date
Output: <Authorized Service Details>

POS Found?

(Yes)

POS Message

[XXX] You are authorized to receive <units/hrs> of <Service> by <ProviderName> for <frequency/duration>. This plan is effective from <effective date> to <end date>.

::POS No Service Menu::

[XXX] No active plan of service was found.

::POS Message::

[XXX] To repeat this information, press #.
[XXX] To return to the main menu, press 9.
[XXX] To end this call, simply hang up.

::XXX.MXX.XXX.XXX::

(9)

Main Menu

::XXX.MXX.XXX.XXX::

(9)

Main Menu
Main Menu

Flag Service

GetServiceActivityHistory
Input: MA Number, Start Date, End Date
Output: <Number of Services>, <Date of Service>, <Service Type>, <Agency>, <Staff Name>, <Clock in Time>, <Clock out Time>, <Duration>

Filter Returned Services.
Only return Service where:
Date of Service <= Today's Date <= 31 days

No Service Returned?
(No)

More than 1 service returned?
(Yes)

No Service Found Message

[XXX] No services were found for the last thirty-one days.

:: XXX Entry::
[XXX] To return to the previous menu, press 9.
[XXX] To end this call, simply hang up.
::XXX.AXX.AXX.AXX::

A

:: Single Shared Services Menu::
[XXX] On <Date of service>
[XXX] you received a <Service Type>
[XXX] which was provided by <Staff Name>
[XXX] from <Agency Name>
[XXX] from <Clock-in Time>
[XXX] to <Clock-out Time>
[XXX] for <Service Duration>

[XXX] To flag this service, press 1
[XXX] To repeat information on this service, press #
[XXX] To return to the previous menu, press 9
[XXX] To end this call, simply hang up.
::XXX.MXX.AXX.AXX::

:: Multiple Shared Services Menu::
[XXX] Our records show you received <Number of Services Returned> in the last <# of days>. The most recent service will be read first.
[XXX] On <Date of service>
[XXX] you received a <Service Type>
[XXX] which was provided by <Staff Name>
[XXX] from <Agency Name>
[XXX] from <Clock-in Time>
[XXX] to <Clock-out Time>
[XXX] for <Service Duration>

[XXX] To flag this service, press 1.
[XXX] To hear information on your next most recent service, press 2.
[XXX] [XXX] To repeat information on this service, press #.
[XXX] To return to the previous menu, press 9.
[XXX] To end this call, simply hang up.
::XXX.MXX.AXX.AXX::

(9) Main Menu

(1) Flag Service

(9) Main Menu

(1) Flag Service

(2) Main Menu
::Flag Service Option Menu::
[XXX] You have selected to flag your <Service Name> on <Date of Service>
[XXX] Select your flag reason from the following options:
[XXX] Provider left early or arrived late, press 1
[XXX] Provider left then returned later, press 2
[XXX] Provider took OTP device, press 3
[XXX] Provider did not show up, press 4
[XXX] Wrong staff name listed on service, press 5
[XXX] Wrong agency listed on service, press 6
[XXX] I was in the hospital during service, press 7
[XXX] If your flag reason was not listed, press 8
[XXX] To repeat the flag options, press #

::Flag Confirmation Menu::
[XXX] Your <Service Type> on <Date of Service> was flagged due to <Option selected from Flag Option Men>
[XXX] If this is correct, press 1.
[XXX] If not, press 2

::Flag Service Transaction::
Input: Service Id
Output: Flag Reason ID

Option 8 Selected?

Yes

No

::No Flag Option Message::
[XXX] If none of the options described why you need to flag the service, contact your supports planner.

::XXX Menu::
[XXX] To hear information on your next service, press 1.
[XXX] To return to the main menu, press 9
[XXX] To end this call, simply hang up.

::XXX Menu::
(1) (9)

Service Information

Main Menu
Main Menu

Program Info Transaction
Input: Client Id
Output: <Support Agency><Supports Planner Name> <Address Info><Support Planner Phone> <Enrollment Date> <Disenrollment Date> <Enrollment Status><ProgramName><Coverage Group><Coverage Start Date><Coverage End Date><OTP Serial Number>

::Medicaid Information Menu::
[XXX] For information on your Supports Planner, press 1.
[XXX] For your Program information, including your MA number and enrollment status, press 2.
[XXX] For coverage information, including start and end dates, press 3.
[XXX] For information on your OTP device, press 4.
::XXX.MXX.XXX.XXX::

