



Developmental Disabilities Administration

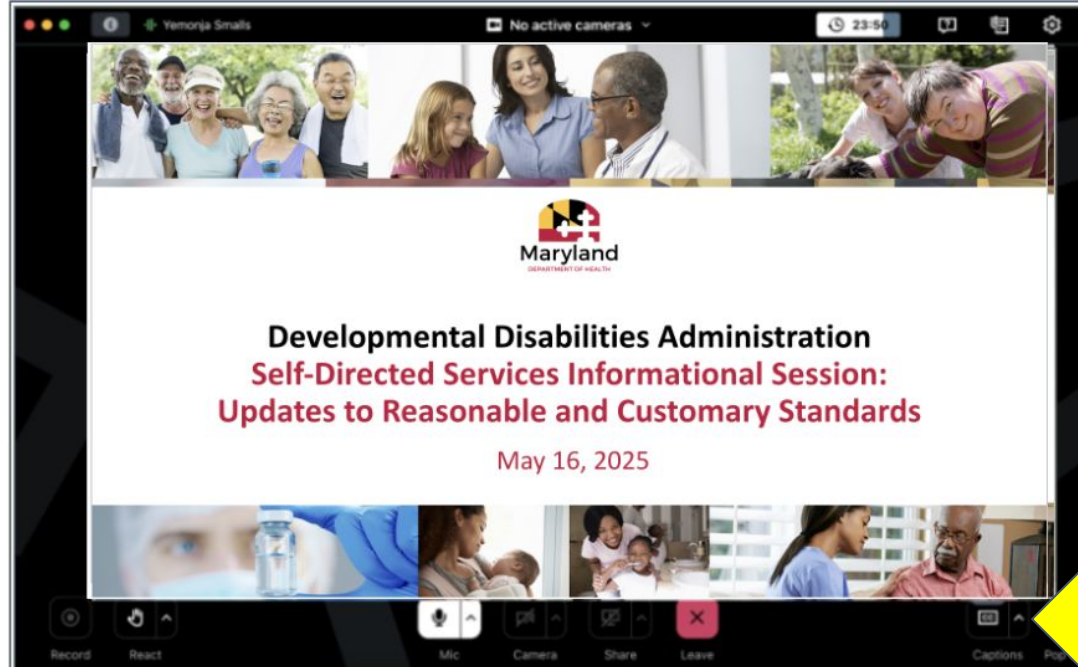
Self-Directed Services Informational Session:

Updates to Reasonable and Customary Standards

May 16, 2025




Housekeeping



The screenshot shows a Zoom meeting window. At the top, the participant name 'Yemonja Smalls' and the status 'No active cameras' are visible. The main content area displays a presentation slide with the Maryland Department of Health logo at the top. The slide title is 'Developmental Disabilities Administration Self-Directed Services Informational Session: Updates to Reasonable and Customary Standards', dated 'May 16, 2025'. The slide is flanked by two rows of three small images each, depicting various people and healthcare scenarios. At the bottom of the Zoom window, a toolbar contains icons for 'Record', 'React', 'Mic', 'Camera', 'Share', 'Leave', 'Captions', and 'More'.

Yemonja Smalls No active cameras 23:50


Maryland
DEPARTMENT OF HEALTH

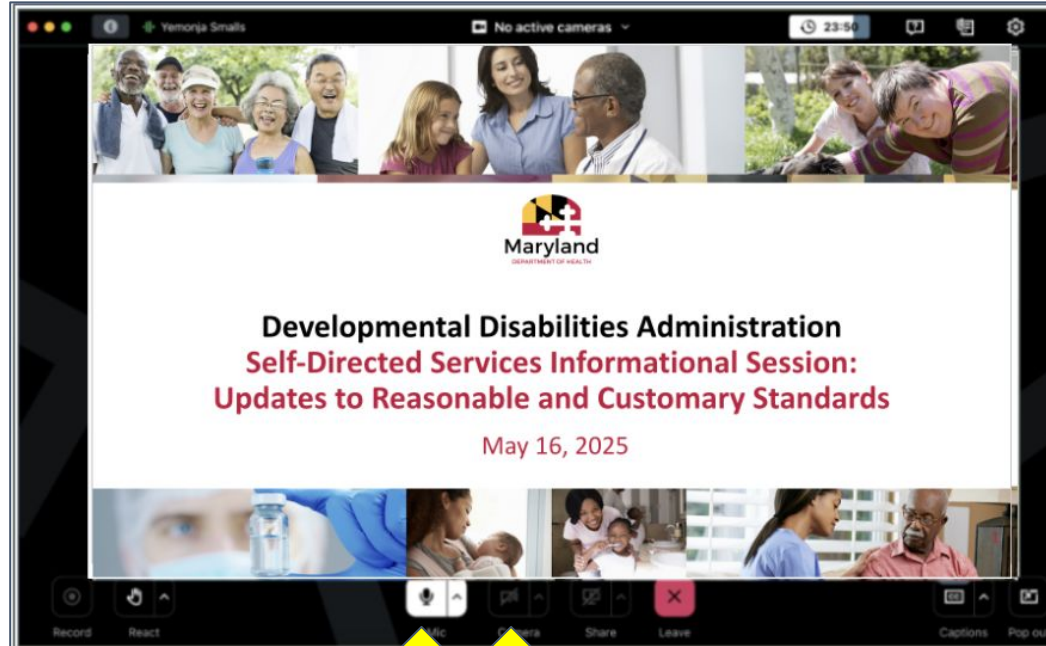
Developmental Disabilities Administration
Self-Directed Services Informational Session:
Updates to Reasonable and Customary Standards

