



Maryland
DEPARTMENT OF HEALTH

Financial Management and Counseling Services (FMCS)

OPEN ENROLLMENT INFORMATION FAIRS

Monica Hariri, FMCS Program Manager

Developmental Disabilities Administration

October 2022



Agenda

- Introduction
- Opening Remarks
- Developmental Disabilities Administration Choice Process
- GT Independence
- The Arc of Central Chesapeake Region
- Public Partnerships, LLC
- Closing Remarks
- Questions and Answers (Q/A)

Introduction

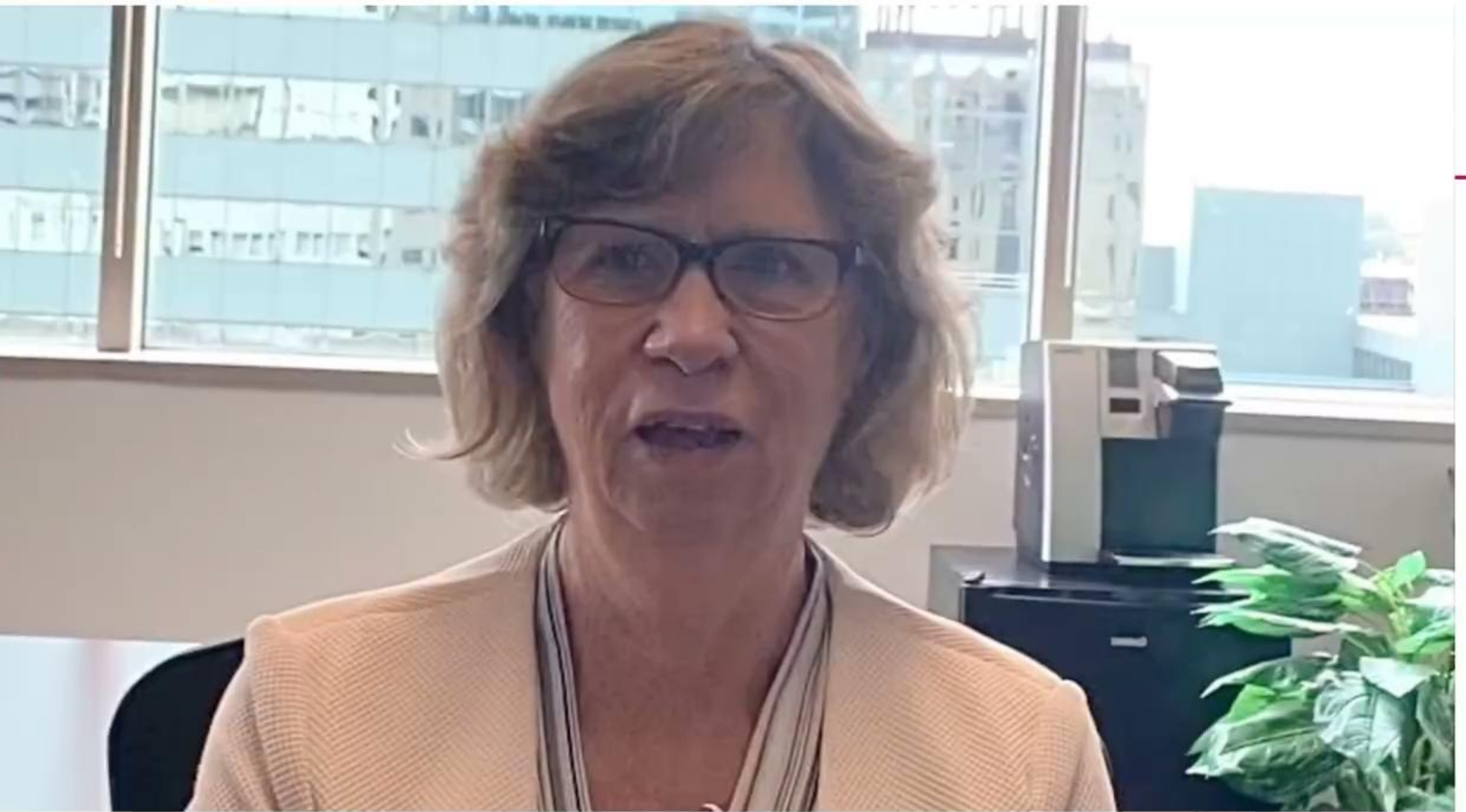
Welcome to the In-Person Open Enrollment Informational Fair.

Open enrollment period is August 1, 2022 through November 15, 2022.

After November 15th, if you have not chosen a FMCS, one will be assigned for you by DDA.

Opening

Opening Remarks



Self-Directed Services

Kristi Culbreth

Developmental Disabilities Administration Financial Management and Counseling Services (FMCS)

- Financial Management and Counseling Service (FMCS) agencies will support Marylanders who self-direct their services
- The FMCS will replace the use of the Fiscal Management Service (FMS) agencies
- The FMCS agencies will perform the same activities as the current FMS with **enhanced support and services like:**
 - Web portals with real-time reports
 - Online, phone, and in-person customer service
 - Smartphone and tablet apps for timekeeping and approval
 - Multiple languages and other accessibility features

Developmental Disabilities Administration - Open Enrollment (for participants currently self-directing)

Learn

Choose

Take Action

- Open Enrollment is from August 1, 2022 through November 15, 2022
- If a participant/legal guardian/designated representative does not choose an FMCS before November 15, 2022, one will be chosen for them

Note: If a participant is currently using The Arc Central Chesapeake Region as their agency, they will still need to choose an FMCS agency during open enrollment. They may choose any of the three agencies, including the Arc CCR.

DDA Open Enrollment

1. Learn

- Connect with each FMCS today and ask questions that are specific to you
- You can also connect with each FMCS by phone, email, or schedule a meeting
- Discuss what you've learned with your team
- You can use your CCS, Support Broker, and other team members to help you make the decision

DDA Open Enrollment

2. Choose

- Choose an FMCS agency (the effective date of your new FMCS will be January 1, 2023)
- Once you've made an informed choice, your CCS will complete the [FMCS Participant Choice Form](#) (they should send you a copy of the completed form)
- Your CCS will then send a service referral to your chosen FMCS in *LTSSMaryland*

DDA Open Enrollment

3. Take Action

- Update your budget sheet with your FMCS fees:
 - [DDA - SDS Budget Sheet- Revised July 21, 2022 - FMCS Addition](#)
- Let your employees know what FMCS you have chosen
- Meet with your new FMCS team to make sure all your employee and vendor paperwork is completed

DDA - FMCS Choice for participants considering self-direction

1. **Learn** about all the FMCS agencies today
2. **Choose** an FMCS agency and effective date (any date you would like to begin services). Share this information with your CCS
 - Your CCS will then send a service referral to your chosen FMCS in *LTSSMaryland*

DDA - FMCS Choice for participants considering self direction

3. Take Action by submitting your PCP and budget

Submitted to DDA in PCP Process	Submitted to FMCS after PCP Approval
Participant Agreement	SDS Budget Sheet
Rights and Responsibilities documentation	Family as Staff Form
Service Implementation Plan (SIP)	Wage Exception Forms (as needed)
Other documents to support assessed need and as per DDA policy	

FMCS Provider Introductions

- GT Independence
- The Arc of Central Chesapeake Region
- Public Partnerships, LLC

FMCS

GT Independence



FMCS Open Enrollment Information Fair



Approach to Services

Customer Service
Enrollment Process
Caregiver App
GT Portal
Contact Information and Rates

gt Small Beginnings

Founded in 2004, GT Independence was created out of the basic instinct of a parent trying to provide the very best options for their child.



Ben



Maggie

gt



Customer Service



gt

Call Center Expertise

30 Seconds to a Live Person

Calls are automatically routed to the support team that are assigned to that program, who are trained on program specific policies and procedures.

90% First-Call Resolution

Calls that are not resolved on that first call are resolved within 8 hours on average.

98% Customer Satisfaction

Participants and employees across all states served respond that they are satisfied and would recommend us to friends and family.

Culturally Humble

Many of our support team are bilingual and all support team members are trained to assist people regardless of age, ability, ethnicity, or language.

gt | FMCS Services

Recruiting with Find a Caregiver allows employers to review potential employees for key skills and trainings including:

- Trainings, certifications, background screenings
- Languages spoken, location

Support with hiring

Person-centered enrollment and hiring with enrollment staff

- Education during the process on employer and employee roles
- All training materials and agreements are in plain language

Managing and dismissing employees with support from GT Tools and GT's customer service staff

- Caregiver app
- GT Portal
- Real-time customer support to a live person
- Participant handbook for guidance when dismissing employees





GT has received over 500 reviews

4.1 star rating



See photos

See outside

GT Independence



Website

Directions

Save

Call

4.1 ★★★★★ 530 Google reviews

Payroll service in Sturgis, Michigan



Bella Basenji

2 reviews



★★★★★ 3 months ago

GT Independence is AWESOME! They have the best customer service. Everyone is always friendly, knowledgeable and willing to help 100%! The GT app is easy to use. The service provided to an employer or employee is top notch. Can't say enough about GT! Love them!



cheryl banks-james

1 review



★★★★★ 2 months ago

I am a new client of Gt independence. At times the process can be overwhelming. Therefore I have a large amount of questions for the staff . They have always been friendly, courteous and knowledgeable. I will definitely recommend friends and acquaintances to your company.



