



**Developmental
Disabilities Administration**

Self-Directed Services Manual

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Baltimore, Maryland 21201

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Introduction

The Maryland Department of Health Developmental Disabilities Administration (DDA) supports participants' rights to self-determination and choice to self-direct their Medicaid waiver services.

Self-determination means making your own choices, learning to effectively solve problems, and taking control and responsibility for your life. Practicing self-determination also means you are responsible for making decisions and managing your services.

People with intellectual and developmental disabilities have the same right to self-determination as all people and are entitled to the freedom, authority, and supports to exercise control over the things in life that are important to them, to the degree that they desire.

Self-direction, sometimes called consumer-direction or participant-direction, gives you the freedom to choose the services and supports you need to live independently. The core functions of self-direction are **choice** and **control** over how your services are provided and who is being paid to provide these services.

This is a manual for people who are interested in self-directing their Medicaid waiver services using the Self-Directed Services delivery model. It is also a resource for people who are currently self-directing their services. This manual will help you understand the ways you can receive services and the DDA's guidance and standards related to those services.

The version of this manual was published on October 24, 2024. The most recent version of the manual can be found on the DDA's website at <https://health.maryland.gov/dda/Pages/sdforms.aspx>.

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Click the Table of Contents headings to go to the section of your choice.

If you have any questions, please contact

(410) 767-5600

or

(844) 253-8694

or visit:

Developmental Disabilities Administration

<https://health.maryland.gov/dda/Pages/home.aspx>

Note: This guide is a summary with important information. There are more requirements in the Medicaid waiver program applications, laws, regulations, guidance and policies.

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*Note: This guide is in plain language to make it easy to understand. Except for technical terms you should know, we use common words. Important terminology and technical words and ideas are in **bold**. A full definition list can be found at the end of this manual.*

I. Self-Directed Services

- A. Self-Directed Services give Medicaid waiver participants greater control over the services they receive, how they receive them, and who provides them. At the same time, people who self-direct must be willing to take on the responsibility of managing their services. For services you choose to self-direct, you have additional responsibility including:
1. Participants are the common law employer for the employees who deliver and oversee their services;

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2. Participants are in control of an allocated budget which is a fixed dollar amount for the purchase of services and supports available under the DDA-operated Medicaid waiver programs;
 3. Participants select employees, vendors and providers and arrange for services and supports as authorized in the Person-Centered Plan;
 4. Participants set wages within a reasonable and customary range and the DDA-approved budget;
 5. Participants are accountable for using their service budget to effectively meet needs and efficiently use public dollars; and
 6. Participants hire, train, supervise, and fire employees.
- B. These kinds of supports are available to participants who self-direct:
1. Participants will work with a Coordinator of Community Services to guide them through the process of self-directing their services;
 2. Participants have the option of utilizing a Support Broker to assist with employer responsibilities; and
 3. Participants will work with a Financial Management and Counseling Services provider to assist with budget and payment responsibilities (required for participation in the Self-Directed Services model).
- C. Self-Directed Services are offered in the DDA-operated Medicaid waiver programs:
1. Community Pathways Waiver;
 2. Community Supports Waiver; and
 3. Family Supports Waiver.
- D. In order to self-direct, the participant must:

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1. Be enrolled in a DDA-operated Medicaid waiver program, which include the Family Supports, Community Supports, and Community Pathways Waivers;
2. Explore and understand the responsibilities to be the employer of record and have budget and employer authorities. This process will also allow the participant to determine the supports they may need to use these authorities;
3. Be willing to participate in the planning process to determine service needs and estimated budget;
4. Be able to participate in the self-direction option without a lapse or decline in the quality of the participant’s care or increased risk to their health and welfare;
5. Understand the rights, roles, and responsibilities of being the employer for services and managing the budget according to the Person-Centered Plan; and
6. Be able to manage their own budget and employees and/or identify one person or more than one person who can assist them to make decisions, or make decisions on their behalf, based on what is best for the participant. The participant can get assistance with this from the Coordinator of Community Services.

II. Self-Directed Services Training

- A. DDA’s Self-Directed Services webinars are training for all people interested in Self-Directed Services.
 1. The purpose of these trainings is to support individuals and families to make an informed choice on the service delivery model and fully understand their role and responsibilities under Self-Directed Services.
 2. Current participants may also attend.
- B. Additional training will be provided for Coordinators of Community Services, Support Brokers, Financial Management and Counseling Services providers, vendors, DDA Providers, and Department staff.

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III. Choosing Self-Directed Services

- A. Once a participant has chosen to self-direct their services, they should alert their Coordinator of Community Services and enroll with a Financial Management and Counseling Services provider.
- B. Following this communication with the Coordinator of Community Services:
 - 1. A Self-Directed Services Person-Centered Plan must be submitted by the Coordinator of Community Services in *LTSSMaryland*.
 - 2. The Coordinator of Community Services will complete a **Financial Management and Counseling Services Referral** in *LTSSMaryland* based on the Financial Management and Counseling Services provider the participant has chosen.

IV. Financial Management and Counseling Services Providers

- A. Financial Management and Counseling Services providers are required to support participants using the Self-Directed Services model. The Financial Management and Counseling Services provider assists the participant in using their budget authority and, if applicable, employer authority. Services provided by Financial Management and Counseling Services providers include, but are not limited to:
 - 1. Processing claims for payment for Medicaid waiver program services in accordance with the participant’s self-directed budget allocation; and
 - 2. Verifying that DDA providers, vendors, or direct support staff meet all qualifications to provide the Medicaid waiver program service.
- B. All participants who self-direct their services may choose which Financial Management and Counseling Services provider to use.
- C. The DDA has a dedicated webpage for Financial Management and Counseling Services providers for participants and their teams to review: [Financial Management and Counseling Services](#)

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D. Each Financial Management and Counseling Services provider has information about their services on their website:

1. [GT Independence](#)
2. [Public Partnerships, LLC](#)
3. [The Arc Central Chesapeake Region](#)

E. New and updated information will also be posted to the DDA and Financial Management and Counseling Services webpages.

F. Financial Management and Counseling Services Referral

1. Once a participant chooses a Financial Management and Counseling Services provider, the Coordinator of Community Services must complete the LTSS*Maryland* Financial Management and Counseling Services Referral.
2. A Financial Management and Counseling Services Referral is required in LTSS*Maryland* when a participant chooses a Financial Management and Counseling Services provider for the first time and when a participant changes Financial Management and Counseling Services providers.

a) The Coordinator of Community Services will indicate the participant's choice in the LTSS*Maryland* Self-Direction Referral form along with the effective date.

Reference: [Financial Management and Counseling Services Training Guide for Self Direction - Assigning an Financial Management and Counseling Services Provider to a Client](#)

b) The service referral is sent to the Financial Management and Counseling Services provider once the LTSS*Maryland* Self-Direction Referral form is saved and submitted.

c) For participants changing Financial Management and Counseling Services providers:

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- (1) The participant may request a change in Financial Management and Counseling Services provider at any time.
- (2) The Financial Management and Counseling Services provider change effective date must give the outgoing and incoming Financial Management and Counseling Services providers at least 30 calendar days' notice of the change in Financial Management and Counseling Services provider.
 - (a) In order to minimize possible delays of employee payroll, participants should consider transferring to a new Financial Management and Counseling Services provider on the date at the beginning of a new pay period.
 - (b) The DDA may support participants and their teams to transition in fewer than 30 calendar days in emergency circumstances.
 - (c) The new Financial Management and Counseling Services provider will request a "Transition File" directly from the previous Financial Management and Counseling Services provider for the participant and their employees. The Transition File will allow the participant and their employees to be set up with the new Financial Management and Counseling Services provider. This means that most tax forms and documents will not need to be re-created with the new Financial Management and Counseling Services provider.

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(d) The new Financial Management and Counseling Services provider will make sure all paperwork required for onboarding the participant and their employees is on file, and if paperwork is missing, the new Financial Management and Counseling Services provider will reach out to the participant and team.

d) For participants new to self-direction:

(1) The initial *LTSSMaryland* Self-Direction Referral form should be completed as soon as the participant indicates their choice.

3. Financial Management and Counseling Services Effective Date

a) The Financial Management and Counseling Services provider selection effective date must be the same date as the date of the service referral in *LTSSMaryland*.

b) Therefore, the effective date can be any day during the year. See the screenshot below:

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Note: After enrollment in Self-Directed Services, future changes of Financial Management and Counseling Services provider can be completed at any time. The LTSS Maryland Financial Management and Counseling Services provider assignment should be made at least 30 calendar days from the new Effective Date.

- c) If the Coordinator of Community Services inputs an effective date less than or equal to the current system date, the transfer will take effect immediately. The system will assign an expiration date to the previous Financial Management and Counseling Services provider one day less than the effective date of the new Financial Management and Counseling Services provider to avoid overlap.
- d) If the effective date for the new assignment is set to a future date, then the record will be listed as Pending as seen in the screenshot below:

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Self-Direction Referrals									
Add Self-Direction Referral									
Referral Date	Referred By Staff	Referred To	Program Type	Effective Date	Expiration Date	Active/Inactive	Deactivated By	Deactivation Date	Actions
01/28/2022	Quinones, Nicolas	Self-Direct		01/31/2022	N/A	Pending	N/A	N/A	View
01/28/2022	Quinones, Nicolas	Self-Direct		01/24/2022	N/A	Active	N/A	N/A	View Deactivate

e) If the effective date for the new Financial Management and Counseling Services provider is set to a future date, and the participant changes their mind, the Coordinator of Community Services can discard the transfer request prior to it becoming effective.

4. Financial Management and Counseling Services Provider LTSS Maryland Alert

- a) When the LTSS Maryland Self-Direction referral is submitted, staff of the selected Financial Management and Counseling Services provider will receive an alert letting them know that their agency has been selected.
- b) The Financial Management and Counseling Services provider will get a single alert on the date of the service referral.
- c) The Financial Management and Counseling Services provider will be able to access information about the participant immediately through the alert message.

G. Financial Management and Counseling Services Provider Transfer Process

- 1. During a Financial Management and Counseling Services provider transfer, certain forms and documents need to be shared with the new Financial Management and Counseling Services provider.

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2. The participant, with the support of their team, must share copies of the following documents with the new Financial Management and Counseling Services provider. These documents help to support setup and onboarding prior to the Financial Management and Counseling Services provider selection effective date:

- a) Most recently used Self-Directed Services Budget Sheet;
- b) Employee information including wage rates;
- c) Any approved Wage Exception Forms;
- d) Vendor Forms;
- e) Service Implementation Plans (if applicable);
- f) Employee / vendor schedules;
- g) Family as Staff Form; and
- h) Other documents to support the transfer and set up the participant and their employees, vendors, and providers with the new Financial Management and Counseling Services provider.

3. Self Directed Budget Sheet

- a) For the Financial Management and Counseling Services provider transfer, participants must complete the most current version of the Self-Directed Services Budget Sheet.
- b) If the participant's current Budget Sheet uses an outdated version, a new Budget Sheet must be completed.

4. The Financial Management and Counseling Services provider that the participant is currently using must send the participant's newly chosen Financial Management and Counseling Services provider the following documentation:

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- a) A list of expenditures from the current plan year during the current Financial Management and Counseling Services provider’s service timeframe and from any prior portions of the plan year during which the participant was served by a different Financial Management and Counseling Services provider for which the current Financial Management and Counseling Services provider possesses documentation; and
 - b) Tax information associated with the participant and their employees and vendors.
5. The new Financial Management and Counseling Services provider is responsible for orienting the participant to its processes and setting up the participant’s employees for clearance to work.

V. Self-Directed Services Authorities

A. Employer Authority

1. Employer authority means making decisions and managing your staff within waiver limits. This includes hiring, training, scheduling, and terminating employees, if needed.
2. The participant (or their **Designated Representative**) is the employer of record.
3. A **Federal Employer Identification Number (FEIN)**, in the participant’s name, is required. The participant’s Financial Management and Counseling Services provider supports the participant in applying for and maintaining their Federal Employer Identification Number.
4. The participant (or Designated Representative) hires, terminates, manages, and supervises all employees.

B. Budget Authority

1. Budget authority is making choices about how you spend the money in your budget within waiver limits. This includes choosing who is paid to provide your authorized Medicaid waiver services.

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2. The participant (or Designated Representative) determines rates for employees, vendors, and providers and any goods/services needed based on services within the approved Person-Centered Plan.
3. All rates, wages, and benefits must be within the DDA's established [Reasonable and Customary standards](#).

Table 1. Services Available Under Budget Authority and Employer Authority

Waiver Service	Budget Authority	Employer Authority
Assistive Technology and Services	●	
Behavioral Support Services	●	
Community Development Services	●	●
Day Habilitation	●	
Employment Services (Discovery, Job Development, Self-Employment Development Supports, and Co-Worker Employment Supports)	●	
Employment Services (Ongoing Job Supports and Follow Along Supports)	●	●
Environmental Assessment	●	
Environmental Modifications	●	
Family and Peer	●	

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Waiver Service	Budget Authority	Employer Authority
Mentoring Supports		
Family Caregiver Training and Empowerment Services	●	
Housing Support Services	●	
Individual and Family Directed Goods and Services (Recruitment and Advertising)	●	
Individual and Family Directed Goods and Services (Day-to-Day Administrator)	●	●
Individual and Family Directed Goods and Services (Other Goods and Services)	●	
Live-in Caregiver Supports	●	
Nursing Support Services	●	●
Participant Education, Training, and Advocacy Supports	●	●
Personal Supports and Personal Supports Enhanced	●	●
Remote Support Services	●	
Respite Care Services	●	●
Shared Living	●	

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Waiver Service	Budget Authority	Employer Authority
Support Broker Services	●	●
Supported Living	●	
Transition Services	●	
Transportation Services	●	●
Vehicle Modification	●	

VI. Rights and Responsibilities

- A. The participant must follow all federal, state, and local employment laws.
- B. The participant must access and use public funds correctly - preventing **fraud, waste, abuse, neglect, and financial exploitation**.
- C. The participant must be in compliance with local, State, and federal regulations, policy, and guidance (including the guidance provided in this manual), in addition to the requirements set forth in each Medicaid waiver application.

VII. The Person-Centered Plan and Self-Directed Services Budget

- A. The participant and their Coordinator of Community Services develop the Person-Centered Plan.
- B. The participant will identify team members that they would like to participate in the development of the Person-Centered Plan, such as:
 - 1. Family members;
 - 2. Support Broker; and
 - 3. Other supports.
- C. The Person-Centered Plan is always facilitated and submitted in *LTSSMaryland* by the Coordinator of Community Services.
- D. Services requested must be based on assessed need in accordance with DDA Person-Centered Plan Policy.

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- E. Person-Centered Plans must include the following forms:
 - 1. **Participant Rights and Responsibilities;**
 - 2. [Self-Directed Services Participant Agreement](#); and
 - 3. [Family as Staff Form](#).
- F. The DDA will approve Person-Centered Plans that meet applicable standards for up to one year.
- G. Within one year, all Person-Centered Plans must be renewed with the involvement of the participant, Coordinator of Community Services, and the participant’s chosen team members.
- H. Participants, with the support of their chosen teams, will create their individualized Self-Directed Services Budget Sheet.
 - 1. The costs associated with wages, employer related costs, and benefits must be included on the Self-Directed Services Budget Sheet.
 - 2. The Self-Directed Services Budget Sheet is based on the services and units approved and authorized in the Person-Centered Plan.
 - 3. The Self-Directed Services Budget Sheet services and units must match the Person-Centered Plan authorized services and units.
 - 4. The participant chooses:
 - a) Whether they want to hire a staff person, a vendor, or a DDA Provider,
 - b) The wage or rate of pay, and
 - c) Whether they want to offer any training or benefits.
 - 5. Wages, rates, training costs, and benefits must be within the DDA’s established reasonable and customary standards and Person-Centered Plan budget allocation which is reflected on the budget sheet.
 - 6. The participant, with the support of their team, will make sure all Medicaid program rules are followed.
 - 7. The Financial Management and Counseling Services provider shall accept Self-Directed Services budget sheets that meet the following standards:

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- a) The most current version of the Self-Directed Services budget sheet is used;
 - b) The services in the Self-Directed Services budget sheet match the services authorized in the Person-Centered Plan service authorization;
 - c) The service units in the Self-Directed Services budget sheet match the service units authorized in the Person-Centered Plan service authorization;
 - d) The wages, benefits, and rates follow federal, state, and local laws (e.g., minimum wage and Sick and Safe leave laws), and DDA-established [reasonable and customary standards](#);
 - e) The budget sheet shows the Financial Management and Counseling Services provider and fees; and
 - f) The total Self-Directed Services budget sheet does not exceed the total budget allocation.
8. Detailed instructions on how to complete the Self-Directed Services Budget Sheet can be found in [Section XVI](#) of this Manual.

