



STATE OF MARYLAND

DHMH

Maryland Department of Health and Mental Hygiene
Developmental Disabilities Administration (DDA)
201 W. Preston Street • Baltimore, Maryland 21201
Martin O'Malley, Governor – Anthony G. Brown, Lt. Governor – Joshua M. Sharfstein, M.D., Secretary

Service Funding Plan Award Operating Procedure

Version 4

Transmittal #: DDA2013003

Transition Date: 09/01/2013

Effective Date: 11/01/2013

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AUDIENCE

- Service Providers
- Resource Coordinators
- Individuals (DDA Participants)
- Advocates
- DDA Staff

PURPOSE

This procedure outlines the chronological steps necessary for submitting Service Funding Plans (SFPs) to obtain an award of funding services. This procedure is only applicable after an individual has been deemed eligible to enter services and after a Request For Service Change (RFSC) has been approved. The purpose of the new service funding plan award process is to:

1. Accelerate the timeframe in which DDA providers, on average, submit SFPs and supporting documents
2. Align SFPs with approved RFSCs
3. Decrease the timeframe in which DDA staff processes SFPs
4. Eliminate retroactive payments for standard (non-emergency) RFSCs

This procedure does not eliminate or alter the technical requirements of the DDA or Medicaid, such as those relating to service changes, service requests, eligibility, or any other procedure outside the award of the individual’s funding. All necessary steps to verify prerequisites and requirements, and to obtain documentation, remain in effect. This guidance is only applicable to the submission and award of funding for an individual’s new or changing services.

Service delivery agencies, including resource coordinators and providers, must follow the procedures set forth in this procedural guidance **to obtain a funding award.**

OVERVIEW

The DDA, through this procedural guidance, seeks to improve the current processing time of service funding plans. Concerns from DDA constituents regarding the length of time and lack of guidelines for submitting Service Funding Plans prompted an internal assessment of the existing process. In an effort to enhance the procedure for awarding funding to individuals who will be entering services or who are seeking changes in their services, the DDA has created a formal operating procedure for submitting and reviewing Service Funding Plans. This operating procedure details the specific steps and guidelines necessary for completing the new Service Funding Plan process. The DDA understands that in implementing a new SFP award process, challenges regarding coordination and timelines may arise. In order to support implementation, DDA headquarters plans to carefully monitor and review the implementation of the new Service Funding Plan process for the first 3 months. Below is a chart detailing the current steps in the process that will change and any new steps that will be added to the existing process.

Table 1: Highlights of Key Changes	
Current Process and Requirements	New Process Requirements
No expiration date for approved Request for Service Changes	Expiration of approved Request for Service Changes 6 months after the approval date
No timeframe for provider selection	Providers must be selected within 6 calendar months of the approval date of the Request for Service (RFSC) and within 3 calendar months for emergencies. Requests that are not submitted within these timelines should be referred to the appropriate Regional Office for review
No timeframe for SFP completion and submission	SFP shall be completed within 20 business days after provider selection date, or for emergency requests, be completed within 10 business days of the authorization date
No current standard process for notifying providers of an individual’s selection	Resource Coordinator informs provider of individual selection and confirms that the provider is able to serve the individual
No current standard process for Resource Coordinator review of a SFP before submission to the Regional Office	Resource Coordinator performs a review to ensure that the services not on the RFSC are not on the SFP
Services not captured on the RFSC form or individual plan are nonetheless considered for authorization if included in the SFP	Any services on the SFP that are not in the Individual Plan and on the RFSC (in the case of a change in service) will cause the entire SFP to be denied
Resource Coordinator sends the SFP to the Regional Office	Provider sends the SFP to the Regional Office
Retroactive dates and retroactive pay allowed	Retroactive funding allowed only according to specific criteria in emergency situations or in cases where DDA has

	not awarded the SFP within specified timelines
Letter of Intent sent to provider prior to the award of funding	Eliminates the Letter of Intent
Headquarter reviews each SFP prior to approval	Delegates Headquarters review to Regional Office Directors
DDA Executive Director signs and awards funding for a SFP	Regional Director awards funding for a SFP as the Designee of the DDA Executive Director
No set timeframe in which the SFP will be awarded	DDA will complete and inform the provider of the award of the SFP within 20 business days of the receipt date or, for emergency situations, within 10 business days of the receipt date

DEFINITIONS

The following terms are used throughout this Operating Procedure.