Pamela Zutell

2 reviews



★★★★★ a month ago

I love working with GT Customer Service if I need any support regarding my timesheets. They are polite, courteous and extremely helpful. They never make me feel as if I am a problem if I have an issue. They even follow up to make sure the problem has stopped. Many companies can learn what true customer service is through GT! I feel like a valued person in a family-friendly company. Thank you!



Emily Murphy

1 review



★★★★★ 2 months ago

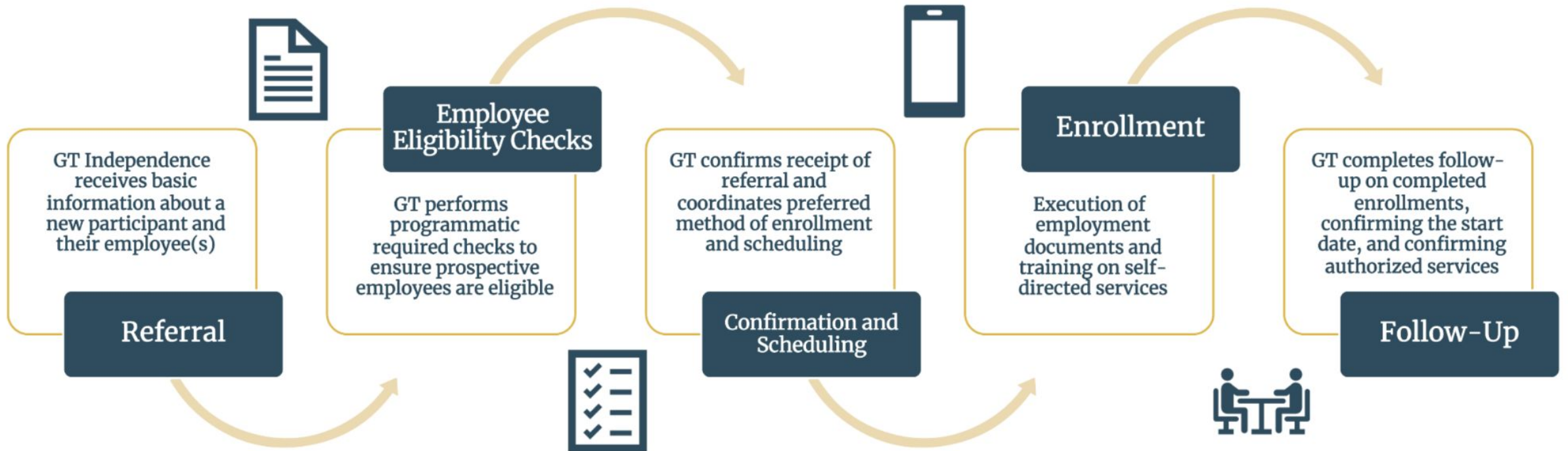
I have been working with GT Independence for a couple of years now and can not say enough about their outstanding customer service. No matter what the situation is, they will do all they can to find the answer and resolve the problem. They are one of the best companies in communicating details with me! I always know what is going on with my caretakers. I would highly recommend this company to anyone looking for people who do their jobs and keep you updated along the way! LUPE ROCKS!

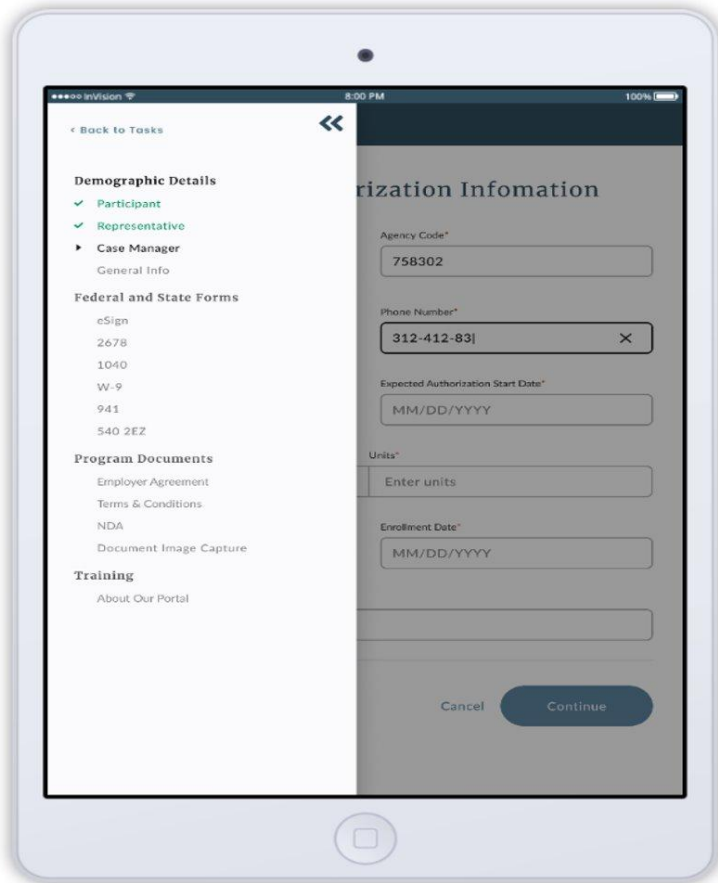
gt

GT Referrals and Enrollments



gt | Enrollment Workflow





E-Enrollment Service with virtual assistance as well as **live support** from enrollment specialists

Accessible through any computer, tablet, or smartphone

HIPAA-secure environment

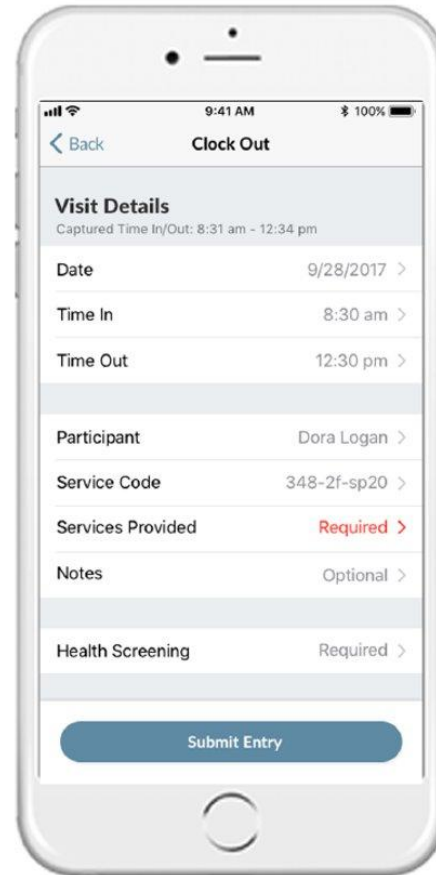
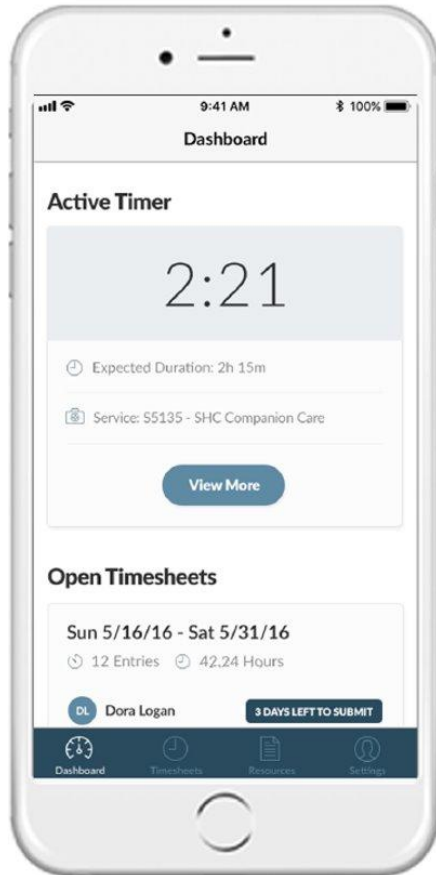
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Caregiver App





GT Independence: EVV Mobile App



Creating EVV Entries Secure. Simple. Free

- Track Your Hours
- Get Fast Approval
- Secure and Private
- Switch to Spanish
- Free Download