I. Budget Modifications

1. Participants, with the support of their team, may make changes to their Self-Directed Services budget sheet during the plan year. Changes to the Self-Directed Services budget sheet are called “budget modifications.”
2. Participants, with the support of their team, may move funding across approved budget service lines only:
 - a) If they remain within their total approved annual budget amount; and
 - b) To support the following actions:
 - (1) Increase or decrease staff wages or vendor/provider rates within the reasonable and customary standards;
 - (2) Addition, deletion, increase, or decrease of employee-related expenses associated with

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- health benefits, paid time off, sick and safe leave, training, or transportation;
- (3) Adjustment to funding associated with taxes (teams must ensure enough funds remain in each wage tax line for services through the end of the plan year);
 - (4) Changing the use of staff to a vendor or provider for the same type and unit of services;
 - (5) Changing the use of a vendor or provider to hiring a staff person for the same type and unit of services;
 - (6) Increase of respite camp funding up to the Medicaid waiver program service limit, currently set at \$7,248 per plan year;
 - (7) Moving funding associated with Ongoing Job Supports, Community Development Services, Support Broker Services, Personal Supports and Personal Supports - Enhanced, and Day Habilitation (up to the approved number of hours per week); or
 - (8) Changing **Individual and Family Directed Goods and Services (IFDGS)** within applicable limits.
3. Budget modifications must be:
- a) Completed by the participant with the support of their team; and
 - b) Sent to the Financial Management and Counseling Services provider by the Participant and/or their Coordinator of Community Services.
4. To prevent any conflict of interest, the Financial Management and Counseling Services provider may not process budget modifications that are completed or sent by a Support Broker or any employee, vendor, or provider who provides services to the participant.

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5. The Financial Management and Counseling Services provider may only process budget modification requests that meet the above listed standards.
 6. If the Financial Management and Counseling Services provider finds that a budget modification request does not meet these standards, the Financial Management and Counseling Services provider will notify the participant within 20 business days that it is unable to process the request.
 7. Participants, with the support of their team, can review and resubmit a budget modification request after all requirements are met.
 8. DDA staff are available to the participant and their team to provide support in making needed changes.
 9. Detailed instructions on how to complete a Self-Directed Services Budget Modification can be found in [Section XVI](#) of this Manual.
- J. Revised Person-Centered Plans
1. Revised Person-Centered Plans are required when an active Person-Centered Plan needs changes to meet the participant’s assessed needs.
 2. Revised Person-Centered Plans must be completed in accordance with the DDA Person-Centered Plan policy.

VIII. Employees

- A. Participants who self-direct their services may hire employees for the following services:
1. Community Development Services;
 2. Employment Services - Ongoing Job Supports and Follow-Along Supports;
 3. Nursing Support Services (under circumstances noted under “Family as Staff Requirements”);
 4. Individual and Family Directed Goods and Services - Day-to-Day Administrative Supports;
 5. Personal Supports and Personal Supports - Enhanced;
 6. Respite Care Services;

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- 7. Support Broker Services (under circumstances noted under “Family as Staff Requirements”); and
 - 8. Transportation.
- B. Relatives, legally responsible persons, and legal guardians can be hired as employees for certain services.

Table 2. Services That Can Be Provided by Relatives, Legally Responsible Persons, and Legal Guardians

Service	Relatives	Legally Responsible Persons	Legal Guardians
Assistive Technology			
Behavioral Support Services			
Community Development Services	●	●	●
Day Habilitation			
Employment Services (Discovery, Job Development, Self-Employment Development Supports, and Co-Worker Employment Supports)			
Employment Services (Ongoing Job Supports and Follow Along Supports)	●	●	●
Environmental Assessment			
Environmental Modifications			
Family and Peer Mentoring Supports			

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Service	Relatives	Legally Responsible Persons	Legal Guardians
Family Caregiver Training and Empowerment Services			
Housing Support Services			
Individual and Family Directed Goods and Services (Recruitment and Advertising)			
Individual and Family Directed Goods and Services (Day-to-Day Administrator)	●	●	●
Individual and Family Directed Goods and Services (Other Goods and Services)			
Live-in Caregiver Supports	Siblings only		
Nursing Support Services	●	●	●
Participant Education, Training, and Advocacy Supports	●	●	●
Personal Supports and Personal Supports Enhanced	●	●	●
Remote Support Services			
Respite Care Services	●	●	●

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Service	Relatives	Legally Responsible Persons	Legal Guardians
Shared Living			
Support Broker Services	●	●	●
Supported Living			
Transition Services			
Transportation Services	●	●	●
Vehicle Modification			

- C. Anyone paid to provide a Medicaid waiver service, including participant employees, is considered a Medicaid Provider, subject to all laws and regulations associated with being a Medicaid Provider.
- D. In order to be cleared for work and receive payment for services, all employees must meet all qualifications and requirements as listed in the approved Medicaid waiver programs. Employees who do not meet all requirements may not begin working or continue working until they are approved to work.
- E. The Financial Management and Counseling Services provider may not pay for services rendered by an employee who does not meet all employment requirements, including but not limited to the following:
 - 1. Criminal background checks are required for any employee who works for a participant.
 - a) The Financial Management and Counseling Services provider runs and pays for the initial background check for all employees.
 - b) Subsequent and regular background checks can be run at the participant's (who is the employer) discretion with their Self-Directed Services budget cost savings.

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- c) Financial Management and Counseling Services providers must share the results of background checks with other Financial Management and Counseling Services providers should a participant choose to switch Financial Management and Counseling Services providers.
- d) DDA-operated Medicaid waiver programs allow for two types of criminal background checks:
 - (1) A Maryland State-only criminal background check via fingerprinting with the **Maryland Department of Public Safety’s Criminal Justice Information System (CJIS)**; or
 - (2) A National criminal background check through a private agency with whom the Financial Management and Counseling Services provider contracts. The criminal background check must include court or other records “in each state in which [the participant employer] knows or has reason to know the eligible employee [or contractor] worked or resided during the past 7 years.”
- e) The type of background check is determined by the participant as the employer.
- f) The Financial Management and Counseling Services provider will notify the participant if an employee’s criminal background check may preclude them from providing services.

2. **Child Protective Services Background Checks**

- a) Employees working for a participant under the age of 18 years must complete a Child Protective Services Background Check.
 - (1) The Financial Management and Counseling Services provider must give instructions to employers and employees on how to complete

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the Child Protective Services Background Check.

(2) If participants, families, or employees incur costs related to an initial Child Protective Services Background Check, the Financial Management and Counseling Services provider must provide reimbursement.

(a) The Financial Management and Counseling Services provider must provide resources for free notarization of any documents; and

(b) The Financial Management and Counseling Services provider may provide complimentary notary services.

(3) Required Child Protective Services background checks must be completed and received by the Financial Management and Counseling Services provider in order for employees to be cleared for work.

(4) Participants may choose to complete additional Child Protective Services background checks after the first check using authorized funding.

b) The Financial Management and Counseling Services provider will notify the participant if an employee's Child Protective Services background check may preclude them from providing services.

3. Training Requirements for Employees

a) In order to be cleared for work by the Financial Management and Counseling Services provider and receive payment for services, all employees who work directly with the participant must meet all qualifications and requirements as listed in the DDA-operated Medicaid Waiver Program. Employees who do not meet all requirements may not begin

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- working or continue working until they are approved to work.
- b) First Aid and Cardiopulmonary Resuscitation (CPR) training and certification are required for any employee who works for a participant.
 - (1) Training must be completed in person or through a hybrid model that includes an in-person component of the training.
 - (2) At minimum, employees must participate in an in-person skills session that will require them to show that they are able to perform Cardiopulmonary Resuscitation (CPR) and First Aid skills.
 - (3) Written materials may be used online and at the employee's own pace.
 - (4) Online-only training does not meet the training requirements.
 - c) Based on the service provided, additional training may be required, as applicable in the federally-approved Medicaid waiver program.
 - d) The participant may require any other training as desired that is related to the participant's specific medical, behavioral, communication, or cultural needs.

F. Family as Staff

- 1. The participant may choose to hire a relative, legal guardian, or legally responsible person in certain situations.
 - a) "Relative" is defined as a natural or adoptive parent, step-parent, child, stepchild, or sibling, who is not also a legal guardian or legally responsible person.
 - b) Relatives, legal guardians, and legally responsible persons may be hired as employees for the following services:
 - (1) Community Development Services;

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- (2) Employment Services (Ongoing Job Supports and Follow-Along only);
- (3) Individual and Family Directed Goods and Services - Day-to-Day Administrative Supports;
- (4) Nursing Support Services (if approved by DDA);
- (5) Personal Supports and Personal Supports - Enhanced;
- (6) Respite Care Services;
- (7) Support Broker Services; and
- (8) Transportation.

c) As noted under "Family as Staff Requirements," if a relative, legal guardian, or legally responsible person is hired as Support Broker, no other relatives, legal guardians, or legally responsible persons may be hired as staff.

2. Support Broker Services for Family as Staff

- a) Support Broker Services are required when a relative, legally responsible person, representative payee, or legal guardian serves as paid staff to assure proper oversight and quality assurance as well as reduce conflicts of interest. Support Broker Services are also required when the participant selects a relative, legal guardian, or legally responsible person as their designated representative, or employs any person to provide Day-to-Day Administrative Supports.
- b) If a Support Broker is a relative, legally responsible person, representative payee, or legal guardian, no other relative, legally responsible person, representative payee, or legal guardian may work for the participant.
- c) If any employee is a relative, legally responsible person, representative payee, or legal guardian, no

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relative, legally responsible person, representative payee, or legal guardian may serve as Support Broker.

d) A designated representative may never be a Support Broker.

3. Family as Staff Form

a) The Family as Staff Form details:

- (1) Any relatives who will work for the participant.
- (2) The wage and number of hours the relative will be working.

b) The Family as Staff Form uses the term “relative” to include natural or adoptive parents, stepparents, or siblings, regardless of whether those individuals are also legal guardians or legally responsible persons.

c) All relatives that are hired as staff must meet the minimum qualification requirements to provide the Medicaid waiver service they are hired to perform, in accordance with DDA established policies and guidance.

d) Each participant must indicate whether they want to hire a relative as staff on the Family as Staff Form.

The options include:

- (1) Option 1: The participant does not want to hire any relative to be staff;
- (2) Option 2: The participant wants to hire a relative to be their Support Broker; or
- (3) Option 3: The participant wants to hire a relative to be their direct support staff.

e) If the participant chooses to hire a relative as their Support Broker or as direct support staff, they must also include:

- (1) The name of each relative they want to hire;
- (2) The relationship of each relative to the participant;
- (3) The waiver service each relative will provide;

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- (4) The rate of pay each relative will be paid per hour; and
 - (5) The number of hours per week each relative will work.
- f) The Family As Staff form must be submitted again when there is a change in the information noted on the previously submitted form.
- g) Detailed instructions on how to complete the Family as Staff Form can be found in [Section XVI](#) of this Manual.
- h) For each relative, the participant attests that the following are true:
- (1) The decision to hire a family member as staff is their choice and is supported by their team.
 - (a) On the Family as Staff form, the participant or their Designated Representative must attest that it is their choice to hire each relative.
 - (b) A wet signature or stamp is required for this attestation.
 - (2) There is a lack of qualified non-relative staff to meet the participant's needs.
 - (3) The family member(s) hired as staff will help increase the participant's independence, community participation, integration, and belonging.
 - (4) The family member(s) hired as staff agree(s) to implement the participant's Person-Centered Plan and provide services as required by federal and State rules, laws and regulations for the DDA-operated Medicaid waiver programs.
 - (5) The participant and their team must review and discuss if the relative hired as staff meets the participant's needs.

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4. Family as Staff Requirements

a) No relative may work more than 40 hours per week for a participant, across all waiver services.

(1) A relative may be authorized to temporarily work more than 40 hours per week if authorized by the DDA.

- (a) **Effective November 21, 2024:** all requests for family members working over 40 hours per week must be sent using the [Family as Staff Overtime Request Form](#)
- (b) Detailed instructions on how to complete the Family as Staff Overtime Request Form can be found in [Section XVI](#) of this Manual.
- (c) Any participant who requests overtime for family members more than once in a Person-Centered Plan year will be subject to DDA review to confirm that the Self-Directed Services model is appropriate for them.
- (d) Family member overtime requests may be either:
 - (i) Brief requests of 14 or fewer days; or
 - (ii) Temporary requests of 15-90 days.
- (e) The DDA will approve Family Overtime requests that meet the following standards:
 - (i) The request is submitted on the DDA's current form;
 - (ii) The form is complete;
 - (iii) The form includes supporting documentation for at least one justification:

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- (a) Serious inclement weather;
 - (b) Sickness of the participant;
 - (c) Sickness of another employee;
 - (d) Sudden notification of an employee’s resignation;
 - (e) Sudden notification of an employee’s incapacitation (seriously ill and unable to work) or death;
 - (f) Sudden notification of an employee’s request to access unpaid leave;
 - (g) Emergency termination of an employee due to fraud, waste, or abuse;
 - (h) Inability to hire employee(s);or
 - (i) Other
- (iv) The form includes supporting documentation for at least one justification for the overtime request as listed below in Table 1.

Table 3. Justifications and Standards for Family Member Overtime

Justification for Family Member Overtime	DDA’s Standards for Approval
Brief Requests (14 or fewer days)	
Serious inclement weather	<ul style="list-style-type: none"> • Inclement weather for the dates requested
Sickness of the participant	<ul style="list-style-type: none"> • Documentation from a medical professional noting the illness of the participant
Sickness of another employee	<ul style="list-style-type: none"> • Documentation from a medical professional noting the illness of the employee

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Justification for Family Member Overtime	DDA's Standards for Approval
Other	<ul style="list-style-type: none"> Supporting documentation for another reason will be reviewed by the DDA on a case-by-case basis.
Temporary Requests (15 - 90 days) "Sudden notification" is defined as less than 15 days notice	
Sudden notification of an employee's resignation	<ul style="list-style-type: none"> Letter signed by the employee with the date of resignation noted
Sudden notification of an employee's death	<ul style="list-style-type: none"> Signed attestation from the participant
Sudden notification of an employee's intention to use unpaid leave	<ul style="list-style-type: none"> Letter signed by the employee requesting dates to use unpaid leave
Emergency termination of an employee due to fraud, waste, or abuse	<ul style="list-style-type: none"> Documentation of the incident report filed regarding the alleged fraud, waste, or abuse, OR Letter signed by the employer with the date of termination
Inability to hire employee(s)	<ul style="list-style-type: none"> Documentation that the job position in question was advertised for the previous 3 months, Documentation that at least 5 interviews for the position occurred in the previous 3 months, AND Documentation that the interviews were not attended OR that the the applicants did not meet the written requirements of the job description
Other	<ul style="list-style-type: none"> Supporting documentation for another reason will be reviewed by the DDA on a case-by-case basis.

b) Spouses

- (1) Spouses may not serve as staff, with the exception of Support Broker Services.
- (2) If a spouse provides Support Broker Services, the spouse may not be paid for the service by the waiver program.

c) If a Support Broker is a relative, legal guardian, or legally responsible person, no other relative, legal

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guardian, or legally responsible person may work for the participant. Similarly, if a participant employs any relatives, legal guardians, or legally responsible persons in non-Support Broker positions, the participant may not hire a relative, legal guardian, or legally responsible person as Support Broker.

- d) No relatives other than siblings may be hired for Live-In Caregiver supports.
- e) Relatives may be hired for Nursing Support Services only under extraordinary circumstances approved by the DDA.
- f) If a relative, legal guardian, or legally responsible person serves as designated representative, no other relative, legal guardian, or legally responsible person may serve as paid staff.

