



# **Developmental Disabilities Administration**

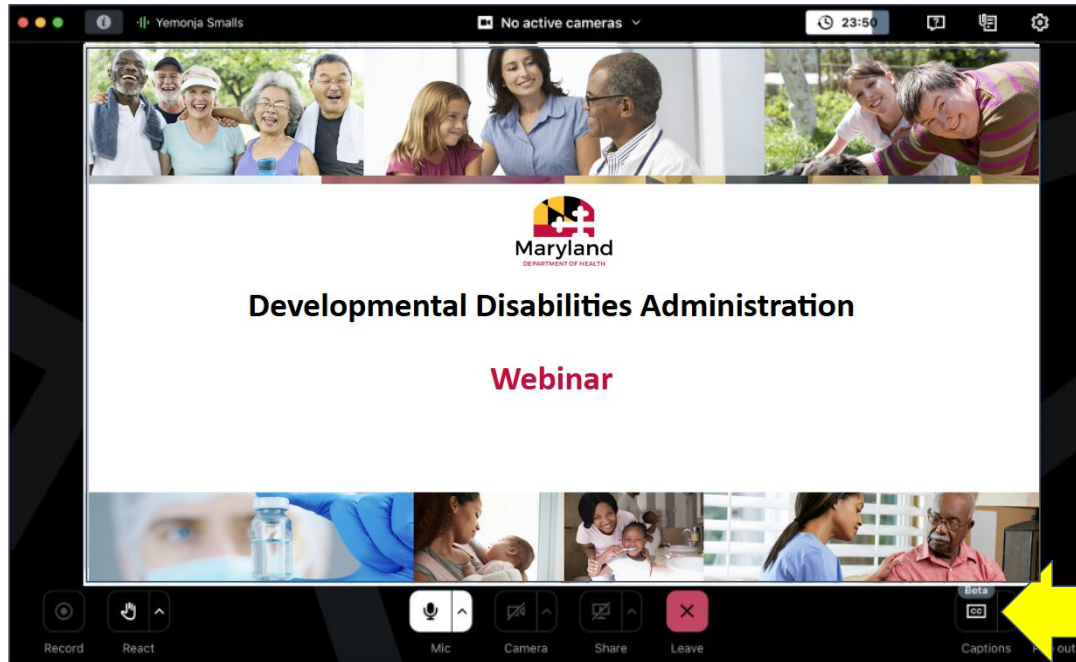
## **Self-Directed Services Input Session:**

