



**Developmental Disabilities Administration (DDA)
Self-Directed Services
Support Broker Vendor Billing - Spring 2023**

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April 4, 2023



Agenda

- Overview
- Support Broker Vendor Invoicing
- Resources
- Waiver Renewal
- Questions

Overview

Support Broker Services

- Is an optional service in all three DDA operated Medicaid Waivers
- Provides employer related information and assistance regarding self-direction to support a person to make informed decisions related to day-to-day management of their services and budget
- Can assist in the development of staff policies, procedures, schedules, vendor/provider agreements, and backup plan strategies
- Can be an active member of the person's team and involved in creating the Person-Centered Plan and individual budget

Support Broker Qualifications

- Support Brokers must meet all qualifications and requirements in the DDA Waiver Program application at the time of service
 - Must hold an active Support Broker certificate
 - Must hold active First Aid and CPR certification
 - Cleared background check
- People self-directing may also require additional qualifications or training outside of what is required in the Waiver

Support Broker Employees and Vendors

- Support Broker “**employees**” are hired directly by the people they work for:
 - Complete all new hire paperwork
 - Note: Wages and benefits are chosen by the person self-directing
 - Complete timesheets biweekly on the Financial Management and Counseling Services (FMCS) agency schedule
 - SB Employees are paid with taxes withheld as appropriate
- Support Broker “**vendors**” contract their services to the people they work for:
 - Completes all FMCS vendor paperwork (W9)
 - Rates are negotiated by Support Broker and person
 - Issues invoices and paid without taxes withheld

Support Broker Vendor Invoicing

Fee for Service Billing

- During the Maryland Department of Health's FMCS transition, the way FMCS agencies bill the system for all service hours provided to participants was updated
- The fee for service model requires that the FMCS bill the Department for all services delivered
- The FMCS needs key information to process the invoice. For example:
 - The date the service was delivered
 - The number of service hours provided

Support Broker Vendor Invoice Requirements

- To be paid, Support Broker vendor invoices must include
 - The names of the person and Support Broker
 - The days in which Support Broker Services were provided
 - The times in which Support Broker Services were provided
 - The total hours and amount charged
 - Signature of the Support Broker
- All Support Broker invoices must be approved by the participant in order to be paid

Support Broker Invoice Example - Header

- Person Self-Directing: J. Doe
- Support Broker: K. Smith
- Invoice Month: April 2023

Support Broker Invoice Example - Entries (1/3)

Date	Activity	Number of Hours
April 3, 2023	Meeting with J. to discuss onboarding	2
April 4, 2023	Drafted recruitment plan	1
	Call with J.	1

Support Broker Invoice Example - Entries (2/3)

Date	Activity	Number of Hours
April 10, 2023	Screened candidates for position; call with J	2
April 15, 2023	Support with interview	3

Support Broker Invoice Example - Entries (3/3)

Date	Activity	Number of Hours
April 18, 2023	Support J. with new hire paperwork for new employee	1
Total		10 hours

Support Broker Invoice Example - Total

April total: 10 hours

10 hours * \$65.00/hour = \$650

Support Broker Signature: *K. Smith*

Resources

Resources

- [DDA Self-Direction webpage](#)
- [DDA FMCS webpage](#)
- [DDA Youtube](#)
- [GT Independence](#)
- [Public Partnerships LLC \(PPL\)](#)
- [The Arc Central Chesapeake Region \(Arc CCR\)](#)

Contact Information - DDA SDS Staff

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FMCS Staff - GT Independence

- Customer Service Line: 1-877-659-4500
- Customer Service Email:
customerservice@gtindependence.com
- Raquel Barbour
 - Email: RBarbour@gtindependence.com
 - Phone: 207-465-6488

FMCS Staff - The Arc Central Chesapeake Region (Arc CCR)

- Customer Service Line: 1-866-252-6871
- Customer Service Email:
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- Karen Bradbury
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 - Phone: 443-924-4477

FMCS Staff - Public Partnerships LLC (PPL)

- Customer Service Line: 833-660-2509
- Customer Service Email: PPLMDDDA-CS@pcgus.com
- Chantielle Tally
 - Email: ctally@pcgus.com
 - Phone: 770-799-6885

Waiver Renewal

Waiver Renewal Updates

- The DDA's waiver renewal will be effective July 1, 2023
 - Included requirements of Self-Directed Services Act 2022
 - Many updates for Support Brokers
- When the renewal is approved, the DDA will issue additional guidance regarding Support Broker Services and billing

Questions