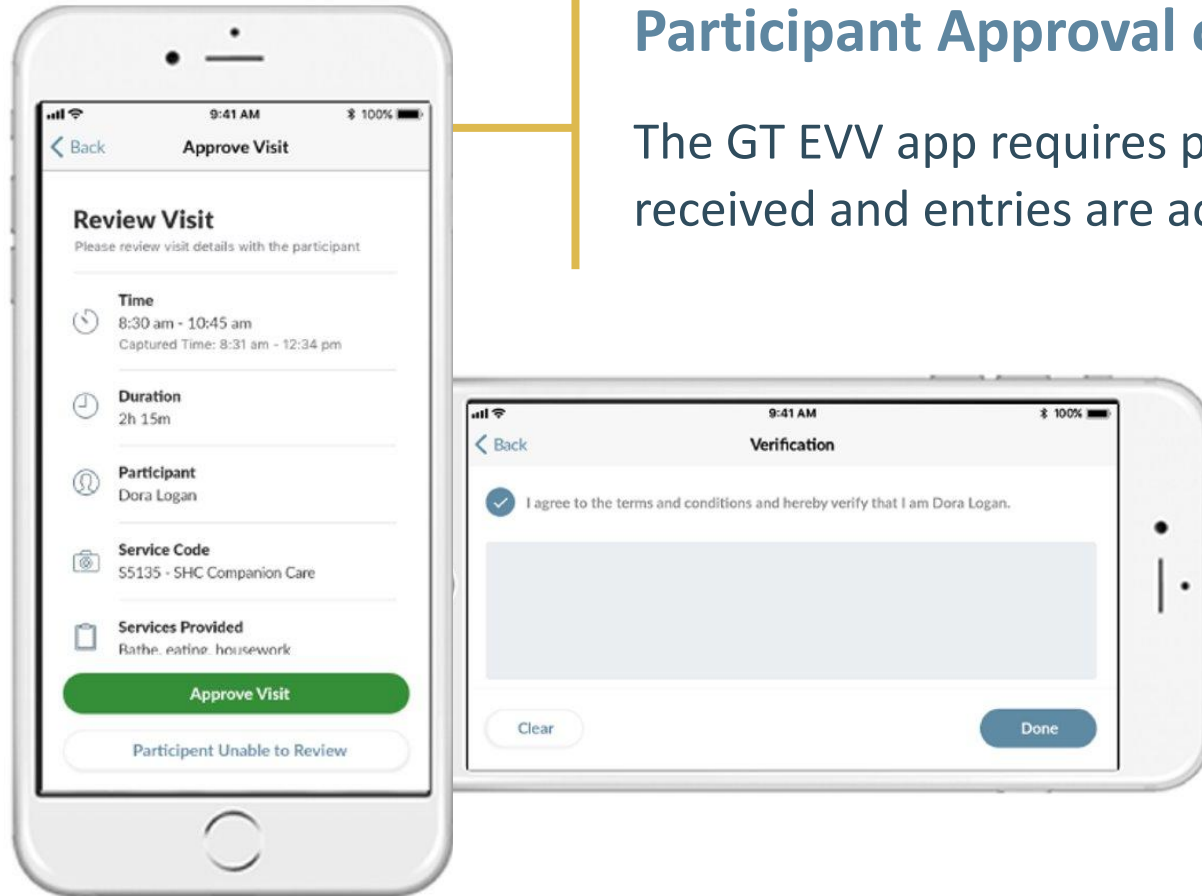
GT's Caregiver APP
works **with or without**
internet service



GT Independence: EVV Mobile App

Participant Approval of EVV Entries

The GT EVV app requires participants to verify that services were received and entries are accurate.



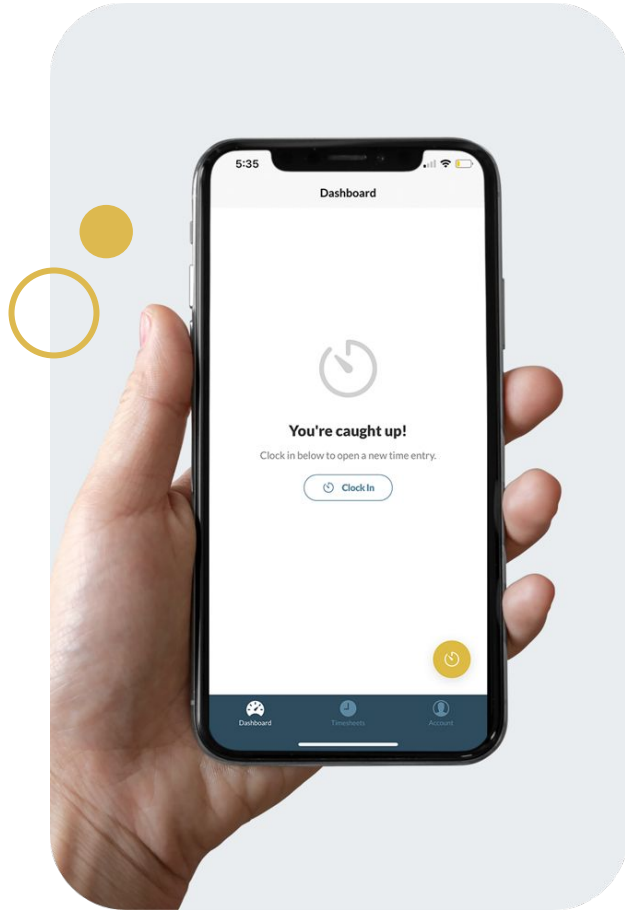
Participant signature for approval/rejection of shifts for EVV entries on employee devices

Two-factor pin authentication to verify entry

Participant can merge timesheets and review pay period through the GT Portal



EVV Training for Providers and Clients

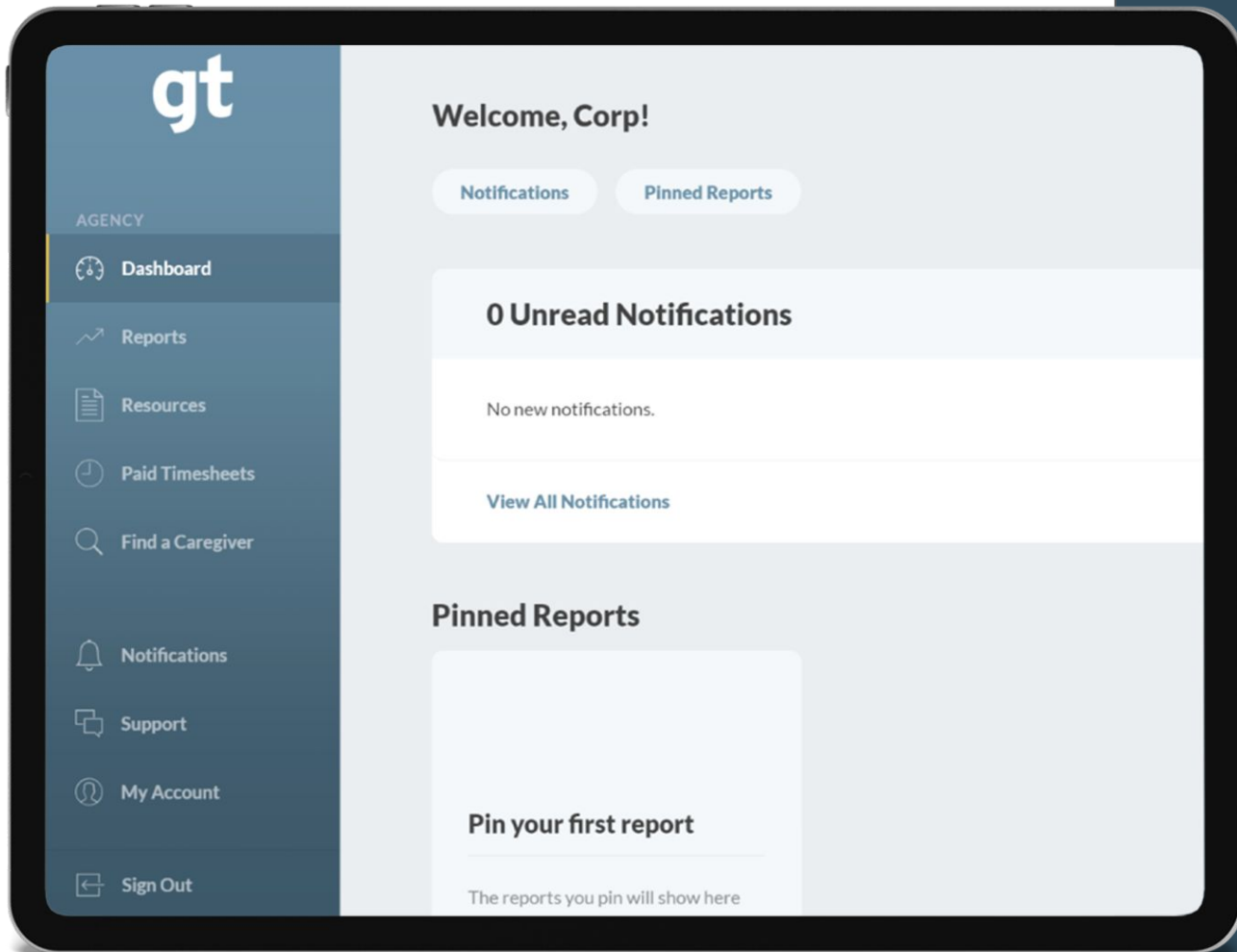


- Built-in app tutorial
- Written documentation (user guides)
- Video walkthroughs
- Custom resources

