

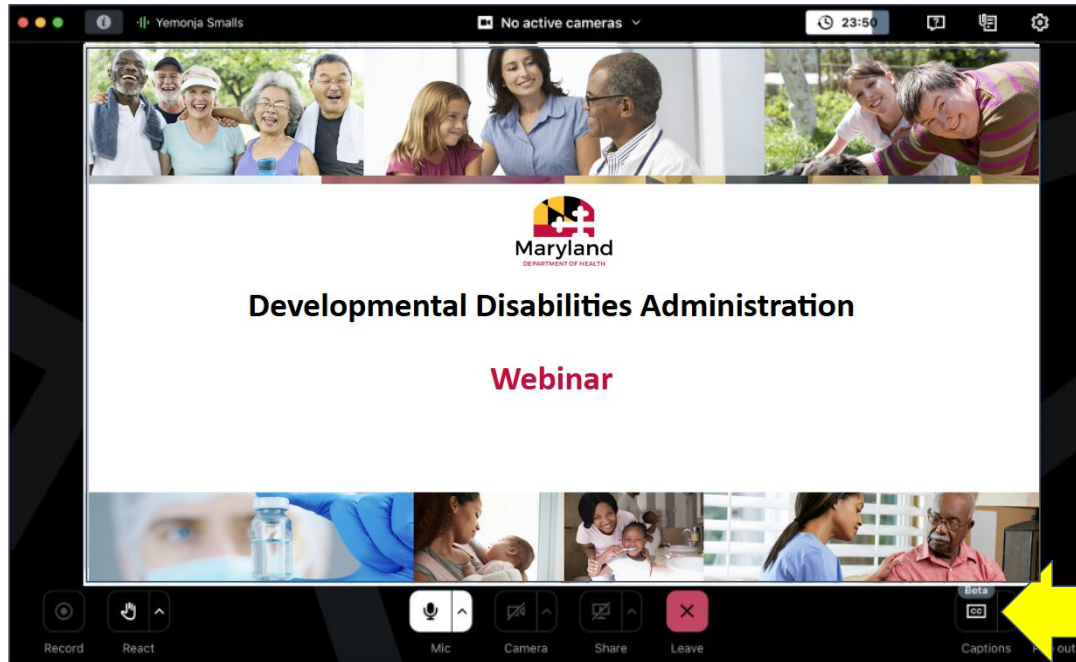


Developmental Disabilities Administration **Self-Directed Services Informational Session:** **Reasonable and Customary Rates and Wages**

May 11, 2026

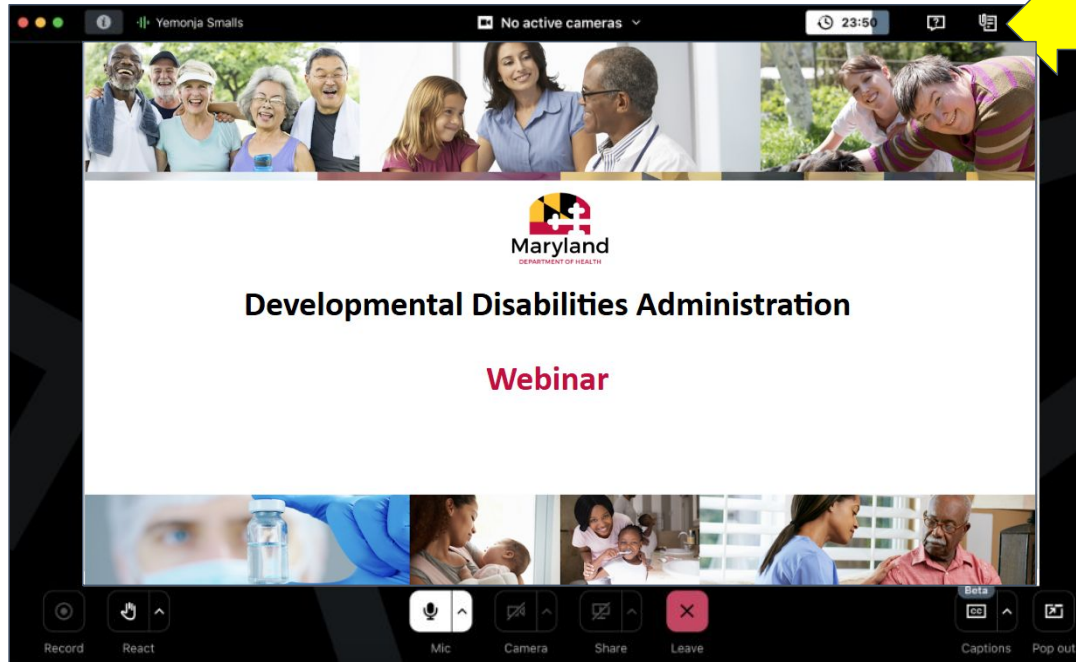


Housekeeping - Closed Captioning



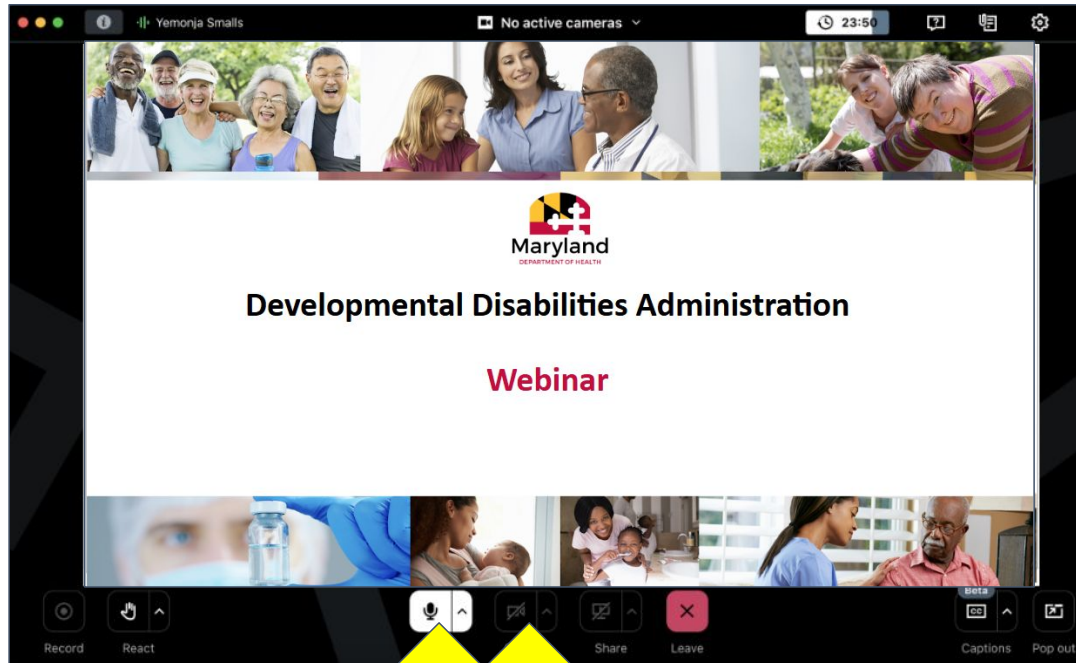
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Housekeeping - Handouts