G. Rates, Benefits, and Billing for Employees (including Family As Staff, Support Brokers and Day-to-Day Administrative Supports)

1. Services provided must be documented as per DDA's policies and the [Guidelines for Service Authorization and Provider Billing Documentation](#).
2. Employee wages and vendor rates must be within DDA's established [reasonable and customary standards](#).
 - a) Participants, with the support of their team, may request an exception to the established reasonable and customary staff wage range standards, up to no more than the established exception rate.
 - b) **Effective November 21, 2024**, the [Wage Exception Form](#) must be completed in order to request a Wage Exception.
 - c) The participant's Coordinator of Community Services must complete all Wage Exception Forms.
 - d) One form must be completed for each job position as needed.
 - e) The Wage Exception Form must include:
 - (1) The participant's LTSS *Maryland* ID,

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- (2) The participant's name,
- (3) The waiver service the employee provides,
- (4) The participant's county of residence,
- (5) The proposed wage for the employee,
- (6) The employee's name, as applicable,
- (7) A notation if the employee is a family member,
- (8) At least one reason for the Wage Exception must be chosen from the following:
 - (a) Lack of available workforce;
 - (b) Intensity of the participant's behavioral or health support;
 - (c) Uncommon hours or schedule;
 - (d) Expectation of short duration of employment;
 - (e) History of high staff turnover;
 - (f) Employee certification(s);
 - (g) Employee specialized training;
 - (h) Employee's years of experience;
 - (i) Employee's longevity with the participant; or
 - (j) Other.
- (9) Supporting documentation associated with the reason(s) selected.
- (10) **Effective November 21, 2024**, the DDA will approve all Wage Exception Forms that meet the following standards:
 - (a) The request is submitted on the DDA's current form.
 - (b) The proposed wage is allowable as per the DDA established wage exception rate for the county in which the participant lives.
 - (c) The form is complete.
 - (d) The form includes supporting documentation for at least one

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justification for the wage exception as listed in the table below:

Table 4. Justifications and Standards for Wage Exceptions

Justification for Wage Exception	DDA’s Standards for Approval All items listed are required to provide justification for the request
Lack of available workforce	<ul style="list-style-type: none"> • Documentation that the job position in question was advertised for the previous 3 months; AND • Documentation that at least 5 interviews for the position occurred in the previous 3 months; AND • Documentation that <ul style="list-style-type: none"> ○ the interviews were not attended; OR ○ the applicants did not meet the written requirements of the job description; OR ○ the applicant refused to accept the offer within the reasonable and customary range
Intensity of the participant’s behavioral or health support	<ul style="list-style-type: none"> • Documentation that the job position in question was advertised for the previous 3 months; AND • Documentation that at least 5 interviews for the position occurred in the previous 3 months; AND • Documentation that <ul style="list-style-type: none"> ○ the interviews were not attended; OR ○ the applicants did not meet the written requirements of the job description; OR ○ the applicant refused to accept the offer within the reasonable and customary range; AND • Documentation of an HRST score of 4 or higher; AND • Documentation of <ul style="list-style-type: none"> ○ a Behavior Support Plan; OR ○ Nursing Care Plan that documents the support needs
Uncommon hours or schedule	<ul style="list-style-type: none"> • Documentation that the job position in question was advertised for the previous 3 months; AND

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Justification for Wage Exception	DDA's Standards for Approval All items listed are required to provide justification for the request
	<ul style="list-style-type: none"> • Documentation that at least 5 interviews for the position occurred in the previous 3 months; AND • Documentation that <ul style="list-style-type: none"> ○ the interviews were not attended; OR ○ the applicants did not meet the written requirements of the job description; OR ○ the applicant refused to accept the offer within the reasonable and customary range; AND • Documentation of the uncommon hours or schedule for the position
Expectation of short duration of employment	<ul style="list-style-type: none"> • Documentation that the job position in question was advertised for the previous 3 months; AND • Documentation that at least 5 interviews for the position occurred in the previous 3 months; AND • Documentation that <ul style="list-style-type: none"> ○ the interviews were not attended; OR ○ the applicants did not meet the written requirements of the job description; OR ○ the applicant refused to accept the offer within the reasonable and customary range; AND • Written attestation that the employer plans to employ the employee for no more than 30 days
History of high staff turnover	<ul style="list-style-type: none"> • Documentation that the position has had 3 or more employees in the same position in the past 365 days; AND • Documentation that shows each of the employees <ul style="list-style-type: none"> ○ resigned; OR ○ were terminated with documented cause
Employee possession of certification(s) <i>*Note: First Aid, CPR, or any other waiver required certification does not meet the qualifications for a Wage Exception.</i>	<ul style="list-style-type: none"> • Documentation that the job position in question was advertised for the previous 3 months; AND • Documentation that at least 5 interviews for the position occurred in the previous

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Justification for Wage Exception	DDA's Standards for Approval All items listed are required to provide justification for the request
	<ul style="list-style-type: none"> 3 months; AND • Documentation that: <ul style="list-style-type: none"> ○ the interviews were not attended; OR ○ the applicants did not meet the written requirements of the job description; OR ○ the applicant refused to accept the offer within the reasonable and customary range; AND • A copy of the certification(s) required for the position; AND • Documentation of 2 job advertisements in Maryland, which: <ul style="list-style-type: none"> ○ Are unrelated to the Self-Directed Services program, ○ Are posted within 365 days of the request, AND ○ Require the certification listed with a pay rate at or above the requested rate.
<p>Employee possession of specialized training</p> <p><i>*Note: First Aid, CPR, or any other waiver required certification does not meet the qualifications for a Wage Exception.</i></p>	<ul style="list-style-type: none"> • Documentation that the job position in question was advertised for the previous 3 months; AND • Documentation that at least 5 interviews for the position occurred in the previous 3 months; AND • Documentation that <ul style="list-style-type: none"> ○ the interviews were not attended; OR ○ the applicants did not meet the written requirements of the job description; OR ○ the applicant refused to accept the offer within the reasonable and customary range; AND • Documentation of the employee's specialized training; AND • Documentation of 2 job advertisements in Maryland, which: <ul style="list-style-type: none"> ○ Are unrelated to the Self-Directed Services program, ○ Are posted within 365 days of the request, AND ○ Require the specialized training listed with a pay rate at or above the requested rate

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Justification for Wage Exception	DDA's Standards for Approval All items listed are required to provide justification for the request
Employee's Years of Experience	<ul style="list-style-type: none"> • Documentation that the job position in question was advertised for the previous 3 months; AND • Documentation that at least 5 interviews for the position occurred in the previous 3 months; AND • Documentation that <ul style="list-style-type: none"> ○ the interviews were not attended; OR ○ that the the applicants did not meet the written requirements of the job description; OR ○ the applicant refused to accept the offer within the reasonable and customary range; AND • A copy of the employee's resume OR CV (Curriculum Vitae) that documents at least 10 years of experience directly relevant to the service provided to the participant
Employee's Longevity with the participant	<ul style="list-style-type: none"> • Documentation that the job position in question was advertised for the previous 3 months, AND • Documentation that at least 5 interviews for the position occurred in the previous 3 months, AND • Documentation that the interviews were not attended OR that the the applicants did not meet the written requirements of the job description, AND • Documentation that the employee has been employed by or for the employer for a cumulative of at least 8 years shown by: <ul style="list-style-type: none"> ○ Employment records as obtained by the participant's Financial Management and Counseling Services (FMCS), OR ○ Copy of a new hire letter with date, OR ○ Written attestation of employment which involved regular direct contact with the participant while employed by a DDA provider in the Traditional model, OR ○ Written attestation of

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Justification for Wage Exception	DDA's Standards for Approval All items listed are required to provide justification for the request
	employment which involved regular direct contact with the participant while employed by a school the participant attended.
Other	<ul style="list-style-type: none"> Supporting documentation for another reason will be reviewed by the DDA on a case-by-case basis.

(11) All Wage Exception Forms that do not meet the listed standards will be denied and returned to the participant with appeal rights.

3. Any benefit and leave time offered by the participant must comply with any and all applicable federal, State, or local laws.

a) Participants may provide benefits to employees in the form of:

- (1) Paid Time Off - including vacation, sick and safe leave, sick time, etc;
- (2) Payment towards Health Insurance Premiums - For example, an employer can reimburse an employee for part or all of an employee-purchased health insurance policy;
- (3) Mileage reimbursement up to the [Internal Revenue Service standard mileage rate](#) for self-employment and business;
- (4) Training - paying or reimbursement for a required training;
- (5) Training time - compensating employees for hours worked during required training; and
- (6) Holiday pay differential - paying a higher rate for employees who work holidays determined by the participant (up to the DDA's established [reasonable and customary standards](#)).

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- b) The benefits and leave time offered by the participant must be within applicable reasonable and customary standards as established by DDA policy.
 - c) The cost for training, mileage, benefits, and leave time are allocated from the participant's total annual budget allocation.
4. All employees providing services, including family members, must maintain documentation and records regarding delivery of services in accordance with applicable Medicaid waiver program requirements, laws, regulations, policies, and guidance.
- a) Employees must submit their time every two weeks using the participant's Financial Management and Counseling Services provider payroll calendar.
 - (1) The participant, with the support of their team, must approve all timesheets before they are paid by the Financial Management and Counseling Services provider. To be paid, employee timesheets must include:
 - (a) The dates the services were provided;
 - (b) The start and end times for each shift (the electronic payroll system of each Financial Management and Counseling Services provider will calculate totals by quarter hour); and
 - (c) **Effective January 1 2025**, a list of tasks completed by the employee during their shift (chosen from the task checklist established by the applicable Financial Management and Counseling Services provider's timesheet application).
 - (2) Timesheets must be:
 - (a) Approved exclusively by the participant or their Designated Representative (noted in the Participant Agreement), not


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- by any employee or vendor (including Support Brokers); and
- (b) Submitted as per the applicable Financial Management and Counseling Services provider’s policies and practices.
- b) Taxes are withheld from employee paychecks in accordance with the employee’s tax withholding paperwork.
- c) All employees, including family members, are subject to [Electronic Visit Verification requirements](#).
- d) [Electronic Visit Verification](#)
 - (1) Electronic Visit Verification is required for all employees who provide Personal Supports, Personal Supports - Enhanced, or Respite Care Services.
 - (2) Employees must use the Electronic Visit Verification system of the participant’s Financial Management and Counseling Services provider.
 - (3) Participants may request for their live-in caregivers to be exempt from certain Electronic Visit Verification requirements. Refer to the DDA Electronic Visit Verification webpage at https://health.maryland.gov/dda/Pages/Electronic_Visit_Verification.aspx.
 - (4) Participants whose employees do not meet the Electronic Visit Verification requirements must complete corrective actions. Refer to the DDA Electronic Visit Verification webpage at https://health.maryland.gov/dda/Pages/Electronic_Visit_Verification.aspx.

IX. Vendors

- A. Participants can hire a vendor for the following services:
 - 1. Assistive Technology;
 - 2. Community Development Services;
 - 3. Employment Services - Ongoing Job Supports;

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4. Individual and Family Directed Goods and Services - Day-to-Day Administrative Supports;
 5. Nursing Support Services;
 6. Personal Supports and Personal Supports Enhanced;
 7. Respite Care Services;
 8. Support Broker; and
 9. Transportation.
- B. Anyone paid to provide a Medicaid waiver service, including vendors, is considered a Medicaid Provider, subject to all laws and regulations associated with being a Medicaid Provider.
- C. In order to be approved and cleared for work by the Financial Management and Counseling Services provider and receive payment for services, all vendor employees of participants who self-direct must meet all qualifications and requirements as listed in the applicable federally-approved Medicaid waiver programs. Vendors who do not meet all requirements may not begin working or continue working until they are approved to work.
- D. The Financial Management and Counseling Services provider may not pay for services rendered by a vendor who does not meet all requirements.
1. Criminal background checks are required for any employee of a vendor, including vendors which operate as independent contractors or self-employed, who works for a participant.
 - a) The vendor runs and pays for the criminal background check for any employees and shares the results with the participant and their Financial Management and Counseling Services provider.
 - b) DDA-operated waiver programs allow for two types of criminal background checks:
 - (1) A Maryland State-only criminal background check via fingerprinting with the Maryland Department of Public Safety's Criminal Justice Information System; or
 - (2) A National criminal background check through a private agency with whom the vendor agency contracts. The criminal background check must include court or other records "in each state in which (the participant employer) knows or has reason to know the eligible employee (or

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- contractor) worked or resided during the past 7 years.”
- c) The type of background check is determined by the vendor as negotiated with the participant.
2. Child Protective Services background checks are required for any employee of a vendor hired to work for a participant under the age of 18, unless otherwise authorized by the DDA.
3. Training Requirements for Vendors
- a) In order to be cleared for work by the Financial Management and Counseling Services provider and receive payment for services, all vendor employees working directly with the participant must meet all qualification requirements as listed in the DDA-operated Medicaid Waiver Program. Vendors who do not meet all requirements may not begin working or continue working until they are approved to work.
 - b) First Aid and Cardiopulmonary Resuscitation training and certification are required for any employee of a vendor who works for a participant.
 - (1) Training must be completed in person or through a hybrid model that includes an in-person component of the training.
 - (2) At minimum, vendor employees must participate in an in-person skills session that will require them to show that they are able to perform Cardiopulmonary Resuscitation (CPR) and First Aid skills.
 - (3) Written materials may be used online and at the employee’s own pace.
 - (4) Online-only training does not meet the training requirements.
 - c) Based on the service provided, additional training may be required, as applicable in the federally-approved Medicaid waiver program.
 - d) The participant may negotiate any other training as desired.
 - e) All training is paid for by the vendor.

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E. Rates and Billing for Vendors

1. Vendors are paid by issuing invoices to the participant.
2. Invoices must be approved by the participant or their Designated Representative in the method that the Financial Management and Counseling Services provider requires, including signature and date.
3. **Effective January 1, 2025**, all invoices must contain all of these elements in order to be paid by the Financial Management and Counseling Services provider
 - a) The name of the participant;
 - b) Vendor Name;
 - c) The service(s) rendered as authorized in the Person-Centered Plan;
 - d) Date(s) the services were rendered;
 - e) Start and end times of the services each day;
 - f) Number of hours/units for each day (broken down by the quarter hour);
 - g) Name of each direct support professional who provided the service(s)
 - h) A description of tasks completed by the vendor for each time entry; and
 - i) Total amount charged.
4. The Financial Management and Counseling Services provider may not pay any vendor invoice that does not contain the required information.
5. Vendors may be paid up to the [Reasonable and Customary](#) rate for the service. There is no exception to the Reasonable and Customary rate for vendors.

F. [Electronic Visit Verification](#)

1. Electronic Visit Verification is required for all vendors who provide Personal Supports, Personal Supports - Enhanced, or Respite Care Services.
2. Vendors must use the Electronic Visit Verification system of the participant's Financial Management and Counseling Services provider.
3. Participants whose vendors do not meet the Electronic Visit Verification requirements must complete corrective actions. Refer to the DDA Electronic Visit Verification webpage at

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https://health.maryland.gov/dda/Pages/Electronic_Visit_Verification.aspx.


G. A Sample Vendor / Provider Invoice can be found in [Section XVI](#) of this Manual.

X. DDA Providers

A. Participants may hire a DDA provider for the following services:

1. Assistive Technology and Services;
2. Behavior Support Services;
3. Community Development Services;
4. Day Habilitation;
5. Employment Services;
6. Environmental Assessment;
7. Environmental Modification;
8. Family and Peer Mentoring Supports;
9. Family Caregiver Training and Empowerment Fees;
10. Housing Support Services;
11. Nursing Support Services;
12. Participant Education, Training and Advocacy;
13. Personal Supports and Personal Supports - Enhanced;
14. Remote Support Services;
15. Respite Care Services;
16. Shared Living;
17. Support Broker Services;
18. Supported Living;
19. Transition Services;

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20. Transportation; and
 21. Vehicle Modifications.
- B. Anyone paid to provide a Medicaid waiver service is considered a Medicaid Provider, subject to all laws and regulations associated with being a Medicaid Provider.
- C. In order to be approved to work and receive payment for services, the DDA provider must provide a copy of their active license or certification to the participant and their Financial Management and Counseling Services provider. DDA providers who do not meet all requirements may not begin working or continue working until they are approved to work.
- D. The DDA provider is responsible for ensuring all their employees meet all qualification requirements as listed in the applicable Medicaid waiver program.
- E. Rates and Billing for Providers
1. Providers are paid by issuing invoices to the participant.
 2. **Effective January 1, 2025**, all invoices must contain all of these elements in order to be paid by the Financial Management and Counseling Services provider
 - a) The name of the participant;
 - b) Vendor Name;
 - c) The service(s) rendered as authorized in the Person-Centered Plan;
 - d) Date(s) the services were rendered;
 - e) Start and end times of the services each day;
 - f) Number of hours/units for each day (broken down by the quarter hour);
 - g) Name of each direct support professional who provided the service(s)
 - h) A description of tasks completed by the vendor for each time entry; and
 - i) Total amount charged.

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3. The Financial Management and Counseling Services provider may not pay any provider invoices that do not contain the required information.
4. Invoices must be approved by the participant or their Designated Representative in the method that the Financial Management and Counseling Services provider requires, including signature and date.
5. Providers may be paid up to the Reasonable and Customary provider rate for the service.

F. Electronic Visit Verification for DDA Providers

1. Electronic Visit Verification is required for all DDA providers who provide Personal Supports, Personal Supports - Enhanced, or Respite Care Services.
2. DDA Providers must use the Electronic Visit Verification system of the participant's Financial Management and Counseling Services provider.
3. Participants whose providers do not meet the Electronic Visit Verification requirements must complete corrective actions. Refer to the DDA Electronic Visit Verification webpage at https://health.maryland.gov/dda/Pages/Electronic_Visit_Verification.aspx.