gt

GT Portal





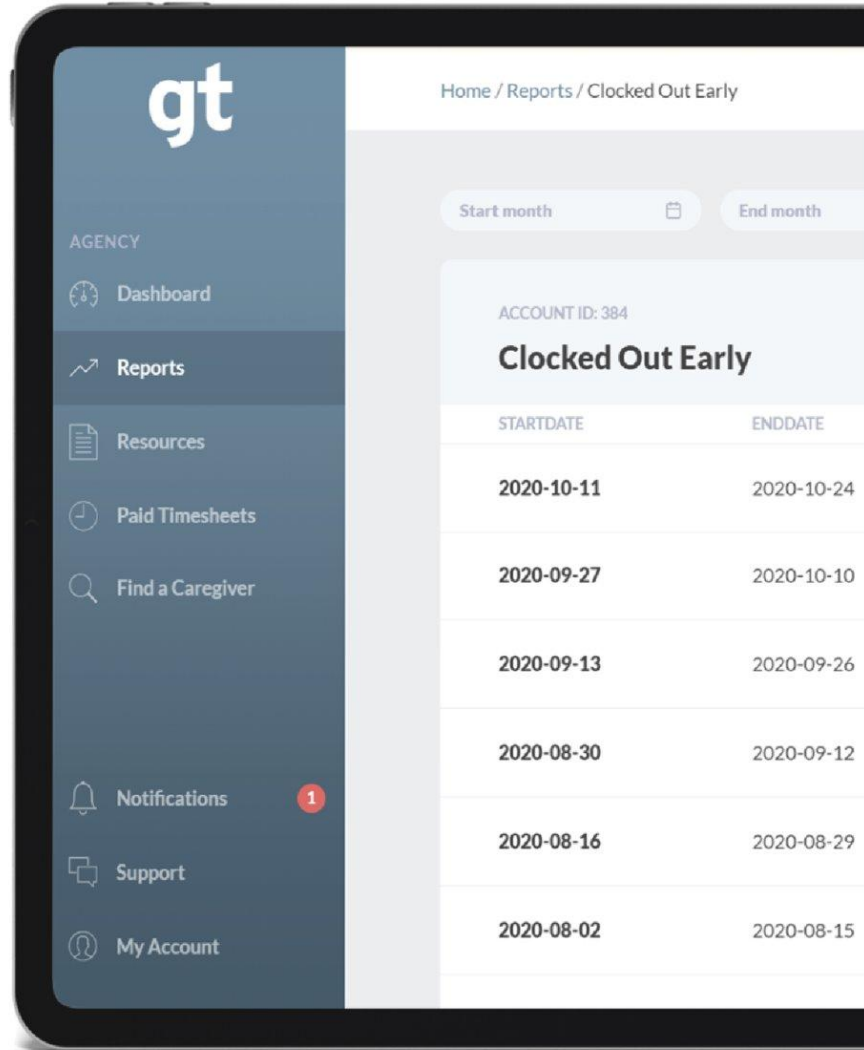
Portal Dashboard

Notifications

Stay informed with news and updates from GT or contact us to send important notifications to the people you serve.

Pinned Reports

The pinned reports section allows you to save the reports you frequently use to your dashboard for easy access.



List of Reports on the GT Portal

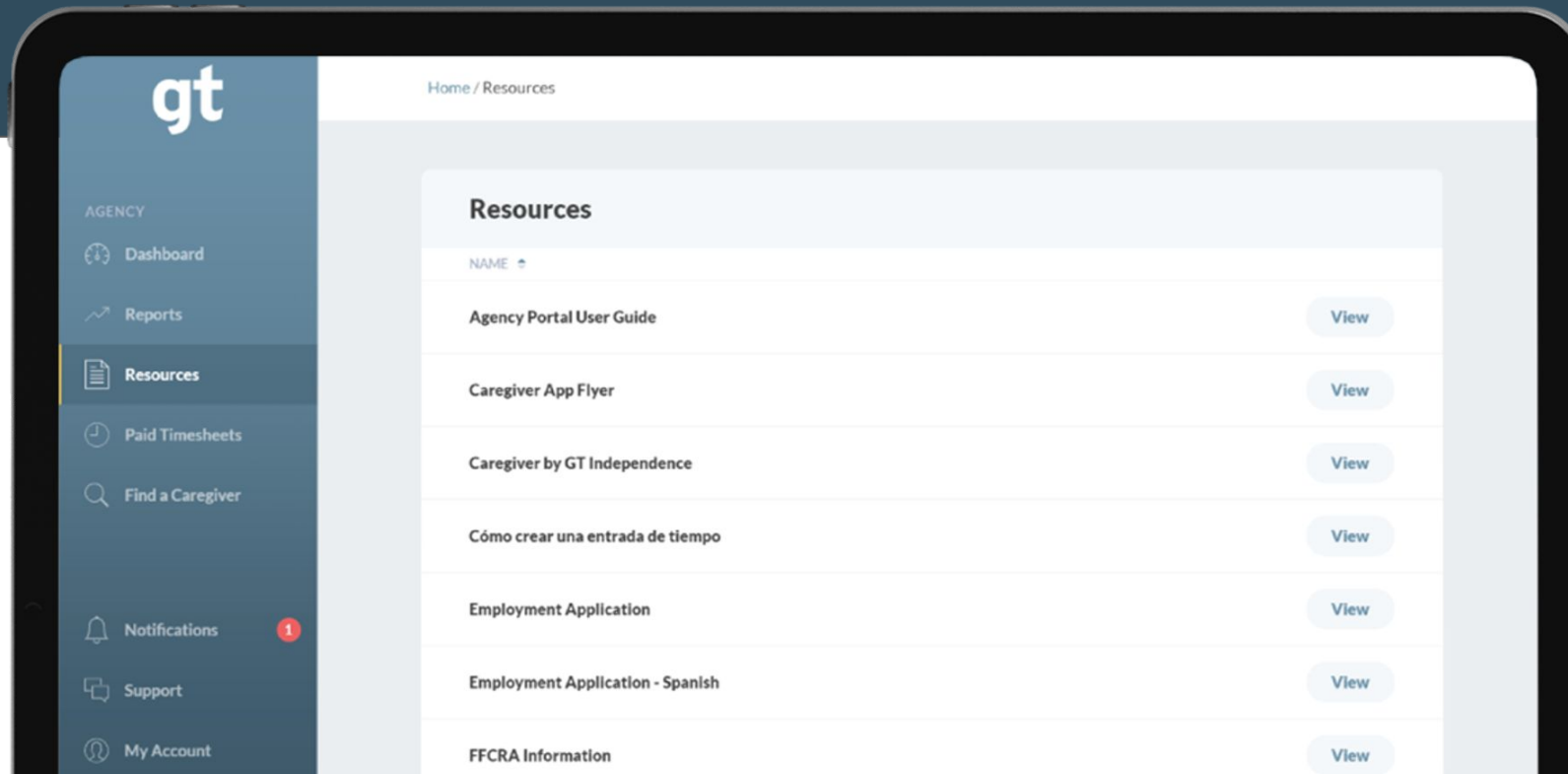
1. Active Participants Last Pay Date
2. Approved Outside Participants
3. Budget
4. Calendar Usage Report
5. Clocked In at Caregivers
6. Clocked In Outside Participants
7. Clocked Out Early
8. Employee Eligibility Items
9. Manual Shifts
10. Participant Last Pay Date
11. Shift Details
12. Shift Status
13. Utilization Review Weekly



