



## DEPARTMENT OF HEALTH

Wes Moore, Governor · Aruna Miller, Lt. Governor · Laura Herrera Scott, M.D., M.P.H., Secretary

### Self-Directed Participants - Electronic Timekeeping Reminders February 15, 2023

Participants self-directing their services, as the employer of record, are responsible for punctually paying their employees for time worked as per the Department of Labor requirements. Participants must also ensure their employees use the electronic timekeeping system of their chosen Financial Management and Counseling Services (FMCS). **Therefore, it is critically important that both the participant and their employees are both set up, logged-in, and utilizing their FMCS billing systems to ensure payments of employees.** Any delays in using the FMCS billing system could result in delayed employee payments.

Participants self-directing their services **whose employees have not begun submitting their timesheets electronically** must work with their FMCS agency to submit their timesheets electronically through the FMCS agency's web portal, application, or telephonic system (as applicable).

The **final deadline** for allowing self-directed employees to submit *paper timesheets* to their FMCS is **March 4, 2023**.

Note: If you would like to change your FMCS for any reason, your Coordinator of Community Services and DDA Regional Office can assist you with an expedited transition to another FMCS provider.

#### **FMCS Resources for Electronic Time Submission:**

##### **The Arc Central Chesapeake Region**

For people supported by The Arc Central Chesapeake Region - time must be submitted in The Arc's EVVie system or IVRie telephonic system.

Any participant or employee having trouble using these systems can seek support as follows:

- Contact: Ciarra Miles, Corporate Compliance Director  
Email: [cmiles@thearcccr.org](mailto:cmiles@thearcccr.org)  
Office: 410-688-9256
- Customer Service Email: [The Arc Support System](#)
- Submit your new email address as soon as possible by emailing us at: [FMSParticipants@thearcccr.org](mailto:FMSParticipants@thearcccr.org)
- Customer Service Line: 1-866-252-6871

- Online Resources: The Arc Central Chesapeake EVV
  - a. [Evvie App Training Video](#)
  - b. [Arc CCR Tools and Technology Information](#)

## **GT Independence**

For people supported by GT Independence - time must be submitted in the [GT Portal](#) or [Caregiver App](#). Any participant or employee having trouble using these systems can seek support as follows:

- Contact: Jen Drganc, Director of Relationships  
Email: [jdrganc@gtindependence.com](mailto:jdrganc@gtindependence.com)  
Phone: (651) 247-7107
- Customer Service Line: 1-877-659-4500
- Customer Service Email: [customerservice@gtindependence.com](mailto:customerservice@gtindependence.com)
- Online Resources: [GT Independence EVV Resources](#)

## **Public Partnerships LLC**

For people supported by Public Partnerships LLC - time must be submitted in the PPL's [MyAccount™ system](#), [BetterOnline™ web portal](#), and [TIME4CARE™ EVV mobile app](#) or [telephony phone system](#) for Personal Supports and Respite Care Services. Any participant or employee having trouble using these systems can seek support as follows:

- Contact: Chantielle Tally, Account Manager  
Email: [ctally@pcgus.com](mailto:ctally@pcgus.com)  
Phone: 770-799-6885
- Customer Service Line: 833-660-2509
- Customer Service Email: [PPLMDDDA-CS@pcgus.com](mailto:PPLMDDDA-CS@pcgus.com)
- Online Resources: [Public Partnerships EVV Resources](#)

Note: Your FMCS agency is responsible for the timekeeping applications working correctly. If you are experiencing any billing system issues, please reach out to your FMCS customary service line.

### **DDA Regional Office – Self-Directed Leads:**

- Eastern Shore Regional Office
  - Jonna Krabill, SDS Lead
  - [jonna.krabill@maryland.gov](mailto:jonna.krabill@maryland.gov) .
- Central Regional Office
  - Ola Otuyelu, SDS Lead
  - [olasubomi.otuyelu@maryland.gov](mailto:olasubomi.otuyelu@maryland.gov) .
- Southern Regional Office
  - Tia Henry, SDS Lead
  - [tia.henry2@maryland.gov](mailto:tia.henry2@maryland.gov) .
- Western Regional Office
  - Cara Buckman, SDS Lead
  - [cara.buckman@maryland.gov](mailto:cara.buckman@maryland.gov)