G. **A Sample Vendor / Provider Invoice can be found in [Section XVI](#) of this Manual.**

XI. Support Broker Services

- A. Support Broker Services are Self-Directed Services. They are not available for participants who receive services under the Traditional service delivery model.
- B. Support Broker Services are optional services for participants who do not use a relative, legally responsible person, representative payee, or legal guardian as paid staff, who do not select a relative, legal guardian, or legally responsible person as their designated representative, and who do not employ any person to provide Day-to-Day Administrative Supports.
- C. Support Broker Services are required when a relative, legally responsible person, representative payee, or legal guardian serves

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- as paid staff, in accordance with the Medicaid programs' requirements.
- D. Support Broker Services are also required when the participant selects a relative, legal guardian, or legally responsible person as their designated representative or employs any person to provide Day-to-Day Administrative Supports.
 - E. Support Broker Services must meet the following criteria:
 - 1. If a Support Broker is a relative, legally responsible person, representative payee, or legal guardian, no other relative, legally responsible person, representative payee, or legal guardian may work for the participant.
 - 2. If any employee is a relative, legally responsible person, representative payee, or legal guardian, no relative, legally responsible person, representative payee, or legal guardian may serve as Support Broker.
 - 3. A designated representative may never be a Support Broker.
 - F. Support Broker Services must:
 - 1. Provide oversight to ensure the participant (or their Designated Representative) maintains decision-making power.
 - 2. Reduce conflicts of interest, particularly those that are present when hiring a family member as staff.
 - G. Support Broker Services provide employer-related information, guidance, and support to help participants manage their Self-Directed Services as authorized in their approved Person-Centered Plan and budget. Support Broker Services additionally provide information, guidance, and support to help participants exercise Employer and Budget Authorities.
 - H. Support Broker Services include:
 - 1. Information, coaching, and mentoring about:
 - a) Roles and responsibilities as an employer;
 - b) Person-Centered Planning and how it is applied;
 - c) The range and scope of the participant's choices and options;
 - d) The grievance/complaint process;
 - e) The process for revising the participant's Person-Centered Plan and individual budget;
 - f) Risks and responsibilities related to self-direction;
 - g) Policy on Reportable Incidents and Investigations;

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- h) Free choice of providers and vendors including choice and control over the selection and hiring of qualified individuals as workers;
- i) Individual and employer rights and responsibilities;
- j) Scheduling employees;
- k) Making informed decisions related to day-to-day management of staff providing services within the participant's available budget;
- l) Effective communication and problem-solving; and
- m) Other employment-related subjects related to the participant and/or family in managing and directing services;
- n) Assistance, as necessary, appropriate, and chosen by the participant, with:
 - (1) Practical skills training (e.g., hiring, managing, and terminating workers, problem solving, conflict resolution);
 - (2) Identifying resources and accessing services, supports, and resources;
 - (3) Defining goals, needs, and preferences;
 - (4) Identifying immediate and long-term needs, developing options to meet those needs, and accessing identified supports and services;
 - (5) Independent advocacy, to assist in filing grievances and complaints when necessary;
 - (6) Development of risk management agreements;
 - (7) Recognizing and reporting critical events/incidents;
 - (8) Developing strategies for recruiting, interviewing, and hiring staff;
 - (9) Developing staff supervision and evaluation strategies;
 - (10) Developing termination strategies;
 - (11) Developing employer-related risk assessment, planning, and remediation planning;
 - (12) Developing strategies for managing the budget and budget modifications including reviewing monthly Financial Management and Counseling Services provider reports to ensure that the individualized budget is being spent in


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- accordance with the approved Person-Centered Plan and budget and conducting audits;
- (13) Developing strategies for managing employees, supports, and services;
 - (14) Developing strategies for facilitating meetings and trainings with employees;
 - (15) Developing quality assurance strategies for staff and services;
 - (16) Developing strategies for reviewing data, employee timesheets, and communication logs;
 - (17) Developing strategies for effective back-up staffing needs and emergency response plans;
 - (18) Developing strategies for training all of the participant's employees on the Policy on Reportable Incidents and Investigations and ensuring that all critical incidents are reported to the Office of Health Care Quality and DDA; and
 - (19) Developing strategies for complying with all applicable regulations and policies, as well as standards for self-direction including staffing requirements and limitations as required by the DDA.

I. Support Broker Services Standards

- 1. A Support Broker is selected by the participant.
- 2. A Support Broker may be a paid employee or vendor.
- 3. A Support Broker may be an unpaid support.
- 4. Comprehensive and collaborative support is always driven by the participant.
- 5. The Coordinator of Community Services and Support Broker, with the rest of the participant's team, must work together on how to best support the participant before and after their Person-Centered Plan start date.
- 6. The scope and duration of Support Broker Services may vary depending on the participant's existing natural supports and the choice and need for support and assistance.
- 7. All Support Broker duties must be noted on the signed Participant Agreement and in the **Service Implementation Plan** or job description (if applicable).

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8. The scope and duration of Support Broker Services must be within applicable law, regulations, service description, requirements, limitations, and Medicaid waiver programs requirements.
 - J. Support Brokers are subject to a Code of Conduct.
 1. Maryland Support Brokers are participant-directed.
 - a) Maryland Support Brokers work at the direction of the participants who hire them.
 - b) Maryland Support Brokers always make sure the participant's direction is heard first and prioritized in all meetings and discussions in which the participant invites them to participate.
 - c) Maryland Support Brokers shall never provide services without the participant's direction.
 - d) Maryland Support Brokers shall never make decisions for, or on behalf of, the participant.
 - (1) Maryland Support Brokers shall never sign employee timesheets or vendor/provider invoices for, or on behalf of, the participant.
 - (2) Maryland Support Brokers shall never interview a participant's candidate for employment without the participant (or their representative) present or without the participant's consent.
 - (3) Maryland Support Brokers shall never offer a job position to a candidate for, or on behalf of, the participant.
 - e) Maryland Support Brokers shall never control, or attempt to control, a participant, their representative, or their family.
 - (1) Maryland Support Brokers shall never exercise financial control over a participant, including becoming a participant's Representative Payee, signing a lease for a participant or team

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member, or having the participant's bills in the Support Broker's name.

(2) Maryland Support Brokers shall never recommend a Coordination of Community Services provider above any other Coordination of Community Services provider.

(3) Maryland Support Brokers shall never recommend a Financial Management and Counseling Services provider above any other Financial Management and Counseling Services provider.

f) Maryland Support Brokers shall never access a participant's Financial Management and Counseling Services provider portal (or any other accounts belonging to the participant, of any kind) without the participant (or their representative) present.

g) Maryland Support Brokers shall never contact any team member or community partner, including the Financial Management and Counseling Services provider, Maryland Department of Health, or government officials regarding a participant without the participant included.

2. Maryland Support Brokers are knowledgeable and respectful communicators.

a) Maryland Support Brokers shall only provide information regarding self-directed services in conjunction with current Medicaid waivers, laws, regulations, policies, guidance, and training.

b) Maryland Support Brokers are responsible to know the statutes, regulations, and Medicaid Home and Community Based Services waiver programs applicable to the participants that they serve.

c) Maryland Support Brokers must provide complete, timely, and accurate information to their participants, potential participants, team members, and the DDA.

d) Maryland Support Brokers shall never threaten participants or other team members or use intimidating language.

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3. Maryland Support Brokers have integrity in billing practices.
 - a) Maryland Support Broker vendors shall never bill participants for professional development, including attendance at Support Broker training and DDA webinars/training; Maryland Support Broker employees may be required to attend training at the direction of their employer, the participant.
 - b) Maryland Support Brokers may never accept payment directly from a participant or other team member; all billing must go through the participant's Financial Management and Counseling Services provider.
 - c) Maryland Support Brokers shall address concerns about the accurate and timely payment of their own invoices with the participant.
 - d) Maryland Support Brokers shall not bill for creating and submitting invoices, filing or following up on grievances, concerns, or complaints to Financial Management and Counseling Services providers, the Maryland Department of Health, or government officials.
4. Maryland Support Brokers avoid conflicts of interest.
 - a) Maryland Support Brokers may not provide any other service in Maryland to participants who receive DDA services, including case management (Coordinator of Community Services).
 - b) Maryland Support Brokers shall never support a participant who has hired an employee or vendor that is a direct family member of the Support Broker.
 - c) Maryland Support Brokers shall never support a participant who has hired an employee or vendor that lives at the same address as the Support Broker.
5. Maryland Support Brokers avoid and report Medicaid Fraud.
 - a) Maryland Support Brokers shall never falsify any documentation.
 - b) Maryland Support Brokers shall never forge the signature of a participant or another team member.
 - c) Maryland Support Brokers shall share all requested documentation to the Maryland Department of Health, Centers for Medicare and Medicaid Services (CMS), or other regulatory bodies during fraud investigations. Compliance includes providing any documents requested.

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- d) Maryland Support Brokers shall report all suspected fraud, waste, or abuse within one business day.
- K. Support Broker Services Exclusions
 1. Support Broker Services do not include support provided by a Coordinator of Community Services.
 2. Support Broker Services may not replace any support which Coordinators of Community Services are authorized to provide.
 3. Support Broker Services do not include making a determination of the participant’s eligibility for enrollment in the Medicaid waiver programs, or of the participant’s eligibility for services.
 4. Support Broker Services do not include making decisions for the participant, including, but not limited to:
 - a) Budgetary decisions (such as budget modifications);
 - b) Approving employees’ time or vendor invoices for service delivery;
 - c) Signing off on their own timesheets or invoices; or
 - d) Hiring or terminating employees, vendors, or providers.
 5. Within a participant’s team, the role of a person providing Day-to-Day Administrative Supports (under Individual and Family Directed Goods and Services) and the role of a Support Broker may not overlap.
- L. Support Broker Service Requirements and Limitations
 1. Support Broker employees must meet all requirements listed in the DDA-operated Medicaid waiver programs and based on their employment status (employee, vendor, or DDA provider).
 2. Support Broker employees must meet all requirements of employees listed in this manual based on their employment status.
 3. Support Broker vendors must meet all requirements of vendors listed in the DDA-operated Medicaid waivers and this manual based on their vendor status.
 4. DDA Support Broker Services providers must meet all requirements of providers listed in the DDA-operated Medicaid waiver programs and this manual based on their vendor status.
 5. Individuals and organizations providing Support Broker Services may provide no other paid service to the participant.
 6. Funding for Support Broker Services may be authorized in the Person-Centered Plan for maximum of:

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- a) 15 hours for initial orientation and assistance for the first month only; and
 - b) 4 hours per month after the first month for information, coaching, and mentoring.
- 7. Initial orientation and assistance means support to participants new to self-direction to the participant's Person-Centered Plan effective date.
- 8. Initial orientation and assistance tasks include:
 - a) Initial meetings with the team to discuss the Person-Centered Plan and Self-Directed Services Budget Sheet;
 - b) Development of suggested Human Resources materials such as employee handbooks, evaluation rubrics, pay scales, and job descriptions;
 - c) Development of recruitment materials and plans; and
 - d) Implementation of recruitment strategies such as posting advertisements and supporting during interviews.
- 9. Unused Support Broker hours each month will be considered **cost savings**.
 - a) Up to a total of 30-hours per month of Support Broker Service hours may be budgeted and purchased with cost savings.
 - b) Funding for these support services comes from the participant's total approved annual budget.
 - c) These additional Support Broker support hours may be needed due to concerns such as:
 - (1) The scope, frequency, and intensity of supports needed in the participant's Person-Centered Plan;
 - (2) Language barriers; or
 - (3) The lack of a support network to assist with Self-Directed Services model requirements.
- 10. Participants may provide benefits and leave time to Support Broker employees only in accordance with requirements for employee benefits.
- 11. Benefits and leave time may not be provided to Support Broker employees who are also spouses or legally responsible persons.

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- M. Requirements to be paid for Support Broker Services
 - 1. Support brokers must be paid within the [reasonable and customary wages/rates](#) established by the DDA.
 - 2. Documentation requirements for timesheets and invoices are required in accordance with the DDA's policy and standards.
 - 3. Support Brokers are also required to complete and maintain all required trainings including:
 - a) Policy on Reportable Incidents and Investigations; and
 - b) DDA certification demonstrating core competency related to self-determination, participant-directed services and service systems (generic and government-sponsored) for individuals with disabilities, Department of Labor requirements, and effective staff management strategies.

XII. Individual and Family Directed Goods and Services

- A. Individual and Family Directed Goods and Services are Self-Directed Services. They are not available for participants who receive services under the Traditional service delivery model.
- B. Individual and Family Directed Goods and Services address an assessed need or goal in a participant's Person-Centered Plan, which includes improving and maintaining the participant's opportunities for full engagement in the community.
- C. Individual and Family Directed Goods and Services include:
 - 1. Recruitment and Advertising - Up to \$500 per plan year of dedicated funding for staff recruitment and advertising efforts;
 - 2. Day-to-Day Administrative Supports which include assistance with household and personal management; and
 - 3. Other Goods and Services as listed in this guidance and the Self-Directed Services comprehensive policy.
- D. Individual and Family Directed Goods and Services must not compromise the participant's health or welfare.

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- E. Individual and Family Directed Goods and Services are provided to, or directed exclusively toward, the benefit of the participant.
- F. Individual and Family Directed Goods and Services help meet needs in a participant’s Person-Centered Plan.
- G. Individual and Family Directed Goods and Services help the participant to maintain or increase their independence and promote opportunities for the participant to live and be included in the community.
- H. Individual and Family Directed Goods and Services are services that cannot be provided through the DDA-operated Medicaid waiver programs or through the Medicaid State Plan (also known as Medicaid).
- I. A participant may be eligible to receive funding for Individual and Family Directed Goods and Services if:
 - 1. The goods and/or services are connected to a need that is in the participant’s Person-Centered Plan;
 - 2. The request meets the requirements of the Medicaid waiver and State Plan services and all applicable policies and guidance;
 - 3. The participant does not have personal funds to purchase the item or service; and
 - 4. All other funding sources for the goods and/or services have been explored and documented in the participant’s Person-Centered Plan, Self-Directed Services Budget Sheet, or a Budget Modification, including but not limited to:
 - a) Medicaid State Plan;
 - b) Division of Rehabilitation Services;
 - c) Maryland State Department of Education; and
 - d) Department of Human Services.

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J. Recruitment and Advertising

1. Participants who self-direct their services have the option to use up to \$500.00 in dedicated funding for staff recruitment and advertising.
2. Recruitment and Advertising Individual and Family Directed Goods and Services may include:
 - a) Developing print or electronic flyers for sharing job advertisements;
 - b) Web or application based software to create flyers (such as Adobe, Canva, Vista);
 - c) Printing physical flyers to post in-person; or
 - d) Memberships to staff registries and job posting sites (such as Indeed.com and Care.com).
3. Recruitment and Advertising does not include services provided by Financial Management and Counseling Services providers or Support Brokers.
4. Recruitment and Advertising funding is authorized in the Detailed Service Authorization within the Person-Centered Plan and does not need to come from cost savings.

Recruitment and Advertising must be included in the Self-Directed Services Budget Sheet in order for the participant's Financial Management and Counseling Services provider to make any payments.

K. Day-to-Day Administrative Supports

1. Participants who self-direct their services have the option to use cost savings to hire a person to provide Day-to-Day Administrative Supports.
2. Day-to-Day Administrative Supports include direct and non-direct support not available under another waiver service such as:
 - a) Household management and scheduling;
 - b) Scheduling appointments, including medical visits; or

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- c) Personal money management;
- 3. Day-to-Day Administrative Supports may not include tasks such as:
 - a) Making decisions for the participant; or
 - b) Approving and signing timesheets or vendor payments.
- 4. Day-to-Day Administrative Supports must be reasonable and may be provided up to 40 hours per week unless otherwise approved by the DDA.
- 5. Day-to-Day Administrative Supports may be provided by:
 - a) An employee -
 - (1) Day-to-Day Administrative Supports employees must meet all requirements of employees listed in this manual based on their employee status.
 - (2) Day-to-Day Administrative Supports employees must be paid a wage with taxes withheld following the DDA's established [Reasonable and Customary wage](#) standards.
 - (3) Day-to-Day Administrative Supports employees must receive any benefits that may be required by law such as Sick and Safe Leave.
 - (4) Day-to-Day Administrative Supports employees may receive benefits such as health benefits, Paid Time Off, or increased holiday rates, as determined by the employer.
 - b) A vendor -
 - (1) Day-to-Day Administrative Supports vendors must meet all requirements of vendors listed in this manual based on their vendor status.
 - (2) Day-to-Day Administrative Supports vendors must be paid an hourly rate, without taxes

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withheld, following the DDA's established [Reasonable and Customary](#) rates.