### **Changes to Reasonable And Customary Standards and Wage Exception Process**

May 6, 2026

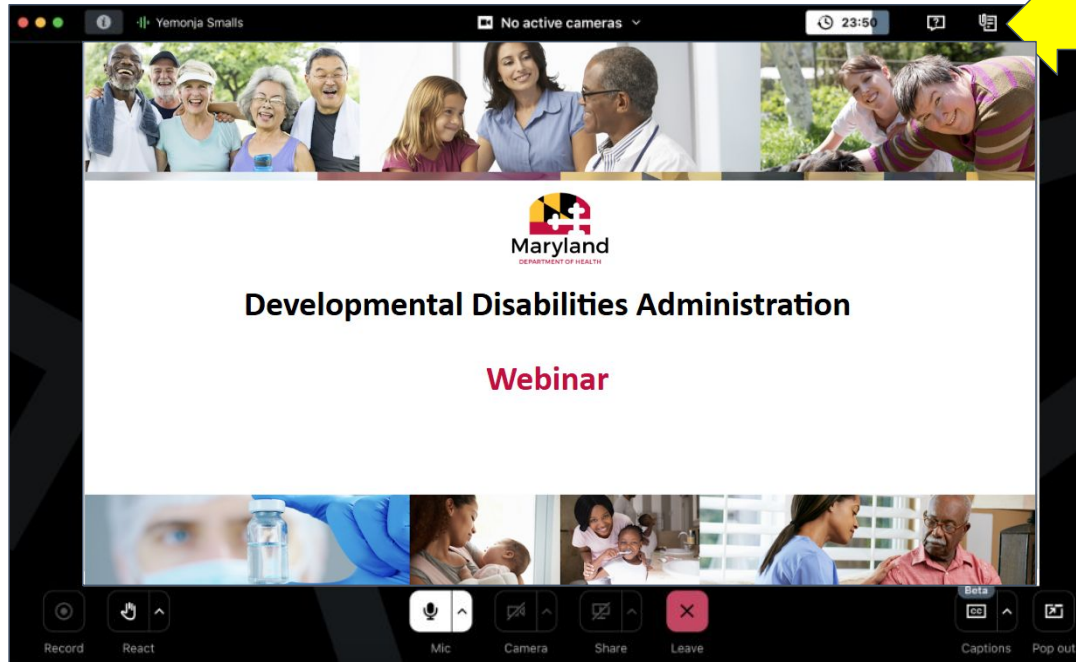


# Housekeeping - Closed Captioning



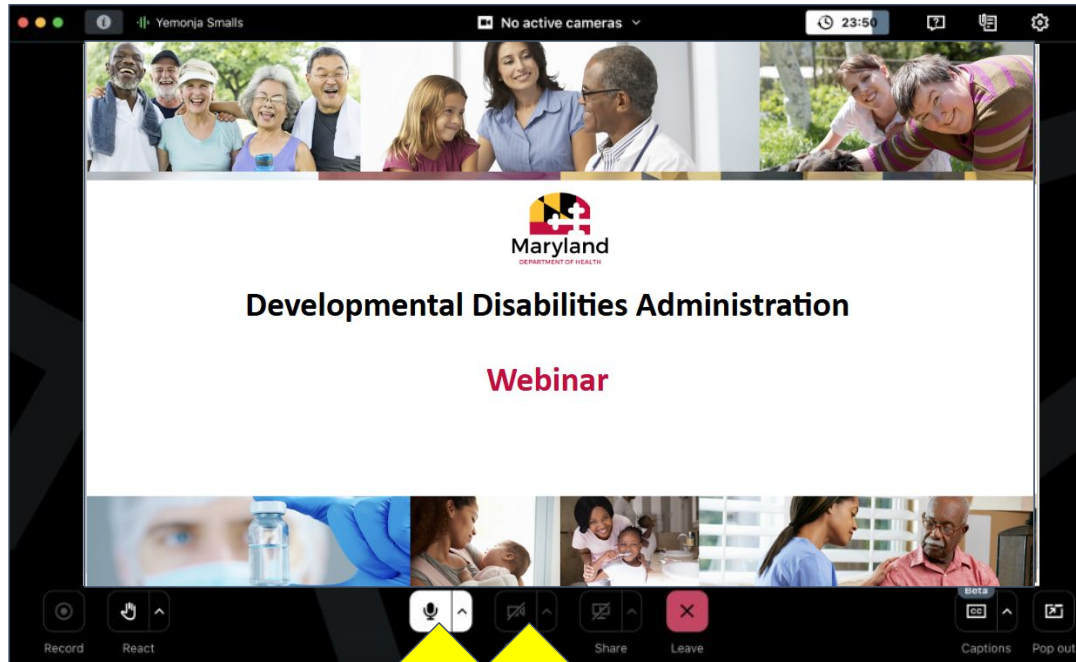
Click the CC button in the lower right corner for closed captioning

# Housekeeping - Handouts



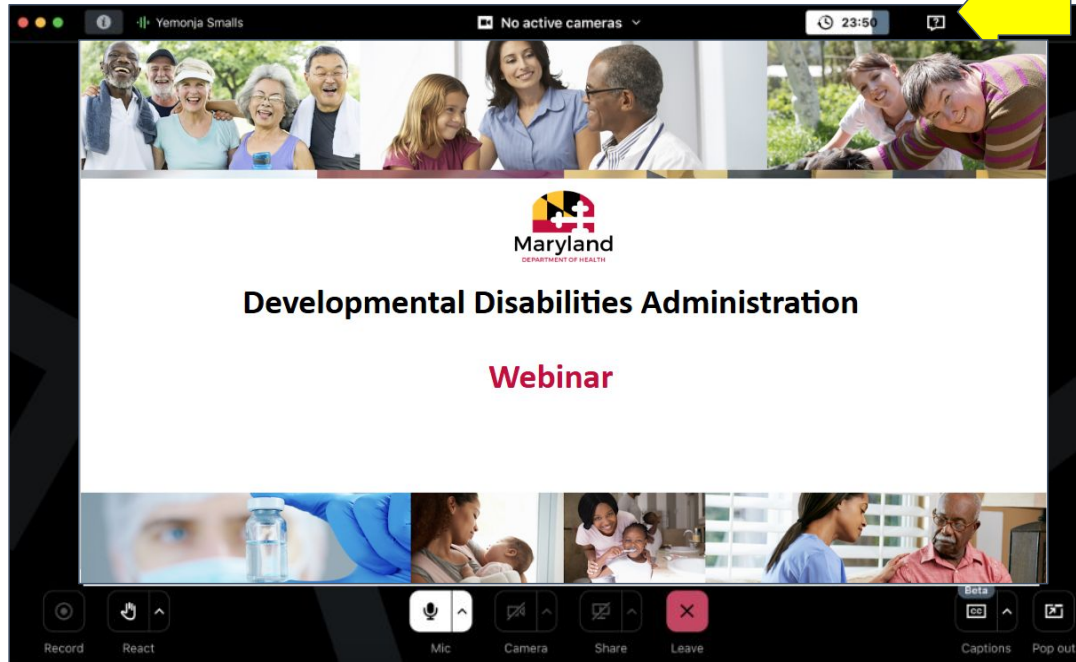
Click the paperclip in the upper right corner to download handouts

