



Developmental Disabilities Administration

Self-Directed Services Training Series

Module 16: Support Broker Code of Conduct

Updated October 2025



Overview

- 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

- Maryland Support Brokers must sign and follow the **Code of Conduct**. Candidates for Support Broker Certification signed the Code of Conduct during the training registration.
- The Code of Conduct makes sure that Support Brokers:
 - Understand their responsibility to follow all laws, regulations, policies, and guidance; and
 - Understand their responsibility to mitigate any conflicts of interest.
 - Provide quality assurance to participants.

Statements of the Code of Conduct

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)

- 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)

- 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)

- Never access a participant's Financial Management and Counseling Services portal, or any other account belonging to the participant, without the participant or their representative present.
- Do not contact any team member or community partner, including the Financial Management and Counseling Services provider, DDA, or government officials, about a participant without including the participant, **unless authorized by the Participant Agreement.**

Knowledgeable and Respectful (1 of 2)

- 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)

- 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)



- 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)

- Address all billing concerns with participants.
- Never bill for creating and submitting their own invoices.
- Never bill for filing or following up on grievances, concerns, or complaints to Financial Management and Counseling Services providers, the Maryland Department of Health, or government officials regarding concerns related to Support Broker payments.

Avoid Conflicts of Interest

- May not provide case management (Coordinator of Community Services) to any participants who receive DDA services.
- May not provide any other paid service to participants who have hired them as their Support Broker.
- Shall never support a participant who has hired an employee or vendor that
 - is a direct family member of the Support Broker **or**
 - lives at the same address as the Support Broker.
- Certified Support Brokers who are related to one another may provide Support Broker Services to the same participant.
- Certified Support Brokers who live at the same address may provide Support Broker Services to the same participant.

Avoid And Report Medicaid Fraud

- 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

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

Summary

- 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**.
- Maryland Support Brokers must sign and follow the Code of Conduct.