Maryland

DEPARTMENT OF HEALTH
**DEVELOPMENTAL DISABILITIES
ADMINISTRATION**

Frequently Asked Questions (FAQs)

The Developmental Disabilities Administration (DDA) receives questions regarding programs, services, processes, and new initiatives directly and during topic specific webinars.   These Frequently Asked Questions (FAQs) are organized into the topic specific categories to help you find those questions and responses most relevant to you. To go directly to a specific section, you can click on the link in the Table of Contents.

This is a live document which will be updated as categories and questions are added and updated. Questions received that are similar in nature were consolidated to best summarize the answers and resources.

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I.   Appendix K *(New April 12, 2021)*

1. *How long will the flexibilities that have been authorized in the DDA waivers because of COVID be extended beyond the public health emergency?*

   - Selected waiver service requirements have been amended for all DDA Waiver programs during the Public Health Emergency (PHE). All amended requirements will continue to be in effect six months following the end of the PHE. For additional information, related to Appendix K flexibilities, please visit the [DDA COVID-19 Appendix K webpage](#)

2. *Does this mean Appendix K hours billed in LTSS now need to be put through the end of the plan year?*

   - Yes. Please review the [DDA Appendix K #12 – COVID -19 Related Personal Supports and Supported Living – March 11, 2021](#) guidance.

II.   Billing *(New April 12, 2021)*

1. *For Nursing Services associated with Personal Supports, is payment automatically paid through LTSS or should the Nursing Service be billed separately by invoices?*

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- Until the provider's services transition into LTSSMaryland billing, nursing services should continue to be billed through the DDA's established invoice process. For additional information, please review the [Guidance for Operating in PCIS2 and LTSSMaryland – Revised March 15, 2021](#)

2. *Can you bill day services for 7 days a week in PCIS2 per Appendix K? Will PCIS2 actually let you enter on Saturday and Sunday?*
    - Yes.

III. DDA Communications *(New April 12, 2021)*

1. *There was much information shared that is of value especially during this time of COIVD-19. Are there other ways to receive supporting documents/information such as a newsletter or blogs? How can folks connect with you?*
    - If you would like to stay informed about DDA webinars, guidance, and policies, please join our mailing list by completing the [form](#).

IV. DDA Provider Applications *(New April 12, 2021)*

1. *When will the DDA Provider Application and DDA Approval Letter be updated with the new changes?*
    - The DDA will be updating the DDA provider application and approval letter by the beginning of the summer.

V. Eligibility and Application *(New April 12, 2021)*

1. *Are the Community and Family Supports Waivers still limited to 400 slots each?*
    - The Family Supports Waiver is limited to 400 participants. The Community Supports Waiver limitation includes: 1st Year - 1000 participants; 2nd Year - 1490 participants; 3rd Year - 1950 participants, 4th Year - 2440 participants; and 5th Year - 2880 participants.

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2. *For FSW and TY – if FSW ends at the end of the school year (typically June) but the youth can't start TY waiver (such as CSW) until July 1 – will there be a gap in services?*
   - No. The participant's Family Supports Waiver eligibility will be ended on June 30th and their enrollment in DDA's Community Supports or Community Pathways, based on assessed need, will be effective July 1st so there is no gap in services.

3. *For someone who is TY eligible, when and how do we notify the DDA Waiver staff of residential need, so they can enter the folks in the Wave?*
   - Transitioning youth with an assessed need of residential services should share their needs with their CCS. The CCS should contact the Regional Office if the waiver referral notice program type does not include the Community Pathways Waiver.

4. *If someone is currently under Community Pathways Waiver for Day Habilitation, will they now be moved to the Community Supports Waiver?*
   - No, if an individual is currently enrolled in the Community Supports Waiver, they will remain in that waiver program.

VI. Person-Centered Planning

A.   Plan Development

1. *What is a person-centered plan?*
   - DDA's Person-Centered Plan or "PCP" is a written plan that identifies the person's specific goals and preferences and specific services and supports (*including natural, community, State, federal, and DDA funded*) to assist the person in pursuing their personally defined goals. It directs the delivery of services and supports based on the personal preferences and choice and identifies specific needs that must be addressed to ensure the person's health and safety. See [DDA's Person-Centered Planning Web Page](#) and [DDA's Person-Centered Plan Policy](#)