Table 2: Definitions	
Term/Process	Definition
Award Letter	Letter stating that funding for services will be provided
Individual Plan	The plan that specifies assessments, services, supports, and training required by the individual; see COMAR 10.22.01.01.B(28)
Request for Service Change	Request from an individual already in services for a modification to the services being received
Request for Service Change Form	Form used to request a modification to existing services
Service Funding Plan	Cost breakdown of services described in the approved RFSC and Individual Plan

EXPIRATION DATE OF APPROVED RFSC

An expiration date will be applied to all approved RFSCs, beginning by the effective date of this Operating Procedure. Specifically, approved RFSCs will expire 6 calendar months after the approval date, unless a provider has been selected for the new service. For example: if a RFSC was approved on March 15th, then an individual and/or his or her advocates have until September 15th to notify the Regional Office of the provider selection, or the approval of the RFSC becomes invalid. If a RFSC were to expire, then the individual and/or his or her advocates will have to restart the request for service change procedures outlined in this Operating Procedure. This Operating Procedure only provides guidance for the expiration date of an approval of a RFSC. All other requirements set out in the Request for Service Change Protocol, dated October 2010, and in the Code of Maryland Regulations remain in effect. The link to the RFSC protocol can be found at <http://dda.dhmd.maryland.gov/SitePages/LISS/Request%20for%20Service%20Change%20Protocol%202010-15-10%20pdf.pdf>.

SERVICE FUNDING PLAN AWARD PROCESS

The following tables outline the procedural steps to submit a Service Funding Plan for award of funding for services. Please refer to the corresponding process flowcharts. **Tasks are not sequentially numbered to show commonalities across emergency and non-emergency processes.*

FOR INITIATION OF SERVICES

STANDARD (NON-EMERGENCY) INITIATION OF SERVICE SFP APPROVAL PROCESS

This process begins after the DDA has identified funding for the individual who has applied for DDA services to start services. *Refer to Flowchart 1.*

Table 5: Service Funding Plan Award Process for Standard Initiation Cases

Step #	Responsible Party	Action	Other Requirements/ Timelines
1	Regional Director	DDA has identified funding for an individual to start services	
2	Regional Office	Request matrix score <ul style="list-style-type: none"> • <i>If the provider is known, proceed to Step 12</i> • <i>If a new provider is needed, proceed to Step 6</i> 	
6	Individual	Meet with and select provider (with assistance from Resource Coordinator or advocates)	Must be within 6 calendar months after approval of request for service
7	Individual	Notify Resource Coordinator of preferred provider selection	
8	Resource Coordinator	Notify preferred provider of individual's selection	
9	Provider	Review addition of individual <ul style="list-style-type: none"> • <i>If the provider is willing to take the individual, proceed to Step 10</i> • <i>If the provider is not willing to serve the individual, return to Step 6</i> 	
10	Resource Coordinator	Notify provider of selection and date and copy Regional Office	Use standardized choice letter
13	Provider	Complete Service Funding Plan	
14	Provider	Review SFP with Individual/family	
14.1	Individual and/or family	Review SFP with provider	
15	Provider	Send SFP to Resource Coordinator (via email)	Should be sent to Resource Coordinator within 15 business days after receiving the RFSC approval letter
16	Resource Coordinator	Perform consistency review of SFP <ul style="list-style-type: none"> • <i>If SFP is acceptable, proceed to Step 19</i> • <i>If SFP is not acceptable, proceed to Step 18</i> 	Should check that the individual's services match the needs of the individual, and that there is an authorization to enter services
17	Resource Coordinator	Notify provider of errors or issues. <i>Proceed to Step 13</i>	
18	Resource Coordinator	Review SFP with Individual/family	This review is to ensure that the individual agrees with the SFP
18.1	Individual or family	Sign SFP	
18.2	Resource Coordinator	Complete WC12 Forms	
19	Resource Coordinator	Sign and send SFP with WC12 forms to provider (via email)	Should be sent to provider within 5 business days of SFP receipt date
20	Provider	Sign and send SFP with WC12 forms to Regional Office (via email)	Should be completed and submitted to the regional office within 20 business days of receiving the RFSC approval letter