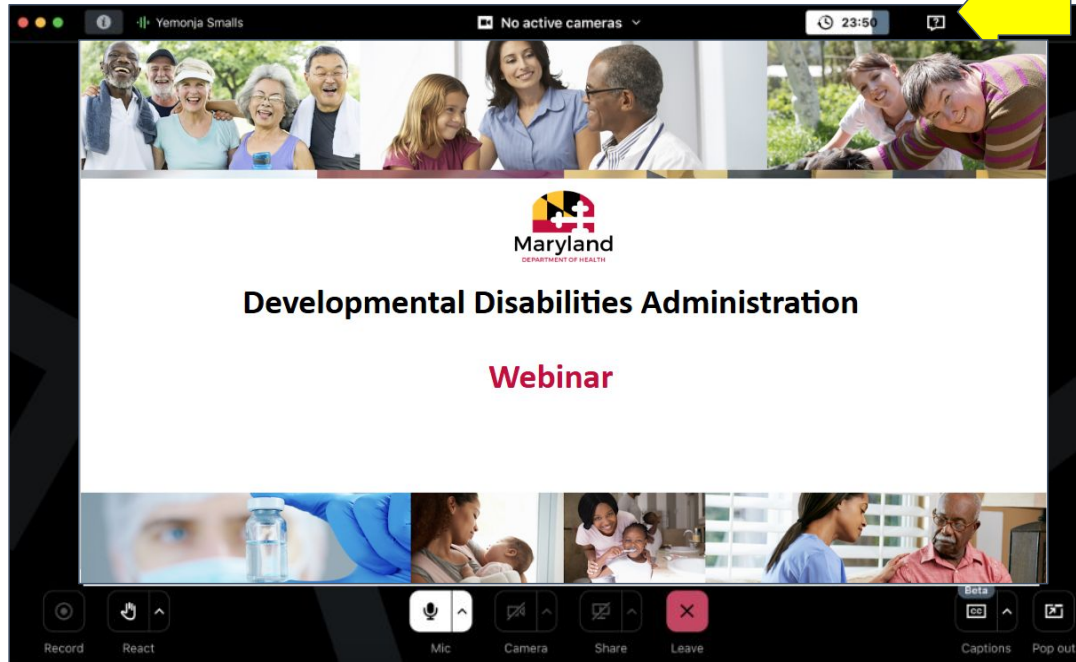
Click the paperclip in the upper right corner to download handouts

Housekeeping - Mics and Cameras



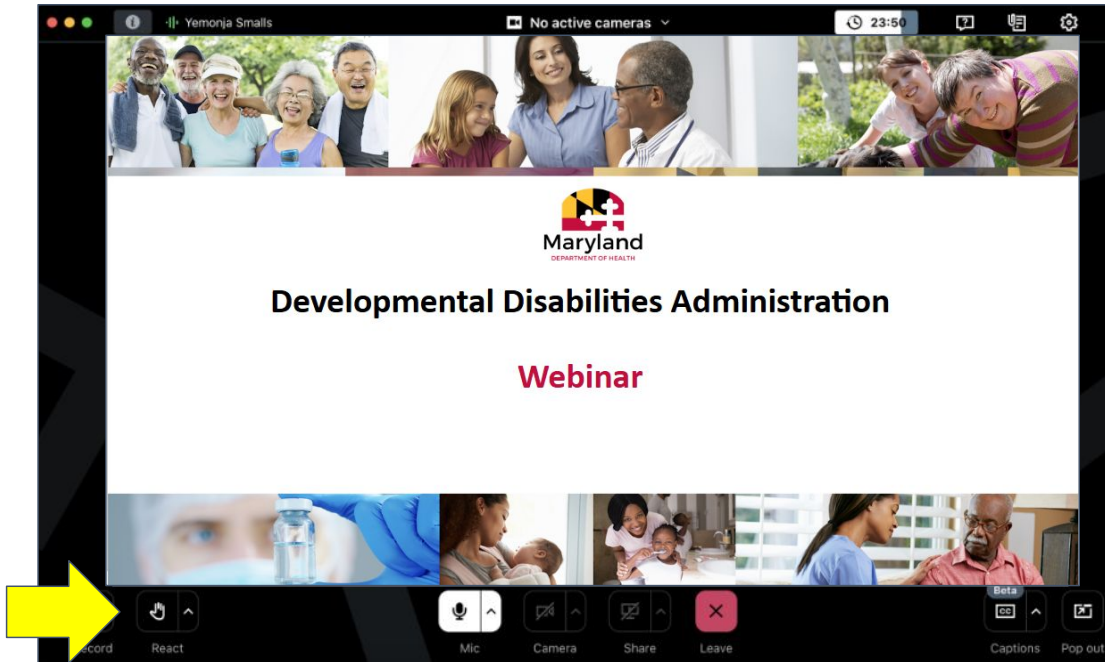
Microphones and Cameras are turned off

Housekeeping - Questions



Click the question mark in the upper right corner to type a question for us

Housekeeping - Raise Hand



Click the hand icon in the lower left corner to raise your hand

Conduct

The open exchange of diverse perspectives is an important value of our group. We ask that everyone engage in a respectful and constructive way, treating one another with dignity and good faith.

To help maintain a positive and productive environment, we ask participants to avoid disruptive behavior, inappropriate language, or personal attacks. If needed, facilitators may step in to address concerns and support a respectful meeting space for all.

Welcome

Agenda

- What is changing
- Updates to Reasonable and Customary Rates and Wages
 - Employee Wage Updates
 - Individual Provider Updates
 - Provider Rate Updates
- Financial Management and Counseling Services Wages and Rates Change Process
- Resources

Self-Directed Services

What is Changing?