# Housekeeping - Mics and Cameras



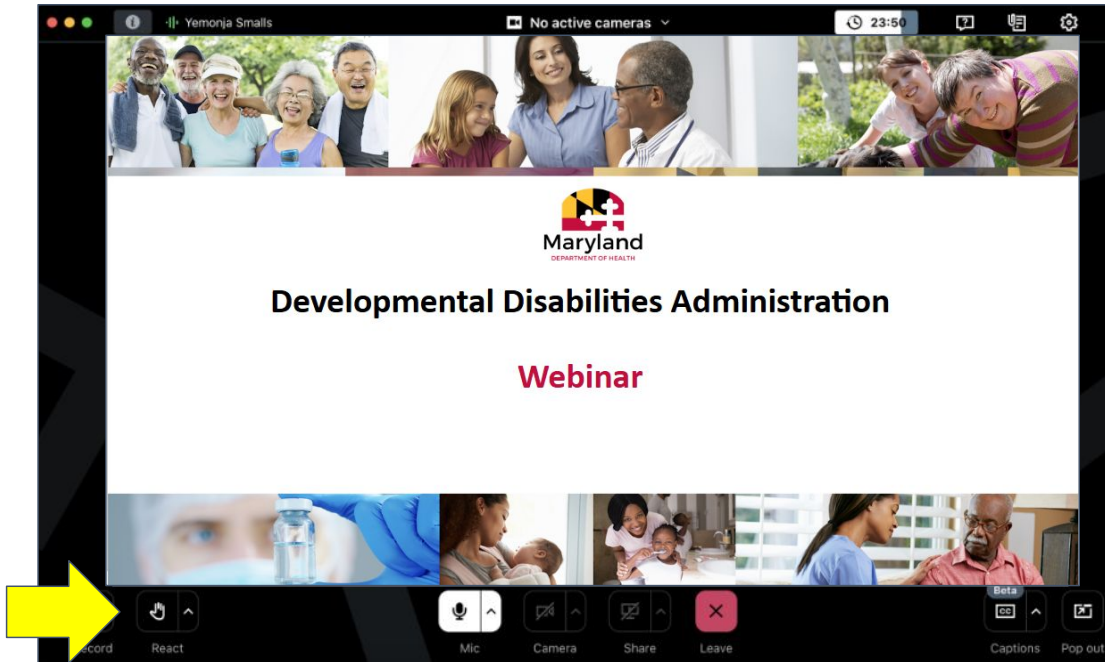
Microphones and Cameras are turned off

# 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

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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.

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# Welcome

# Agenda

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- Why changes to the program are needed
- What is changing
- Proposed actions and stakeholder input
- May 11, 2026 Webinar
- Where to find more information

## *Self-Directed Services*

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# **Why are changes needed?**

# Bottom line: Ongoing Program Sustainability

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The FY 2027 changes are needed to keep the system working well year after year, even as needs, costs, and policies change.

## These changes are needed to:

- Ensure DDA can continue to deliver essential services into the future
- Meet federal requirements (like the home and community-based services rules)
- Keep the system strong, stable, and able to meet people's needs

# Today's Webinar

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We want to hear input from you about:

- How to best implement the new self-directed services requirements that start July 1st
- Updates needed for the Self-Directed Services Manual
- How we can best support participants with the steps they need to take

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# What is Changing?

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

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# **Wage Exception Process Ending**

# Current: Wage Exception Process

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DDA allows participants, with the support of their team, to request an exception to the established reasonable and customary staff wage range standards, up to no more than the established exception rate

# What's Changing: Ending Wage Exception Process

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The Fiscal Year 2027 Budget Bill requires the Department to eliminate the Wage Exception Process effective July 1, 2026.





# What this means: Wage Exception Process

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- 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
  - Recommended: letter sent to employee with new wage
  - Employee wages must be within the new Reasonable and Customary wage standards
- The Wage Exception Form will go offline

# DDA's Proposed Actions: Ending Wage Exception Process

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-  Update the Self-Directed Services Policy and Manual
-  Send email to currently approved exceptions (ending notice)
-  Take the form offline (July 1, 2026)
-  Provide sample letters and templates for participants to use when notifying employees

# Public - Question, Comment, and Suggestion

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*Reasonable and Customary Rates*

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# **Employee Wage Standards Updates**

# Current: Reasonable and Customary Standards for Employees

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DDA establishes Reasonable and Customary standards for employees. All employees may be paid up to the maximum Reasonable and Customary standard.