21	Regional office (RO) staff	Send email notification of SFP receipt date to provider and copy Resource Coordinator	
22	Regional CST/Program staff	Review SFP <ul style="list-style-type: none"> • <i>If the proposed start date is before the receipt date, then proceed to Step 23</i> • <i>If the proposed start date is after the receipt date, and the proposed start date is before 20 business days of the receipt date, then proceed to Step 24</i> • <i>If the proposed start date is after the receipt date, and the proposed start date is not before 20 business days of the receipt date, then proceed to Step 25</i> 	
23	Regional CST/Program Staff	If Denying SFP: Notify provider and Resource Coordinator of issue. <i>Proceed to Step 13</i>	
24	Regional CST/Program Staff	Contact provider to adjust proposed start date	
25	Regional CST/Program Staff	Clarify and negotiate new Service Funding Plan with provider. <ul style="list-style-type: none"> • <i>If the service funding plan is not acceptable, proceed to Step 26</i> • <i>If the service funding plan is acceptable, proceed to Step 27</i> 	Invite the Resource Coordinator to participate via email or phone in the negotiations as a representative of the individual.
25.1	Provider	Clarify/Negotiate SFP	
25.2	Resource Coordinator	Clarify person's needs, preferences and team agreement	
26	Regional CST/Program Staff	If Denying SFP: inform provider and Resource Coordinator. <i>Process Ends</i>	
27	Regional Fiscal Staff	Review and assemble SFP <ul style="list-style-type: none"> • <i>If the SFP is approved, then proceed to Step 28</i> • <i>If the SFP is not approved, then proceed to back up to Step 26</i> 	Request 432 form from provider if contract service
28	Regional Director	Review and sign award letter as Designee of the DDA Executive Director	The Award Letter is a standard letter simply stating that funding has been awarded based on the attached SFP
29	Regional staff	Enter authorized start date into PCIS2 or SFP into Contracts Module	
30	Regional Office (RO) staff	Send award letter and approved SFP to provider, resource coordinator, and other regional office if provider is located in different region	Must be approved or denied within 20 business days after SFP receipt date at RO
31	Provider	Start services on or after the authorized start date	
32	Provider	Notify RO and Resource Coordinator of the individual's start date	
33	Regional staff	Enter actual start date of services in PCIS2	
34	Regional Office	Complete WC12 forms and send to DDA Waiver Unit	
35	Provider	Enter attendance into PCIS2	

Process Ends

EMERGENCY INITIATION OF SERVICE SFP AWARD PROCESS

This process begins after the emergency initiation of services has been approved. *Refer to Flowchart 2.*

Table 6: Service Funding Plan Award Process for Emergency Initiation Cases

Step #	Responsible Party	Action	Other Requirements/ Timelines
1	Regional Director	Regional Director has approved the individual for emergency services	
2	Regional Office	Request matrix score <ul style="list-style-type: none"> • <i>If a new provider is needed and a preferred provider is known, proceed to Step 3</i> • <i>If a new provider is needed and a preferred provider is not known, proceed to Step 6</i> • <i>If a new provider is not needed, proceed to Step 12</i> 	
3	Regional CST/Program Staff	Notify preferred provider of individual’s selection and send approved RFSC form to provider	
4	Provider	Review addition of individual. <ul style="list-style-type: none"> • <i>If the provider is willing to serve individual, proceed to Step 12</i> • <i>If the provider is not willing to serve individual, proceed to Step 6</i> 	
6	Individual	Meet with and select provider (with assistance from Resource Coordinator and/or advocates)	Must be within 3 calendar months of service request approval date
7	Individual	Notify Resource Coordinator of preferred provider selection	
8	Resource Coordinator	Notify preferred provider of individual’s selection	
9	Provider	Review addition of individual <ul style="list-style-type: none"> • <i>If the provider is willing to take the individual, proceed to Step 10</i> • <i>If the provider is not willing to serve the individual, return to Step 6</i> 	
10	Resource Coordinator	Notify provider of selection and date and copy Regional Office	Use standardized choice letter
13	Provider	Complete Service Funding Plan	
14	Provider	Review SFP with Individual/family	
14.1	Individual and/or family	Review SFP with provider	
15	Provider	Send SFP to Resource Coordinator (via email)	Should be sent to Resource Coordinator within 8 business days after

