![think - Maryland Total Human-services Integrated Network]

## 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 Porta**l.
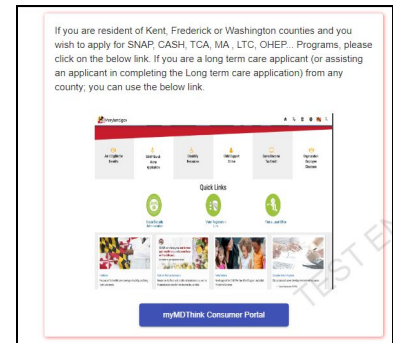
Dashboard

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.
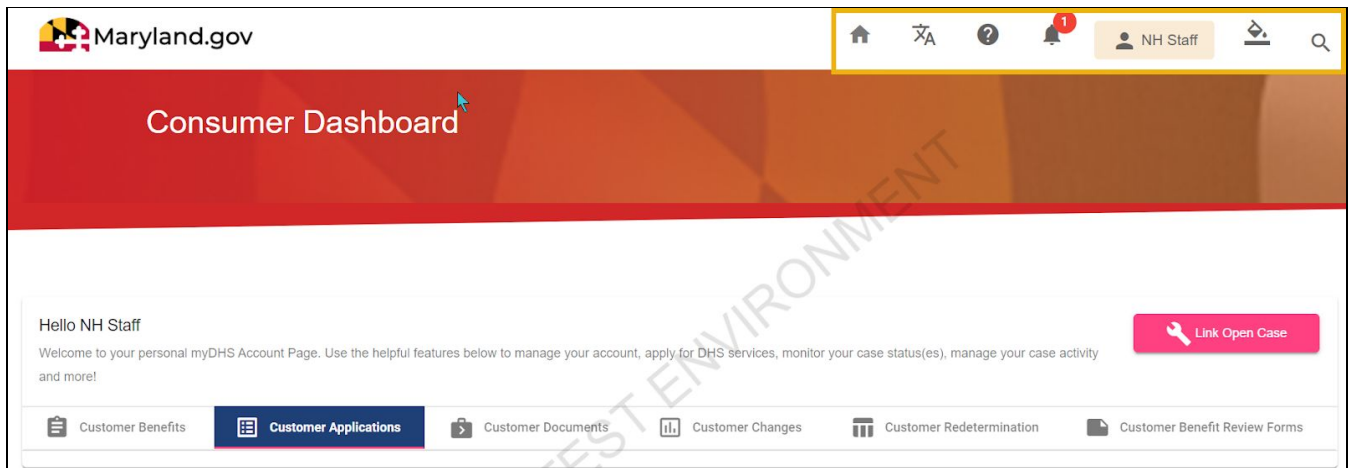
Icon Navigation

| Icon	Description
🏠	The Home icon will navigate you to the MyMDTHINK dashboard at any time.
🔤A	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.
🔔9	The Bell icon will display system generated notifications. The number displayed against the icon indicates the total number of notifications not viewed.
👤 NH Staff	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.

🔧 Link Open Case
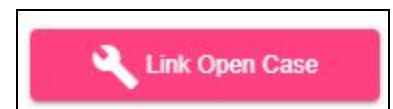
- To request a PIN *click* the **"Here"** link.
- Once a PIN has been received, enter the identifying information and click the Submit button.

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.

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.

- 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.

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.

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

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