Per the Fiscal Year 2027 Budget Bill: Self-Directed Wage, Rate, and Vendor Changes

| Change | Impact |
|---|--|
| Eliminate the Wage Exception Process | <ul style="list-style-type: none"> • Staff wage (if applicable) • Self-Directed Services manual and policy |
| Modify reasonable and customary wages for Family as Staff and Non Family as Staff | <ul style="list-style-type: none"> • Reasonable and customary wage standards • Staff wage (if applicable) • Self-Directed Services Manual |
| Eliminate reasonable and customary for Unlicensed Vendors except Nursing Support Services and Support Brokers | <ul style="list-style-type: none"> • Self-Directed Services Manual • Vendor status (if applicable) |
| Reduce rates by 2% for Community Service Providers | <ul style="list-style-type: none"> • Self-Directed Services Manual • Provider rate (if applicable) |

Self-Directed Services

Reasonable and Customary Standards

Reasonable and Customary Standards



DDA establishes Reasonable and Customary Standards for:

- Employee Wages
- Individual Provider Rates
- Provider Rates

Self-Directed Services

**Employees: Reasonable and
Customary Standards**

Wage Exception Process Ends

On July 1, 2026, the Wage Exception Process will end.

This means:

- All previously approved wage exceptions will end on June 30, 2026.
- Participants must notify staff of wage change if they have any staff with a current Wage Exception.
- Employee wages must be within the new Reasonable and Customary wage standards.
- The Wage Exception Form will go offline.

Employee Wages - Actions Required

- There are different rates for relatives, legally responsible persons, and legal guardians and those who are not those categories.
- If your employee(s) make at or below Reasonable and Customary wage maximum, no action is needed.
- If your employees make above the Reasonable and Customary wage maximum, their rates must be decreased up to the maximum.

Definitions: Relatives

A relative is a natural or adoptive parent, step-parent, grandparent, step-grandparent, child, stepchild, sibling, step-sibling, aunt, uncle, niece, or nephew.

Definitions: Legally Responsible Person

A legally responsible person is a person who, according to the rules in Maryland, has a legal duty to take care of someone else. This can be:

- A parent of someone who is under 18 year old (whether they are born to them or adopted);
- A person who is officially responsible for the well-being of another person as their legal guardian; or
- 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.

Definitions: Legal Guardian

A legal guardian is an individual or entity who has obtained a valid court order stating that the individual is the legal guardian of the person of the participant pursuant to Maryland Annotated Code Family Law or Estates & Trusts Articles.

Employee: *July 1, 2026 Projected* Reasonable and Customary Standards

- Based on the United States Bureau of Labor Statistics (BLS) yearly data.
- Updated BLS data are not expected until May 15, 2026.
- These standard rates may change once the Bureau of Labor Statistics updates its data for 2025.
- DDA will update its wage standards immediately upon publication.

Employee Wages for Relatives, Legally Responsible Persons, and Legal Guardians (1 of 3)

If your employee(s) who are relatives, legally responsible persons, or legal guardians make at or below the maximum wage listed, ***no action is required.***

| Waiver Service | Reasonable and Customary Wage Maximum for Relatives, Legally Responsible Persons, and Legal Guardians per hour* |
|---|---|
| Community Development Services - Group (1-4), Dedicated 1:1, and 2:1 (per employee) | \$28.96 |
| Employment Services - Ongoing Job Supports | \$37.64 |
| Nursing Support Services | Not Applicable Relatives, legally responsible persons, and legal guardians may not provide this service. |

Note: July 1, 2026 Projected Reasonable and Customary Standards



Employee Wages for Relatives, Legally Responsible Persons, and Legal Guardians (2 of 3)

If your employee(s) who are relatives, legally responsible persons, or legal guardians make at or below the maximum wage listed, ***no action is required.***

| Waiver Service | Reasonable and Customary Wage Maximum for Relatives, Legally Responsible Persons, and Legal Guardians per hour* |
|---|---|
| Day-to-Day Administrative Supports | \$25.47 Relatives may only provide this service if they are not a legally responsible person or guardian. |
| Personal Supports | \$23.69 |
| Personal Supports - Enhanced 1:1 and 2:1 (per employee) | \$28.96 |

Note: July 1, 2026 Projected Reasonable and Customary Standards



Employee Wages for Relatives, Legally Responsible Persons, and Legal Guardians (3 of 3)

If your employee(s) who are relatives, legally responsible persons, or legal guardians make at or below the maximum wage listed, *no action is required*.

| Waiver Service | Reasonable and Customary Wage Maximum for Relatives, Legally Responsible Persons, and Legal Guardians per hour* |
|-------------------------|---|
| Respite Care Services | \$20.55 |
| Support Broker Services | \$48.06 |

Note: July 1, 2026 Projected Reasonable and Customary Standards



Employee Wages for Non-Relatives (1 of 3)

If your employee(s) who are non-relatives make at or below the maximum wage listed, *no action is required*.

| Waiver Service | Reasonable and Customary Wage Maximum for Non-Relatives per hour |
|---|--|
| Community Development Services - Group (1-4), Dedicated 1:1, and 2:1 (per employee) | \$30.00 |
| Employment Services - Ongoing Job Supports | \$37.64 |
| Nursing Support Services | \$54.69 |

Note: July 1, 2026 Projected Reasonable and Customary Standards

Employee Wages for Non-Relatives (2 of 3)

If your employee(s) who are non-relatives make at or below the maximum wage listed, *no action is required*.

| Waiver Service | Reasonable and Customary Wage Maximum for Non-Relatives per hour |
|---|--|
| Day-to-Day Administrative Supports | \$25.47 |
| Personal Supports | \$30.00 |
| Personal Supports - Enhanced 1:1 and 2:1 (per employee) | \$30.00 |

Note: July 1, 2026 Projected Reasonable and Customary Standards

Employee Wages for Non-relatives (3 of 3)

If your employee(s) who are non-relatives make at or below the maximum wage listed, *no action is required*.

| Waiver Service | Reasonable and Customary Wage Maximum for Non-Relatives per hour |
|-------------------------|--|
| Respite Care Services | \$20.55 |
| Support Broker Services | \$48.06 |