May 16, 2025

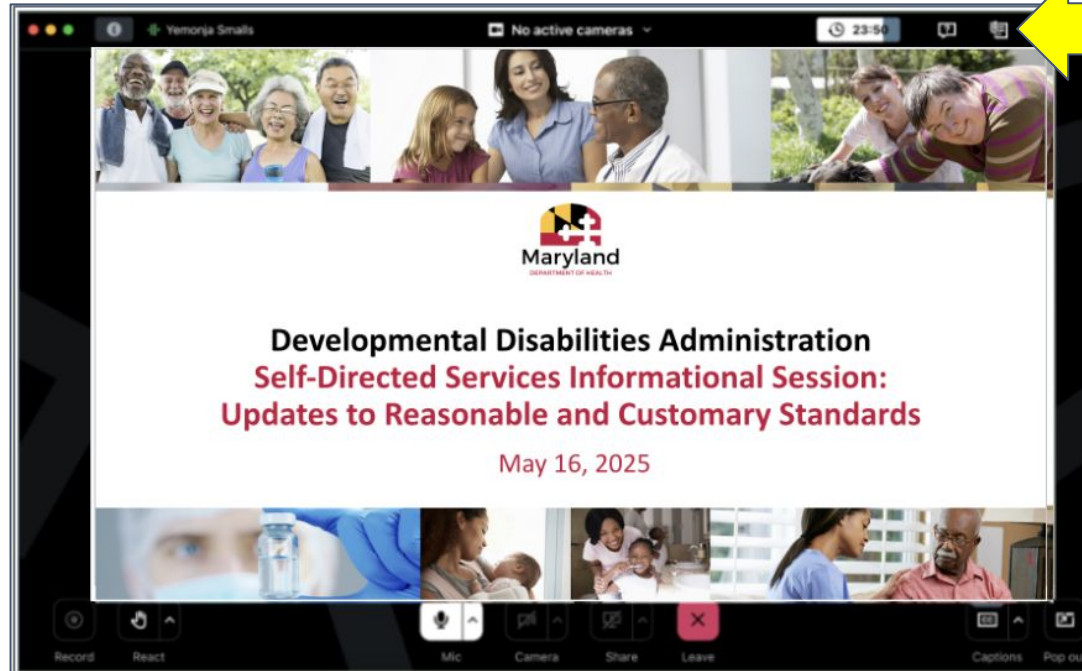
Record React Mic Camera Share Leave Captions More

Click here for
closed captioning

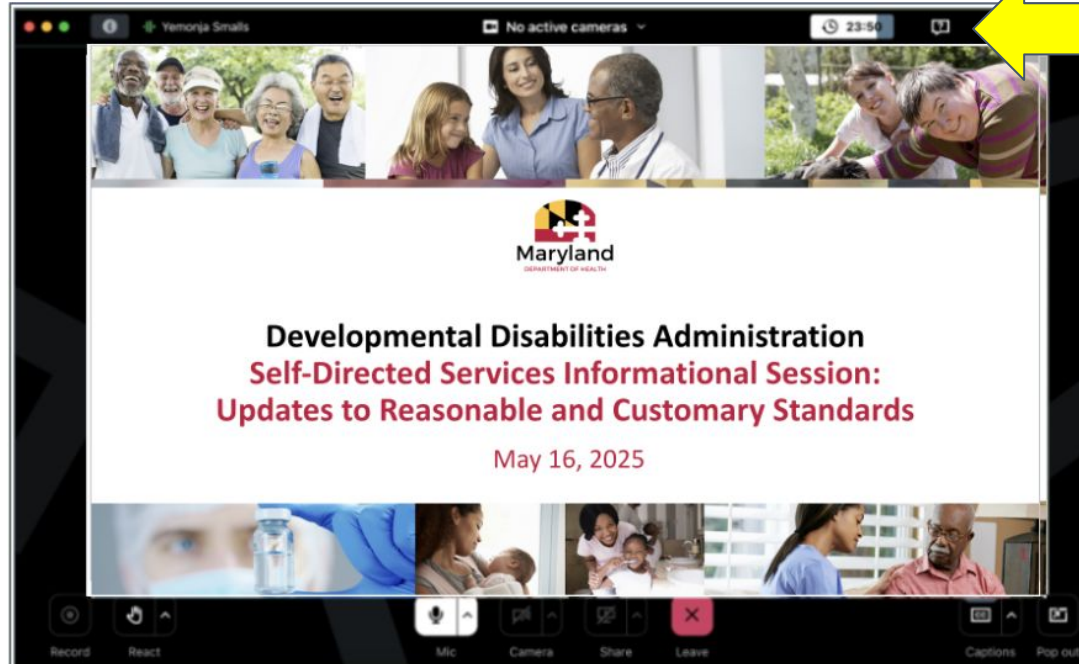
Housekeeping



Housekeeping



Housekeeping



Conduct

The free expression of diverse viewpoints is an essential value for our group. This freedom comes with the responsibility to engage respectfully, which involves treating one another with dignity and respect in good faith.

Uncivil behavior, disruptive conduct, abusive language, threats, or harassment will not be tolerated and may lead to being excused from the meeting.

Agenda

- Employer and Budget Authorities
- Fiscal Year 2026 Legislative Budget Bill Requirements
- Updates to Reasonable and Customary Rates and Wages
 - Employee Wage Updates
 - Provider / Vendor Rate Updates
- Financial Management and Counseling Services Wages and Rates Change Process
- Resources

Self-Direction Authorities

Employer Authority

- Participant chooses rate to pay employees (within Reasonable and Customary rates)
- Participant chooses benefits that are provided to employees
- Employer taxes must also be budgeted

Budget Authority

- Participant chooses vendor or DDA provider
- Participant negotiates the rate of service with vendor or DDA provider (within Reasonable and Customary rates)
- Employer taxes are included in the rate

Reasonable and Customary Standards



The DDA establishes Reasonable and Customary Standards for:

- Provider / Vendor Rates
- Employee Wages

Fiscal Year 2026 Legislative Budget Bill Requirements

- Rates for self-directed services:
 - Wage Exception rates for employees cannot exceed 15% above the reasonable and customary wages for the employee standard maximum wage¹; and
 - Geographical differential rates for Vendors / Providers do not exceed 10% above the standard maximum rate.
- These updated rate charts will be in effect beginning July 1, 2025.

¹ Note: There is not a geographical differential for Reasonable and Customary employee wages.

