



Developmental Disabilities Administration

Self-Directed Services Training Series

Module 7: Vendor and Provider Agreements

Updated October 2024



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

- 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
 - Meet all the requirements for vendors in the Self-Directed Services Comprehensive Policy and Manual

Licensed and Certified Providers

- 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 provider
- In order to provide a Medicaid waiver service, providers must:
 - Meet all the requirements of the Medicaid waiver service they are providing
 - Meet all the requirements for providers in the Self-Directed Services Comprehensive Policy and Manual

Managing Vendors and Providers

- Participants should have a written agreement with any vendors or providers who provide their Medicaid waiver services
- 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)

- Make sure that the participant is in control of the services they receive from vendors and DDA providers
- Offer clarity:
 - Show the expectations the participant has for their Medicaid waiver services
 - Show the expectations of the vendor or provider on how they should work and be paid

Written Agreements (2 of 2)

- All written agreements should:
 - Use plain language
 - Be accessible for the participant
 - 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
- 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)

- 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/Vendor Invoice Requirements

Effective January 1, 2025, 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
- Total amount charged

Resources

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

Summary

- It is a best practice for participants to have a written service agreement with all vendors and providers who provide their Medicaid waiver services
- 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