::Support Planner Menu::
[XXX] You are assigned <Supports Planner Name> from <Support Agency> located at <Address Info>. You can reach your supports planner at <Support Planner Phone>.
[XXX] To repeat this information, press #
[XXX] To return to previous menu, press 2
[XXX] To return to the main menu, press 9
[XXX] To end this call, simply hang up.
::XXX.MXX.XXX.XXX::

::Program Menu::
[XXX] As of <Enrollment Date> <Disenrollment Date>
[XXX] For your MA Number <MA Number>
[XXX] Your enrollment status is <Enrollment Status> <ProgramName>.
[XXX] To repeat this information, press #
[XXX] To return to previous menu, press 2
[XXX] To return to the main menu, press 9
[XXX] To end this call, simply hang up.
::XXX.MXX.XXX.XXX::

::Medicaid Coverage Menu::
[XXX] You have <Coverage Group> Community Medicaid Coverage as of <Start Date>/<End Date>.
[XXX] To repeat this information, press #
[XXX] To return to previous menu, press 2
[XXX] To return to the main menu, press 9
[XXX] To end this call, simply hang up.
::XXX.MXX.XXX.XXX::

::OTP Menu::
[XXX] Your OTP device serial number is <OTP serial number>.
[XXX] To repeat this information, press #
[XXX] To return to previous menu, press 2
[XXX] To return to the main menu, press 9
[XXX] To end this call, simply hang up.
::XXX.MXX.XXX.XXX::
::Announcements Menu::
[XXX] <Placeholder> There are no announcements at this time.
[XXX] To return to the main menu, press 9
[XXX] To end this call, simply hang up.

::XXX.MXX.XXX.XXX::
(9)
Main Menu
Goodbye Message

[XXX] Thank you for calling MY-LTSS. Goodbye.

End Call
The following pages provide a list of exit points in the application. Additional pages should be added as needed.

The Exit Point list will be inserted below by the CI analyst once Tasks and Goals have been completed.
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The Exit Point list will be inserted below by the CI analyst once Tasks and Goals have been completed.
(01) Menu – Timeout/Invalid

Menu
Invalid Selection

Failure Count?

(1 or 2)

[1109] I’m sorry, that is an invalid selection. (Failure)
[1110] I’m sorry, I did not get your selection. (Timeout)
[1105] Please try again.

Replay Menu Options

End Call

(3)

[1106] You have exceeded the maximum number of attempts.

Replay Menu Options / AFN

End Call

(02) AFN – Timeout/Invalid

Timeout Length
5 secs

Failure Count?

(1 or 2)

[1103] I’m sorry, that is an invalid entry. (Failure)
[1104] I’m sorry, I did not get your entry. (Timeout)
[1105] Please try again.

Replay Menu Options / AFN

End Call

(3)

[1106] You have exceeded the maximum number of attempts.

End Call

(03) Menu – Max Repeat Entry Menu Selection

Menu
Fail to Confirm by pressing 2

Failure Count?

(1 or 2)

[1106] You have exceeded the maximum number of attempts.

End Call

(3)

(04) Menu – Timeouts / Failures Combo

Timeout or Failure?

(1 or 2)

Timeout

01 / 02
Menu / AFN – Timeouts

Failure

01 / 02
Menu / AFN – Failures

(05) Transaction – Timeouts / Failures

Transaction
Timeout / Failure

Failures

[1112] I’m sorry, your request cannot be processed at this time,
Document all changes to the call flow using the table below.

<table>
<thead>
<tr>
<th>Date</th>
<th>Rev</th>
<th>Name</th>
<th>Description</th>
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<tbody>
<tr>
<td>11/9/2015</td>
<td>1.0</td>
<td>F D.Coulbourne</td>
<td>Additional feedback and clarifications from client.</td>
</tr>
<tr>
<td>11/10/2015</td>
<td>1.0</td>
<td>G D.Coulbourne</td>
<td>Flow adjustments based on client feedback and updated web service specification.</td>
</tr>
<tr>
<td>11/13/2015</td>
<td>1.0</td>
<td>H D.Coulbourne</td>
<td>Updates made from final client feedback.</td>
</tr>
<tr>
<td>11/20/2015</td>
<td>1.0</td>
<td>I A. Spence</td>
<td>Added Tasks and Goals</td>
</tr>
<tr>
<td>1/4/2016</td>
<td>1.0</td>
<td>A D.Coulbourne</td>
<td>Added new exit points and Appdata_EXT logging.</td>
</tr>
<tr>
<td>1/22/2016</td>
<td>1.1.1</td>
<td>A D.Coulbourne</td>
<td>Prompt revisions for 517 &amp; 518; set prompts 517, 518, 519 to NO BARGE</td>
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<tr>
<td>2/4/2016</td>
<td>1.2</td>
<td>A D.Coulbourne</td>
<td>Revisions to final provider clock in/out process (page 13)</td>
</tr>
</tbody>
</table>
If applicable to your application, provide a list of DNIS numbers and corresponding information. This (Optional) list is intended to provide additional clarity on the TFNs and DNIS numbers that are part of the IVR system.