Note: July 1, 2026 Projected Reasonable and Customary Standards

Projected Full List of Wage Maximums Per Hour

| Waiver Service | Maximum for Relatives, Legally Responsible Persons, and Legal Guardians | Maximum for Non-Relatives |
|--|---|---------------------------|
| Community Development Services (Group, 1:1, 2:1) | \$28.96 | \$30.00 |
| Employment Services (Ongoing Job Supports) | \$37.64 | \$37.64 |
| Nursing Support Services | Not Applicable | \$54.69 |
| Day-to-Day Administrative Supports | \$25.47 | \$25.47 |
| Personal Supports | \$23.69 | \$30.00 |
| Personal Supports (Enhanced, 2:1) | \$28.96 | \$30.00 |
| Respite Care Services | \$20.55 | \$20.55 |
| Support Broker Services | \$48.06 | \$48.06 |

Note: July 1, 2026 Projected Reasonable and Customary Standards



Employee Wage Change

Example 1: No Action Required

Elliot Glenn lives in Baltimore City and has two employees:

- One employee is Elliot's brother. He makes \$22.00 per hour for Personal Supports.
- One employee is not related to Elliot. He makes \$29.00 per hour for Community Development Services.

Rates:

| Waiver Service | Reasonable and Customary Wage Maximum for Relatives, Legally Responsible Persons, and Legal Guardians | Reasonable and Customary Wage Maximum for Non-Relatives |
|--------------------------------|---|---|
| Personal Supports | \$23.69 | \$30.00 |
| Community Development Services | \$28.96 | \$30.00 |

Because the employees' current rates are lower new rates, *no action is needed from Elliot.*

Employee Wage Change

Example 2: Action Needed

Casey Holden live in Montgomery County has three employees:

- One employee is Casey's mom, and makes \$40.71 (with an approved Wage Exception rate) for Personal Support Services.
- One employee is not related to Casey and makes \$32.18 for Personal Support Services.
- One employee is not related to Casey and makes \$24.87 per hour for Respite Care Services.

Rates:

| Waiver Service | Reasonable and Customary Wage Maximum for Relatives, Legally Responsible Persons, and Legal Guardians | Reasonable and Customary Wage Maximum for Non-Relatives |
|-----------------------|---|---|
| Personal Supports | \$23.69 | \$30.00 |
| Respite Care Supports | \$20.55 | \$20.55 |

Because the employees all make more than the new maximum rates, Casey must bring their rates down to those rates:

- Personal Support employee (mom): \$23.69
- Personal Support employee (not-related): \$30.00
- Respite Care employee: \$20.55

Updating an Employee Wage

- Participants should follow these steps:
 - Send a letter to the employee notifying them of a rate change ***no later than June 7, 2026.***
 - Follow the Financial Management and Counseling and Services provider's process for changing rates for employees

Important: Maryland Law requires employees be notified of a rate decrease ***at least one pay period in advance.***

Letters to Employees

The letter should include the following:

- Date the letter is sent (on or before June 7, 2026)
- Employee name
- Employee address
- Subject (Update in Hourly Wage)
- Effective date (Date of change; on or before July 1, 2026)
- Waiver service that is affected
- New wage for the waiver service(s)
- Participant Name and Signature

Sample Letter to an Employee

June 1, 2026

Jordan Jones

123 Main Street
Anytown, Maryland 00000

Subject: Update in Hourly Wage

Dear Mx. Jones:

This letter is to inform you of an adjustment to your current hourly wage. **Effective July 1, 2026** your hourly rate will be as follows:

Personal Supports: \$30.00 per hour

Community Development Services: \$30.00 per hour

Respectfully,

Alex Smith

Alex Smith

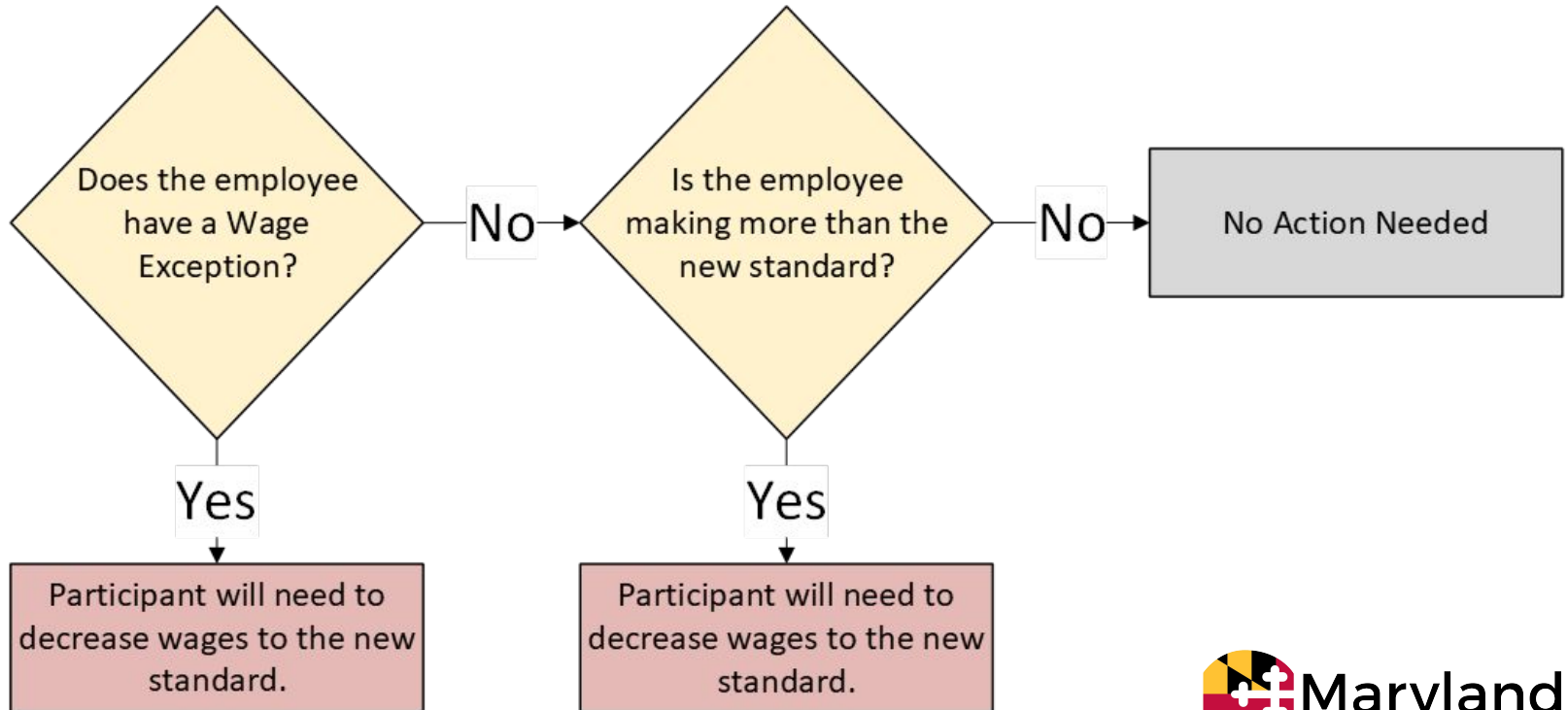
Samples and template letters are available on the [DDA website](#)