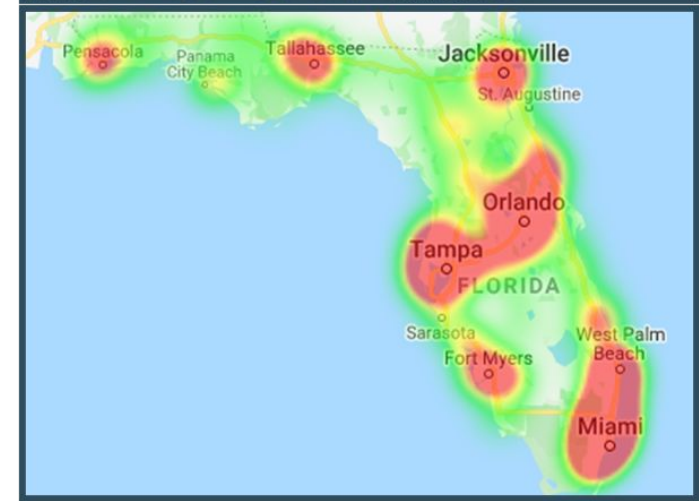
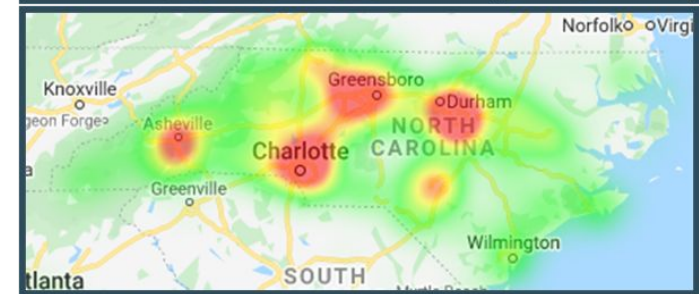
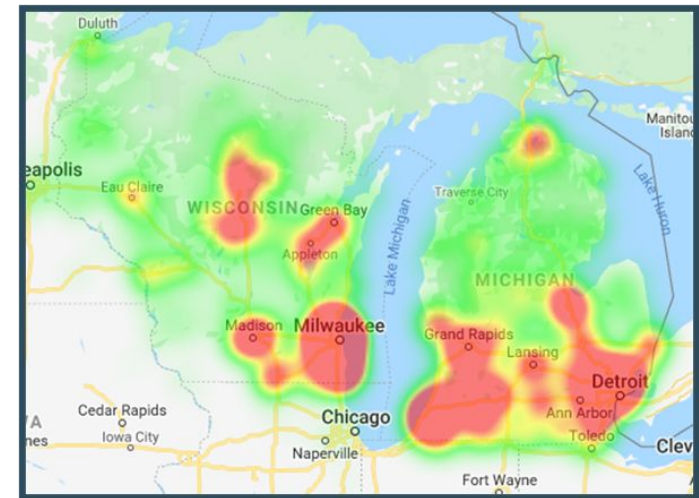
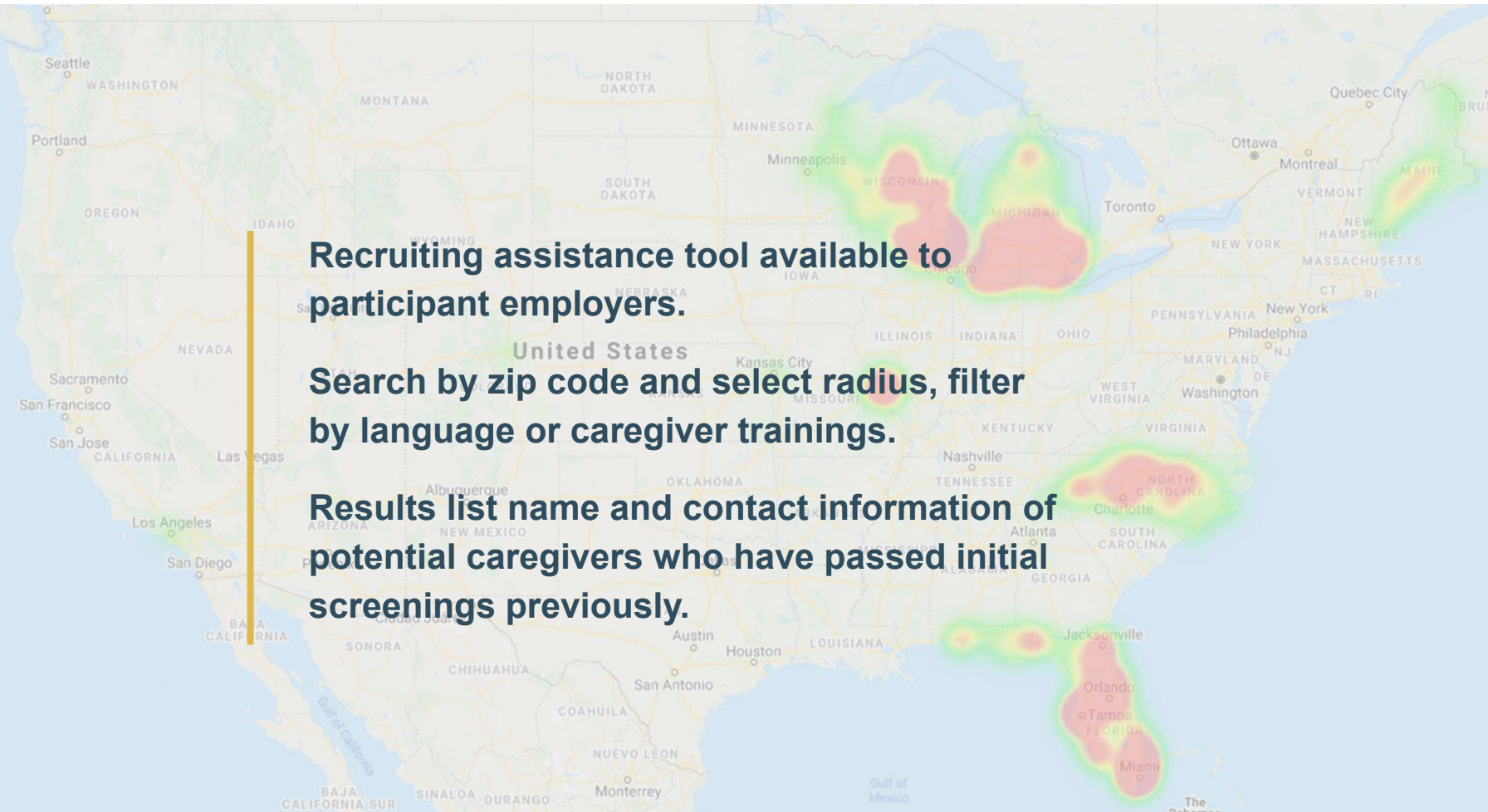
Resources

The GT Portal includes access to program or agency specific resources and fillable forms.

Resources available to your program members can be customized or added to based on the needs of your members.



gt | Caregiver Link





Financial Management Services

\$123 per member per month
Only FMS to keep rates the same all 5 years



Enrollment and Education



Employee Eligibility



Procure Workers' Compensation Insurance



Budgeting and Authorization Management



EVV and Payroll



Utilization Management and Budget Reporting



Withhold and File Taxes



Claims Submission



Customer Support



Maintaining Records and Compliance



Thank you!

GT Independence would
be honored to serve you

Need help or have questions?

customerservice@gtsd.org

877.659.4500

gtsd.org

Ready to send a referral?

referral@gtsd.org

877.659.4500

GT Independence Maryland Team Leads



Jen Drganc

Director of Relationships
E. jdrganc@gtindependence.com
Ph. 651.247.7107



Kirsten Capeless

Director of Business Development
E. kcapeless@gtindependence.com
Ph. 207.465.6488

FMCS

The Arc Central Chesapeake Region



The Arc[®]

Central Chesapeake Region

FMCS Open Enrollment Informational Fair

What's important to know about The Arc?

Our Vision, Mission & Values

Vision

People with intellectual and developmental disabilities will live the lives they choose in communities that are equitable, accessible, and fully inclusive.

Mission

We support people with intellectual and developmental disabilities to live the lives they choose by creating opportunities, promoting respect and equity, and providing access to services.

Values

We embrace individuality. We see the whole person, celebrate our differences, and offer the people we serve and our team opportunities tailored to them.

