



**Developmental Disabilities Administration**  
**Self-Directed Services Training Series**  
**Module 16: Support Broker Code Of Conduct**

*Updated October 2024*



# Overview

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- This training module will provide you with an overview of the Maryland Support Broker Code of Conduct
- This training is a summary with important information on this topic
- More information and requirements are found in the Medicaid waiver program applications, laws, regulations, guidance and policies
- The most updated information regarding Self-Directed Services is published in the Self-Directed Services policy and manual that can be found on the DDA's website at <https://health.maryland.gov/dda/Pages/sdforms.aspx>

# The Maryland Support Broker Code of Conduct

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- Best practices for all Maryland Support Brokers
- Assures that Support Brokers:
  - Understand their responsibility to follow all laws, regulations, policies, and guidance
  - Understand their responsibility to mitigate any conflicts of interest
- Provides quality assurance to participants

# Statements of the Code of Conduct

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1. Maryland Support Brokers are **participant-directed**.
2. Maryland Support Brokers are **knowledgeable and respectful** communicators.
3. Maryland Support Brokers have **integrity in billing** practices.
4. Maryland Support Brokers **avoid conflicts of interest**.
5. Maryland Support Brokers **avoid and report Medicaid Fraud**.

## Participant-directed (1 of 3)

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- Work at the direction of the participants who hire them
- Always make sure the participant's direction is heard first and prioritized
- Never provide services without the participant's direction
- Never make decisions for or on behalf of the participant
  - Never sign employee timesheets or vendor/provider invoices
  - Never interview a participant's candidate for employment without the participant present
  - Never offer a job position to a candidate

## Participant-directed (2 of 3)

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- Never control or attempt to control a participant, their representatives, or their family:
  - Never exercise financial control over a participant
  - Never recommend a Coordinator of Community Service provider
  - Never recommend a Financial Management and Counseling Services provider

## Participant-directed (3 of 3)

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- Never access a participant's Financial Management and Counseling Services portal (or any other accounts belonging to the participant, of any kind) without the participant (or their representative) present
- Never contact any team member or community partner, including the Financial Management and Counseling Services provider, DDA, or government officials regarding a participant without the participant included

## Knowledgeable and Respectful (1 of 2)

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- Only provide information regarding self-directed services in conjunction with current Medicaid waivers, regulations, policies, guidance, and training
- Responsible to know the statutes, regulations, and Medicaid waiver programs



## Knowledgeable and Respectful (2 of 2)

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- Provide complete, timely, and accurate information to participants, potential participants, team members, and the DDA
- Never threaten participants or other team members or use intimidating language

## Integrity in Billing (1 of 2)

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- Never accept payment directly from a participant or other team member
- Support Broker Vendors: Never bill participants for training or professional development
- Support Broker Employees: Only bill for training or professional development specifically allowed by the participant

## Integrity in Billing (2 of 2)

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- Address all billing concerns with participants
- Never bill for creating or submitting invoices, or filing or following up on grievances, concerns, or complaints

# Avoid Conflicts Of Interest

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- Never provide any other service in Maryland to participants who receive DDA-funded services, including case management (Coordination of Community Services)
- Never support a participant who has hired an employee or vendor that is a direct family member of the Support Broker
- Never support a participant who has hired an employee or vendor that lives at the same address as the Support Broker

# Avoid And Report Medicaid Fraud

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- Never falsify documentation
- Never forge the signature of a participant or another team member
- Comply with all document requests from the DDA, auditors, or other regulatory bodies during fraud investigations
- Report all suspected fraud, waste, or abuse within one business day

# Resources

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- [Self-Directed Services Comprehensive Policy](#)
- [Self-Directed Services Manual](#)

# Summary

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- Maryland Support Brokers
  - are **participant-directed**
  - are **knowledgeable and respectful** communicators
  - have **integrity in billing** practices
  - **avoid conflicts of interest**
  - **avoid and report Medicaid Fraud**
- The Code of Conduct is a list of best practices