6. Participants may hire an employee or vendor to provide Day-to-Day Administrative Supports, including relatives, legal guardians, or legally responsible persons.
7. Day-to-Day Administrative Supports Exclusions
 - a) A participant's Support Broker may not provide Day-to-Day Administrative Supports.
 - b) Employees may not provide any other waiver program service at the same time that they provide Day-to-Day Administrative Supports.
8. Participants and their teams must request Day-to-Day Administrative Supports through the annual or revised Person-Centered Plan process.
 - a) Person-Centered Plans must include an outcome that can be supported by Day-to-Day Administrative Supports.
 - b) Person-Centered Plans must note how the Day-to-Day Administrative Supports will meet outcome(s).
 - c) The Self-Directed Services Budget Sheet must include Day-to-Day Administrative Supports wages (for employees) or rates (for vendors) in order for the Financial Management and Counseling Services provider to make payments.
9. Financial Management and Counseling Services Payments for Day-to-Day Administrative Supports
 - a) Employees should submit timesheets via the participant's Financial Management and Counseling Services electronic payroll system:
 - (1) Clock-in and clock-out times are required; and

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(2) Electronic Visit Verification compliance is not required.

b) Vendors should submit invoices to participants for review in accordance with the DDA's standards for vendor invoicing listed in this manual.

L. Other Allowable Goods and Services

1. Participants who self-direct their services have the option to use cost savings to purchase other allowable goods and services during their plan year.

2. Other Allowable Goods and Services include:

- a) Activities that promote health (such as fitness memberships and items, personal training, aquatics, and horseback riding);
- b) Fees for programs and activities that promote socialization and independence (such as art, music, dance, sports, or other activities of the participant's interest);
- c) Small kitchen appliances that promote independent meal preparation (such as air fryers, microwave ovens, or toaster ovens);
- d) Laundry appliances to promote independence and self-care, if none exist in the home (such as non-commercial washing machines and dryers);
- e) Sensory items related to the participant's disability and not covered by health insurance (such as headphones and weighted vests);
- f) Safety equipment related to the participant's disability and not covered by health insurance (such as protective headgear and arm guards);
- g) Personal electronic devices (including watches and tablets) to meet an assessed health, communication or behavioral need documented in the Person-Centered Plan;

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- h) Toothbrushes and electric toothbrushes;
- i) Weight loss program services;
- j) Dental services recommended by a licensed dentist and not covered by health insurance. Dental services may include portions of services only partially paid by health insurance;
- k) Nutritional consultation and supplements recommended by a medical professional;
- l) Internet Services:
 - (1) Internet services may include the internet portion of a “bundled” phone or cable bill;
 - (2) Internet services may include hotspot devices; and
- m) Other goods and services that meet the Individual and Family Directed Goods and Services policy standards.

3. Individual and Family Directed Goods and Services **do not** include

- a) Goods or services provided to or directly benefiting someone other than the participant;
- b) That have no benefit to the participant;
- c) Goods/Services that compromise the participant’s health or safety;
- d) Experimental and prohibited goods and treatments;
- e) Goods or services covered by the Medicaid waiver program or the Medicaid State Plan;
- f) Additional units or costs beyond the maximum allowable for any Medicaid waiver service or Medicaid State Plan, with the exception of a second wheelchair;

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- g) Co-payments for medical services, over the counter medications, or homeopathic services;
- h) Items used solely for entertainment or recreational purchases, except as needed to meet an assessed behavioral or sensory need documented in a Behavior Support Plan, including, but not limited to:
 - (1) Televisions;
 - (2) Video recorders;
 - (3) Game stations; and
 - (4) DVD players.
- i) Monthly Television and telephone fees. For bundled services (e.g., cable, phone, and internet service plans), Individual and Family Directed Goods and Services may only be used to pay for the internet services portion of the bills.;
- j) Room and board, including deposits, rent, and mortgage expense payments;
- k) Food;
- l) Utility charges such as:
 - (1) Electricity bills;
 - (2) Gas bills; and
 - (3) Water bills.
- m) Fees associated with telecommunications, except for internet services;
- n) Tobacco products, alcohol, Marijuana (cannabis), or illegal substances;
- o) Vacation expenses or deposits;
- p) Insurance, vehicle maintenance, or any other transportation-related expenses;

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- q) Tickets, subscriptions, and related cost to attend recreational events;
- r) Personal items such as clothing and shoes;
- s) Haircuts, nail services, and spa treatments;
 - (1) Massages may be allowed based on the written recommendation of a medical professional, provided such massages are not covered under health insurance.
 - (2) Non-cosmetic nail services may be allowed based on the written recommendation of a medical professional.
- t) Goods or services with costs that exceed reasonable and customary norms for the same or similar good or service, including but not limited to goods and services intended for commercial use, such as commercial washers and dryers.
- u) Tuition including, but not limited to:
 - (1) Post-secondary credit and non-credit courses;
 - (2) Educational services otherwise available through a program funded under the Individuals with Disabilities Education Act (IDEA), including private tuition;
 - (3) Applied Behavior Analysis in schools;
 - (4) School supplies;
 - (5) Tutors; and
 - (6) Homeschooling activities and supplies.
- v) Staff bonuses;
- w) Staff housing subsidies;
- x) Subscriptions to magazines, periodicals, newspapers, television services, or other recreational products;

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- y) Training provided to care providers;
 - z) Services in hospitals, except for allowable dental services;
 - aa) Costs of travel, meals and overnight lodging for staff, families, and natural support network members to attend a training event or conference;
 - bb) Service animals and associated costs;
 - cc) Construction/remodel/maintenance of at-home exercise rooms, swimming pools, and hot tubs;
 - dd) Fines, debts, legal fees, or advocacy fees;
 - ee) Contributions to ABLE accounts, checking, savings, and similar savings accounts;
 - ff) Country club membership or dues;
 - gg) Leased or purchased vehicles; and
 - hh) Any goods or services purchased prior to DDA approval of the request.
4. Allowable Goods and Services may be included in the Self-Directed Services Budget Sheet during the annual and revised Person-Centered Plan process, but are not required to be included in them.
 5. Allowable Goods and Services requests must include supporting documentation.

Table 5. Individual and Family Directed Goods and Services Allowable Goods and Services Request Required Supporting Documentation

Category of Individual and Family Directed Goods and Services Request	Required Supporting Documentation
Activities that promote health	<ul style="list-style-type: none"> • An uploaded invoice or other documentation of price for the activity, AND • A schedule of when the activities will be attended, AND • Documentation that shows that all other funding sources

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Category of Individual and Family Directed Goods and Services Request	Required Supporting Documentation
	were attempted.
Fees for programs and activities that promote socialization and independence	<ul style="list-style-type: none"> • An uploaded invoice or other documentation of price for the activity, AND • A schedule of when the programs or activities will be attended, AND • Documentation that shows that all other funding sources were attempted.
Small kitchen appliances that promote independent meal preparation	<ul style="list-style-type: none"> • An uploaded invoice or other documentation of price for the appliance, AND • Documentation that shows that all other funding sources were attempted.
Laundry appliances to promote independence and self-care	<ul style="list-style-type: none"> • An uploaded invoice or other documentation of price for the appliance, AND • Documentation that shows that all other funding sources were attempted.
Sensory items related to the participant's disability	<ul style="list-style-type: none"> • An uploaded invoice or other documentation of price for the item, AND • Documentation that the item is not covered by insurance or health plans, AND • Documentation that shows that all other funding sources were attempted.
Safety equipment related to the participant's disability	<ul style="list-style-type: none"> • An uploaded invoice or other documentation of price for the item, AND • Documentation that the equipment is not covered by insurance or health plans, AND • Documentation that shows that all other funding sources were attempted.
Personal electronic devices	<ul style="list-style-type: none"> • An uploaded invoice or other documentation of price for the item, AND • Documentation that the device has not been approved by any other funding source (including through Assistive Technology in the Person-Centered Plan), AND • Documentation that shows that all other funding sources were attempted.
Toothbrushes and electric toothbrushes	<ul style="list-style-type: none"> • An uploaded invoice or other documentation of price for the toothbrush(es), AND • Documentation that shows that all other funding sources were attempted.
Weight loss program services	<ul style="list-style-type: none"> • An uploaded invoice or other documentation of price for the service, AND • Documentation that the service is not covered by

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Category of Individual and Family Directed Goods and Services Request	Required Supporting Documentation
	insurance or health plans, AND <ul style="list-style-type: none"> Documentation that shows that all other funding sources were attempted.
Dental services recommended by a licensed dentist	<ul style="list-style-type: none"> An uploaded invoice or other documentation of price for the service, AND Documentation that the service is not covered by insurance or health plans, AND Documentation that shows that all other funding sources were attempted, AND Documentation that the service was recommended by a dentist.
Nutritional consultation and supplements	<ul style="list-style-type: none"> An uploaded invoice or other documentation of price for the service, AND Documentation that the item is not covered by insurance or health plans, AND Recommendation by a medical professional, AND Documentation that shows that all other funding sources were attempted.
Internet services	<ul style="list-style-type: none"> An uploaded invoice or other documentation of price for the service, AND Documentation that shows that all other funding sources were attempted.
Other	<ul style="list-style-type: none"> An uploaded invoice or other documentation of price for the good / service, AND Documentation that shows that all other funding sources were attempted. <p>The DDA will ask for additional documentation related to "Other" Requests in order to confirm the request is within the scope of the waiver service.</p>

6. All requests for Other Allowable Goods and Services must be requested using the [Individual and Family Directed Goods and Services Request Form](#).

a) The DDA Individual and Family Directed Goods and Services Request Form is an online form used to request funding for Other Allowable Individual and Family Directed Goods and Services.

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- b) The DDA Individual and Family Directed Goods and Services Request Form is not required for:
 - (1) Recruitment and Advertising Individual and Family Directed Goods and Services ; or
 - (2) Day-to-Day Administrative Supports.
- c) The DDA Individual and Family Directed Goods and Services Request Form is required for all other requests to use cost savings to purchase Individual and Family Directed Goods and Services.
- d) The Coordinator of Community Services is the only authorized team member who may complete the Individual and Family Directed Goods and Services Request Form.
- e) Detailed instructions on how to complete the Individual and Family Directed Goods and Services Request Form can be found in [Section XVI](#) of this Manual.
- f) Review of the Individual and Family Directed Goods and Services Form
 - (1) The Regional Office will review the request within 20 business days of receipt.
 - (a) All requests that do not include the documentation required will be returned to the participant and their team for clarification.
 - (b) If the Regional Office approves the request, the Financial Management and Counseling Services provider will process the request.
 - (c) If the Regional Office denies the request, the Regional Office will send the participant appeal rights.

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XIII. Termination from the Self-Directed Services Model

- A. The participant, or their legal guardian (as applicable), may choose to terminate the participant’s enrollment in the Self-Directed Services Model at any time, without cause, in order to receive services under the Traditional service delivery model, directly from a provider. This means that the participant will receive services from a Medicaid-enrolled provider.
 - 1. Participants must contact their Coordinator of Community Services to alert them of their decision to change from Self-Directed Services to Traditional services.
 - 2. The Coordinator of Community Services will then create and submit a Revised Person-Centered Plan for traditional services.
- B. The Department has the authority to terminate participants from the Self-Directed Services Model or from the Medicaid waiver programs. Non-compliance with laws, regulations, policy, or the guidance outlined in this manual will result in corrective action by the DDA, up to and including termination of the participant from the Self-Directed Services Model.
- C. Determined Fraud, Waste, and Abuse may result in immediate termination of the participant from the Self-Directed Services Model.

XIV. Incidents and Investigations

- A. [The Policy on Reportable Incidents and Investigations](#) applies to all participants who self-direct their services.
 - 1. Type I Incidents include:
 - a) Abuse;
 - b) Neglect;
 - c) Death;
 - d) Hospital Admissions;

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- e) Injuries;
 - f) Medication Errors; and
 - g) Choking.
2. Type I Incidents are reviewed by the Office of Health Care Quality.
 3. Type II Incidents include:
 - a) Incidents requiring law enforcement/fire department/Emergency Medical Services;
 - b) Theft;
 - c) Unexpected or risky absence; and
 - d) Restraints.
 4. Type II Incidents are reviewed by the DDA.
- B. Participants, Coordinators of Community Services, Support Brokers, and all other team members are responsible to report **all** incidents.
1. The Coordinator of Community Services always reports incidents in the Provider Consumer Information System (PCIS2).
 2. The Participant, Support Broker, or other team member must report incidents by calling the participant's Coordinator of Community Services to report the incident.
 - a) If the Coordinator of Community Services is involved in the incident or is not available to take the participant / team member's call, the incident must be reported to the DDA Regional Office directly.
 - b) Contact information for the Regional Offices is available on the DDA website: [Pages - Regional Offices](#)

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- C. The Department, and/or its designee, has the right to investigate incidents. Investigations may occur in participants' homes and community settings.
- D. Financial Management and Counseling Services providers must report incidents of fraud, waste, and abuse to the DDA using the Fraud, Waste, and Abuse reporting form.

XV. Reasonable and Customary Standards

A. Reasonable and Customary Rates for DDA Providers

1. Participants may hire DDA providers for certain services.
2. Participants are responsible for paying for the agreed provider rate. These costs come out of the participant's budget.
3. Participants may negotiate lower rates with providers.
4. Providers are independent professionals or businesses. Providers are responsible for all their employer-related responsibilities and costs. Participants do not have to allocate separate funding to pay for provider staff taxes and other related business expenses. Providers are paid a flat fee or rate.
5. Participants may increase the rate they pay providers within established reasonable and customary standards.
6. Participants are not required to increase provider rates.
7. Rate increases may be based on performance.
8. Rate increases may be offered at any time during the year.
9. Rates may not be changed for dates in the past.
10. Personal Supports - Enhanced and Community Development Services 2:1 and 1:1 staff supports are based on documented need in the Person-Centered Plan.

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Table 6. Reasonable and Customary Rates for DDA Providers

Waiver Service	Billable Unit	Standard Rate Maximum for Providers	Calvert, Charles, Frederick, Montgomery or Prince George's Only Maximum	Additional Information
Assistive Technology and Services	Upper Pay Limit	\$100,000	\$100,000	Reimbursement shall be reasonable, customary, and necessary, as determined for the participant's needs, recommended by the team. If the item costs over \$2500, the most cost effective option that best meets the participant's needs shall be selected from the list noted in the Assistive Technology assessment.
BSS - Behavioral Assessment	Milestone	\$ 1,901.90	\$ 1,901.90	Limited to one unless otherwise authorized by the DDA
BSS - Behavioral Plan	Milestone	\$ 1,901.90	\$ 1,901.90	Limited to one unless otherwise authorized by the DDA
BSS - Behavioral Consultation	Hour	\$ 173.04	\$173.04	Limited to 8 hours per day
BSS - Brief Support Implementation	Hour	\$ 91.08	\$ 91.08	Limited to 8 hours per day
Community Development Service: Group (1 - 4) and 1:1 Staffing Ratio	Hour	\$ 68.44	\$ 80.36	Limited to 8 hours per day/40 hours per week in combination with other meaningful day services. The participant has an approved Behavior Support Plan (BSP) documenting the need for 1:1 or 2:1 staff-to-participant ratio necessary to support the person with specific behavioral needs unless otherwise authorized by the DDA; or
Community Development Services 2:1 Staffing Ratio	Hour	\$ 136.88	\$ 160.68	The participant has an approved Nursing Care Plan (NCP) documenting the need for 1:1 or 2:1 staff-to-participant ratio necessary to support the person with specific health and safety needs unless otherwise authorized by the DDA.
Day Habilitation Small Group and 1:1 Staffing Ratio	Hour	\$ 72.64	\$ 85.28	Limited to 8 hours per day/40 hours per week in combination with other meaningful day services.

