



# Developmental Disabilities Administration **Community Meeting**

November 14, 2024



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# Welcome

# Agenda

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- News and Updates
- Self-Directed Services Policy and Manual
- Questions and Answers
- Public Comment

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# News and Updates

# Waiver Advisory Council



The flyer features a dark blue header with the title 'Waiver Advisory Council' in yellow and white. Below the title is a circular image of three people in a meeting. The Maryland Department of Health logo is in the top right. The main text is in white and yellow, and the bottom section has a red background with white text.

**Waiver Advisory Council**

Help Shape Services for People with Intellectual and Developmental Disabilities

The Developmental Disabilities Administration (DDA) is looking for members to join the new Waiver Advisory Council. This group will help the DDA make services better for people with intellectual and developmental disabilities in Maryland. We need your voice, especially if you have personal experience using these services.

**What Will You Do?**

As a member, you will give advice on:

- How the DDA-operated Medicaid waiver programs are set up
- Making sure people can get the services they need
- Following Medicaid rules ([Access Rule](#))
- Improving the quality of services

**Who Can Join?**

We are looking for:

- People who receive Medicaid waiver services
- Family members
- Providers of services, including those licensed or certified by the DDA

**Time Commitment and Meetings**

The council meets every two months in person, with a virtual option using Google Meet. Meetings are open to the public, and anyone can attend. Agendas and meeting details are shared before each meeting. The Council follows a process where every voice matters, and everyone works together to find solutions. The meeting dates are:

- October 17, 2024, 1-2:30 p.m.
- December 2024 (TBA)
- February 2025 (TBA)
- April 2025 (TBA)
- June 2025 (TBA)
- August 2025 (TBA)

**How to apply:**

To apply, fill out the [Waiver Advisory Council application](#). Applications are open until all seats are filled. For help completing the form, call 410-767-5600.

**Contact Information:**

For more details or questions, please contact Rhonda Workman, Director of Federal Programs, DDA, at [rhonda.workman@maryland.gov](mailto:rhonda.workman@maryland.gov).

Make a difference today by joining the Waiver Advisory Council.

- The Waiver Advisory Council had its first meeting on October 17, 2024, and will meet every two months.
- Participants will have the opportunity to advise on system design, service delivery, and quality enhancement strategies for the DDA-operated Medicaid waiver programs.
- We are seeking additional membership from individuals with lived experiences (individuals with intellectual and developmental disabilities)

# Support Broker Certification

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- 17-module training which is part of the Self-Directed Services Training Series
- Enables current Support Brokers to renew their certification by December 31, 2024
- Offers the opportunity for new Support Brokers to become certified in Maryland

# Support Broker Certification Statistics

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- 628 people registered to date
- Several hundred completed; several completed within the first 48 hours
- Successfully completed first two-day in-person training in November
- Testimonials:
  - “...the recorded modules were so convenient!”
  - “...substantive and on topic, and covers issues that are relevant to supporting a participant day to day.”



# 2025 Regional Provider Meetings

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**Central Maryland Regional Office:** 1/8/25, 4/9/25, 7/9/25, and 10/8/25

**Eastern Maryland Regional Office:** 1/16/25, 4/17/25, 7/17/25, and 10/16/25

**Southern Maryland Regional Office:** 1/14/25, 4/8/25, 7/8/25, and 10/14/25

**Western Maryland Regional Office:** 1/9/25, 4/10/25, 7/10/25, and 10/9/25



# Rate Review Advisory Group - General Ledger

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- 73% of providers (216 total) have submitted
- Deadline has been extended for Coordination of Community Services agencies to **December 31st**
- For questions or technical assistance, contact Hilltop at [dda\\_rate@hilltop.umbc.edu](mailto:dda_rate@hilltop.umbc.edu)



# Developmental Disabilities Administration Year in Review (1 of 2)

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**In 2024, we have focused on and/or accomplished:**

- Coordination with interagency partners and other State Agencies to address enrollment, service, and payment concerns
- Examining and improving our system design and processes
- Launched our first Dual Diagnosis Cohort
- Launching Organization-Wide Positive Behavior Supports Cohort 2

# Developmental Disabilities Administration

## Year in Review (2 of 2)

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In 2024, we have focused on and/or accomplished:

- Full transition to *LTSSMaryland* for providers and Person-Centered Plans
- Supporting provider licensing revalidation in the Electronic Provider Revalidation and Enrollment Portal (ePREP)
- Large majority of providers successfully completing the General Ledger Data tool for rate-setting
- Strengthening our focus on participant health and welfare and program integrity and compliance

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# Self-Directed Services Policy and Manual

# Goals of Self-Directed Services Updates

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- These updates align with federal law and guidance, the Centers for Medicare and Medicaid Services-approved waiver authorities, and the Department's policies, as well as the Self-Direction Act of 2022.
- We understand concerns regarding more documentation: these changes are necessary to provide the appropriate funding for each case, to reduce request processing times, and to help to address concerns raised in audits and investigations.
- With more information, the Department will reduce extended back and forth with applicants, reducing waiting times for various approvals.