Following the Financial Management and Counseling Services Provider's Process for Employee Wage Change

After sending a letter to an employee notifying them of a rate change, the participant must follow their Financial Management and Counseling Services provider's process for updating the rate

- Fello
- Public Partnerships LLC
- GT Independence

Employee Changes Review



Self-Directed Services

Individual Providers: Reasonable and Customary Standards

Individual Provider Rates - Actions Required

- On and after July 1, 2026, under the self-directed model, individual providers may only provide:
 - Nursing Support Services, and
 - Support Broker Services.
- All individuals who provide other services, interested in providing services, will need to become either:
 - A DDA Provider (through the Medicaid application process),
 - A participant's employee (through the participant's Financial Management and Counseling Services provider).

Individual Providers - No Longer Allowable after July 1, 2026

All individuals who provide the following services will need to become a DDA Provider or employee:

- Community Development Services,
- Employment Services (Ongoing Job Supports and Follow-Along Supports),
- Individual and Family Directed Goods and Services (Day-to-Day Administrative Supports),
- Personal Supports (including Personal Supports - Enhanced),
- Respite Care Services, and
- Transportation Services.

Reasonable and Customary Rates for Individual Providers (Effective July 1, 2026)

| Waiver Service | Standard Rate Maximum for Individual Providers per hour | Geographical Differential Rate per hour |
|--------------------------|---|---|
| Nursing Support Services | \$ 110.96 | \$110.96 |
| Support Broker | \$ 70.30 | \$70.30 |

Individual Provider Rate Change

Example 1: No Action Required

Alex Dane lives in Charles County and uses Omega Nursing as a Nursing Support Individual Provider. Alex has agreed to pay Omega Nursing \$105.00 per hour for Nursing Support Services.

Rates:

| Waiver Service | Standard Rate Maximum for Individual Providers per hour | Geographical Differential Rate per hour |
|--------------------------|---|---|
| Nursing Support Services | \$ 110.96 | \$110.96 |

Because the provider's current rate is lower than the new geographical differential rate, *no action is needed from Alex.*

Individual Provider Change

Example 2: Action Needed

Hollis Fishman lives in Prince George's County and uses Amarillo Community Supports as a Community Development Services individual provider.

Because of the changes to how Individual Providers may provide support, Amarillo Community Supports can no longer be an individual provider.

- Amarillo Community Supports decides to apply to become a DDA Provider.
- If Amarillo Community Support's DDA Provider application is approved, Hollis may use them to provide Community Development Services.

Individual Provider Change

Example 3: Action Needed

Rowan Taylor lives in Talbot County and uses Summit Respite as a Respite Care Services individual provider. Summit Respite is a one-person company that Beth Taylor (Rowan's sister) owns to provide these services.

Because of the changes to how individual providers may provide support, Summit Respite can no longer be a individual provider.

- Beth Taylor decides to apply to be Rowan's Respite employee instead of becoming a DDA Provider.
- Rowan can decide to hire Beth Taylor as his Respite employee at the Reasonable and Customary rate for employees (up to \$20.55 per hour).

Alerting Individual Providers to These Updates

Participants should follow these steps:

- Review individual provider written services agreements
- Send a letter to the individual provider notifying them of any changes that **will take effect on July 1, 2026** or earlier based on the service agreement
- Follow the Financial Management and Counseling and Services provider's process for changing rates and employee, individual provider, DDA provider statuses.

Letters to Individual Providers

The letter should include the following:

- Date the letter is sent (on or before July 1, 2026)
- Individual Provider name
- Individual Provider address
- Subject (Update in Written Agreement)
- Effective date (Date of change; on or before July 1, 2026)
- Waiver service that is affected
- If applicable:
 - New rate, or
 - Note about next steps.
- Participant Name and Signature

Sample Letter to an Individual Provider

June 1, 2026

Summit Respite
123 West St
Anytown, Maryland 00000

Subject: Update in Written Agreement

Dear Summit Respite:

This letter is to inform you of updates being made to our written agreement. **Effective July 1, 2026**, individual providers may no longer provide Respite Services.

In order to continue to provide this service, you will need to become either:

- A DDA Provider (through the application process),
- A participant's employee (through the participant's Financial Management and Counseling Services provider).

Please reach out to me if you would like to become an employee.

To learn more about becoming a DDA provider, please visit <https://health.maryland.gov/dda/Pages/providers.aspx>

