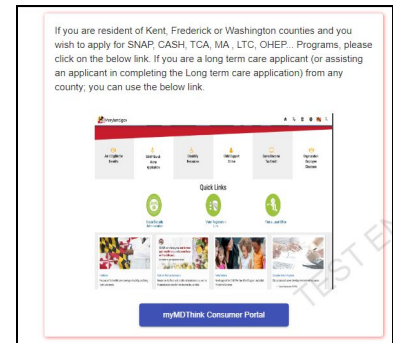




How to Guide: Long-Term Care Nursing Home Quickstart In MyMDTHINK

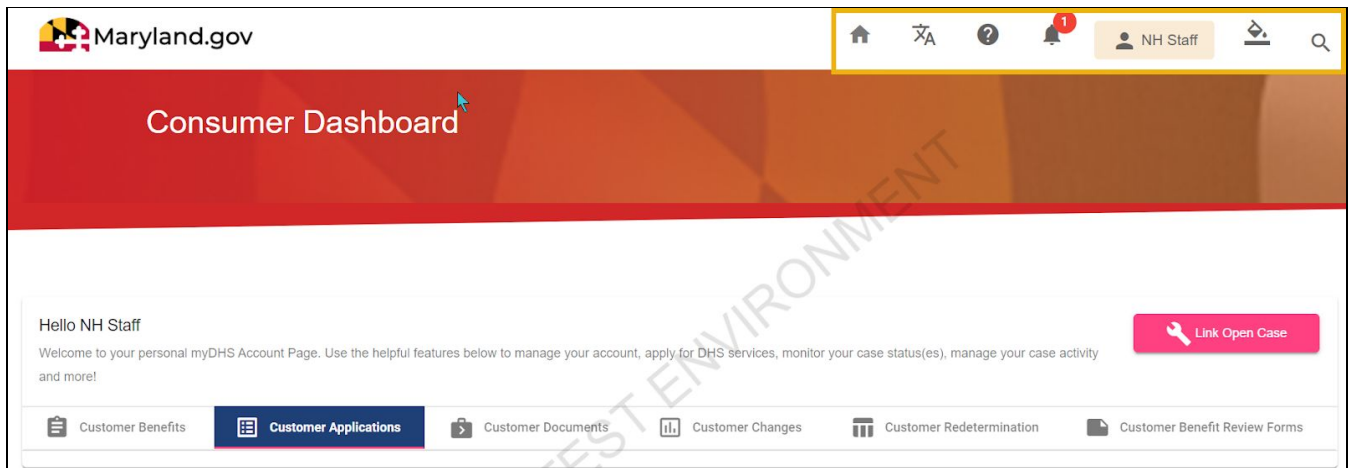
How to Log Into MyMDTHINK

1. Access **MyMDTHINK** portal using a web browser. mymdthink.maryland.gov
2. Click the **Sign In** button.
3. Click to **Agree** to the Terms and Conditions.
4. Enter your **Email/Username** and click the Next button.
5. Enter your **Credentials** and click the **Login** button.
6. Click to select access to the **MyMDTHINK Consumer Portal**.










Dashboard








You will be directed to the updated Dashboard upon login. The E&E Dashboard change in appearance includes additional Case Management functions. You will have the ability to complete applications, change reporting, access and upload documents and submit redeterminations in the MyMDTHINK Consumer portal.



Icon Navigation

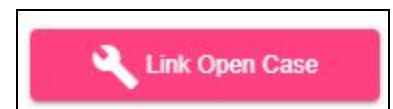
Icon	Description
	The Home icon will navigate you to the MyMDTHINK dashboard at any time.
	The Translate icon can be used to toggle between Spanish or English.
	The Help icon will allow you to access existing help topics or to Contact Customer Service as needed.
	The Bell icon will display system generated notifications. The number displayed against the icon indicates the total number of notifications not viewed.
	The Username icon will allow you to access account settings, Link Open Case and the Logout button.
	The Paint Bucket to select themes to switch between colors while in the Consumer Portal.
	The Magnifying glass icon to search for a specific topic in the State of Maryland's website.

How to Take Action on a Case

Icon	Description
	The Play icon will allow you to resume an application in progress.
	The Delete icon will allow you to delete an application in progress.
	The Printer icon will allow you to print and download a completed Application.
	The Upload icon will allow you to upload a document to an open case.
	The Information icon will allow you to view the eligibility status of a case.
	The Radar a change icon will allow you to view and submit a change to a case.
	The Redetermination tab will allow you to initiate the redetermination process on an eligible case.