# Overview of the Updates (1 of 2)

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- There are no changes to the service array available to participants, but documentation is needed for certain actions, such as:
  - Paying staff more than the established maximum,
  - Allowing family members to work overtime, or
  - Accessing optional goods and services through the Individual and Family Directed Goods and Services waiver service.

# Overview of the Updates (2 of 2)

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- Updates to invoices/timesheets are required to meet Centers for Medicare and Medicaid Services standards.
- Increased documentation means clearer approval and denial for participants. Prior forms required merely a check box and did not provide required evidence of need.
- Documentation is a critical source of program integrity, and assists the Department with assuring that participants' health and welfare needs are being met

# Self-Directed Services Comprehensive Policy

Status: Active PolicyStat ID: 16993875

Origination	10/24/2024	Owner	Nova Evans: Health Policy Analyst
Last Approved	11/6/2024	Document Area	DDA Programs
Effective	11/21/2024		
Last Revised	11/6/2024		
Next Review	11/6/2025		

**Self Directed Services Comprehensive Policy**

## I. APPLICABILITY

A. This policy applies to:

- Participants receiving Developmental Disabilities Administration (DDA) funded services through the Self-Directed Services delivery model;
- Their families and representatives; and
- Support Brokers, Coordinators of Community Services, staff who are employed by participants, vendors, Financial Management and Counseling Services providers, DDA providers, and DDA staff.

## II. IMPLEMENTATION DATE

A. This policy begins November 21, 2024 and overrides any other policies or guidance related to Self-Directed Services.

B. In the event of a public health emergency or state of emergency, this policy can be changed by any and all federal and State authorities.

C. This policy contains all Self-Directed Services policies and complements a manual with requirements, options, and clarification on Self-Directed Services as noted in Attachments.

## III. PURPOSE

This policy describes requirements and guidance for Self-Directed Services and the Self-Directed Services delivery model funded through a DDA-operated Medicaid waiver program.

## IV. DEFINITIONS

A. "Budget Authority" means the participant makes choices about how they will spend the money

Self Directed Services Comprehensive Policy. Retrieved 11/12/2024. Official copy at <http://dhmh.policystat.com/policy/16993875>. Copyright © 2024 Maryland Department of Health. Page 1 of 23

- Policy for all aspects of Self-Directed Services
- Updated to consolidate all previous Self-Directed Services policy

Reference: [Self-Directed Services Comprehensive Policy](#)



# Self-Directed Services Manual

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- Updated to consolidate all guidance related to Self-Directed Services
- Provides clarity on procedures and requirements for approvals
- The Support Broker Code of Conduct is a list of best practices for Support Brokers
- Effective November 21, 2024 unless otherwise noted in the Manual
  - New timesheet requirements effective January 1, 2025
  - New invoice requirements effective January 1, 2025

Reference: [Self-Directed Services Manual](#)

# Understanding Reasonable and Customary Standards

- Employee wage rates cannot be changed for a date in the past
- Holiday wages may not exceed the Reasonable and Customary wage range

			<u>Exception Rates (Must have approved Wage Exception Form)</u>	
Waiver Service	Billable Unit	Reasonable and Customary Wage Maximum	Standard Exception Maximum	Calvert, Charles, Frederick, Montgomery or Prince George's Only Exception Maximum
Personal Supports	Hour	\$32.18	\$37.53	\$43.07

# Individual and Family Directed Goods and Services Form

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- Updated Individual and Family Directed Goods and Services Request Form
  - Must be submitted by the Coordinator of Community Services
  - Additional documentation requirements

# Wage Exception Form

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## Updated Wage Exception Form

- Used to request a rate higher than the Reasonable and Customary standard
- Must be submitted by the Coordinator of Community Services
- Additional documentation requirements
- One form for each:
  - Job position
  - Employee

# Family as Staff Overtime Requests

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- No relative may work more than 40 hours per week for a participant, across all waiver services
- A relative may be authorized to temporarily work more than 40 hours per week if authorized by the DDA
- All requests for family members to work overtime must be requested and approved by the DDA

# Self-Directed Services Training Series

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- 17 modules on various topics related to self-direction
- Modules are an overview of the SDS Policy and Manual
- The modules are publicly available for anyone to view at any time

Reference: [Self-Directed Services Training Series](#)

# Summary (1 of 2)

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- The Self-Directed Services Policy and Manual contain standards for Self-Directed Services in Maryland
- Updated forms and processes include
  - Updated Individual and Family Directed Goods and Services Request Form
  - Updated Wage Exception Form
  - Family as Staff Overtime Request Form

# Summary (2 of 2)

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- All forms should be submitted by the Coordinator of Community Services
- All forms require supporting documentation to be uploaded in order to be approved
- Self-Directed Services Training Series is currently available



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# Questions and Answers and Public Comment

# Questions and Answers

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- Thank you for sending questions before today's meeting!
- We will share responses to the most common questions.

# Public Comment

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- Please raise your hand in Google Meet
- When it is your turn, Google Meet will send you an invitation to “Contribute”
- After accepting this invitation, you can unmute your microphone
- 2 minutes speaking time for each commenter