Respectfully,

Alex Smith

Alex Smith

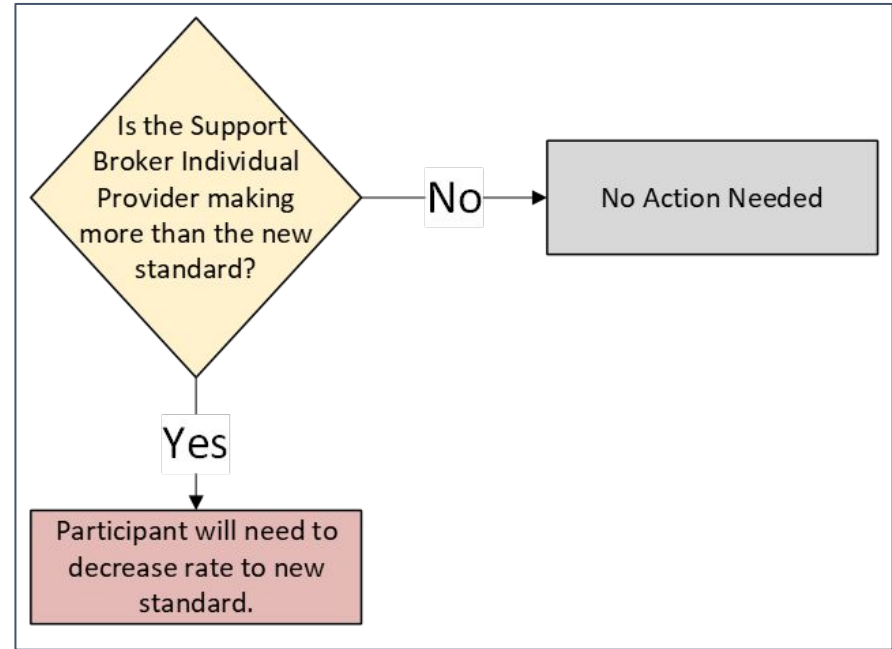
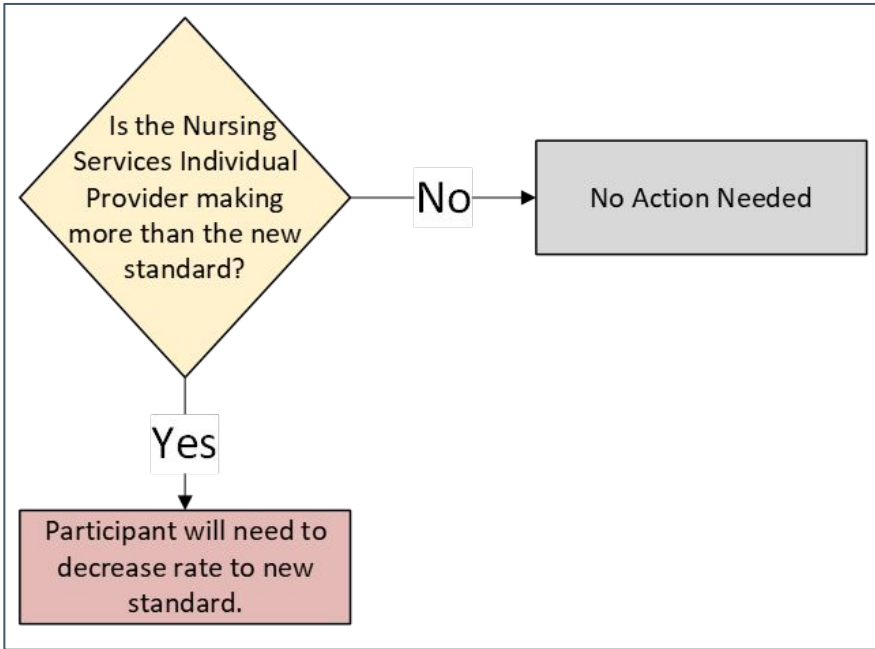
Samples and template letters are available on the [DDA website](#)

Following the Financial Management and Counseling Services Provider's Process for Provider Rate Change

After sending a letter to individual providers notifying them of a rate change, the participant must follow their Financial Management and Counseling Services provider's process for updating the rate

- Fello
- Public Partnerships LLC
- GT Independence

Individual Provider Changes Review: Nursing Support Services and Support Broker Services



Individual Provider Changes Review: Other Waiver Services

Individual Provider may apply to be the participant's **employee**

1. The participant chooses to hire the person as a new employee
2. Prospective employee completes an application through the participant's Financial Management and Counseling Services provider
3. The participant and Financial Management and Counseling Services provider review the application
4. If cleared for work, the participant may choose to hire the employee

Individual Provider may apply to become a **DDA Provider**

1. Prospective provider connects with the Regional Office Provider Services team
2. Prospective provider completes the DDA application
3. DDA reviews the application
4. If approved, the participant may choose to hire the new DDA provider

Self-Directed Services

Provider: Reasonable and Customary Standards

Provider Rates

- July 1, 2026 rates will be posted once they become available
- DDA will update the DDA Provider Reasonable and Customary standards immediately upon publication

Provider Rates - Actions Required

- If your DDA providers make at or below the new rate, *no action is required.*
- If your DDA providers make more than the new rate, their rates will need to be brought down newly listed rate.

Updating a Provider Rate

- Participants should follow these steps:
 - Review provider written services agreements
 - Send a letter to the provider notifying them of a rate change **before July 1, 2026** or earlier based on the service agreement
 - Follow the Financial Management and Counseling and Services provider's process for changing rates for providers

Letters to Providers

The letter should include the following:

- Date the letter is sent (on or before July 1, 2026)
- DDA Provider name
- DDA Provider address
- Subject (Update in Hourly Rate)
- Effective date (Date of change; on or before July 1, 2026)
- Waiver service that is affected
- New rate for the waiver service(s)
- Participant Name and Signature

Sample Letter to a Provider

June 1, 2026

Alpha Day Habilitation
123 West St
Anytown, Maryland 00000

Subject: Update in Hourly Rate

Dear Alpha Day Habilitation:

This letter is to inform you of an adjustment to your current hourly rate. **Effective July 1, 2026**, your hourly rate will be as follows:

Day Habilitation Small Group: \$24.42

Respectfully,

Alex Smith

Alex Smith

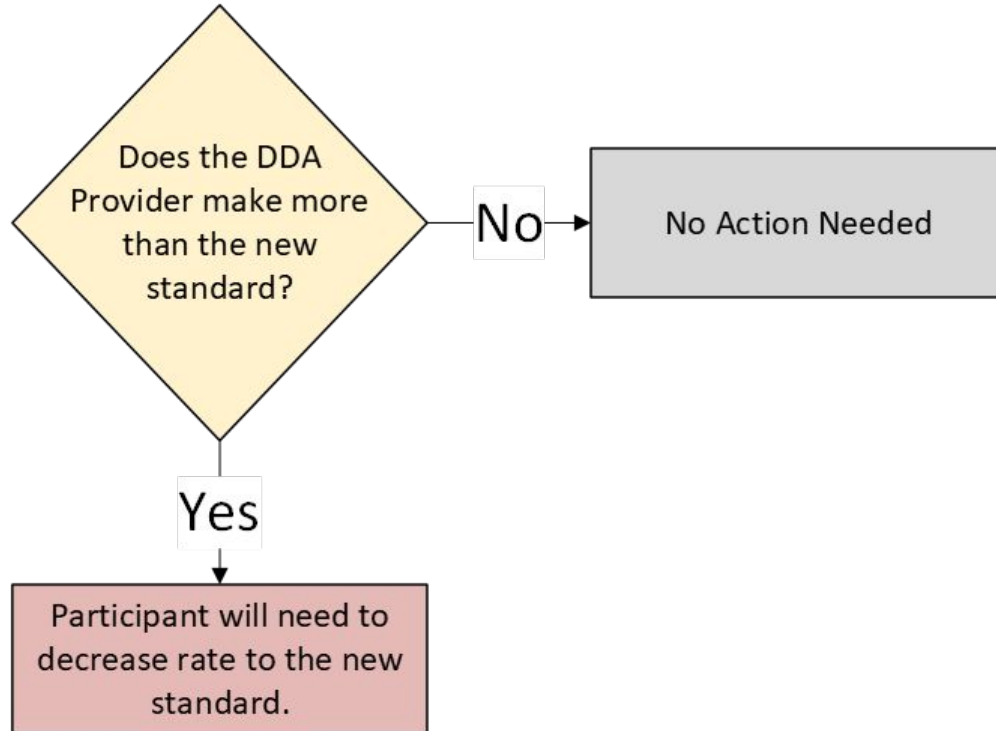
Samples and template letters are available on the [DDA website](#)