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<th>DNIS</th>
<th>TFN</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Published Toll Free Number</td>
<td>8452</td>
<td>855-463-4727</td>
<td></td>
</tr>
</tbody>
</table>
Welcome Message

Welcome to the ISAS Maryland Clock In and Clock Out System.

Global Temp Message On?

(Yes)

Broadcast Temp Message

[1002] Ad hoc or standard

(Yes)

IVR Down for Service Message?

[1001] Ad hoc message to be recordable via OP.

(Yes)

Main Menu

(No)

Capture ANI

End Call

GSMDDHM Calflow 1.2_RevB

Welcome Page 4 of 18
For personal assistance services, press 1.
For shared attendant services, press 2.

10 seconds is the recommended timeout value. Retry transaction if timeout or error encountered.

**INPUT:**
- ANI (10 digits)

**OUTPUT:**
- StatusCode: integer
- ClientId: string
- MaNumber: string
- Otp: boolean

10 seconds is the recommended timeout value. Retry transaction if timeout or error encountered.
::Assistance Services Confirm Menu::

[502] You selected personal assistance services.
[503] If this is the correct service, press 1.
If this is the wrong service, press 2.

::002.M01.XXX.XXX::

ANI Recognized?
<Status Code = 0
Success>

(Yes)

OTP
Password

(No)

MA Number
You selected shared attendant services. This means you are authorized to work for more than one client at the same time. To bill correctly, clock in and clock out using only one client's information. The system automatically records times for both clients.

If this is the correct service, press 1. If this is the wrong service, press 2.
Shared Services
:: MA Number Entry:
[505] Enter the client’s 11 digit MA Number
:: 004.A02.T01.XXX::

INPUT:
- MA number – string: 11 digits
OUTPUT:
- StatusCode: integer
- ClientId: string
- Otp: boolean

10 seconds is the recommended timeout value. Retry transaction if timeout or error encountered.

Transfer

<Transaction Timeout, Error or Status Code = 2>

Transaction VerifyClientByMANumber

<Status Code = 0 Success>

OTP Password

<Status Code = 1> (Not Found)

MA Number No Match Message
[507] The number you entered does not match our records.

Attempts = 3?

(1, 2) (3)

Re-Enter MA Number Message
[508] Please re-enter the client’s 11 digit MA number.

Best Practice Recommendation
- Play “The number you entered does not match our records,” then send the caller back to MA Number Entry (if less than 3rd attempt)
- After 3rd failed attempt, transfer.

Exit Point: MA Entry Failure (016)
The phone number you are calling from is not listed on the client’s plan and no OTP has been issued. If you hang up and call from the correct phone number your call will be processed successfully. If you continue clocking in or out now, your time will be recorded but DHMH will review the call and payment could be affected.

To continue with this transaction, Press 1.
Enter your nine digit provider number.

9SSN
[513] Enter your 9 digit social security number.
10 seconds is the recommended timeout value. Retry transaction if timeout or error encountered.

**Input:**
- Provider Number (9 digits)
- SSN (9 digits)
- OTP Password (6 digits)
- Client ID (string)

**Output:**
- ProviderNumberSuccess - boolean
- SsnSuccess - boolean
- OtpPasswordSuccess - boolean
- ProviderTypeCode - string
- ProviderProgramCode - string
- StaffId - string
- IsIndependentProvider – boolean
- OtpTimestamp - DateTimeOffset

---

**If any of the following are true, then Yes (Ineligible), Otherwise, No (Eligible).**

ProviderStatusCode NOT equal to 36, 42, 51, 52, 53, 54, 55 or 58.
ProviderTypeCode NOT equal to 76 or AT.
IsIndependentProvider = true.

---

**Exit Point:** Provider Verification Failure (017)

**Exit Point:** Ineligible Provider Message (015)

---

**Call DHMH Message**
[514] The provider number entered is not eligible to provide service. Please contact DHMH or your agency administrator.