			receiving the RFSC approval letter
16	Resource Coordinator	Perform consistency review of SFP <ul style="list-style-type: none"> • <i>If SFP is acceptable, proceed to Step 19</i> • <i>If SFP is not acceptable, proceed to Step 18</i> 	Should check that the individual's services match the needs of the individual, and that there is an authorization to enter services
17	Resource Coordinator	Notify provider of errors or issues. <i>Proceed to Step 13</i>	
18	Resource Coordinator	Review SFP with Individual/family	This review is to ensure that the individual agrees with the SFP
18.1	Individual or family	Sign SFP	
18.2	Resource Coordinator	Complete WC12 Forms	
19	Resource Coordinator	Sign and send SFP with WC12 forms to provider (via email)	Should be sent to provider within 2 business days of SFP receipt date
20	Provider	Sign and send SFP with WC12 forms to Regional Office (via email)	Should be completed and submitted to the regional office within 10 business days of receiving the RFSC approval letter
21	Regional office (RO) staff	Send email notification of SFP receipt date to provider and Resource Coordinator	
22	Regional CST/Program staff	Review SFP	
25	Regional CST/Program Staff	Clarify and negotiate service funding plan with provider. <ul style="list-style-type: none"> • <i>If the service funding plan is not acceptable, proceed to Step 26</i> • <i>If the service funding plan is acceptable, proceed to Step 27</i> 	Invite the resource coordinator to be present in the negotiations as a representative of the individual
25.1	Provider	Clarify/Negotiate SFP	
25.2	Resource Coordinator	Clarify person's needs, preferences and team agreement	
26	Regional CST/Program Staff	If Denying SFP: inform provider and Resource Coordinator. <i>Process Ends</i>	
27	Regional Fiscal Staff	Review and assemble SFP. <ul style="list-style-type: none"> • <i>If the SFP is approved, then proceed to Step 28</i> • <i>If the SFP is not approved, then proceed to step 26</i> 	Request a 432 form from provider if it is a contract service
28	Regional Director	Review and sign award letter on behalf of the DDA Executive Director	The Award Letter is a standard letter simply stating that funding has been awarded based on the attached SFP
29	Regional staff	Enter authorized start date into PCIS2 or SFP into Contracts Module	
30	Regional Office (RO) staff	Send award letter and approved SFP to provider, resource coordinator, and other regional office if provider is located in different region	Must be approved or denied within 10 business days after SFP receipt date at RO

31	Provider	Start services on authorized start date	
32	Provider	Notify RO and Resource Coordinator of the individual's start date	
33	Regional staff	Enter actual Start Date in PCIS2	
34	Regional Office	Complete WC12 forms and sent to DDA Waiver Unit	
35	Provider	Enter attendance into PCIS2	
Process Ends			

FOR REQUEST FOR SERVICE CHANGES

STANDARD (NON-EMERGENCY) REQUEST FOR SERVICE CHANGE SFP AWARD PROCEDURE

This process begins after the request for service change form has been approved. *Refer to Flowchart 3.*