Employee Wages - Actions Required

- If your employee(s) make at or below the standard wage, or has an exception wage at or below the new exception wage maximum, *no action is required*.
- If your employees make above the standard wage (known as a Wage Exception), their *rates will need to be decreased* to be in compliance with the new Wage Exception rate.

Employee Wages - No Action Needed

If your employee(s) make at or below the standard wage, *no action is required*.

Waiver Service	Unit	Reasonable and Customary Wage Maximum (no Wage Exception required)
Community Development Services (All)	Hour	\$32.45
Employment Services - Ongoing Job Supports	Hour	\$32.45
Nursing Support Services	Hour	\$64.90
Individual and Family Directed Services - Day-to-Day Administrative Supports	Hour	\$32.45
Personal Supports	Hour	\$32.18
Personal Supports - Enhanced 1:1 and 2:1 (per employee)	Hour	\$37.86
Respite Care Services	Hour	\$21.63
Support Broker	Hour	\$32.45

Reasonable and Customary Rates for Employees (Effective July 1, 2025) [1 of 2]

If your employee(s) make above the listed standard, they must be brought down to the new exception rate.

Waiver Service	Unit	Reasonable and Customary Wage Maximum (no Wage Exception required)	New Exception Rate Maximum (July 1, 2025)
Community Development Services - Group (2-4), Dedicated 1:1, and 2:1 (per employee)	Hour	\$32.45	\$37.32
Employment Services - Ongoing Job Supports	Hour	\$32.45	\$37.32
Nursing Support Services	Hour	\$64.90	\$74.64
Individual and Family Directed Services - Day-to-Day Administrative Supports	Hour	\$32.45	\$37.32

Reasonable and Customary Rates for Employees (Effective July 1, 2025) [2 of 2]

If your employee(s) make above the listed standard, they must be brought down to the new exception rate.

Waiver Service	Unit	Reasonable and Customary Wage Maximum (no Wage Exception required)	New Exception Rate Maximum (July 1, 2025)
Personal Supports	Hour	\$32.18	\$37.01
Personal Supports - Enhanced 1:1 and 2:1 (per employee)	Hour	\$37.86	\$43.54
Respite Care Services	Hour	\$21.63	\$24.87
Support Broker	Hour	\$32.45	\$37.32

Employee Wage Change

Example 1: No Action Required

Elliot Glenn lives in Baltimore City and has two employees:

- One employee makes \$34.00 per hour for Personal Supports.
- One employee makes \$36.00 per hour for Community Development Services.

Rates:

Waiver Service	Reasonable and Customary Wage Maximum (no Wage Exception required)	New Exception Rate Maximum (July 1, 2025)
Personal Supports	\$32.18	\$37.01
Community Development Services	\$32.45	\$37.32

Because the employees' current rates are lower than the new exception rate, *no action is needed from Elliot.*

Employee Wage Change

Example 2: Action Needed

Casey Holden live in Montgomery County has three employees:

- Two employees make \$43.07 per hour for Personal Supports (with an approved Wage Exception rate)
- One employee makes \$30.00 per hour for Respite Care Services (with an approved Wage Exception rate)

Rates

Waiver Service	Reasonable and Customary Wage Maximum (no Wage Exception required)	New Exception Rate Maximum (July 1, 2025)
Personal Supports	\$32.18	\$37.01
Respite Care Supports	\$21.63	\$24.87

Because the employees all make more than the new exception rate, Casey must bring their rates down to those rates or lower:

- Personal Support employees: \$37.01
- Respite Care employee: \$24.87

Updating an Employee Wage

- Participants should follow these steps:
 - Send a letter to the employee notifying them of a rate change ***no later than June 8, 2025.***
 - Follow the Financial Management and Counseling and Services provider's process for changing rates for employees

Important: Maryland Law requires that employees be notified of a rate decrease *at least one pay period in advance.*

Letters to Employees

The letter should include the following:

- Date the letter is sent (on or before June 8, 2025)
- Employee name
- Employee address
- Subject (Update in Hourly Wage)
- Effective date (Date of change; on or before July 1, 2025)
- Waiver service that is affected
- New wage for the waiver service(s)
- Participant Name and Signature

Sample Letter to an Employee

June 1, 2025

Jordan Jones

123 Main Street
Anytown, Maryland 00000

Subject: Update in Hourly Wage

Dear Mx. Jones:

This letter is to inform you of an adjustment to your current hourly wage. **Effective July 1, 2025** your hourly rate will be as follows:

Personal Supports: \$30.00 per hour

Community Development Services: \$32.45 per hour

Personal Supports - Holiday Pay: \$32.18 per hour

Respectfully,

Alex Smith

Alex Smith

Samples and template letters are available on the [DDA website](#)

Following the Financial Management and Counseling Services Provider's Process for Employee Wage Change

- After sending a letter to an employee notifying them of a rate change, the participant must follow their Financial Management and Counseling Services provider's process for updating the rate
 - The Arc Central Chesapeake Region
 - Public Partnerships LLC
 - GT Independence

Provider Rates - Actions Required

- The geographical differential has decreased for *some* waiver services. Geographical differential affects the following counties:
 - Calvert
 - Charles
 - Frederick
 - Montgomery
 - Prince George's
- If your DDA providers make at or below the new rate, *no action is required*.
- If your DDA providers make more than the listed rate, their rates will need to be brought down to the newly listed rate

Reasonable and Customary Rates for DDA Providers (Effective July 1, 2025) [1 of 9]

Waiver Service	Unit	Standard Rate Maximum for Providers (Unchanged)	Current Geographical Differential	New Geographical Differential Maximum
Assistive Technology and Services	Upper Pay Limit	\$100,000	\$100,000	No change
BSS - Behavioral Assessment	Milestone	\$1,901.90	\$1,901.90	No change
BSS - Behavioral Plan	Milestone	\$1,901.90	\$1,901.90	No change
BSS - Behavioral Consultation	Hour	\$173.04	\$173.04	No change
BSS - Brief Support Implementation	Hour	\$91.08	\$91.08	No change

Reasonable and Customary Rates for DDA Providers (Effective July 1, 2025) [2 of 9]