# What's Changing: Reasonable and Customary Standards for Employees

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- The Fiscal 2027 Budget Bill requires the Department to lower the maximum rates for employees effective July 1, 2026.
- Different rates for:
  - Relatives, legally responsible persons, and legal guardians, and
  - Others who are not in those categories.

# What this means: Reasonable and Customary Standards for Employees

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- The Reasonable and Customary Standards are changing for all employees
- Relatives, legally responsible persons, and legal guardians will have a new standard
- Participants must notify staff of wage change if they make more than the new standard
  - Recommended: letter sent to employee with new wage

# DDA's Proposed Actions: Reasonable and Customary Standards for Employees

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Post new Reasonable and Customary Standards on DDA rate page



Update Reasonable and Customary Standards in the Self-Directed Services Manual



Provide sample and template letters for employees - downloadable on the DDA website

# Public - Question, Comment, and Suggestion

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*Reasonable and Customary Rates*

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# **Vendors (Individual Provider) Updates**

# Current: Reasonable and Customary Standards for Individual Providers

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Participants can hire an individual provider for the following services:

- Community Development Services;
- Employment Services - Ongoing Job Supports;
- Individual and Family Directed Goods and Services - Day-to-Day Administrative Supports;
- Nursing Support Services;
- Personal Supports and Personal Supports Enhanced;
- Respite Care Services;
- Support Broker Services; and
- Transportation Services.

# What's Changing: Reasonable and Customary Standards for Individual Providers

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Individual providers may **only** provide:

- Nursing Support Services
- Support Broker Services

# What this means: Reasonable and Customary Standards for Individual Providers





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All individual providers who provide the following services will need to become a DDA Provider or employee of the participant:

- 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.

# DDA's Proposed Actions: Reasonable and Customary Standards for Individual Providers

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-  Post new Reasonable and Customary Standards on DDA rate page
-  Update Reasonable and Customary Standards in the Self-Directed Services Manual
-  Provide sample and template letters for individual providers - downloadable on the DDA website
-  Provider services team in each Regional Office provides technical assistance to individual providers who want to apply to become DDA providers

# Public - Question, Comment, and Suggestion

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*Reasonable and Customary Rates*

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# Provider Updates

# Current: Reasonable and Customary Standards for DDA Providers

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DDA establishes Reasonable and Customary standards for DDA Providers. All DDA Providers may be paid up to the maximum Reasonable and Customary standard.

# What's Changing: Reasonable and Customary Standards for DDA Providers

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The Fiscal Year 2027 Budget Bill requires the Department to lower DDA Provider rates effective July 1, 2026

# What this means: Reasonable and Customary Standards for DDA Providers

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- The Reasonable and Customary Standards are changing for most DDA Providers
- Participants must notify DDA Providers of rate change if they make more than the new standard
  - Recommended: letter sent to DDA Provider with new rate

# DDA's Proposed Actions: Reasonable and Customary Standards for DDA Providers

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Post new Reasonable and Customary Standards on DDA rate page



Update Reasonable and Customary Standards in the Self-Directed Services Manual



Provide sample and template letters for DDA Providers - downloadable on the DDA website

# Public - Question, Comment, and Suggestion

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**Proposed May 11, 2026 Webinar**

# DDA's Proposed May 11, 2026 Webinar

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Review definitions of important words



Show the updated Reasonable and Customary standards for all waiver services, for employees, individual providers, and DDA providers



Provide examples of when action is not needed and when action will be needed



Share sample letters



Financial Management and Counseling Services providers share their processes

# Public - Question, Comment, and Suggestion

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# **Financial Management and Counseling Services Provider Support**

# Financial Management and Counseling Services Providers Support

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Email alerts if action is needed



FMCS providers are required to align with the new standards. For any participant who has not taken action to align with the new standards, the FMCS are required to take action by July 1, 2026.



Individual providers will only be paid for Nursing Support Services and Support Broker Services beginning July 1

# Resources

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- [Waiver Changes website](#)
- Reasonable and Customary Rates and Wages webinar
  - We will walk you through the new reasonable and customary rate and wage standards and the Financial Management and Counseling Services wages and rates change process. You'll also have an opportunity to ask questions.

Monday, May 11, 2026

- Noon – English. [Register Here](#)
- 3 p.m. – Spanish. [Register Here](#)
- Self-Directed Services Team: [dda.sds@maryland.gov](mailto:dda.sds@maryland.gov)

# Public - Question, Comment, and Suggestion

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