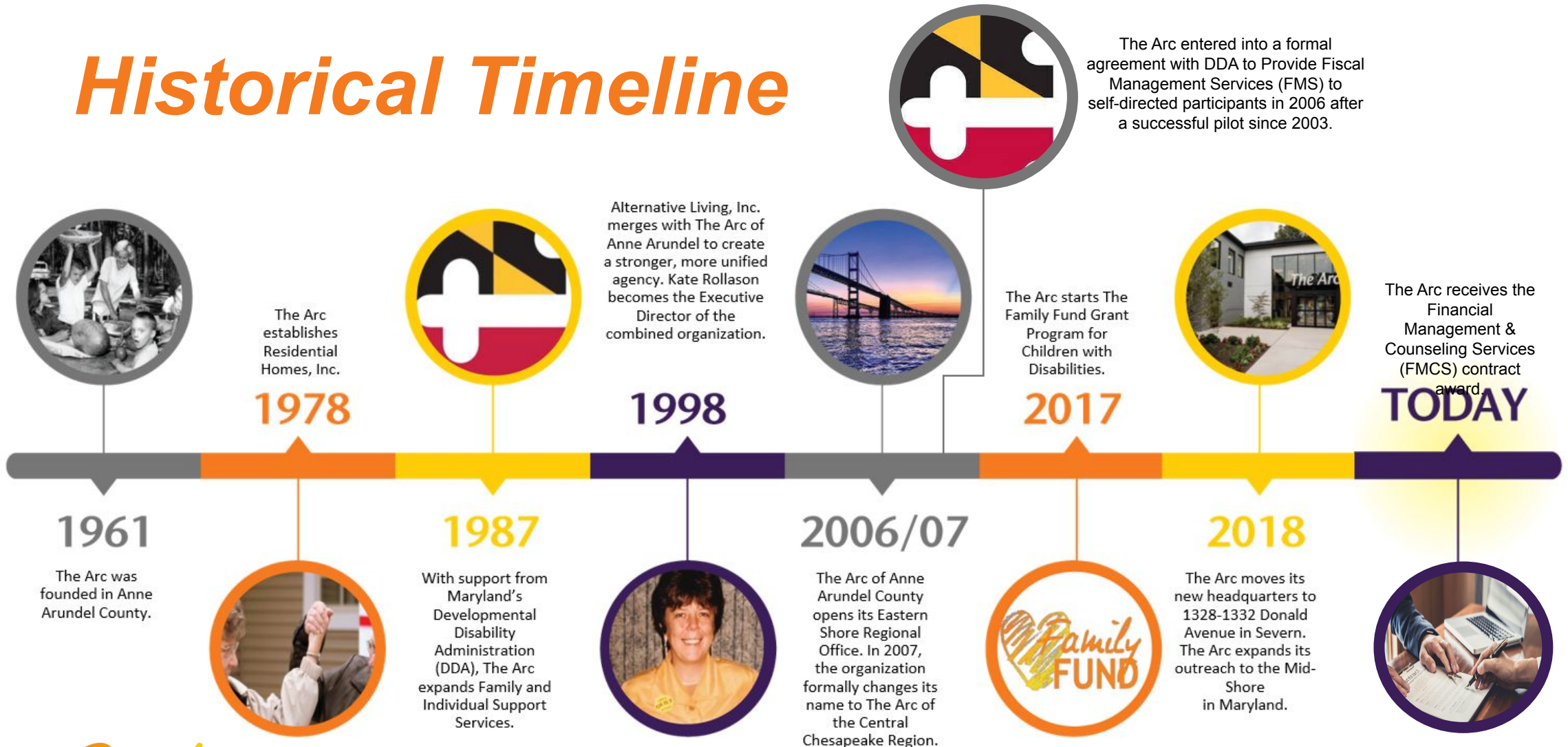
We are heart-driven. Every interaction matters to us; we go the extra mile for the people we serve and our team.

We take strategic risks. Fueled by the urgency of our mission, we continually push for better and more innovative approaches.

We are action-oriented. We are creative, resourceful, and have a "get it done" approach to overcoming challenges.

We promote equity and respect. We value the different identities and experiences of the people and communities we work with, and we build respectful relationships to meet them where they are.

Historical Timeline



What makes The Arc stand out as a provider?

- History with Self-Directed Services
- Relationships with Maryland Stakeholders
- Customer-Centric Approach
- Commitment to Transformation



What makes *The Arc* stand out as a provider?



History with
Self-Directed
Services



- **2003** – The Arc was the **original agency** to pilot self-direction in Maryland.
- **2006** – The Arc continued to grow and entered into a **formal agreement** with the DDA .
- **2012** – The Arc became the **largest provider** of self-directed services in Maryland.

The Arc has been the largest provider of self-directed services in Maryland for 10 years in a row!

- **Institutional knowledge** of program's history
- **Currently serving over 1,900 statewide!**

What makes *The Arc* stand out as a provider?



Relationships
with Maryland
Stakeholders



- Deeply rooted community connections with **Maryland-based resources, advocacy groups, and key contacts you need to know!**
- Partnerships with **Maryland-based Support Broker Agencies and Centers for Independent Living** for Counseling Services
- Networks with Coordinators of **Community Service Agencies** as well as veteran **Support Brokers** and administrators for the state of Maryland.

What makes *The Arc* stand out as a provider?



Customer-Centric
Approach

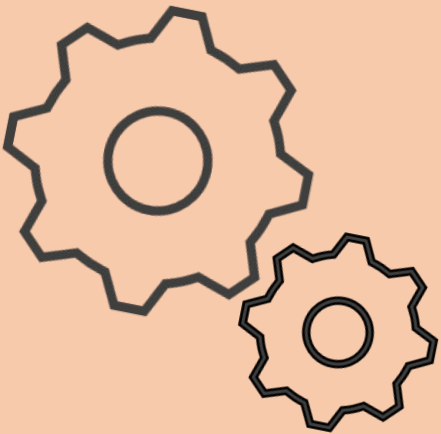


- **Robust customer service framework** that effectively engages participants and other stakeholders to provide you with the information you need to make important decisions.
- **Experienced team** ready to help you navigate common programmatic challenges and providing timely, professional, and thorough responses.
- **Annual satisfaction survey** used for continuous evaluation and ongoing process improvement.

What makes *The Arc* stand out as a provider?



Commitment to
Program
Transformation



- Support to successfully maneuver and **adapt to new program requirements and processes**
- Vision for innovation while **vested in service continuity** for ongoing Participants
- Build a bridge to new tools providing automation and a **modern approach** to legacy services
- Implement technology to ensure compliance while **making self-direction easier and more convenient** than ever!

What is The Arc's technology solution?



FMS Engine &
EVV
Compliance



- The participant dashboard shows **real-time spending information** and links your payments to your budget.
- **Automated employee onboarding** is available through a self-service portal, which ensures secure transfer of personal information.
- Your team has access to **EVV-compliant electronic timekeeping** along with the support of training resources.
- **Logging in is super easy!** You can use it anywhere there's an internet connection.

What is The Arc's FMCS fee?

\$200 per month



New fee is a reduction in the previous average fee of \$250.



The Arc is currently investing in new technology, infrastructure, and staffing resources necessary to scale services and meet the State's new requirements.



Only non-profit FMCS, so the economic impact of your choice and the fee you pay stays in Maryland.



The Arc provides value-added approaches to services.



The Arc ensures service continuity for ongoing participants and individualized transition support.

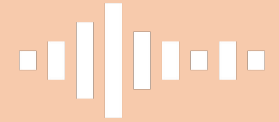
What do others say about The Arc?



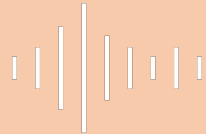
“We appreciate the commitment and quality you bring to your services and the timely way staff responds to questions and concerns.”



“A lot of great folks that really care about folks with disabilities. We’ve really come to love working with The Arc. They are quick to respond about any concerns we have. They provide a GREAT service, and they just keep getting better all the time. Highly Recommended.”



“Payroll Services and Accounts Payable team members are AWESOME!! They are always polite and answer all questions in easy-to-understand explanations.”



“I believe the Arc has done an outstanding job of negotiating the changes from DDA...”



“Very thorough intake process. Helped first-time employer, employee get set-up in the system. Very patient with us.”



Questions?

We'd love to hear from you!

Visit us online

www.thearcccr.org/self-directed-service

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Email documents

FMSParticipants@thearcccr.org

Give us a call

1.866.252.6871



FMCS

Public Partnerships, LLC

Public Partnerships | PPL

**MD DDA OPEN ENROLLMENT
INFORMATION FAIR**

public partnerships 
Your #1 choice for self-directed care™

3 REASONS TO CHOOSE PUBLIC PARTNERSHIPS | PPL AS YOUR FMCS



Anita Parris,
Self-directing with
PPL since 2018.

1

Financial Benefits for You/Your Loved One & Your Employees



Financial Benefits for You/Your Loved One & Your Employees

2

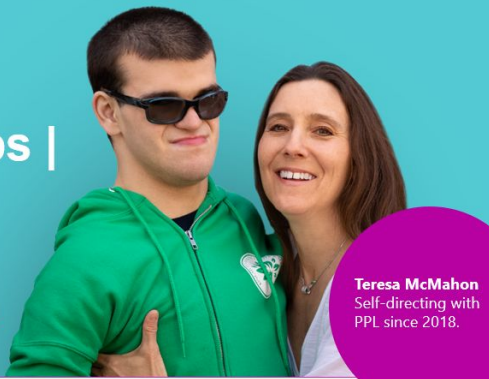
Easy Enrollment with Hands-on Help Managing Your Self-Directed Life



Easy Enrollment with Hands-on Help and Managing Your Self-Directed Life

3

Public Partnerships | PPL's 20+ Years Experience



Public Partnerships | PPL's 20+ Year Experience



1

Financial Benefits for You/Your Loved One & Your Employees



Jeff Corsi
Self-directing
with PPL since
2020.

Financial Benefits

**Public Partnerships
is the lowest cost
FMCS choice in
Maryland at \$83!**

Choosing PPL has the potential to save you between **\$480 and \$1400** per year! Why pay high fees if you don't have to?



How would you spend extra money in your budget?

*The Coulson's –
Self-directing since 2018*

- A new piece of equipment?
- More training?
- Higher wages?
- Benefits for employees?

Whatever you **decide** to do with your **extra money**, we think you'll be glad you chose **PPL**.