How to Link a Customer to your Dashboard

A PIN allows you to link an active LTC case to your MyMDTHINK dashboard. The PIN is mailed. This will allow you to submit changes and view correspondence. The Link Open Case button will allow users to enter or request a PIN. Linking a case via the PIN allows you to submit changes, complete Click the Link Open Case button to manage PIN information.



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- To request a PIN *click* the “**Here**” link.
- Once a PIN has been received, enter the identifying information and click the Submit button.

Search For a Case ✕

Select One Type
Case ID Case ID

00000000

PIN
00000000

If you don't have a PIN already. Please click [here](#) to request a PIN

✕ Close
✔ Submit

How to Upload a Document

1. *Click* the **Customer Documents** tab.
2. *Click* the **Customer Docs** sub-tab.
3. *Click* the **View & Upload Files** button of the desired case.

Customer Benefits
Customer Applications
Customer Documents 1
Customer Changes
Customer Redetermination
Customer Benefit Review Forms

Customer Docs 2

Customer Correspondence

#	Case ID#	Control ID#	First Name	Last Name	App Type	Created Date	Documents
1	301191963	WS00017122	James	Wilson	Application	Sep 28, 2020	<div style="background-color: #4a7ebb; color: white; padding: 5px 10px; border-radius: 5px; display: inline-block;"> 📄 View & Upload Files 3 </div>

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4. *Select the Household Member and Document details.*
5. *Click the Choose Files button and upload the document. The uploaded document will display upon upload.*

File Upload ✕

Only documents with these file format extension can be uploaded: .doc, .docx, .pdf, .xls, .xlsx, .ppt, .pptx, .txt, .csv, and images.

Upload time will greatly depend on your internet speed, quality, and performance of your internet connection.

Household Member *
James Wilson

Document Type * Agreement Document Subtype * AGMT-EA

Choose Files

#	Member	Create Date	Uploaded By	Document Type	Document Subtype	File Name	Actions
1	James Wilson	09/28/2020	NH Staff	Agreement	AGMT-EA	Example upload.png	

- The Download icon will allow you to view the document.
- The Delete icon will allow you to remove the document from the account.



How to View Customer Correspondence

1. *Click the Customer Documents tab.*
2. *Click the Customer Correspondence sub-tab.*
3. *Click the Download Application icon to download the document.*

Customer Benefits
Customer Applications
Customer Documents
Customer Changes
Customer Redetermination
Customer Benefit Review Forms

Customer Docs
Customer Correspondence

Case Id#	Control Id#	Name	Notice Type	Status	Download
301191963	17128	James Wilson	Approval	In Progress	

How to Initiate the Change Reporting Process for an Associated Customer

1. Click the **Customer Changes** tab.
2. Click the **Report a Change** button.

3. On the Search for a Case window, *select* the **search details**.
4. Click the **Search** button.

5. On the Report a Change window, *select* the **checkboxes** to indicate the type of change you wish to make.
6. Click the **Submit** button to proceed with the change process. You will be directed to the Application to make changes.

How to Submit a Redetermination for an Associated Customer

1. Click the **Customer Redetermination** tab. Redeterminations in progress will be listed.
2. Click the **Redetermination** button to initiate a new redetermination search.



- The Play icon will allow you to access a redetermination in progress.
- The Delete icon will allow you to delete a redetermination in progress.



You have up to 30 days to complete the application process and submit the application to us. You can log in and out of your application as often as you want during this 30 days. After 30 days, all the information you have entered is deleted and you will have to apply again.

Customer Benefits | Customer Applications | Customer Documents | Customer Changes | **Customer Redetermination** | Customer Benefit Review Forms

Redetermination

First Name | Last Name | Case # | Search Applications

Web Ref # | Status | Vendor(s): 53685-Caaton Manor Llc ,408133100

Search & Filter

Number	Web Ref #	Case #	First Name	Last Name	Status	App Type	Created Date	Created By	Actions
1	WS00017129	100541340	Aaron	Swaizer	In Progress	Redetermination	Sep 28, 2020	NH Staff	

3. On the Search for a Case window, *select* the **search details**.
4. Click the **Search** button.

Search For a Case

Select One Type

Case ID | Case ID: 000000111

Close | Search



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5. You will be directed to the Customer Application to submit case details to submit details of the case.

Consumer Application

Name: Brandon Malik Date Of Birth: 03/19/1965 App Web # : WS00017119

Resize

Head Of Household
 Head of Household Info

Applicant Information

First Name *	Middle Name	Last Name *	Suffix
Brandon		Malik	Select