Table 3: Service Funding Plan Award Process for Standard RFSC Cases			
Step #	Responsible Party	Action	Other Requirements/ Timelines
1	Regional Director	Regional Director has approved the RFSC	
2	Regional Office	Request matrix score <ul style="list-style-type: none"> • <i>If a new provider is needed, proceed to Step 5</i> • <i>If a new provider is not needed, proceed to Step 12</i> 	
5	Regional Staff	Notify and send the RFSC approval letter to the Individual and copy the Resource Coordinator	
6	Individual	Meet with and select provider (with assistance from Resource Coordinator or advocates)	Must be within 6 calendar months of service request approval date
7	Individual	Notify Resource Coordinator of preferred provider selection	
8	Resource Coordinator	Notify preferred provider of individual's selection and send approved RFSC form and letter to provider	
9	Provider	Review addition of individual <ul style="list-style-type: none"> • <i>If the provider is willing to take the individual, proceed to Step 10</i> • <i>If the provider is not willing to serve the individual, return to Step 6</i> 	
10	Resource Coordinator	Notify provider of selection and date and copy Regional Office	Use standardize choice letter
11	Resource Coordinator	Send a copy of the RFSC approval letter to provider. <i>Proceed to Step 13</i>	
12	Regional staff	Notify and send the RFSC approval letter to the individual and copy the Resource Coordinator and provider	
13	Provider	Complete Service Funding Plan	

14	Provider	Review SFP with Individual/family	
14.1	Individual and/or family	Review SFP with provider	
15	Provider	Send SFP to Resource Coordinator (via email)	Should be sent to Resource Coordinator within 15 business days after receiving the RFSC approval letter
16	Resource Coordinator	Perform consistency review of SFP <ul style="list-style-type: none"> • <i>If SFP is acceptable, proceed to Step 19</i> • <i>If SFP is not acceptable, proceed to Step 18</i> 	Should check that the individual's services match the needs of the individual, and that there is an authorization to enter services
17	Resource Coordinator	Notify provider of errors or issues. <i>Proceed to Step 13</i>	
18	Resource Coordinator	Review SFP with Individual/family	This review is to ensure that the individual agrees with the SFP
18.1	Individual or family	Sign SFP	
18.2	Resource Coordinator	Complete WC12 Forms	
19	Resource Coordinator	Sign and send SFP with WC12 forms to provider (via email)	Should be sent to provider within 5 business days of SFP receipt date
20	Provider	Sign and send SFP with WC12 forms to Regional Office (via email)	Should be completed and submitted to the regional office within 20 business days of receiving the RFSC approval letter
21	Regional office (RO) staff	Send email notification of SFP receipt date to provider and Resource Coordinator	
22	Regional CST/Program staff	Review SFP <ul style="list-style-type: none"> • <i>If there are services on the SFP that are not on the RFSC form, then proceed to Step 23</i> • <i>If there are not services on the SFP that are not on the RFSC form, and the proposed start date is before the receipt date, then proceed to Step 23</i> • <i>If there are not services on the SFP that are not on the RFSC form, the proposed start date is after the receipt date, and the proposed start date is before 20 business days of the receipt date then proceed to Step 24</i> • <i>If there are not services on the SFP that are not on or the RFSC form, the proposed start date is after the receipt date, and the proposed start date is not before 20 business days of the receipt date then proceed to Step 25</i> 	
23	Regional CST/Program Staff	If Denying SFP: Notify provider and Resource Coordinator of issue. <i>Proceed to Step 13</i>	
24	Regional CST/Program Staff	Contact provider adjusts proposed start date	
25	Regional CST/Program Staff	Clarify and negotiate service funding plan with provider.	Invite the resource coordinator to participate