Waiver Service	Unit	Standard Rate Maximum for Providers (Unchanged)	Current Geographical Differential	New Geographical Differential Maximum
Community Development Service: Group (1 - 4) and 1:1 Staffing Ratio	Hour	\$68.44	\$80.36	\$75.28
Community Development Services 2:1 Staffing Ratio	Hour	\$136.88	\$160.68	\$150.57
Day Habilitation Small Group and 1:1 Staffing Ratio	Hour	\$72.64	\$85.28	\$79.90
Day Habilitation 2:1 Staffing Ratio	Hour	\$145.28	\$170.56	\$159.81

Reasonable and Customary Rates for DDA Providers (Effective July 1, 2025) [3 of 9]

Waiver Service	Unit	Standard Rate Maximum for Providers (Unchanged)	Current Geographical Differential	New Geographical Differential Maximum
Employment Services - Discovery Milestone 1	Milestone	\$887.17	\$1009.00	\$975.89
Employment Services - Discovery Milestone 2	Milestone	\$2661.52	\$3027.00	\$2927.67
Employment Services - Discovery Milestone 3	Milestone	\$1774.34	\$2018.00	\$1951.77
Employment Services - Self-Employment Development Supports	Milestone	\$572.50	\$651.12	\$629.75
Employment Services - Job Development	Hour	\$110.88	\$126.12	\$121.97
Employment Services - Ongoing Job Supports	Hour	\$86.28	\$91.16	No change
Employment Services - Follow-Along Supports	Month	\$727.55	\$837.56	\$800.31
Employment Services - Co-Worker Supports	Upper Pay Limit	\$6,000.00	\$6000.00	No change

Reasonable and Customary Rates for DDA Providers (Effective July 1, 2025) [4 of 9]

Waiver Service	Unit	Standard Rate Maximum for Providers (Unchanged)	Current Geographical Differential	New Geographical Differential Maximum
Environmental Assessment	Milestone	\$580.81	\$580.81	No change
Environmental Modification	Upper Pay Limit	\$50,000	\$50,000	No change
Family and Peer Mentoring Supports	Hour	\$66.16	\$66.16	No change
Family Caregiver Training and Empowerment	Upper Pay Limit	\$1595.00	\$1595.00	No change
Family Caregiver Training and Empowerment - Fees	Upper Pay Limit	\$500.00	\$500.00	No change

Reasonable and Customary Rates for DDA Providers (Effective July 1, 2025) [5 of 9]

Waiver Service	Unit	Standard Rate Maximum for Providers (Unchanged)	Current Geographical Differential	New Geographical Differential Maximum
Housing Support Services	Hour	\$81.16	\$92.32	\$89.28
Live-in Caregiver	Upper Pay Limit	\$20,000.00	\$20,000.00	No change
Nursing Support Services	Hour	\$123.08	\$131.96	No change
Participant Ed, Training, and Advocacy - Hours	Upper Pay Limit	\$1595.00	\$1595.00	No change
Participant Ed, Training, and Advocacy - Fees	Upper Pay Limit	\$500.00	\$500.00	No change

Reasonable and Customary Rates for DDA Providers (Effective July 1, 2025) [6 of 9]

Waiver Service	Unit	Standard Rate Maximum for Providers (Unchanged)	Current Geographical Differential	New Geographical Differential Maximum
Personal Supports	Hour	\$48.44	\$55.56	\$53.28
Personal Supports - Enhanced	Hour	\$61.32	\$72.00	\$67.45
Personal Supports - 2:1 Staffing Ratio	Hour	\$122.64	\$144.00	\$134.90
Remote Support Services	Upper Pay Limit	\$64,000.00	\$64,000.00	No change
Respite Care Services - Licensed Site	Day	\$539.85	\$579.46	No change
Respite Care Services - Hour	Hour	\$38.44	\$38.88	No change

Reasonable and Customary Rates for DDA Providers (Effective July 1, 2025) [7 of 9]

Waiver Service	Unit	Standard Rate Maximum for Providers (Unchanged)	Current Geographical Differential	New Geographical Differential Maximum
Shared Living - Level 1	Month	\$4,509.84	\$4,509.84	No change
Shared Living - Level 2	Month	\$5,176.75	\$5,176.75	No change
Shared Living - Level 3	Month	\$6,177.08	\$6,177.08	No change

Reasonable and Customary Rates for DDA Providers (Effective July 1, 2025) [8 of 9]

Waiver Service	Standard Rate Maximum for Providers (Unchanged)	Current Geographical Differential	New Geographical Differential Maximum
Supported Living - All daily units			
With Overnight Supervision - 1 person home	\$737.16	\$845.44	\$810.88
With Overnight Supervision - 2 person home	\$478.09	\$548.31	\$525.90
With Overnight Supervision - 3 person home	\$355.23	\$407.40	\$390.75
With Overnight Supervision - 4 person home	\$403.30	\$462.54	\$443.63
Without Overnight Supervision - 1 person home	\$438.02	\$502.36	\$481.82
Without Overnight Supervision - 2 person home	\$328.52	\$376.77	\$361.37
Without Overnight Supervision - 3 person home	\$255.51	\$293.04	\$281.06
Without Overnight Supervision - 4 person home	\$328.52	\$376.77	\$361.37

Reasonable and Customary Rates for DDA Providers (Effective July 1, 2025) [9 of 9]

Waiver Service	Unit	Standard Rate Maximum for Providers (Unchanged)	Current Geographical Differential	New Geographical Differential Maximum
Transition Services	Upper Pay Limit	\$5,000.00	\$5,000.00	No change
Transportation - Orientation, Travel Training, and Public, Taxi, Uber, Lyft	Upper Pay Limit	\$7,500.00	\$7,500.00	No change
Vehicle Modification	Upper Pay Limit	\$15,000.00	\$15,000.00	No change

Provider Rate Change

Example 1: No Action Required

Blake Steele lives in Frederick County and uses ABC Provider for Day Habilitation Services. Blake has agreed to pay ABC Provider \$75.00 per hour for Day Habilitation Small Group.