---

**Exit Point:** Ineligible Provider Message (015)
Clock In Out Menu

- **To clock In**, press 1.
- **To clock out**, press 2.

**Best Practice Recommendation**
- Confirmation menus should use options 1 or 2.
- Option 1 is "If this is correct".
- Option 2 is "If not".

**OTP Assigned?**
- **Yes**
- **No**

- **OTP Password**

If OTP assigned, use OTP Timestamp from "GetProviderInformation" transaction. If OTP not assigned, use current timestamp.

Prompt 517 = NO BARGE
Prompt 519 = Allow BARGE

Prompt 518 = NO BARGE
Prompt 519 = Allow BARGE
Transaction
Save Call Transaction

<Success>

Clock In / Out Success Message
[529] Thank you for calling the ISAS Maryland Clock in and Clock Out System.

<Transaction Timeout or Error>

Transfer

Exit Point: Save Call Transaction Failure (018)

End Call

Clock In / Out Menu

INPUT:
- StaffId - string
- ProviderNumber - string: 9 digits
- OtpPassword - string: 6 digits
- PhoneNumber - string: 10 digits
- ClockIndicator - integer: 1 for clock-in, 2 for clock-out
- ServiceType - integer: 1 for personal assistance services, 2 for shared attendant services
- ClientId - string
- CallTimestamp - DateTimeOffset

OUTPUT
- CallTransactionCreated - boolean

10 seconds is the recommended timeout value. Retry transaction if timeout or error encountered.

PhoneNumber = ANI of the caller

GSMDDHMH Callflow 1.2_RevB

Clock In Out Txn

Page 14 of 18
Invalid Provider Number Message

[524] You entered an invalid Provider Number.
[523] Please try again.

Invalid OTP Password Message

[525] You entered an invalid OTP Password.
[523] Please try again.

Invalid 9SSN Message

[526] You entered an invalid Social Security Number
[523] Please try again.
This temp message will play unique closed temp messages recorded via OP.

MA Number
Error
Handling
Clock In / Out Txn
Provider Transaction

Business Hours Open?

Unique Closed Temp Message?

::Transfer Menu::
[527] I apologize, but we were unable to process your request. If you would like to be transferred to the Help Desk, press 1 now. To start over, press 2.

<5 second pause>

[529] Thank you for calling the ISAS Maryland Clock In and Clock Out System.


::XXX.MXX.XXX.XXX::

::Help Desk Closed Menu::
[528] I apologize, but the support desk is currently closed. Normal business hours are 6 AM to 8 PM Eastern, Monday through Friday. If you’d like to leave a voicemail message for one of our representatives, press 1 now, and we will call you back the next business day.

<5 second pause>

[529] Thank you for calling the ISAS Maryland Clock In and Clock Out System.


::XXX.MXX.XXX.XXX::

Transfer to Help Desk 855-463-5877

::Transfer Menu::

<Timeout>

End Call

Transfer to 855-463-5877
<table>
<thead>
<tr>
<th>EP/CP #</th>
<th>EP/CP Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>001</td>
<td>Main Menu</td>
</tr>
<tr>
<td>002</td>
<td>Assistance Services Confirm Menu</td>
</tr>
<tr>
<td>003</td>
<td>Shared Services Confirm Menu</td>
</tr>
<tr>
<td>004</td>
<td>MA Number Entry</td>
</tr>
<tr>
<td>005</td>
<td>Help Desk Closed Menu</td>
</tr>
<tr>
<td>006</td>
<td>OTP Not Assigned Menu</td>
</tr>
<tr>
<td>007</td>
<td>OTP Password Entry</td>
</tr>
<tr>
<td>008</td>
<td>Provider Number Entry</td>
</tr>
<tr>
<td>009</td>
<td>9SSN Entry</td>
</tr>
<tr>
<td>010</td>
<td>Clock In Out Menu</td>
</tr>
<tr>
<td>011</td>
<td>Clock In Success Menu</td>
</tr>
<tr>
<td>012</td>
<td>Clock Out Success Menu</td>
</tr>
<tr>
<td>013</td>
<td>Transfer Menu</td>
</tr>
<tr>
<td>014</td>
<td>IVR Down For Service</td>
</tr>
<tr>
<td>015</td>
<td>MA Entry Failure</td>
</tr>
<tr>
<td>016</td>
<td>Provider Verification Failure</td>
</tr>
<tr>
<td>017</td>
<td>Save Call Transaction Failure</td>
</tr>
<tr>
<td>018</td>
<td>Ineligible Provider Message</td>
</tr>
</tbody>
</table>