

Step-by-Step to Self-Direction

Developmental Disabilities Administration's Self-Directed Services Model

What is Self-Direction?

The Developmental Disabilities Administration (DDA) operates one Medicaid home and community-based waiver program that includes two service delivery models: Provider-Managed Services and Self-Directed Services. In both models, you lead your team to develop your Person-Centered Plan (PCP) and have a choice over the services you receive.

The **Community Pathways Waiver** offers the option to self-direct services. Once enrolled, you may choose to self-direct your services.

In Self-Directed Services:

- YOU are the employer. You hire (and fire) your staff.
- YOU develop and manage your approved budget.



Roles in Self-Direction

- **Participant:** You are the person receiving services. You are responsible for managing your budget, employees and vendors for approved services.
- **Coordinator of Community Services (CCS):** Your CCS helps you develop and monitor your plan.
- **Support Broker:** If you need help, a support broker aids you in your role as the employer.
- **Financial Management and Counseling Services Provider (FMCS):** Your FMCS assists you in handling taxes, payroll, invoice payments, and budget management.
- **Employees/Providers:** These are people or providers/vendors you hire to provide your services.

How Self-Direction Works

1

Express Interest

Contact your CCS to express your interest in self-directed services. They can provide you with resources to help you make your decision.

2

Develop Your Person-Centered Plan

Start by working with your CCS to identify your goals and then create a plan that outlines what you need to be successful. This plan is called the Person-Centered Plan.

3

Develop a Budget

You will work with your CCS to develop an individualized budget based on your plan. Once approved, you can decide exactly how much you will pay your chosen staff within reasonable and customary rates and within your approved budget.

4

Choose an FMCS Provider

Select an FMCS provider from the DDA-approved list that works best for you.

5

Hire Your Staff

Once your PCP and budget are approved, you can start hiring employees and DDA Providers to provide the services you need. Your staff must meet waiver program requirements.

*If your PCP is not approved, please work with your CCS to provide the information requested by the DDA. If your plan has been denied, **you may appeal**. Follow the steps below.*

6

Onboard with Your FMCS

Complete onboarding with your chosen FMCS provider.

7

Begin Services

You are ready to implement your plan.

Changing Your Services

Throughout your annual plan year, you may have needs that change. You may need a new service or more of a current service. You may no longer need a service.

Remember that you should request only the services for which you have a demonstrated need.

- **Review Your PCP:** You must work with your CCS to review and approve your PCP annually, but you may choose to review at any other time.
- **Request Changes:** If your needs change, work with your CCS to revise your PCP to add or modify your services. Your CCS will submit your PCP for review and approval.

How to Appeal a PCP Denial

If your PCP has been denied by the DDA, you have a right to disagree with the decision. You can appeal. It's your right. Here's how:

1. Request a Medicaid Fair Hearing/State Hearing: Complete the steps shared in the Determination letter you received. Please contact your CCS or your Regional Office for support.
2. Submit on Time: Work with your CCS to be sure your request for a hearing is submitted on time.
3. Prepare for Your Hearing: While you wait for your hearing, your currently approved services will continue.

What if Self-Direction Doesn't Work for You?

If self-direction isn't the right fit, you can transition to the provider-managed service delivery model by contacting your CCS who will work with you to revise your PCP.

Contact Your DDA Regional Office SDS Lead

- Central Maryland Regional Office: Ola Otuyelu at olasubomi.otuyelu@maryland.gov
- Eastern Shore Regional Office: Jonna Krabill at jonna.krabill@maryland.gov
- Southern Maryland Regional Office: Tia Henry at tia.henry2@maryland.gov
- Western Maryland Regional Office: Tina Swink at tina.swink@maryland.gov

Resources

- [DDA's Guide to Services](#): Provides detailed information about DDA services.
- [Self-Directed Services website](#): Offers guidance on self-directing your services and related forms