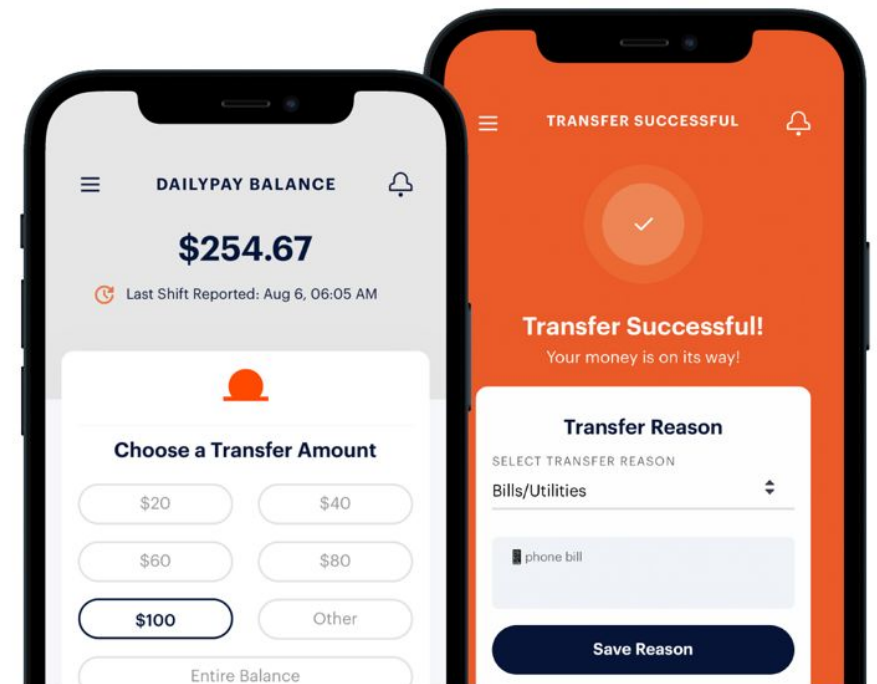
Financial Benefits

Make Any Day Pay Day For Your Employee(s)

A **new service** allows your in-home Employees to access their money any day to pay bills on time and avoid late fees.

Access to earned wages **before payday** for as little as **0.49 cents** transfer and processing fee to receive funds next business day. *No cost to the participant or their budget.*

Early access to earned pay can help Employees budget and cover short-term financial needs, like emergency expenses or bills.





**Sergio and
Osmel Martinez**
Self-directing
with PPL since
2019

2

Easy Enrollment with Hands-on Help Managing Your Self-Directed Life

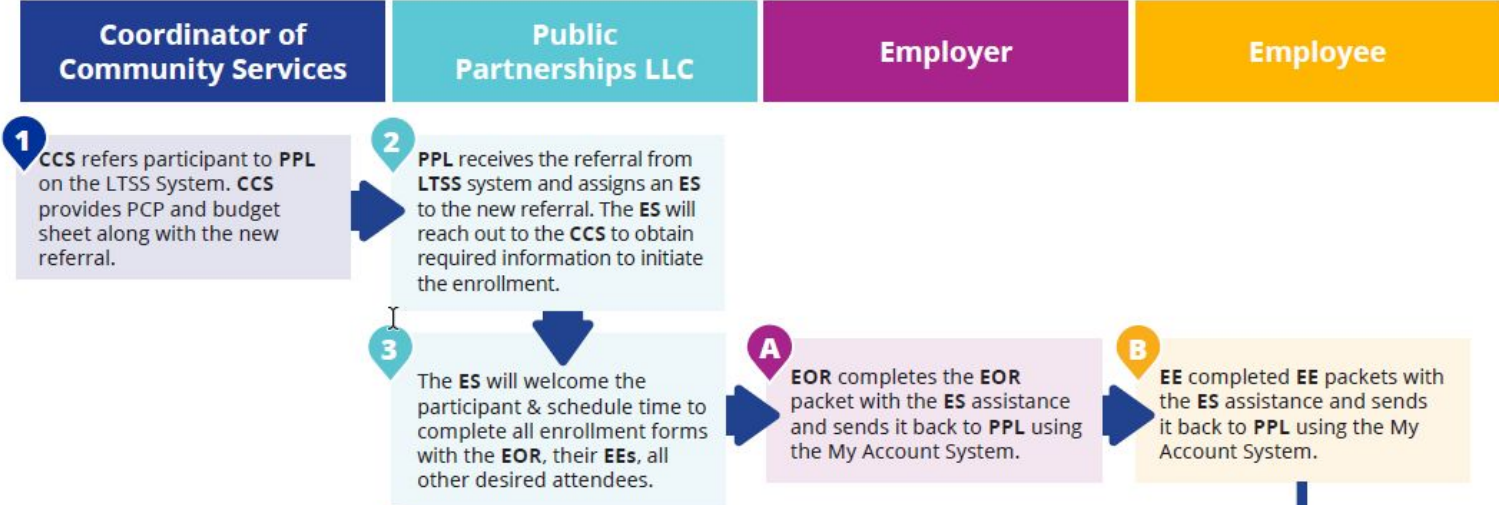
Easy Enrollment With Hands-on Help

Call your CCS today and ask to be assigned to PPL!

You will have **1 point of contact** to assist with enrollment & questions

Your personal PPL **enrollment specialist** will help you with your enrollment paperwork

Our **online portal, mobile app, and accompanying tools** help make self-direction **easier for you**



KEY —————
CCS - Coordinator of Community Services
PPL - Public Partnerships LLC
EOR - Employer of Record
EE - Employee
ES - Enrollment Specialist

Public Partnerships | PPL takes it from **here!** Once everything is processed with any needed corrections, your Employee can start submitting time!

Managing your Self-Directed Life



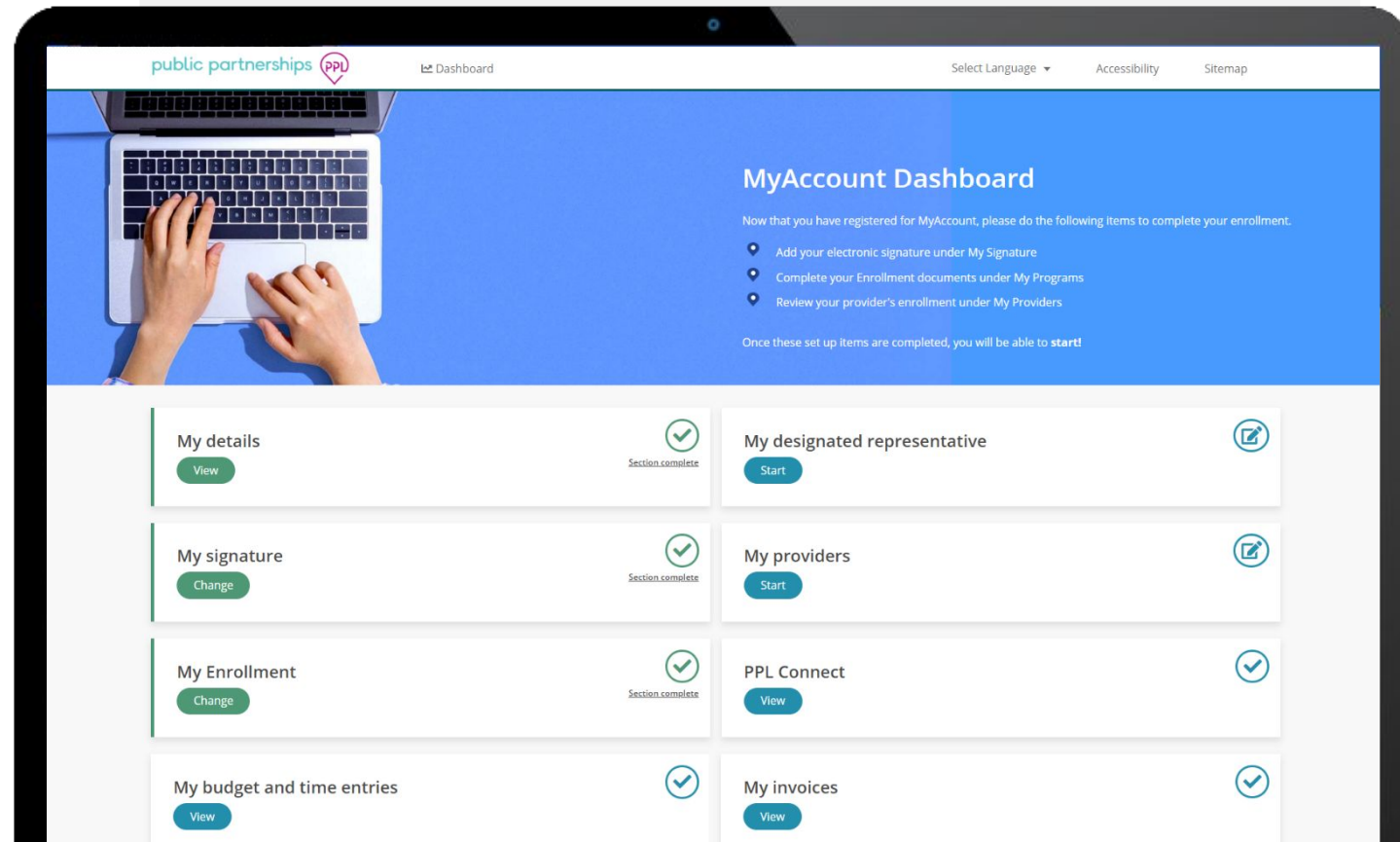
PPL's **user-centered** web portal. A complete reimagination of self-direction tools and capabilities.