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Waiver Service	Billable Unit	Standard Rate Maximum for Providers	Calvert, Charles, Frederick, Montgomery or Prince George's Only Maximum	Additional Information
Day Habilitation 2:1 Staffing Ratio	Hour	\$ 145.28	\$ 170.56	<p>The participant has an approved Behavior Support Plan (BSP) documenting the need for 1:1 or 2:1 staff-to-participant ratio necessary to support the person with specific behavioral needs unless otherwise authorized by the DDA; or</p> <p>The participant has an approved Nursing Care Plan (NCP) documenting the need for 1:1 or 2:1 staff-to-participant ratio necessary to support the person with specific health and safety needs unless otherwise authorized by the DDA.</p>
Employment Services - Discovery Milestone 1	Milestone	\$ 887.17	\$ 1009.00	Limited to one unless otherwise authorized by the DDA
Employment Services - Discovery Milestone 2	Milestone	\$ 2661.52	\$ 3027.00	Limited to one unless otherwise authorized by the DDA
Employment Services - Discovery Milestone 3	Milestone	\$ 1774.34	\$ 2018.00	Limited to one unless otherwise authorized by the DDA
Employment Services - Self-Employment Development Supports	Milestone	\$ 572.50	\$ 651.12	Limited to one
Employment Services - Job Development	Hour	\$ 110.88	\$ 126.12	Limited to 8 hours per day and 90 hours per year unless otherwise authorized by the DDA
Employment Services - Ongoing Job Supports	Hour	\$ 86.28	\$ 91.16	Limited to 10 hours per day with Employment Services - Ongoing Job Supports.
Employment Services - Follow	Month	\$ 727.55	\$837.56	Requires at least two face to face contacts with the participant in the

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Waiver Service	Billable Unit	Standard Rate Maximum for Providers	Calvert, Charles, Frederick, Montgomery or Prince George's Only Maximum	Additional Information
Along Supports				course of the month
Employment Services - Co-Worker Supports	Upper Pay Limit	\$ 6,000.00	\$ 6,000.00	Limited to the first three months of employment unless otherwise authorized by the DDA
Environmental Assessment	Milestone	\$ 580.81	\$ 580.81	Limited to one unless otherwise authorized by the DDA
Environmental Modification	Upper Pay Limit	\$ 50,000	\$ 50,000	Cost of modification must be customary, reasonable, and may not exceed a total of \$50,000 every three years unless otherwise authorized by DDA.
Family and Peer Mentoring Supports	Hour	\$ 66.16	\$66.16	Limited to 8 hours per day
Family Caregiver Training and Empowerment	Upper Pay Limit	\$ 1595.00	\$ 1595.00	Limited to 10 hours per year
Family Caregiver Training and Empowerment - Fees	Upper Pay Limit	\$ 500.00	\$ 500.00	Limited to \$500 per year
Housing Support Services	Hour	\$ 81.16	\$ 92.32	Limited to 8 hours per day and may not exceed a maximum of 175 hours annually
Live-in Caregiver	Upper Pay Limit	\$ 20,000.00	\$ 20,000.00	Total monthly additional cost of rent and food as determined by the Department of HUD and the USDA monthly food plan.
Nursing Support Services	Hour	\$ 123.08	\$ 131.96	Nursing Consultation services limited to 4 hrs every 90 days. Nursing delegation services minimally every 45 days, but may be more frequent based on the MBON 10.27.11 regulation and the prudent nursing judgment

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Waiver Service	Billable Unit	Standard Rate Maximum for Providers	Calvert, Charles, Frederick, Montgomery or Prince George's Only Maximum	Additional Information
Participant Ed, Training, and Advocacy - Hours	Upper Pay Limit	\$ 1595.00	\$ 1595.00	Limited to 10 hours per year
Participant Ed, Training, and Advocacy - Fees	Upper Pay Limit	\$ 500.00	\$ 500.00	Limit \$500 per year
Personal Supports	Hour	\$ 48.44	\$ 55.56	Limited to 82 hours per week unless otherwise pre authorized by the DDA
Personal Supports - Enhanced	Hour	\$ 61.32	\$ 72.00	Participant has either (1) an approved Behavior Support Plan documenting the need for enhanced supports necessary to support the person with specific behavioral needs unless otherwise authorized by the DDA; or (2) an approved Nursing Care Plan documenting the need for enhanced supports necessary to support the person with specific health and safety needs unless otherwise authorized by the DDA.
Personal Supports - 2:1 Staffing Ratio	Hour	\$ 122.64	\$ 144.00	Participant has either (1) an approved Behavior Support Plan documenting the need for 2:1 staff-to-participant ratio necessary to support the person with specific behavioral needs unless otherwise authorized by the DDA; or (2) an approved Nursing Care Plan documenting the need for 2:1 staff-to-participant ratio necessary to support the person with specific health and safety needs unless otherwise authorized by the DDA
Remote Support Services	Upper Pay Limit	\$ 64,000.00	\$ 64,000.00	Remote Support Services should be implemented in a cost neutral manner with exception due to unique circumstances. Reimbursement shall be reasonable, customary, and necessary, as determined for the

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Waiver Service	Billable Unit	Standard Rate Maximum for Providers	Calvert, Charles, Frederick, Montgomery or Prince George's Only Maximum	Additional Information
				participant's needs, recommended by the team, and approved by DDA or its designee.
Respite Care Services - Licensed Site	Day	\$ 539.85	\$ 579.46	Respite Care Service - hourly and daily licensed site total hours may not exceed 720 hours per year unless otherwise authorized by the DDA. Daily licensed site respite equals 24 hours.
Respite Care Services - Hour	Hour	\$ 38.44	\$ 38.88	Respite Care Service - hourly and daily licensed site total hours may not exceed 720 hours per year unless otherwise authorized by the DDA. Daily licensed site respite equals 24 hours.
Supported Living				
With Overnight Supervision - 1 person home	Daily	\$ 737.16	\$ 845.44	Participant must be 18 years of age or older unless otherwise authorized by the DDA
With Overnight Supervision - 2 person home	Daily	\$ 478.09	\$ 548.31	
With Overnight Supervision - 3 person home	Daily	\$ 355.23	\$407.40	
With Overnight Supervision - 4 person home	Daily	\$ 403.30	\$ 462.54	
Without Overnight Supervision - 1 person home	Daily	\$ 438.02	\$ 502.36	
Without Overnight Supervision - 2 person home	Daily	\$ 328.52	\$ 376.77	

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Waiver Service	Billable Unit	Standard Rate Maximum for Providers	Calvert, Charles, Frederick, Montgomery or Prince George's Only Maximum	Additional Information
Without Overnight Supervision - 3 person home	Daily	\$ 255.51	\$ 293.04	
Without Overnight Supervision - 4 person home	Daily	\$ 328.52	\$ 376.77	
Transition Services	Upper Pay Limit	\$ 5,000.00	\$ 5,000.00	The maximum may not exceed \$5,000 per participant during their lifetime unless otherwise authorized by DDA. Items and goods must be procured within 60 days after moving.
Transportation - Orientation, Travel Training, and Public, Taxi, Uber, Lyft	Upper Pay Limit	\$7,500.00	\$7,500.00	Reimbursement shall be reasonable, customary, and necessary, as determined for the participant's needs, recommended by the team, and approved by the DDA or its designee
Vehicle Modification	Upper Pay Limit	\$ 15,000.00	\$ 15,000.00	Rates for services must be customary

B. Reasonable and Customary Rates for Vendors

1. Participants self-directing services may hire vendors for certain services. Vendors must meet service qualifications. Participants establish payment rates for vendors and providers. Vendor and provider rates must be reasonable and customary.
2. Participants are responsible for vendor costs. These costs come out of the participant's budget.
3. Participants may negotiate lower rates with vendors.
4. Vendors are responsible for their own taxes and business-related expenses. Participants do not pay for vendor

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taxes and other related business expenses. Vendors are paid a flat fee or rate.

5. Participants may increase the rate they pay vendors within the established maximum rate for the service that the vendor provides.
6. Participants are not required to increase vendor rates.
7. Rate increases may be based on performance.
8. Rate increases may be offered at any time during the year.
9. Rates may not be changed for dates in the past.
10. Personal Supports - Enhanced and Community Development Services 2:1 and 1:1 staff supports are based on documented need in the Person-Centered Plan.

Table 7. Reasonable and Customary Rates for Vendors

Waiver Service	Billable Unit	Standard Rate Maximum for Vendors	Calvert, Charles, Frederick, Montgomery or Prince George's Only Maximum	Additional Information
Community Development Service: Group (1 - 4) and 1:1 Staffing Ratio	Hour	\$ 61.68	\$ 72.44	Limited to 8 hours per day/40 hours per week in combination with other meaningful day services. The participant has an approved Behavior Support Plan (BSP) documenting the need for 1:1 or 2:1 staff-to-participant ratio necessary to support the person with specific behavioral needs unless otherwise authorized by the DDA; or
Community Development Services 2:1 Staffing Ratio	Hour	\$ 123.40	\$ 144.88	The participant has an approved Nursing Care Plan (NCP) documenting the need for 1:1 or 2:1 staff-to-participant ratio necessary to support the person with specific health and safety needs unless otherwise authorized by the DDA.
Employment Services - Ongoing	Hour	\$ 77.80	\$ 88.48	Limited to 10 hours per day with Employment Services - Ongoing Job

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Waiver Service	Billable Unit	Standard Rate Maximum for Vendors	Calvert, Charles, Frederick, Montgomery or Prince George's Only Maximum	Additional Information
Job Supports				Supports.
Employment Services - Follow Along Supports	Month	\$ 655.90	\$ 755.08	Requires at least two face to face contacts with the participant in the course of the month
Individual and Family Directed Goods & Services - Staff Recruitment & Advertising	Upper Pay Limit	\$ 500.00	\$ 500.00	Limit \$500 per year
Individual and Family Directed Goods and Services - Day-to-Day Administrative Supports	Hour	\$ 70.30	\$ 70.30	Taken from Cost Savings (Savings in Budget and/or Unallocated Funds)
Individual and Family Directed Goods and Services - Internet Services	Upper Pay Limit per Month	\$90.00	\$90.00	Taken from Cost Savings (Savings in Budget and/or Unallocated Funds)
Nursing Support Services	Hour	\$ 110.96	\$ 118.96	Nursing Consultation services limited to 4 hrs every 90 days. Nursing delegation services minimally every 45 days, but may be more frequent based on the MBON 10.27.11 regulation and the prudent nursing judgment
Personal Supports	Hour	\$ 43.64	\$ 50.08	Limited to 82 hours per week unless otherwise pre authorized by the DDA
Personal Supports - Enhanced	Hour	\$ 55.28	\$ 64.92	Person has either (1) an approved Behavior Support Plan documenting the need for enhanced supports necessary to support the person with specific behavioral needs unless otherwise authorized by the DDA; or (2) an approved Nursing Care Plan documenting the need for enhanced supports necessary to support the person with specific health and safety

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Waiver Service	Billable Unit	Standard Rate Maximum for Vendors	Calvert, Charles, Frederick, Montgomery or Prince George's Only Maximum	Additional Information
				needs unless otherwise authorized by the DDA. Limited to 82 hours per week unless otherwise pre authorized by the DDA.
Personal Supports - 2:1 Staffing Ratio	Hour	\$ 110.56	\$ 129.84	Participant has either (1) an approved Behavior Support Plan documenting the need for 2:1 staff-to-participant ratio necessary to support the person with specific behavioral needs unless otherwise authorized by the DDA; or (2) an approved Nursing Care Plan documenting the need for 2:1 staff-to-participant ratio necessary to support the person with specific health and safety needs unless otherwise authorized by the DDA. Limited to 82 hours per week unless otherwise pre authorized by the DDA
Respite Care Services - Hour	Hour	\$ 34.64	\$ 35.08	Respite Care Service - hourly and daily licensed site total hours may not exceed 720 hours per year unless otherwise authorized by the DDA. Daily licensed site respite equals 24 hours.
Support Broker	Hour	\$ 70.30	\$ 70.30	Initial orientation and assistance up to 15 hours. Information, coaching, and mentoring up to 4 hours per month unless otherwise authorized by the DDA
Transportation - Orientation, Travel Training, and Public, Taxi, Uber, Lyft	Upper Pay Limit	\$7,500.00	\$7,500.00	Reimbursement shall be reasonable, customary, and necessary, as determined for the participant's needs, recommended by the team, and approved by the DDA or its designee

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C. Reasonable and Customary Wages for Employees

1. Participants self-directing services may hire staff/employees for certain services. Participants self-directing services may establish their own staff wages. This is a duty under the self-direction employer authority. Staff wages must be reasonable and customary.
2. Participants are responsible for employer related costs. These costs come out of the participant's budget.
3. Participants must ensure their budget can support all employer related costs. Taxes are an employer related cost.
4. Participants may hire staff at the State's, or if higher, their county's established minimum wage. Maryland's minimum wage can be viewed at the Maryland Department of Labor, Minimum Wage and Overtime Law webpage:
<https://www.dllr.state.md.us/labor/wages/minimumwagelaw.pdf>
5. Participants should hire enough staff to meet their needs. Participants should minimize the need for staff to work overtime. Overtime payment is often required by law when staff work overtime. Overtime payments are an additional cost to the budget. Before approving overtime, participants must ensure they have funding available in their budget allocation.
6. A higher rate may be paid to employees who work on holidays as specified by the employer. Holiday wages may not exceed the Reasonable and Customary wage range.
7. Participants may offer their staff a pay increase.
8. Participants are not required to offer staff pay increases.
9. Pay increases may be based on staff performance.
10. Pay increases may be offered at any time during the year.
11. Pay may not be changed for dates in the past.

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12. Participants may submit a request to exceed the established staff wage range. The request is submitted using the Self-Directed Services - Staff Wage Exception Form. The form is available on the DDA website and in policy.
13. Personal Supports - Enhanced and Community Development Services 2:1 and 1:1 staff supports are based on documented need in the Person-Centered Plan.
14. Wages for 2:1 Supports account for 2 employees working at the same time. Total wages for one employee may not be higher than the maximum.

Table 8. Reasonable and Customary Wages for Employees

Waiver Service	Billable Unit	Reasonable and Customary Wage Maximum	Exception Rates (Must have approved Wage Exception Form)	
			Standard Exception Maximum	Calvert, Charles, Frederick, Montgomery or Prince George's Only Exception Maximum
Community Development Services - Group (2-4), Dedicated 1:1, and 2:1 (per employee)	Hour	\$32.45	\$53.04	\$62.30
Employment Services - Ongoing Job Supports	Hour	\$32.45	\$66.91	\$76.09
Nursing Support Services	Hour	\$64.90	\$95.43	\$102.31
Individual and Family Directed Services - Day-to-Day Administrative Supports	Hour	\$32.45	\$60.46	\$60.46
Personal Supports	Hour	\$32.18	\$37.53	\$43.07
Personal Supports - Enhanced 1:1 and 2:1 (per employee)	Hour	\$37.86	\$47.54	\$55.83
Respite Care Services	Hour	\$21.63	\$29.79	\$30.17
Support Broker	Hour	\$32.45	\$60.46	\$60.46

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XVI. Completing Self-Directed Services Forms

A. Self-Directed Services Budget Sheet

1. The Self-Directed Services Budget Sheet should be completed by the participant and their team.
2. Creation of the Self-Directed Services Budget Sheet must be facilitated by the participant's Coordinator of Community Services.
3. The Self-Directed Services Budget Sheet is a fillable Microsoft Excel spreadsheet that captures information related to the Person-Centered Plan's approved services and amount and the chosen rates of pay within the established [reasonable and customary](#) ranges. The sheet is designed to help a participant develop and stay within their allocated budget. Yellow spaces within the sheet may be filled in. White spaces will auto calculate and cannot be changed.
4. It is important to note that participants are not required to allocate their entire budget. Presently, the DDA is paying for administrative costs associated with Coordinators of Community Services, which will not come out of the participant's budget. The cost associated with Financial Management and Counseling Services monthly services fees will come from the participant's approved budget allocation. Therefore, participants should consider their current assessed needs as authorized in their Person-Centered Plan and [reasonable and customary](#) rates when developing their Self-Directed Services Budget Sheet and may decide to offer future pay increases or benefits.
5. Completing the Self-Directed Services Budget Sheet
 - a) DDA Budget Allocation from Detailed Service Authorization and Calculations (Reference: Rows 1-2)
 - (1) Enter the Budget Allocation from the detailed service authorization by the red arrow.

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- (2) The total budget and unallocated funds will populate automatically.

Enter Approved DDA Budget Allocation from the DSA here		\$0.00	\$0.00
		<i>SDS Budget Total</i>	<i>Unallocated Funds</i>

b) Participant, Program, Person-Centered Plan , and Budget Information (Reference: Rows 3 - 9)

- (1) Person-Centered Plan Status - choose from the dropdown list noting if the Person-Centered Plan is Initial, Annual, Revised, or for a Financial Management and Counseling Services (FMCS) Change.
- (2) Name - enter your first and last name (i.e., the participant).
- (3) Effective Date - enter the effective date (i.e., date services should begin as determined by the currently approved Annual or Revised Person-Centered Plan effective date).
- (4) Annual Plan Date - enter the date the annual Person-Centered Plan begins.
- (5) Number of Months Left in Plan and Number of Weeks Left in Plan – the form will automatically calculate based on the Effective Date and Annual Plan Date listed.
- (6) Type of Waiver - choose from the dropdown list in which waiver the participant is enrolled.
- (7) Add any general notes that may be helpful for the team or Financial Management and Counseling Services provider to know.

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PCP Status: Initial, Annual, Revised, or FMCS Change <input type="text"/>			
Name: <input type="text"/>	Effective Date: <input type="text"/>	Annual Plan Date: <input type="text"/>	
Number of Months Left in Plan: <input type="text" value="12.00"/>	Number of Weeks Left in Plan: <input type="text" value="52.143"/>	Type of Waiver: <input type="text"/>	
<input type="text" value="Version 11/15/2023"/>			
Add any general notes that may be helpful for the team or FMCS as needed			
<input type="text"/>			

- c) Complete the rest of the budget sheet for the services that the participant is authorized for.
- d) A full walkthrough of the Self-Directed Services Budget Sheet can be found on the DDA's YouTube channel: [Budget Sheet walkthrough](#)

B. Self-Directed Services Participant Agreement

1. The Self-Directed Services Participant Agreement documents both the participant's request for assistance in self-directing their services, and the team members' agreement to assist and support with the specific work or tasks described in the Agreement.
2. The agreement begins and lasts (or is in use) for 12 months, or up to one calendar year, from the date of last signature by the participant and all team members named in the document.
3. The agreement may be ended or terminated at any time by the participant along with their team. The participant or their team must provide written notice, such as a letter or email, to the participant's Coordinator of Community Services and team members, if the agreement is ended or terminated.
4. The participant must meet all of the requirements listed in the agreement.
 - a) The participant's Coordinator of Community Services must assist the participant and their team to complete this agreement per the participant's preferences and best interests.