Following the Financial Management and Counseling Services Provider's Process for Provider Rate Change

After sending a letter to providers notifying them of a rate change, the participant must follow their Financial Management and Counseling Services provider's process for updating the rate

- Fello
- Public Partnerships LLC
- GT Independence

DDA Provider Changes Review



Financial Management and Counseling Services Providers

Changing Employee, Individual Provider, and
Provider Rates

fello. SELF-DIRECTED
SERVICES

Pay Rate Changes

On July 1, 2026, Fello will update your employee rates to the new maximum allowable reasonable and customary rates.

- This change will occur only for rates that are currently above the new reasonable and customary rates.
- There is nothing you need to do for these changes to take effect.

If you would like to change a rate for one of your employees at any time, **please submit an Employee Change Form** which can be found on the Forms & Resources page of our website (www.fello.org/selfdirectedservices). Email the completed form to SDSEmployeeUpdates@fello.org

- Please complete **one Employee Change Form per service code for each employee.**
- Related service codes with the same rate can be included on one form. For example, Personal Supports and Personal Supports-PTO.

For changes to vendor rates, no additional paperwork is required.

- Participants should **alert vendors of the new reasonable and customary rates.**
- Any invoices with rates above the new standards will not be processed for payment

Employee Change Form

Direct: 1.866.252.6871 | Fax: 1.888.272.2236

Submit Form to SDSEmployeeUpdates@fello.org

Open a Customer Service Ticket: <https://felloselfdirection.zendesk.com>

Website: www.fello.org/selfdirectedservices

| Please identify the employee and employer requesting the update | | | |
|---|---------------------|--|---------------------------|
| Employee Name: | | Family as Staff <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| Employer Name: | | Dept # | |
| Please complete only the sections that apply | | | |
| Check All That Apply | Change Type | Data/Documentation Required for Change | Effective Date (Required) |
| <input type="checkbox"/> | Name | Previous Legal Name: _____ New Legal Name: _____ Note: Please provide a copy of your Social Security Card for confirmation. A marriage license CANNOT be accepted for confirmation purposes. | |
| <input type="checkbox"/> | Contact Info | Address: <input type="checkbox"/> Residence <input type="checkbox"/> Mailing <input type="checkbox"/> Both _____ _____ Phone: _____ Email: _____ | |
| <input type="checkbox"/> | Service Code | Service Code: _____ Add <input type="checkbox"/> Remove <input type="checkbox"/> Service Code: _____ Add <input type="checkbox"/> Remove <input type="checkbox"/> Service Code: _____ Add <input type="checkbox"/> Remove <input type="checkbox"/> | |
| <input type="checkbox"/> | Pay Rate | Current Hourly Rate: _____ New Hourly Rate: _____ Apply Only to the Following Service Code(s): _____ | |
| <input type="checkbox"/> | Other | Please specify: _____ | |
| By signing below, I have been notified of and agree to the changes being submitted. | | | |
| Employee Signature: _____ | | Date: _____ | |
| Employer/Authorized Representative Signature: _____ | | Date: _____ | |

Employee Change Form



Resources & Information

For more information on using this form, please see our [webinar recording](#) and [presentation](#) titled Important Employee Forms found on the [Forms & Resources page](#) of our website under Webinars & Presentations.

If you have any questions, [please call 1.866.252.6871](#) or [Place a Customer Service Ticket](#).



YOUR LIFE
YOUR CARE
YOUR PEOPLE

PPL Services and Rates Updates

Participants/Employers and Providers (Individual
Providers, Employees, DDA Providers)



Service and Rate Changes

- All employee services and rate changes must be completed using the Employee Services and Rates sheet
- The PPL Services and Rate sheet can be submitted by email to PPLMDDDA-CS@pplfirst.com

Completing the Employee Services and Rates Form

1. Fill in the Employee First, Last Name and PPL ID (begins with PR-)
2. Fill in the Participant's First, Last Name and PPL ID (begins with PA-)
3. Fill in the Employer's First and Last Name
4. Read the reminder section
5. Check the box for Change Hourly Rate in the Request Type section
6. Enter the Service Code and Service Code (Begins with W) and the updated Hourly Rate
7. Read the Agree and Sign statement
8. The Participant or Employer or Participant Representative signs and dates
9. The Employee signs and dates
10. Email the form to PPLMDDDA-CS@pplfirst.com

MARYLAND | MDH DDA SD PROGRAMS



EMPLOYEE SERVICES AND RATES

| | | |
|-------------------------|----------------------|----------------------|
| Employee Name | | |
| First: | Last: | PPL ID: |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Participant Name | | |
| First: | Last: | PPL ID: |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Employer Name | | |
| First: | Last: | |
| <input type="text"/> | <input type="text"/> | |

The hourly rate of pay for the Employee based on the Participant's Self-Directed Services budget.

! IMPORTANT: We need to know the hourly rate of pay, not the hourly rate plus employer taxes or other costs. For example: If a person works in a job, they can tell you how much money they make per hour. That is the number you enter in the "Hourly Rate" field.

"Change Hourly Rate" should be marked **ONLY** if the Employee is already working, and you want to change their hourly rate of pay. Once Public Partnerships LLC (PPL) receives a complete form, we will change the hourly rate of pay at the beginning of the next available pay period. Please include Service Name and Service Code for the hourly rate being changed.