		<ul style="list-style-type: none"> • <i>If the service funding plan is not acceptable, proceed to Step 26</i> • <i>If the service funding plan is acceptable, proceed to Step 27</i> 	via email or phone in the negotiations as a representative of the individual.
25.1	Provider	Clarify/Negotiate SFP	
25.2	Resource Coordinator	Clarify person's needs, preferences and team agreement	
26	Regional CST/Program Staff	If Denying SFP: inform provider and Resource Coordinator. <i>Process Ends</i>	
27	Regional Fiscal Staff	Review and assemble SFP. <ul style="list-style-type: none"> • <i>If the SFP is approved, then proceed to Step 28</i> • <i>If the SFP is not approved, then proceed to back up to Step 26</i> 	Request 432 form from provider if contract service
28	Regional Director	Review and sign award letter as designee of the DDA Executive Director	The Award Letter is a standard letter simply stating that funding has been awarded based on the attached SFP
29	Regional staff	Enter authorized start date into PCIS2 or SFP into Contracts Module	
30	Regional Office (RO) staff	Send award letter and approved SFP to provider, resource coordinator, and other regional office if provider is located in another region	Must be approved or denied within 20 business days of SFP receipt date at RO
31	Provider	Start services on or after the authorized start date	
32	Provider	Notify RO and Resource Coordinator of the individual's start date	
33	Regional staff	Enter actual start date of services in PCIS2	
34	Regional Office	Complete WC12 forms and send to DDA Waiver Unit	
35	Provider	Enter attendance into PCIS2	
Process Ends			

EMERGENCY REQUEST FOR SERVICE CHANGE SFP AWARD PROCESS

This process begins after the emergency request for service change form has been approved. *Refer to Flowchart 4.*

Table 4: Service Funding Plan Award Process for Emergency RFSC Cases			
Step #	Responsible Party	Action	Other Requirements/ Timelines
1	Regional Director	Regional Director has approved the Request for Service Change (RFSC)	
2	Regional Office	Request matrix score <ul style="list-style-type: none"> • <i>If a new provider is needed and a preferred provider is known proceed to Step 3</i> • <i>If a new provider is needed and a preferred provider is not known proceed to Step 5</i> • <i>If a new provider is not needed proceed to Step 12</i> 	
3	Regional CST/Program	Notify preferred provider of individual's selection	

	Staff		
4	Provider	Review addition of individual <ul style="list-style-type: none"> • <i>If the provider is willing to serve individual, proceed to Step 12</i> • <i>If the provider is not willing to serve individual, proceed to Step 5</i> 	
5	Regional staff	Notify and send the approved request for service change form to individual and copy Resource Coordinator	
6	Individual	Meet with and select provider (with assistance from Resource Coordinator or advocates)	Must be within 3 calendar months of service request approval date
7	Individual	Notify Resource Coordinator of preferred provider selection	
8	Resource Coordinator	Notify preferred provider of individual's selection and send approved RFSC form and letter to provider	
9	Provider	Review addition of individual <ul style="list-style-type: none"> • <i>If the provider is willing to serve the individual, proceed to Step 10</i> • <i>If the provider is not willing to serve the individual, return to Step 6</i> 	
10	Resource Coordinator	Notify provider of selection and date and copy Regional Office	Use standardize choice letter
11	Resource Coordinator	Send a copy of the approved RFSC form to Provider. <i>Proceed to Step 13</i>	
12	Regional staff	Notify and send the approved request for service change form to the individual and copy Resource Coordinator and provider	
13	Provider	Complete Service Funding Plan	
14	Provider	Review SFP with Individual/family	
14.1	Individual and/or family	Review SFP with provider	
15	Provider	Send SFP to Resource Coordinator (via email)	Should be sent to Resource Coordinator within 8 business days after receiving the RFSC approval letter
16	Resource Coordinator	Perform consistency review of SFP <ul style="list-style-type: none"> • <i>If SFP is acceptable, proceed to Step 19</i> • <i>If SFP is not acceptable, proceed to Step 18</i> 	Should check that the individual's services match the needs of the individual, and that there is an authorization to enter services
17	Resource Coordinator	Notify provider of errors or issues. <i>Proceed to Step 13</i>	
18	Resource Coordinator	Review SFP with Individual/family	This review is to ensure that the individual agrees with the SFP
18.1	Individual or family	Sign SFP	
18.2	Resource Coordinator	Complete WC12 Forms	
19	Resource Coordinator	Sign and send SFP with WC12 forms to provider (via email)	Should be sent to provider within 2 business days of