Rates:

Waiver Service	Standard Rate	New Geographical Differential for Calvert, Charles, Frederick, Montgomery, and Prince George's
Day Habilitation (Small Group)	\$72.64	\$79.90

Because the provider's current rates are lower than the new geographical differential rate, *no action is needed from Blake*.

Provider Rate Change

Example 2: Action Needed

Lee Walter lives in Calvert County and uses 123 Provider for Housing Support Services. Lee has agreed to pay 123 Provider \$90.00 per hour for Housing Support Services.

Rates:

Waiver Service	Standard Rate	New Geographical Differential for Calvert, Charles, Frederick, Montgomery, and Prince George's
Housing Support Services	\$81.16	\$89.28

Because the provider's current rates are higher than the new geographical differential rate, Lee needs to decrease their rate to \$89.28 or lower.

Updating a Provider Rate

- Participants should follow these steps:
 - Review provider written services agreements
 - Send a letter to the provider notifying them of a rate change **before July 1, 2025** or earlier based on the service agreement
 - Follow the Financial Management and Counseling and Services provider's process for changing rates for providers

Letters to Providers

The letter should include the following:

- Date the letter is sent (on or before July 1, 2025)
- Provider name
- Provider address
- Subject (Update in Hourly Rate)
- Effective date (Date of change; on or before July 1, 2025)
- Waiver service that is affected
- New rate for the waiver service(s)
- Participant Name and Signature

Sample Letter to a Provider

June 1, 2025

Alpha Personal Supports
123 West St
Anytown, Maryland 00000

Subject: Update in Hourly Rate

Dear Alpha Personal Supports:

This letter is to inform you of an adjustment to your current hourly rate. **Effective July 1, 2025**, your hourly rate will be as follows:

Personal Supports: \$53.28

Respectfully,

Alex Smith

Alex Smith

Samples and template letters are available on the [DDA website](#)

Following the Financial Management and Counseling Services Provider's Process for Provider Rate Change

- After sending a letter to providers notifying them of a rate change, the participant must follow their Financial Management and Counseling Services provider's process for updating the rate
 - The Arc Central Chesapeake Region
 - Public Partnerships LLC
 - GT Independence

Vendor Rates - Actions Required

- The geographical differential has decreased for *some* waiver services. Geographical differential affects the following counties:
 - Calvert
 - Charles
 - Frederick
 - Montgomery
 - Prince George's
- If your vendors make at or below the new rate, *no action is required*.
- If your vendors make more than the listed rate, their rates will need to be brought down to the newly listed rate

Reasonable and Customary Rates for Vendors (Effective July 1, 2025) [1 of 4]

Waiver Service	Unit	Standard Rate Maximum for Vendors (Unchanged)	Current Geographical Differential	New Geographical Differential Maximum
Community Development Service: Group (1 - 4) and 1:1 Staffing Ratio	Hour	\$ 61.68	\$72.44	\$67.85
Community Development Services 2:1 Staffing Ratio	Hour	\$ 123.40	\$ 144.88	\$135.74
Employment Services - Ongoing Job Supports	Hour	\$ 77.80	\$ 88.48	\$85.58
Employment Services - Follow Along Supports	Month	\$ 655.90	\$ 755.08	\$721.49

Reasonable and Customary Rates for Vendors (Effective July 1, 2025) [2 of 4]

Waiver Service	Unit	Standard Rate Maximum for Vendors	Current Geographical Differential	New Geographical Differential Maximum
Individual and Family Directed Goods & Services - Staff Recruitment & Advertising	Upper Pay Limit	\$500.00	\$500.00	No change
Individual and Family Directed Goods and Services - Internet Services	Upper Pay Limit per Month	\$90.00	\$90.00	No change
Individual and Family Directed Goods and Services - Day-to-Day Administrative Supports	Hour	\$32.45	\$37.32	Both standard and geographical differential changed
Nursing Support Services	Hour	\$110.96	\$118.96	No change

Reasonable and Customary Rates for Vendors (Effective July 1, 2025) [3 of 4]

Waiver Service	Unit	Standard Rate Maximum for Vendors (Unchanged)	Current Geographical Differential	New Geographical Differential Maximum
Personal Supports	Hour	\$ 43.64	\$ 50.08	\$48.00
Personal Supports - Enhanced	Hour	\$ 55.28	\$ 64.92	\$60.81
Personal Supports - 2:1 Staffing Ratio	Hour	\$ 110.56	\$ 129.84	\$121.62

Reasonable and Customary Rates for Vendors (Effective July 1, 2025) [4 of 4]

Waiver Service	Unit	Standard Rate Maximum for Vendors (Unchanged)	Current Geographical Differential	New Geographical Differential Maximum
Respite Care Services - Hour	Hour	\$ 34.64	\$35.08	No change
Support Broker	Hour	\$ 70.30	\$70.30	No change
Transportation - Orientation, Travel Training, and Public, Taxi, Uber, Lyft	Upper Pay Limit	\$7500	\$7500	No change

Vendor Rate Change

Example 1: No Action Required

Alex Dane lives in Charles County and uses Omega Personal Supports as a Personal Supports Vendor. Alex has agreed to pay Omega Personal Supports \$60.00 per hour for Personal Supports - Enhanced.

Rates:

Waiver Service	Standard Rate	New Geographical Differential for Calvert, Charles, Frederick, Montgomery, and Prince George's
Personal Supports - Enhanced	\$55.28	\$60.81

Because the provider's current rates are lower than the new geographical differential rate, *no action is needed from Alex.*

Vendor Rate Change

Example 2: Action Needed

Hollis Fishman lives in Prince George's County and uses Amarillo Community Supports as a Community Development Services vendor. Hollis has agreed to pay Amarillo Community Supports \$70.00 per hour for Community Development Services 1:1 Supports.

Rates:

Waiver Service	Standard Rate	New Geographical Differential for Calvert, Charles, Frederick, Montgomery, and Prince George's
Community Development Service: Group (1 - 4) and 1:1 Staffing Ratio	\$ 61.68	\$67.85

Because the provider's current rates are higher than the new geographical differential rate, Hollis needs to decrease their rate to \$67.85 or lower.