Purposely designed around our decades of experience listening to, and supporting:

- Case Managers
- Participants
- Authorized Representatives
- Care and Support Workers.

MyAccount features

- Personalized dashboard, including budget metrics
- A modern user interface
- Simple graphics
- Real time notifications and *e-signature* capabilities
- Accessibility through a computer or any handheld device



Managing your Self-Directed Life

Time4Care™ PPL's Time Entry Mobile App

Our Fully Integrated EVV Solution used across **13** states, **100,000** users

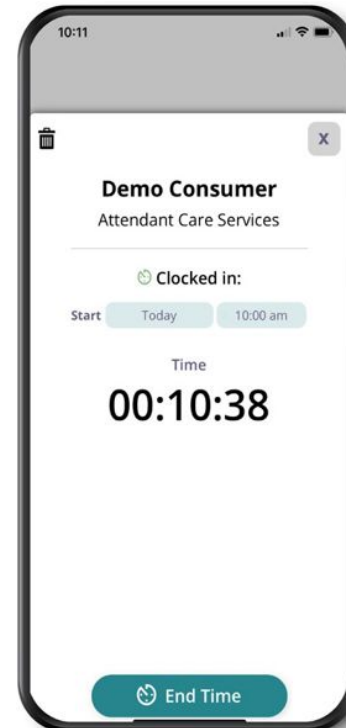
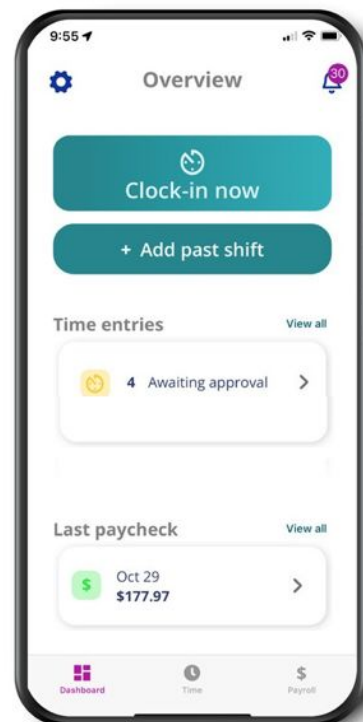
Electronic Visit Verification
(EVV) *Exclusively* for
Self-Directed Home Care

MOBILE APP

CLOCK IN/OUT
LOCATION CAPTURE
MANUAL/RETRO TIME CAPTURE
TIME APPROVAL

FMS

EVV DATA AND TIME CAPTURE
RULES & AUTHORIZATION VALIDATION
TIMESHEET CREATION
TIME PROCESSING (SUBMIT ALL)
PAYROLL
CLAIM SUBMISSION



Your enrollment specialist will schedule an **EVV** training meeting with you!

We're here to help with your questions!

- **Yes**, can be used in areas with **no / low cell service!**
- **Yes**, can still be used if you meet the participant out **in the community / not at their house.**
- **Yes**, we offer training, guides, and help with any questions you have.

3

Public Partnerships | PPL's 20+ Years Experience



Teresa McMahon
Self-directing
with PPL since
2018.

Experienced for Your Peace of Mind



We know Maryland!

7 total years of proudly serving Maryland residents through 2 fixed term contracts



We proudly serve your Neighbors

West Virginia (since 2006), Pennsylvania (since 2012) and Virginia (since 2012)



We know the IDD community!

Why it matters:

Our longevity and experience has been tried, tested and proven to be effective in assisting individuals live their lives as independently as they want.

PPL is the largest provider of counseling services for participant directed options and we look forward to being a member of your **circle of support**.

Public Partnerships | PPL's 20+ Years Experience

We have implemented **many** programs over our 23 years

We understand the **concern** that comes with **change**

We have the **people**, the **tools** and the **plans** to ensure a **successful** journey

Public Partnerships

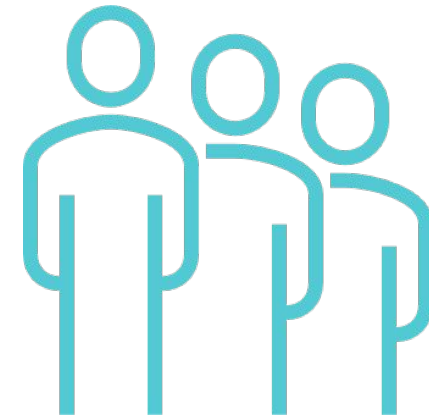
Welcome Call
Enrollment Meeting
Weekly touch base
Comprehensive Training
Tools
Counselors
Support

Public Partnerships | PPL's 20+ Years Experience

We are in Maryland!



Public Partnerships
145 West Ostend St,
Suite 600,
Baltimore, MD 21230



1

Financial Benefits for You/Your Loved One & Your Employees



Financial Benefits for You/Your Loved One & Your Employees

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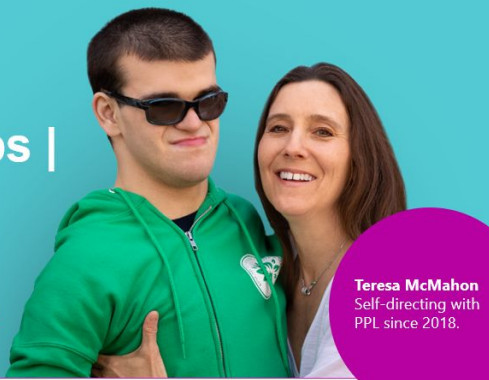
Easy Enrollment with Hands-on Help Managing Your Self-Directed Life



Easy Enrollment with Hands-on Help and Managing Your Self-Directed Life

3

Public Partnerships | PPL's 20+ Years Experience



Public Partnerships | PPL's 20+ Year Experience



We're here to help! Reach out anytime.



PPL's Maryland Office
145 West Ostend St,
Suite 600,
Baltimore, MD 21230



Call us!
1-833-660-2509



Email us!
PPLMDDDA-CS
@pcgus.com



Visit us!
publicpartnerships.com
/MDSD

FMCS Live Contacts

GT Independence

Jen Drganc, Director of Relationships
jdrganc@gtindependence.com
(651) 247-7107

Kirsten Capeless, Director of Business Development
kcapeless@gtindependence.com
(207) 465-6488



The Arc of Central Chesapeake Region

Karen Bradbury, Director of Outreach
kbradbury@thearcccr.org
(443) 924-4477

Leigh McHargue, Director of Employer Resources
lmchargue@thearcccr.org
(410)384-4406



Public Partnerships, LLC

Jose Padilla-Suarez, Customer Service Specialist
josepadillasuarez@pcgus.com
(833) 660-2509

Kimberly Smith, Director, Client Success
kismith@pcgus.com
(609) 385-0932

Chantielle Tall, Account manager
ctally@pcgus.com
(770) 799-6885



DDA Self-Directed Lead Staff

- Kristi Culbreth, DDA Statewide Coordinator of Self-Directed Services, kristina.culbreth@maryland.gov
- DDA Regional SDS Leads
 - Eastern - Jonna Krabill, jonna.krabill@maryland.gov
 - Central - Ola Otuyelu, olasubomi.otuyelu@maryland.gov
 - Southern - Tia Henry, tia.henry2@maryland.gov
 - Western - Cara Buckman, Cara.buckman@maryland.gov

Resources and Tools

- [Self-Directed Service Guidance, Forms, and Webinars](#)
- [DDA FMCS Webpage](#)
- [Training Calendar](#)
- [Financial Management and Counseling Services Monthly Fees](#)
- [Financial Management and Counseling Services - Open Enrollment](#)
- [MDH Memo Financial Management and Counseling Services June 23, 2022](#)
- [MDH Financial Management and Counseling Services - Provider Onboarding and Open Enrollment Letter June 1, 2022](#)

Closing Remarks

- Thank you for attending the FMCS Informational Fair. We have one more session this evening beginning at 5PM, click the register link here to sign-up:

Webinar, Via GoToWebinar, 5 - 7 p.m., Tuesday, October 25, [Register](#)

- Visit the DDA web page for the upcoming events:
<https://health.maryland.gov/dda/Pages/home.aspx>.

Any Questions

