



Developmental Disabilities Administration

Self-Directed Services Training Series

Module 7: Vendor and Provider Agreements

Updated October 2025



Overview

- This training module will provide you with an overview of vendors and providers offering services in the Self-Directed Services model under the Developmental Disabilities Administration-operated Medicaid waiver programs.
- 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>.

Vendors

- Vendor: A person or company contracted by the participant.
- Some Medicaid waiver services allow participants who self-direct to hire a vendor.
- In order to provide a Medicaid waiver service, vendors must:
 - Meet all the requirements of the Medicaid waiver service they are providing, and
 - Meet all the requirements for vendors in the Self-Directed Services Comprehensive Policy and Manual.

Licensed and Certified Providers

- DDA Provider: A person or a company that is licensed or certified by the Maryland Department of Health.
- Some Medicaid waiver services require participants who self-direct to hire a licensed or certified DDA provider.
- In order to provide a Medicaid waiver service, providers must:
 - Meet all the requirements of the Medicaid waiver service they are providing, and
 - Meet all the requirements for providers in the Self-Directed Services Comprehensive Policy and Manual.

Managing Vendors and Providers

- Beginning October 6, 2025, all participants must have a written agreement with any vendors or providers who provide their Medicaid waiver services. Written agreements must be submitted with the next Person-Centered Plan.
- To be paid, vendors and providers must give invoices to the participant for payment:
 - Invoices must be reviewed and approved by the participant.
 - Team members may support the participant to review invoices.
 - If a team member has a conflict of interest with the invoice, they are not allowed to support the participant to review the invoice.

Written Agreements (1 of 2)

- Written Agreements make sure that the participant is in control of the services they receive from vendors and DDA providers.
- Written Agreements offer clarity:
 - They show the expectations the participant has for their Medicaid waiver services, and
 - They show the expectations of the vendor or provider on how they should work and be paid.

Written Agreements (2 of 2)

- All written agreements must:
 - Use plain language,
 - Be accessible for the participant, and
 - Be written in the language that the participant uses to communicate.
- Vendors and providers are only allowed to provide services within the requirements of the participant's Medicaid waiver program.

Billing Process (1 of 2)

- Vendors and providers bill the participant directly.
- Participant reviews and approves all invoices.
- The Participant's Financial Management and Counseling Services provider makes the payment to the vendor or provider.
- Vendors and providers must have a Form W-9 on file with the participant's Financial Management and Counseling Services provider.

Billing Process (2 of 2)

- The participant's Financial Management and Counseling Services provider pays all invoices that meet requirements.
- Billing concerns must be addressed directly with the Participant.
- Vendors, providers, and Financial Management and Counseling Services providers are not allowed to communicate with each other about billing without the participant's permission.

Provider and Vendor Invoice Requirements

All invoices must contain all of these elements in order to be paid by the Financial Management and Counseling Services provider:

- Participant Name,
- Vendor or Provider Name,
- Medicaid waiver service(s) provided,
- Date(s) the service was rendered,
- Start and end times of the services each day,
- Number of hours/units for each day,
- Name(s) of the direct support professional(s) who provided the service(s) during each shift,
- A description of the tasks completed by the vendor during these times, and
- Total amount charged.

Resources

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

Summary

- Beginning **October 6, 2025**, a written service agreement with all vendors and providers who provide their Medicaid waiver services must be included in all Person-Centered Plans.
- Vendors and Providers negotiate the terms of their agreements with the participant.

Summary (2 of 2)

- Vendors and providers must submit invoices to the participant.
- Invoices must include details about the Medicaid waiver service provided.
- The participant must approve the invoice in order for the Financial Management and Counseling Services provider to provide payment.