Updating a Vendor Rate

- Participants should follow these steps:
 - Review vendor written services agreements
 - Send a letter to the vendor notifying them that a rate change **will take effect on July 1, 2025** or earlier based on the service agreement
 - Follow the Financial Management and Counseling and Services provider's process for changing rates for vendors

Letters to Vendors

The letter should include the following:

- Date the letter is sent (on or before July 1, 2025)
- Vendor name
- Vendor address
- Subject (Update in Hourly Rate)
- Effective date (Date of change; on or before July 1, 2025)
- Waiver service that is affected
- New rate for the waiver service(s)
- Participant Name and Signature

Sample Letter to a Vendor

June 1, 2025

Alpha Personal Supports
123 West St
Anytown, Maryland 00000

Subject: Update in Hourly Rate

Dear Alpha Personal Supports:

This letter is to inform you of an adjustment to your current hourly rate. **Effective July 1, 2025**, your hourly rate will be as follows:

Personal Supports: \$53.28

Respectfully,

Alex Smith

Alex Smith

Samples and template letters are available on the [DDA website](#)

Following the Financial Management and Counseling Services Provider's Process for Provider Rate Change

- After sending a letter to vendors notifying them of a rate change, the participant must follow their Financial Management and Counseling Services provider's process for updating the rate
 - The Arc Central Chesapeake Region
 - Public Partnerships LLC
 - GT Independence

Financial Management and Counseling Services Providers

Changing Employee, Vendor, and Provider
Rates

The Arc of Central Chesapeake Region (Arc CCR)


Employee Change, Termination & Inactivation Forms



Employee Change Form

- To change a pay rate for an employee, complete an Employee Change Form found on the Forms & Resources page of our website under the Employee Forms & Resources section.
- Please complete one Employee Change Form per Service Code for each employee. Related service codes with the same rate can be included on one form. For example, Personal Supports and Personal Supports-PTO.
- Once the Employee Change Form is completed and signed by you and your employee, email the form to FMSEmployeeUpdates@thearcctr.org for processing.
- For changes to vendor rates, no additional paperwork is required. Participants should alert their vendors of the new reasonable and customary rates.
- Any invoices with rates above the new standards will not be processed for payment.


Employee Change Form

		<h2 style="text-align: center;">Self-Directed Services Employee Change Form</h2> <p style="text-align: center;">FMS Direct: 1.866.252.6871 FMS Fax: 1.888.272.2236 Submittal Only: FMSEmployeeUpdates@thearcctr.org Open a Customer Service Ticket: thearcselfdirection.zendesk.com/ FMS Website: thearcctr.org/self-directed-services/</p>	
Please identify the employee and employer requesting the update.			
EMPLOYEE NAME:		FAMILY AS STAFF: <input type="checkbox"/> YES <input type="checkbox"/> No	
EMPLOYER NAME:		DEPT #:	
Please complete only the sections that apply.			
CHECK (✓) ALL THAT APPLY	CHANGE TYPE	DATA/DOCUMENTATION REQUIRED FOR CHANGE	EFFECTIVE DATE (Required)
<input type="checkbox"/>	NAME	Previous Legal Name: _____ New Legal Name: _____ <small>NOTE: Please provide a copy of your Social Security Card for confirmation. A marriage license CANNOT be accepted for confirmation purposes.</small>	
<input type="checkbox"/>	CONTACT INFO	Address: _____ <input type="checkbox"/> RESIDENCE _____ <input type="checkbox"/> MAILING _____ <input type="checkbox"/> BOTH Phone: _____ Email: _____	
<input type="checkbox"/>	SERVICE CODE	Service Code: _____ <input type="checkbox"/> ADD _____ <input type="checkbox"/> REMOVE Service Code: _____ <input type="checkbox"/> ADD _____ <input type="checkbox"/> REMOVE Service Code: _____ <input type="checkbox"/> ADD _____ <input type="checkbox"/> REMOVE	
<input type="checkbox"/>	PAY RATE	Current Hourly Rate: _____ New Hourly Rate: _____ <small>NOTE: For updated pay rates, rate increases will be effective starting the next pay period after the pay period in which the form is received. The Arc does not process backdated retro payment.</small> <input type="checkbox"/> APPLY TO THE FOLLOWING SERVICE CODE(S): _____	
<input type="checkbox"/>	OTHER	Please specify: _____	
By signing below, I have been notified of and agree to the changes being submitted.			
EMPLOYEE SIGNATURE:			DATE:
EMPLOYER / AUTHORIZED REPRESENTATIVE SIGNATURE:			DATE:

Employee Termination & Inactivation

- When an employee is no longer working for a participant employer, the employer completes the Employee Termination & Inactivation Form.
- This form can be found on the Forms & Resources page of our website under the Employee Forms & Resources section.
- Once the form is completed and signed by the participant employer, please email it to FMSEmployeeRelations@thearcccr.org

Employee Termination & Inactivation



The Arc
Central Chesapeake Region

Employee Termination & Inactivation Form
FMS Direct: 1.866.252.6871 | FMS Fax: 1.888.272.2236
Submittal Only: FMSEmployeeRelations@thearc.org
Open a Customer Service Ticket: thearcselfdirection.zendesk.com/
FMS Website: thearc.org/self-directed-services/

When an employee leaves employment, even temporarily, the Participant/Employer should complete this form in its entirety within two (2) business days and provide details related to the status change for FMS updates. This information is important for unemployment insurance purposes.

Please identify the employer and the requested employee data.

EMPLOYER NAME:		DEPT #:
EMPLOYEE NAME:	FAMILY AS STAFF: <input type="checkbox"/> Yes <input type="checkbox"/> No	
FIRST DAY OF WORK:	LAST DAY OF WORK:	
HOURLY RATE OF PAY (PLEASE LIST ALL CURRENT SERVICE CODES/PAY RATES):		

Please provide the employee's current status, including all details surrounding the status change. Please attach additional pages, as necessary. Thank you!