Request Type: New Service Change Hourly Rate

| Service Name and Service Code | Hourly Rate |
|-------------------------------|----------------------|
| <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> |

| | |
|--|----------------------|
| Agree and Sign | |
| I confirm: | |
| <ul style="list-style-type: none">• I read all of this form.• The details provided are accurate and complete.• I have discussed the above-listed service and/or hourly rate details with my Employee.• This form is not intended to create a contract of employment or rate of pay for a specific period of time. | |
| Participant or Employer or Representative Signature: | Date: |
| <input type="text"/> | <input type="text"/> |
| Employee Signature: | Date: |
| <input type="text"/> | <input type="text"/> |

www.pplfirst.com

v.1



Individual Provider and DDA Provider Services and Rates Updates

- Individual provider and DDA Provider services and rates are can be updated on the Order Purchase Request Form.
- Individual provider and DDA Provider invoices should include their updated rate.
- The Order Purchase Request form can be submitted by email to PPLMDDDA-CS@pplfirst.com

Customer Service Contact Information



Contact Information

Customer Service / General Questions:

[833-660-2509](tel:833-660-2509)

Customer Service Email:

PPLMDDDA-CS@pplfirst.com



Wage Change Process Employees, Individual Providers, and DDA Providers

gt | Step 1: Contact Customer Service

- **By Email:**
 - Send an email to customerservice@gtsd.org

- **By Phone:**
 - Call Customer Service at (877) 659-4500

Step 2: Request the Forms

Employees:

- Wage Change Forms can be requested by the Participant/their Authorized Representative, the CCS, or Support Broker.
- Wage Change Forms are sent via DocuSign and automatically returned to GT once completed.

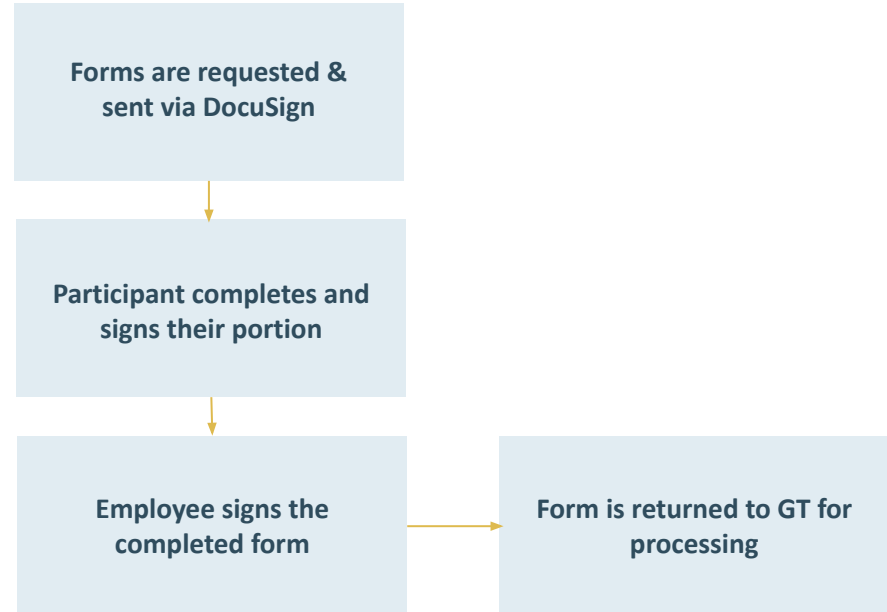
Individual Providers and Providers:

- Purchase of Service Agreements can be requested by the Participant/their Authorized Representative, the CCS, the Support Broker, or the Individual Provider / DDA Provider.
- Purchase of Service Agreements are sent via DocuSign and automatically returned to GT once completed.

Step 3: Completing the Forms

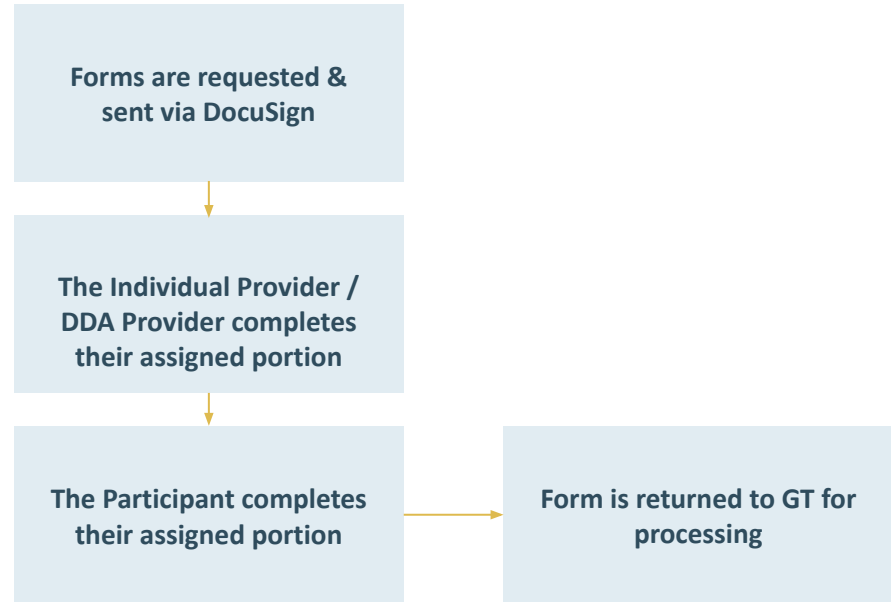
Employee Wage Change Forms

- Wage Change Forms are sent to the **Participant** first. Participants input their name, the employee's name, the service code, old rate, new rate, and effective date. The Participant must sign the form.
- Employees will receive the form after the Participant completes their sections. The Employee must sign the form.
- Wage Change Forms cannot be backdated.



Step 3: Completing the Forms Purchase of Service Agreements

- Purchase of Service Agreements are sent to the Individual Provider or DDA Provider first. The Individual Provider/DDA Provider will input their name, the agreement start date, and what services will be provided. The Individual Provider/DDA Provider must sign the agreement.
- The Participant will input their own name, review the agreement, and sign the agreement.



Conclusion:

- It may take 2-4 weeks to see the rate change on a pay stub, depending on the Effective Date.
- Rates must be within the Reasonable and Customary standards.
- Corrected forms may be required. GT will contact you for any corrections that are needed.
- If a rate is changing, MD Labor Law requires that a full pay period notice is given to the affected employee before the rate is lowered. **This is the participant's responsibility as the employer.**

Questions?