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- b) The Coordinator of Community Services must assist the participant and their team to update this agreement if any changes are requested by the participant or their team members.
 - c) The Coordinator of Community Services must review this document with the participant on a quarterly basis to:
 - (1) Make sure that the team members are those that the participant chooses, and
 - (2) Confirm that each team member’s agreement to assist and support the participant as stated in the document is current.
 - d) The Coordinator of Community Services must make sure that the participant’s team roles and responsibilities do not conflict with program requirements and rules.
 - e) The participant and their team members (as applicable) must review the document completely before they sign it.
 - f) The participant and each team member (as applicable) must sign the last page.
5. The participant’s name should be listed on Page 3 of the Agreement.
6. The participant’s team should also be listed.

(5) This participant agreement is for: _____

(6) The members of my PCP Team are the following:

	<u>Name</u>	<u>Role</u>
Person #1:	_____	_____
Person #2:	_____	_____
Person #3:	_____	_____
Person #4:	_____	_____
Person #5:	_____	_____
Person #6:	_____	_____
Person #7:	_____	_____
Person #8:	_____	_____
Person #9:	_____	_____
Person #10:	_____	_____

Examples: John Smith – Personal Support Staff, Jane Doe – Coordinator of Community Services, etc.

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7. The participant has three options in the Participant Agreement:

- a) Option 1: I, the participant, choose myself as the primary person responsible for managing my employer authority and budget authority under the Self-Directed Services delivery model.
- b) Option 2: I, the participant, choose to appoint a designated representative. My representative will be responsible for ALL of the items in this agreement. I and my representative understand that this is an unpaid position, and that the acceptance of this position will prohibit this representative from working for me in a paid capacity under any waiver service category. We further understand that if this designated representative is a relative (i.e., my parent, stepparent or sibling) no other relative (parent, stepparent or sibling) can work as paid staff for me under self-direction, per the rules outlined in DDA's waiver programs. The individual who will be serving as my designated representative under this option is: [the participant must list their Designated Representative]; or

**Note: A Designated Representative is required for all participants under the age of 18.*

- c) Option 3: I, the participant, choose to appoint the following individuals, who are part of my Person-Centered Plan team (including paid and unpaid team members), to assist me with specific tasks related to my roles and responsibilities under self-direction. No individual listed below shall in any way be considered as my Designated Representative, and their assistance with these tasks will in no way restrict their ability to work for me in a paid capacity under any waiver service category. Additionally, this option also allows me to hire other relatives in a paid

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capacity even if a relative is listed as my support for one or more of the following tasks. Individuals who will assist me under Option 3 with specific tasks are noted on page 5 of the document.

- (1) The Coordinator of Community Services cannot be an individual who assists with any of these tasks.
8. A participant may have a legal guardian who does not have the authority to make these types of decisions for that person (i.e., a participant may have a legal guardian for certain financial purposes but may still retain their right to make employer and budget decisions for Medicaid waiver services). Current best practices in guardianship are to allow people to make decisions which they have the capacity to make, so all options and choices should be explored.

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Option – choose one

Option 1: I, the participant, choose myself as the primary person responsible for managing my employer authority and budget authority under the SDS delivery model.

Option 2: I, the participant, choose to appoint, a designated representative. My representative will be responsible for ALL of the items in this agreement. I and my representative understand that this is an unpaid position, and that the acceptance of this position will prohibit this representative from working for me in a paid capacity under any waiver service category. We further understand that if this designated representative is a relative (*i.e.*, my parent, stepparent or sibling) no other relative (parent, stepparent or sibling) can work as paid staff for me under self-direction, per the rules outlined in DDA's waiver programs. The individual who will be serving as my designated representative under this option is: _____ Relationship _____

Option 3: I, the participant, choose to appoint the following individuals, who are part of my PCP team (including paid and unpaid team members) to **assist me** with specific tasks related to my roles and responsibilities under self-direction. No individual listed below shall in any way be considered as my designated representative, and their assistance with these tasks will in no way restrict their ability to work for me as paid staff or a paid vendor under any waiver service category. Additionally, this option also allows me to hire other relatives as paid staff even if a relative is listed as my support for one or more of the following tasks. Individuals who will assist me under Option 3 with specific tasks are noted below.

9. The participant is always the final decision maker unless they appoint a designated representative.
10. Option 3: Appointment of Specific Tasks
 - a) It is necessary that the team avoid and protect against any and all conflicts of interest when assigning work and specific tasks to team members.
 - b) A team member cannot be assigned a specific task another team member is already paid to do. It is important that there is a clear description of tasks among team members.
 - c) Employees cannot sign or approve timesheets for themselves or any other employee.

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- d) Employees cannot sign or approve invoices for any vendor.
- e) Vendors cannot sign or approve timesheets or invoices.
- f) For each row below, the participant may identify a "Team Member" to assist with a specific task. The participant is always the final decision maker. The participant may seek assistance with some tasks and decide to complete other tasks themselves. Therefore, a team member is not required for all tasks. If a team member is identified, they will be considered the point of contact for that specific task.

Team Member	Task
Name: <input type="text"/>	Choose how the budget is spent based on assessed need in PCP ensuring applicable taxes and reasonable and customary rates are included
Name: <input type="text"/>	In conjunction with FMS, monitor my budget to ensure I do not exceed my DDA approved budget
Name: <input type="text"/>	Find, screen, and hire qualified employees, subject to verification of qualifications by the FMS provider
Name: <input type="text"/>	Supervise and train employees
Name: <input type="text"/>	Schedule employees
Name: <input type="text"/>	Track the time and date my employee's work
Name: <input type="text"/>	Authorize overtime for employees while ensuring I am not exceeding my DDA approved budget
Name: <input type="text"/>	Sign employee timesheets Note: Team member cannot sign their own timesheet
Name: <input type="text"/>	Address performance issues with my employees
Name: <input type="text"/>	Discipline or fire employees
Name: <input type="text"/>	Understand and act upon written information related to my employees
Name: <input type="text"/>	Keep my workplace free from harassment
Name: <input type="text"/>	Maintain applicable employee records

11. Participant Agreement Signatures

- a) Signing the Participant Agreement acknowledges that the document has been reviewed and the signer agrees with its contents.

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- b) All team members mentioned in the agreement must sign the agreement.

Signatures:
By signing below, I hereby acknowledge that I have received and read this document and agree with its contents. I hereby certify that the substance of these decisions was made solely by the participant, legally responsible person, legal guardian, or their team. As a member of the participant's team, I agree to provide the supports as outlined in this agreement. I am aware that if I have any questions, I should contact the Coordinator of Community Services or the DDA Regional Office.

_____	_____
Participant Signature	Date
_____	_____
Legally Responsible Person (if applicable)	Date
_____	_____
Legal Guardian (if applicable)	Date
_____	_____
Designated Representative (if applicable)	Date

Additional Team Members as outlined in this agreement:

C. Self-Directed Services Family as Staff Form

1. The DDA Self-Directed Services Family as Staff Form is used by participants who are self-directing. Participants use it to inform their team, Coordinator of Community Services, Financial Management and Counseling Services provider, and the DDA if they are hiring a relative to provide an approved self-directed service.
2. Relative is defined as a natural or adoptive parent, step-parent, child, stepchild, or sibling, who is not also a legal guardian or legally responsible person.
3. Section 1: My Family as Staff Choice - indicate the participant's choice
 - a) Option 1: I do not want to hire a relative;
 - b) Option 2: I want to hire a relative to be my Support Broker; or
 - c) Option 3: I want to hire a relative or relatives to be my direct support staff.

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Section 1: My Family as Staff Choice

Option #1 - I do not want to hire a relative

No - I do not want to hire a relative to be one of my staff.
*If **NO** is selected, then please sign and submit this form to your CCS as it is. You do not need to complete the rest of the form.

Option #2 - I want to hire a relative to be my Support Broker

YES - I want to hire a relative to be my Support Broker
*If **YES** is selected, then please complete the entire form and then submit to your CCS.
*If your current direct support staff is a relative, you must change your direct support staff prior to completing this form.

Option #3 - I want to hire a relative(s) to be my Direct Support Staff

YES - I want to hire a relative to be my direct support staff
*If **YES** is selected, then please complete the entire form and then submit to your CCS.
*If hiring a relative as a direct support staff, then you are unable to hire a relative as a Support Broker. When relatives work as staff, a neutral, third-party support broker **can be considered to prevent conflict of interest**. If your current Support Broker is a relative, you must change your supportbroker prior to completing this form.

4. Section 2: Family as Staff (if Options 2 or 3 are chosen)

- a) List the name of each family member.
- b) List their relationship to the participant.
- c) List the waiver service they will provide.
- d) List their rate of pay (must be within the DDA’s Reasonable and Customary Standards).
- e) List the number of hours per week they will work (up to 40 hours, unless authorized by the DDA).

I will be paying the following relatives (natural or adoptive parent, stepparent or sibling) as a member(s) of my staff:

Name of Person	Relationship to Me	Job They Will Have	Rate of Pay	Hours Per Week

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5. Describe why hiring the person(s) listed above is in the participant’s best interest.

Please describe why hiring the person(s) listed above is in your best interest?

6. Describe how having a family member as staff will help the participant to be more integrated in the community.
7. Describe how having a family member as staff will increase the participant’s independence.
8. Describe how having a family member as staff will expand their circle of support or natural supports.
9. Describe any special circumstances.

Please describe how:

Having a family member as your staff will help you to be more integrated in your community?

Having a family member as your staff will increase your independence?

Having a family member as your staff will expand your circle of support or natural supports?

Any special circumstances (such as location of home, time of day supports are needed, etc.):

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10. Provide an attestation by signing the form.
 - a) The participant must sign the form.
 - b) A legal guardian may sign the form.
 - c) The participant’s Designated Representative must sign the form (if applicable).

D. Self-Directed Services Family as Staff Overtime Request Form

1. The [Family as Staff Overtime Request Form](#) is a DDA-operated Smartsheet used to request overtime for family members who serve as staff.
2. The Coordinator of Community Services must facilitate the completion of the form with the participant. The Coordinator of Community Services must submit the form.
3. Completing the form:
 - a) Include the participant’s *LTSSMaryland* identification number.
 - b) Include the participant’s name.

Participant LTSSID *

Participant Name *

- c) Include the full name of the family member who the overtime request is for.

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Family Member that is Requesting Overtime *

Overtime is defined as over 40 hours in a workweek.

d) Choose the relationship the family member has with the participant.

e) Note whether the family member is the participant's legal guardian or legally responsible person.

Relationship of the Family Member to the Participant *

- Natural or Adoptive Parent
- Step-parent
- Child
- Stepchild
- Sibling

Is the family member the participant's legal guardian or legally responsible person? *

- Yes
- No

f) Choose the length of the request - either Brief or Temporary.

Length of Request *

Choose how long the request is for

- Brief (14 days or less)
- Temporary (15 - 90 days)

g) Explain in detail why the participant is requesting this family member-employee to work overtime.

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Explanation of the Request for Overtime *

Explain in detail why the participant is requesting this family member employee to work overtime.

h) Include the schedule of overtime hours by sharing the hours per week the family-employee will be working, separately by waiver service.

(1) The following format must be used:

(2) [Day of the week]: [Total number of Hours]: [Start time]-[End time], [Waiver Service].

(a) Example: Monday: 12 hours, 8am-8pm, Personal Supports.

Schedule of Overtime Hours Requested *

Share the hours per week the family employee will be working by service

Use the format:

[Day of the Week]: [Total Number of Hours]-[Start Time], [End Time], [Waiver Service]

Monday: 12 hours, 8am-8pm, Personal Supports

A schedule of the request and the PCP's schedule must be uploaded with this request.

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- i) Include the total number of hours the family member is requesting to work per week.

Number of Hours Requested per Week *
This is the total number of hours the family member is requesting to work per week.

- j) In detail, explain how the participant has a risk to their health and/or safety without the overtime approved.
- k) Answer whether or not the hours requested are already listed in the Person-Centered Plan (the DDA cannot approve overtime requests that allow more hours to be worked than what are listed in the Person-Centered Plan).

Risk to Health and Safety *
In detail, explain how the participant has a risk to their health and/or safety without the overtime approved.

Are the hours requested already listed in the PCP? *
The DDA cannot approve overtime requests that allow more hours to be worked than what are listed in the PCP.

Yes
 No

- l) Requests must include documentation of the requested schedule of hours and the Person-Centered Plan schedule. Supporting documentation is also required to show the reason for the request such as:

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- (1) Proof of inclement weather;
- (2) Doctor's note showing employee or employer sickness;
- (3) Dated resignation letter or termination letter;
- (4) Dated letter from employee requesting use of unpaid leave; or
- (5) Proof of advertisements and interviews.

File Upload *

Requests must include documentation of the requested schedule of hours and the PCP's schedule.

Supporting documentation is also required to show the reason for the request such as:

- Proof of inclement weather
- Doctor's note showing employee or employer sickness
- Dated resignation letter or termination letter
- Dated obituary of employee
- Dated letter from employee requesting use of FMLA
- Proof of advertisements and interviews

All requests without supporting documentation will be returned to the team.

Drag and drop files here or [browse files](#)

E. Self-Directed Services Budget Modification

1. Participants who self-direct their services may move funding across DDA-approved budget service lines only:
 - a) If they remain within their total approved annual budget amount; and
 - b) To support the authorized actions listed on the budget modification form and in this manual.
2. Completing the Self-Directed Services Budget Modification
 - a) Demographic Information (Reference: Rows 1-16)
 - (1) Include the participant's full name.

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- (2) List the Budget Modification Date (the date the modification was completed by the participant and their team).
- (3) List the annual plan date as listed in *LTSSMaryland*.
- (4) Choose the participant’s Financial Management and Counseling Services provider using the drop down menu.
- (5) Choose the participant’s region using the drop down menu.



Developmental Disabilities Administration

Self-Direction Budget Modification

Updated November 15, 2023

Participant Name:

Budget Modification Date:

Annual Plan Date:

FMCS Agency:

Region:

b) Budget Information (Reference: Rows 18-23)

- (1) List the total budget allocation (from the Detailed Service Authorization).
- (2) List the Budget Total (from the Self-Directed Services Budget Sheet).
- (3) The total unallocated funds will be calculated automatically.

c) Section 1 (Reference: Rows 49-83)

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- (1) In Section 1, list the dollar amounts of services being reduced or taken from unallocated funds and services being increased. The tabs provided in the files allow for teams to calculate the dollar amounts in this section.
- (2) List all the services being reduced or taken from unallocated funds.
- (3) List the amounts associated with each service line / unallocated funds being decreased.
- (4) The total amount being reduced will be calculated automatically.

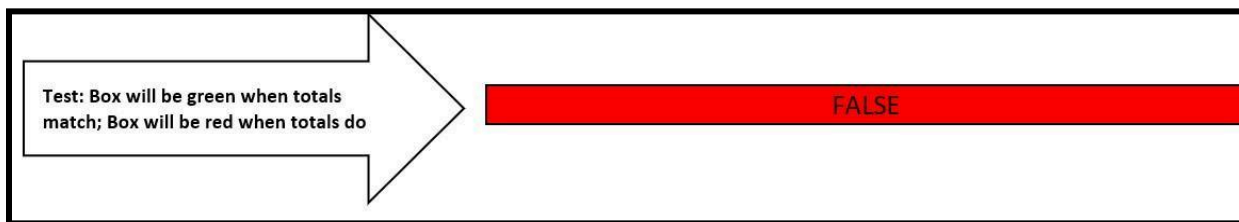
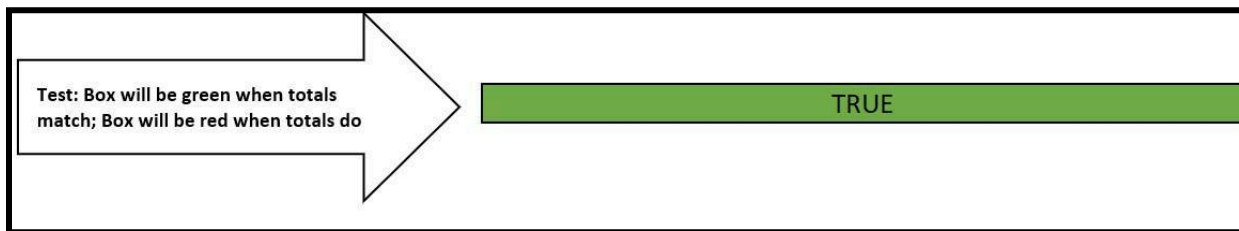
Service(s) Being Reduced or Taken from Unallocated Funds	
Services	Amount
Total Reduced/Taken from Unallocated	\$ -

- (5) List all the services being increased.
- (6) List the amounts associated with each service being increased.
- (7) The total amount being increased will be calculated automatically.