PLEASE CHECK (✓) STATUS	EMPLOYEE STATUS	PLEASE PROVIDE THE REQUESTED INFORMATION
<input type="checkbox"/>	EMPLOYEE QUIT	Provide reason, how notice was given, length of notice, and any other pertinent details. Please provide supplemental pages as necessary.
<input type="checkbox"/>	EMPLOYEE DISCHARGED/TERMINATED BY EMPLOYER	Provide reason, policy violation, dates and details of prior warnings, and written documentation of the final incident. Include name of individual who terminated employee. Please provide supplemental pages as necessary.
<input type="checkbox"/>	LACK OF WORK - PERMANENT OR TEMPORARY	Details and expected return date:
<input type="checkbox"/>	EMPLOYEE STILL WORKING	Provide current status (FT, PT, or as needed). Were hours reduced by the employer or the employee? Did the employee's availability change? Why?
<input type="checkbox"/>	OTHER	Provide reason/details.

By signing below, I attest to the accuracy of the details being provided. I understand that once my employee is terminated or inactive, they must submit a new packet and be re-cleared to work.

EMPLOYER / AUTHORIZED REPRESENTATIVE SIGNATURE:	DATE:
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Resources & Information

- For more information on using these forms, please see our webinar recording and presentation titled Important Employee Forms found on the Forms & Resources page of our website under the Webinars & Presentations section.
- If you have any questions, please call **1.866.252.6871** or place a Helpdesk Ticket.

Public Partnerships LLC. (PPL)



YOUR LIFE
YOUR CARE
YOUR PEOPLE

PPL Services and Rates Updates

Participants/Employers and Providers (Vendors,
Employees, DDA Providers)





YOUR LIFE
YOUR CARE
YOUR PEOPLE

Employee services and rates updates




Service and Rate Changes

- All employee services and rate changes must be completed using the Employee Services and Rates sheet
- The PPL Services and Rate sheet can be submitted by email to PPLMDDDA-CS@pplfirst.com

Completing the Employee Services and Rates Form

1. Fill in the Employee First, Last Name and PPL ID (begins with PR-)
2. Fill in the Participant's First, Last Name and PPL ID (begins with PA-)
3. Fill in the Employer's First and Last Name
4. Read the reminder section
5. Check the box for Change Hourly Rate in the Request Type section
6. Enter the Service Code and Service Code (Begins with W) and the updated Hourly Rate
7. Read the Agree and Sign statement
8. The Participant or Employer or Participant Representative signs and dates
9. The Employee signs and dates
10. Email the form to PPLMDDDA-CS@pplfirst.com

MARYLAND | MDH DDA SD PROGRAMS



EMPLOYEE SERVICES AND RATES

Employee Name		
First:	Last:	PPL ID:
Participant Name		
First:	Last:	PPL ID:
Employer Name		
First:	Last:	

The hourly rate of pay for the Employee based on the Participant's Self-Directed Services budget.

! IMPORTANT: We need to know the hourly rate of pay, not the hourly rate plus employer taxes or other costs. For example: If a person works in a job, they can tell you how much money they make per hour. That is the number you enter in the "Hourly Rate" field.

"Change Hourly Rate" should be marked ONLY if the Employee is already working, and you want to change their hourly rate of pay. Once Public Partnerships LLC (PPL) receives a complete form, we will change the hourly rate of pay at the beginning of the next available pay period. Please include Service Name and Service Code for the hourly rate being changed.

Request Type: ☐ New Service ☐ Change Hourly Rate

Service Name and Service Code	Hourly Rate

Agree and Sign

I confirm:

- I read all of this form.
- The details provided are accurate and complete.
- I have discussed the above-listed service and/or hourly rate details with my Employee.
- This form is not intended to create a contract of employment or rate of pay for a specific period of time.

Participant or Employer or Representative Signature:	Date:
Employee Signature:	Date:

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Vendor Services and Rates Updates



Vendor Services and Rates Updates

- Vendor services and rates are can be updated on the Order Purchase Request Form.
- Vendors invoices should include their updated rate.
- The Order Purchase Request form can be submitted by email to PPLMDDDA-CS@pplfirst.com

- 1. Check the box for Purchase Request**
- 2. Fill in the Participant Details and skip to the Service Request Section**
- 3. Fill in the Vendor Details**
- 4. Enter the Service Description including the Service Name and Service code (begins with W)**
- 5. Enter the amount for the service and Date of Service**





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Customer Service Information



Customer Service Contact Information



Contact Information

Customer Service / General Questions:

[833-660-2509](tel:833-660-2509)

Customer Service Email:

PPLMDDDA-CS@pplfirst.com

GT Independence (GTI)



Wage Change Process Employees, Vendors, and Providers

gt | Step 1: Contact Customer Service

- **By Email:**
 - Send an email to customerservice@gttd.org
- **By Phone:**
 - Call Customer Service at (877) 659-4500

gt | Step 2: Request the Forms

Employees:

- Wage Change Forms can be requested by the Participant/their Authorized Representative, the CCS, or Support Broker.
- Wage Change Forms are sent via DocuSign and automatically returned to GT once completed.

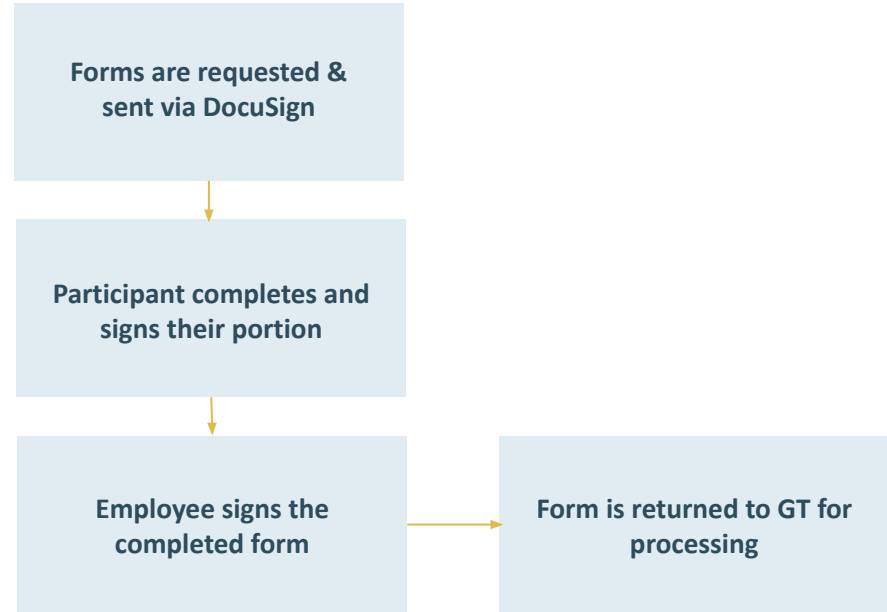
Vendors and Providers:

- Purchase of Service Agreements can be requested by the Participant/their Authorized Representative, the CCS, the Support Broker, or the Vendor.
- Purchase of Service Agreements are sent via DocuSign and automatically returned to GT once completed.

Step 3: Completing the Forms

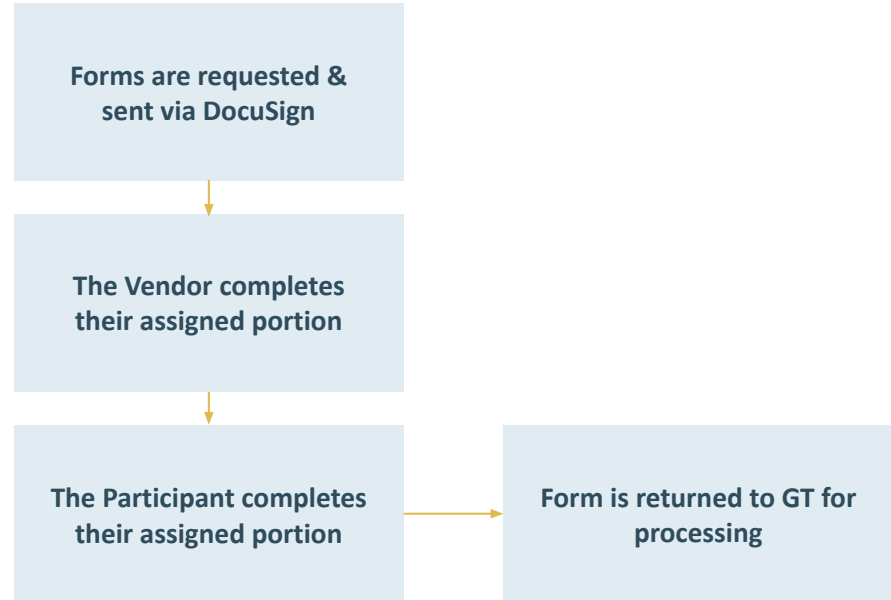
Employee Wage Change Forms

- Wage Change Forms are sent to the **Participant** first. Participants input their name, the employee's name, the service code, old rate, new rate, and effective date. The Participant must sign the form.
- Employees will receive the form after the Participant completes their sections. The Employee must sign the form.
- Wage Change Forms cannot be backdated.



Step 3: Completing the Forms Purchase of Service Agreements

- Purchase of Service Agreements are sent to the Vendor or Provider first. The Vendor/Provider will input their name, the agreement start date, and what services will be provided. The Vendor/Provider must sign the agreement.
- The Participant will input their own name, review the agreement, and sign the agreement.



gt | Conclusion:

- It may take 2-4 weeks to see the rate change on a pay stub, depending on the Effective Date.
- Rates must be within the Reasonable and Customary standards.
- Corrected forms may be required. GT will contact you for any corrections that are needed.
- If a rate is changing, MD Labor Law requires that a full pay period notice is given to the affected employee before the rate is lowered. **This is the participant's responsibility as the employer.**

Rate and Wage Update Requirement

- If rates or wages are not updated by **July 1, 2025**, the Financial Management and Counseling Services provider will automatically decrease the rate or wage to the Reasonable and Customary maximum for each service.

Self-Directed Services Manual Updates

- Support Broker Code of Conduct Change - Support Brokers may provide direct support to participants who have not hired them as a Support Broker
- Wage Exception Form Process Flexibilities
 - For most requests, job postings and interviews are not required unless the position is new or vacant
 - If job postings are required,
 - Positions only need to be posted for 2 weeks
 - 3 interviews must be scheduled
- Family as Staff Overtime Flexibilities
 - If job postings are required,
 - Positions only need to be posted for 2 weeks
 - 3 interviews must be scheduled

Summary (1 of 3)

The recently passed [Fiscal Year 2026 Budget Bill \(House Bill 350\)](#) requires that MDH implement changes that will reduce wages and rates for Self-Directed Services (SDS) to assist MDH in its efforts to sustain its DDA-operated Medicaid waiver programs. These changes include caps or other limitations on the:

- Dedicated Hours Rates;
- Geographical Differential (Calvert, Charles, Frederick, Montgomery, and Prince George's Counties) Rates for Services; and
- Wages and Rates for Certain Self-Directed Services

Summary (2 of 3)

- The wage and rate standards are effective July 1, 2025
- Wages and rates within new standards: no action is needed
- Wages and rates above new standards: immediate action is required
 - Participants may need to decrease
 - Wages for employees with a wage exception
 - Provider and vendor rates with a geographical differential rate
- Participants must work with their Financial Management and Counseling Services provider to update wages and rates

Summary (3 of 3)

- Support Brokers may provide direct support to participants who have not hired them as a Support Broker
- Wage Exception Form and Family as Staff Overtime Form process flexibilities
 - If you have previously been denied, you may now meet that new requirements
 - You can submit new requests at any time and they will be reviewed with these new flexibilities

Resources

- [Self-Directed Services Comprehensive Policy](#)
- [Self -Directed Services Manual](#)
- [DDA Self-Directed Services Webpage](#)
 - Sample and Template Employee Handbooks
 - Sample and Template Employee Letters
 - Sample and Template Vendor Letters
 - Self-Directed Services Training Series

Questions