			SFP receipt date
20	Provider	Sign and send SFP with WC12 forms to Regional Office (via email)	Should be completed and submitted to the regional office within 10 business days of receiving the RFSC approval letter
21	Regional office (RO) staff	Send email notification of SFP receipt date to provider and Resource Coordinator	
22	Regional CST/Program staff	Review SFP <ul style="list-style-type: none"> • <i>If there are services on the SFP that are not on or the RFSC form, then proceed to Step 23</i> • <i>If there are not services on the SFP that are not on the RFSC form, then proceed to Step 25</i> 	
23	Regional CST/Program Staff	If Denying SFP: Notify provider and Resource Coordinator of issue. <i>Proceed to step 13</i>	
25	Regional CST/Program Staff	Clarify and negotiate service funding plan with provider. <ul style="list-style-type: none"> • <i>If the service funding plan is not acceptable, proceed to Step 26</i> • <i>If the service funding plan is acceptable, proceed to Step 27</i> 	Invite the resource coordinator to be present in the negotiations as a representative of the individual
25.1	Provider	Clarify/Negotiate SFP	
25.2	Resource Coordinator	Clarify person's needs, preferences and team agreement	
26	Regional CST/Program Staff	If Denying SFP: inform provider and Resource Coordinator. <i>Process Ends</i>	
27	Regional Fiscal Staff	Review and assemble SFP <ul style="list-style-type: none"> • <i>If the SFP is approved then, proceed to Step 28</i> • <i>If the SFP is not approved, then proceed to step 26</i> 	Request a 432 form from provider if it is a contract service
28	Regional Director	Review and sign award letter as designee of the DDA Executive Director	The Award Letter is a standard letter simply stating that funding has been awarded based on the attached SFP
29	Regional staff	Enter authorized start date into PCIS2 or SFP into Contracts Module	
30	Regional Office (RO) staff	Send award letter and approved SFP to provider, resource coordinator, and other regional office if provider is located in another region	Must be approved or denied within 10 business days of SFP receipt date at RO
31	Provider	Start services on authorized start date	
32	Provider	Notify RO and Resource Coordinator of the individual's start date	
33	Regional staff	Enter actual Start Date in PCIS2	
34	Regional Office	Complete WC12 forms and send to DDA Waiver Unit	
35	Provider	Enter attendance into PCIS2	
Process Ends			

GUIDANCE ON RATES AND COSTS

The DDA is currently in the process of developing a formalized rate-setting methodology that will provide standard calculations and market benchmarks in evaluating rates for services and goods. Providers should refer to the Code of Maryland Regulations when determining the rates services (COMAR 10.22.17).

For Supplemental Services:

- A. The Administration shall pay the lower of either:
 1. Reasonable, customary and actual costs not to exceed the cost to the general public; or
 2. Medicaid-approved rates.
- B. “Reasonable, customary and actual costs” means the regular rates that providers actually charge to all patients, to the extent that the cost is necessary for the efficient delivery of the service. See COMAR 10.22.17.11.A, 10.22.18.08.A, and 42 CFR 413.13.
- C. Reasonable, customary and actual costs are determined and authorized by the Administration before the delivery of the service.
- D. The Department shall reimburse the providers for preauthorized supplemental services upon submission of an invoice.

PROCEDURES FOR OUTSTANDING DOCUMENTS

For requests for service changes that were approved prior to the effective date of this Service Funding Plan Award Operating Procedure, September 1, 2013, there will be a grace period of 6 calendar months beginning on September 1, 2013 in which to select a provider. All required steps following that selection must be taken in accordance with this Operating Procedure. Any approvals of requests for service changes that were approved prior to September 1, 2013, but for which no provider is selected by March 1, 2014, will expire and will require that a new request for service change be approved before continuing with the service funding plan approval process.

Service funding plans that have been submitted prior to the effective date of September 1, 2013, will be processed in accordance with the prior procedures, but will be awarded by the Regional Director on behalf of the Executive Director.

QUESTIONS OR COMMENTS

The Department aims to consistently provide the best services to the population it serves, and values the work and dedication of all of its service providers and workers.

If you have any questions or comments on this Operating Procedure, please send them to DDA.CFO@maryland.gov with the subject line of “New SFP Approval Process.”