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Service(s) Being Increased	
Services	Amount
Total Increased	\$ -

(8) The test box will be green when the totals match; the test box will be red when the totals do not match. *Totals of increasing and decreasing must match in Section 1 in order for the Financial Management and Counseling Services provider to process the budget modification.*



d) Section 2 (Reference: Rows 84-93)

- (1) Include a few sentences about why the modification is being completed.
- (2) If Section 2 is not complete, the modification cannot be processed by the Financial Management and Counseling Services provider.

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Section 2 - Required

Please include a few sentences on why the modification is being completed.

Blank yellow area for providing reasons for the modification.

e) Section 3 (Reference: Rows 94-117)

(1) The participant or Designated Representative must sign the budget modification.

(2) The Coordinator of Community Services must attest and sign the modification.

Section 3 - Required

Participant Approval: By signing below, certify that I approve the request being made.

Self-directed Services Participant / Legal Guardian /
Designated Representative Signature: _____

Coordinator of Community Service (CCS) Attestation: By signing below, I attest that the Participant / Legal Guardian / Designated Representative has approved the above request.

CCS Name: _____

CCS Signature: _____

FMCS Determination: _____

Date: _____

DDA Determination (Required if FMCS
agency denies the modification) _____

DDA Signature: _____

Date: _____

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3. Optional tabs are included in the rest of the spreadsheet to support the team in completing the modification. These tabs are not required to be completed.
4. A full walkthrough of the Self-Directed Services Budget Modification can be found on the DDA's YouTube channel:
<https://youtu.be/YF9bx-tbUVM?si=D3pddjWrR8U2tWom>

F. Individual and Family Directed Goods and Services Request Form

1. The [Individual and Family Directed Goods and Services Request Form](#) is a DDA-operated Smartsheet.
2. The Individual and Family Directed Goods and Services Request Form should be completed by the Coordinator of Community Services in the following way:
 - a) Include the LTSS *Maryland* identification number of the participant.
 - b) Include the participant's full name.
 - c) Choose the DDA-operated Medicaid waiver in which the participant is enrolled.
 - d) Choose the Region in which the participant lives.

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LTSS ID *
 This is the LTSSID of the person who is self-directing their services

Participant Name *

Participant Waiver *

Community Pathways Waiver

Community Supports Waiver

Family Supports Waiver

Region *

Central Maryland Regional Office (CMRO)

Eastern Shore Regional Office (ESRO)

Southern Maryland Regional Office (SMRO)

Western Maryland Regional Office (WMRO)

- e) Choose the participant’s current Financial Management and Counseling Services provider.
- f) Answer whether or not the participant has an approved Self-Directed Services Person-Centered Plan in LTSSMaryland.

Note: Individual and Family Directed Goods and Services requests may not be submitted if the participant does not have an active, approved Self-Directed Services Person-Centered Plan in LTSSMaryland. Individual and Family Directed Goods and Services requests may not be completed when a participant has a Person-Centered Plan in auto-extend.

- g) Choose the category of the request from the listed options.

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Good / Service Request

Request Category *
 From the list below, choose the category of IFDGS request

- Activities that promotes health
- Fees for programs and activities that promote socialization and independence
- Small kitchen appliances that promote independent meal preparation
- Laundry appliances to promote independence and self-care
- Sensory items related to the person's disability
- Safety equipment related to the person's disability
- Personal electronic devices
- Toothbrushes and electric toothbrushes
- Weight loss program services
- Dental services recommended by a licensed dentist
- Nutritional consultation and supplements
- Internet services
- Other

h) Describe the benefit of the Individual and Family Directed Goods and Services request.

What benefit does the Good / Service give to the person? *
 Describe why the Good / Service is needed.

- i) List the total cost of the service.
- j) Answer if the request was included in the Self-Directed Services Budget Sheet. (If the request was not included in the Self-Directed Services Budget Sheet, a budget modification must be completed).
- k) Answer if the request is recurring (more than one time).

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Cost of the Good / Service *

This is the total amount for the Good / Service over the plan year

Was the Good / Service cost included in the SDS Budget Sheet?

If the request was not included in the SDS Budget Sheet, a Budget Modification must be completed.

Yes

No

Is the request recurring (more than one time)? *

Yes

No

- l) Describe how the good or service helps the participant meet a need or goal.

IFDGS must help the person meet a need or goal *

Describe how the good / service helps the person meet a need or goal

- m) Describe how the good or service helps the participant maintain or increase independence.
- n) Describe how the good or service promotes those opportunities.

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IFDGS must maintain or increase the person's independence *

Describe how the good / service helps the person maintain or increase independence

IFDGS must promote opportunities for the person to live in, be integrated in, and be included in the communities of their choosing *

Describe how the good / service promotes those opportunities

- o) Answer whether the good or service compromises the participant's health or safety.
- p) Answer whether the good or service is provided to or directed towards the benefit of only the participant.

Does the good / service compromise the person's health or safety? *

- Yes
- No

Is this request for a good or service that is provided to, or directed toward the benefit of only the person self-directing? *

- Yes
- No

- q) Choose the requirements the request meets from the drop down list (additional fields will be added for a description of how the requirement is met).

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Additional IFDGS Requirements *

Individual and Family Directed Goods and services must decrease the need for Medicaid services, increase community integration, increase the participant's safety in the home, or support the family in the continued provision of care to the participant.

Choose which requirement(s) this request meets. One must be selected, but more may be chosen

- Decrease the Need for Medicaid Services
- Increase Community Integration
- Increase Safety in the Home
- Support the family in the continued provision of care for the person

- r) List all funding sources that were denied or not available related to this request.

IFDGS cannot be approved if another funding source is available *

List all funding sources that were denied or not available related to this request

- s) Answer if the participant has any personal funding accounts such as personal banking accounts. Documentation must be provided to show that the participant does not have personal funding available to purchase the Individual and Family Directed Goods and Services request.

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Personal Funds Documentation

Individual and Family Directed Goods and Services requests may only be approved if the participant does not have personal funds to purchase the good/service.

Falsification of any portion of this form, including information related to personal funds, is considered Medicaid Fraud.

Does the participant have any bank accounts? *

Yes

No

t) Describe how the good / service is cost effective for the participant.

IFDGS must be cost effective *

Describe how the good / service is cost effective for the person

u) Upload all required documents and electronically sign the form

Note: Falsification of all or portions of this request is Medicaid fraud and is subject to appropriate reporting and potential legal penalties.

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Signatures and Uploads

By signing and submitting this IFDGS request, you are attesting that all the contents within the requests are accurate and complete.

Falsification of all or portions of this request is considered **Medicaid Fraud** and subject to appropriate reporting.

File Upload *

Drag and drop files here or [browse files](#)

Signature *

By typing my name below, I attest that the Participant/legal guardian/designated representative has made an informed decision.

Note: Completing this form before the participant/legal guardian/designated representative has made an informed choice is considered falsification of the document.

- v) Include any email addresses that may need a copy of the request.
 - (1) The Coordinator of Community Services email is required for the form to be submitted.
 - (2) If the person has a Support Broker, include the Support Broker.

Send a copy of this form to the following people:

CCS Email *

Does the person have a Support Broker? *

Email 3

If the person self-directing uses email, include it here.

Email 4

Email 5

G. Sample Vendor / Provider Invoice

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Sample Invoice

Vendor Name: John Doe Inc.

Employee(s) of Vendor (if applicable): Harry H. Harrison, Nancy S. Smith

Participant Name: Kathy E. Graham

Billing Period: July 1, 2024 - July 31, 2024

Waiver Service Provided: Support Broker Services

Rate per hour: \$65.00

Date	Time Stamps	Description of Work	Total Time (by quarter hour)	Amount Charged
7/1/24	8am-10am	Support Broker Name: Cooper Sanders Met with team to discuss recruitment plan	2 hours	\$130
7/7/24	5-7pm	Support Broker Name: Cooper Sanders Met with K. to draft recruitment plan, posted ad	2 hours	\$130
7/15/24	9am-10am	Support Broker Name: Cooper Sanders Screened applicants with K., scheduled interviews	1 hour	\$65
7/18/24	10am-11:15am	Support Broker Name: Cooper Sanders Interviews with K. for new position	1.25 hours	\$81.25
7/26/24	4-4:15pm	Support Broker Name: Cooper Sanders Support to K. and new employee regarding new hire paperwork -	.25 hours	\$16.25
TOTALS			6.5 hours	\$422.50

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XVII. Important Words and Other Information

- A. "Budget Authority" means the participant makes choices about how they spend the money in their budget within program rules. This includes choosing the goods and services the participant wants and who is paid to provide them.
- B. "Coordination of Community Services" are case management services to help participants receiving and/or requesting services from the waiver program. These services are known as targeted case management and are provided in accordance with [COMAR 10.09.48](#).
- C. "Coordinator of Community Services" or "CCS" is an individual who provides Coordination of Community Services. They can be either an employee or a contractor of a DDA approved Provider of Coordination of Community Services.
- D. "DDA-operated Medicaid Waiver Program" is one of three Medicaid home and community-based services waiver programs operated by the Developmental Disabilities Administration that serve eligible children and adults with intellectual and developmental disabilities. These programs are federal programs that are approved by the Centers for Medicare & Medicaid Services and include the:
1. Community Pathways Waiver;
 2. Community Supports Waiver; and
 3. Family Supports Waiver.
- E. "DDA Provider" is an individual or entity, licensed or certified by the Maryland Department of Health, that provides services to participants in accordance with the Maryland Department of Health's requirements.
- F. "Department" is the Maryland Department of Health.

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- G. "Designated Representative" is an unpaid individual who acts on behalf of the participant to manage their services under the Self-Directed Services delivery model. They are noted in the Participant Agreement and must follow program requirements.
- H. "Employee" is a person who is hired and paid to provide direct support services to a participant.
- I. "Employee Wage" means the regular hourly amount that the participant pays their employee for time worked. It does not include other employer required expenses such as taxes or optional benefits offered by the participant.
- J. "Employer of Record" means an individual or entity who is legally responsible for paying employees, including making applicable withholdings, and making payments for federal, State, and local taxes.
- K. "Employer Authority" means the participant is responsible for managing their employees. This includes hiring, training, scheduling, and firing employees, if needed, within waiver programs limits.
- L. "Financial Management and Counseling Services" or "FMCS" are services provided to support a participant in the Self-Directed Services delivery model in using their budget authority and, if applicable, employer authority. Financial Management and Counseling Services include, but are not limited to:
 - 1. Processing claims for payment for Medicaid waiver program services in accordance with the participant's self-directed budget; and
 - 2. Verifying that the DDA provider, vendor, or employees meet all qualifications to provide the Medicaid waiver program service.
- M. "Fraud, Waste, Abuse, and Financial Exploitation"

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1. Fraud is when someone knowingly deceives, conceals, or misrepresents to obtain money or property from the Medicaid waiver programs.
2. Waste is overusing services or other practices that directly or indirectly result in unnecessary costs to the Medicaid waiver program.
3. Abuse is when health care providers or suppliers perform actions that directly or indirectly result in unnecessary costs to the Medicaid waiver programs.
4. Financial Exploitation is when someone illegally or improperly uses money or property from a participant.

N. "Incapacitation" means not having the necessary ability, qualification, or strength to perform a certain act or function.

O. "Legal guardian" is either:

1. A natural or adoptive parent of a participant under the age of 18; or
2. An individual who has been appointed by a court order as guardian of the person.

P. "Legally Responsible Person" means a person who, according to the rules in Maryland, has a legal duty to take care of someone else.

This can be:

1. A parent of a minor (whether they are born to them or adopted);
2. A person who is officially responsible for the well-being of another person as their legal guardian; or
3. Someone else who is legally in charge of taking care of a minor, like a foster parent or a family member chosen by a court.

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- Q. "LTSS*Maryland*" is an electronic data management system, developed and supported by the Department. It is used to create, review, and maintain records about:
1. Eligibility status for services; and
 2. The participant's Person-Centered Plan, services, and funding authorized by the DDA.
- R. "Participant" is an individual who is eligible to receive or is receiving DDA-funded services.
- S. "Participant Agreement" is the form used by participants self-directing their services to document the participant's choice to either:
1. Be the primary person responsible for managing employer and budget authority responsibilities; or
 2. Appoint a Designated Representative to be responsible for all tasks; or
 3. To appoint team members to assist with specific tasks related to roles and responsibilities under self-direction.
- T. "Person-Centered Plan" or "PCP" is a written plan made together with the person who has a developmental disability who participates in or will participate in a Medicaid waiver program. This plan helps, to the extent possible:
1. Identify any special needs they have to stay healthy and safe
 2. Figure out what the person wants to achieve; and
 3. Find services and providers that can help them reach their goals while being part of the community.
- U. "Policy on Reportable Incidents and Investigations" or "PORII" is the policy, required by the Department under [COMAR 10.22.02.01](#) which is required to ensure the health, safety and welfare of

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participants receiving services. PORII formalizes a process to identify, report, investigate, and resolve incidents in a timely manner.

- V. "[Reasonable and Customary Standards](#)" means DDA's established scale for employee wages, and vendor and provider rates.
- W. "Relative" is a natural or adoptive parent, child, stepchild, stepparent, or sibling of a participant, who is not also a legal guardian or legally responsible person.
- X. "Representative" is an individual person chosen or appointed to act or speak for a participant. Examples include but not limited to:
 - 1. Authorized or designated representatives;
 - 2. Legal representatives;
 - 3. Supported decision team member; and
 - 4. Person-Centered Plan team members.
- Y. "Self-Directed Budget Allocation" means the DDA's authorization of funding for participants to manage their Medicaid waiver program services, including provider and vendor rates and employee wages.
- Z. "Self-Directed Budget Sheet" is the spreadsheet used for participants to indicate how they are using their self-directed budget allocation. It includes:
 - 1. The participant's Person-Centered Plan authorized services;
 - 2. The participant's Financial Management and Counseling Services provider;
 - 3. Proposed employee wages and provider and vendor rates; and
 - 4. Employee-related expenses such as taxes, benefits, and training (if applicable) when the participant hires their own employees.

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- AA. “[Self Directed Services](#)” means that participants, or their representative(s) if applicable, have decision-making authority over certain services and take direct responsibility to manage their services with the assistance of a system of available supports.
- BB. “Sick and Safe Leave” -The [Maryland Healthy Working Families Act](#) that requires employers with 15 or more employees to provide paid sick and safe leave for certain employees. It also requires that employers who employ 14 or fewer employees provide unpaid sick and safe leave for certain employees.
- CC. “Support Broker Services” are services that provide information and advice to help participants who self-direct their services to make informed decisions related to day-to-day management of employees providing services.
- DD. “Termination” is the process of dismissing an employee from their job.
- EE. “Vendor” is an individual or entity contracted by the participant and paid through an Organized Health Care Delivery System to provide a service to a participant enrolled in the Self-Directed Services Model.

XVIII. Legal References

- A. [Community Pathways Waiver](#)
- B. [Community Supports Waiver](#)
- C. [Family Supports Waiver](#)

XIX. Related Policies

- A. [Self-Directed Services Comprehensive Policy](#)

XX. Reference Materials

- A. [Self-Directed Services Forms](#)
 - 1. [Budget Sheet](#)

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2. [Participant Agreement](#)
 3. [Family as Staff Form](#)
 4. [Budget Modification](#)
 5. [Individual and Family Directed Goods and Services Request Form](#)
 6. [Family as Staff Overtime Request Form](#)
 7. [Wage Exception Form](#)
- B. [Electronic Visit Verification Resources](#)

XXI. Templates and Samples of Self-Directed Services Tools

- A. New Hire Letters
1. [New Hire Letter Template](#)
 2. [New Hire Letter Sample](#)
- B. Job Descriptions
1. [Job Descriptions Template](#)
 2. [Job Descriptions Sample](#)
- C. Recruitment Plans
1. [Recruitment Plan Template](#)
 2. [Recruitment Plan Sample](#)
- D. Employee Handbooks
1. [Employee Handbook Template](#)
 2. [Employee Handbook Sample](#)
- E. Performance Evaluations
1. [Performance Evaluation Rubric Template](#)

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2. [Performance Evaluation Rubric Sample](#)

F. Termination Letters

1. [Termination Letter Template](#)

2. [Termination Letter Sample](#)

G. Provider / Vendor Written Agreements

1. [Provider/Vendor Written Agreement Template](#)

2. [Provider/Vendor Written Agreement Sample](#)

H. Provider / Vendor Invoices

1. [Provider/Vendor Invoice Template](#)

2. [Provider/Vendor Invoice Template](#)

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