2. *How is the PCP completed?*
   - The PCP process always begins with and is about the person. The person's Coordinator of Community Services (CCS) facilitates the planning process and completes the PCP within the [LTSS*Maryland*](#) information system. The PCP format, approval, and authorization are documented within the [LTSS*Maryland*](#) information system. The DDA's PCP processes include: (1) pre-planning, (2) plan development, (3) plan

approval, and (4) plan funding authorization. PCP services are authorized for a one-year period and must be updated and approved annually. See [Person-Centered Plan Development and Authorization - Revised Jan 29, 2021](#)

3. ***Who is responsible for filling out the Charting the Lifecourse Tool and where do we find it?***
    - This tool, which anyone can fill out, is recommended as part of the PCP planning process. The CCS can be helpful to you in using these tools to facilitate successful, robust, and timely PCP planning and implementation.   You can access it at www.lifecoursetools.com

4. ***Will participants receive written communication when plans have been approved, including for revised PCPs? If so, who will the letter come from?***
    - Yes. All plans are reviewed by the DDA regional offices for a determination of a plan authorization. The DDA will send a determination letter to the individual documenting the plan authorization.

5. ***If a request for a service is denied, can that decision be appealed?***
    - Yes. All services requested that are not approved have appeal rights. The regional office will send appeal rights with denial letters to the participant. See the [Person-Centered Plan Development and Authorization - Revised Jan 29, 2021](#), page 24.

6. ***During the process of developing new plans in LTSS for participants in self-direction from now until June 30, 2021, what support is being made available and will these new plans change my annual plan date?***
    - The DDA is undertaking an initiative between now and June 30, 2021, to ensure all participants' self-directing services have a current approved plan and budget. This process will involve the review of all self-directed plans to ensure that everyone has a plan that fully reflects their needs.

    - For those plans coming due between now and June, these reviews will be coordinated as usual through your upcoming annual PCP planning process. For those plans due after June, there will need to be a review and an update before the end of June which will be supported by your CCS.   These reviews and updates will not change your annual plan date.

7. *How can families find guidance in planning future services of their loved one, in particular, if they are no longer able to assist in the management of the self-directed program?*
   - Future planning is an important consideration for your loved one. It is important to have these conversations during the PCP planning process and ongoing so that everyone feels informed and prepared. Your CCS and team can provide individualized support with consideration of your specific interests, needs and circumstances. Resources: [Plan for life?;](#) [Exploring Life Stages](#); and [By Their Side](#)

8. *What is the timeline for DDA to review and approve plans and budgets?*
   - The DDA requires PCPs to be reviewed within 20 business days. Based on the review, the DDA may send a clarification request for additional information, authorize, or deny the plan. A comprehensive PCP, that meets DDA's requirements and standards, should be submitted by your CCS into LTSS*Maryland* more than 20 business days before the expiration of your current plan. Resource: [Person-Centered Plan Development and Authorization](#)

9. *If there is needed clarification does the review period reset for another 20 days?*
   - Yes. The DDA may need to seek clarification or additional information from the CCS following the DDA's review. It is important for the PCP team and region to work collaboratively to ensure clarifications are resolved quickly. Resource: [Person-Centered Plan Development and Authorization](#)

10. *Is the expectation to request all of the services a participant will need throughout their plan year during the PCP or request services as needed?*
    - The Initial and Annual PCP should include all services and supports a person will need throughout the plan year.

11. *Where or how is it to be noted if someone has an assessed need for residential services? Is this simply the CCS noting it in the PCP?*
    - All assessed needs, including the need for residential services, should be reflected in the individual's Person-Centered Plan. These assessed needs will be determined through various assessments including, but not limited to, the Support Intensity Scale (SIS) as well as the Health Risk Screening Tool (HRST). The PCP team should use these tools and input from the PCP team to document needs in the PCP. If there is a *significant* change in the participant's needs (e.g., health and safety), then a revised PCP with new assessed needs and service requests should be submitted.

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12. **Does the team discuss an outcome for a new service that will be requested during the PCP process, or do we wait until that service has been approved before discussing an outcome for the new service?**
     - Outcomes need to be identified first. It is important to understand the participant's goals before seeking services. The PCP Outcome Section is part of the PCP development process and includes exploration of other resources including natural and community support in addition to local, State, and federal resources. All DDA funded services requests must be associated with an outcome to be authorized. For more information on completing the Outcome Section, see [Person-Centered Plan Development and Authorization](#) page 8.

13. **Should DDA Providers accept services referrals in LTSS if the amounts in the authorizations are different from what the agency receives through PCIS?**
     - Yes. Until the DDA system is fully transitioned into LTSS*Maryland*, the DDA will be operating in two systems: LTSS*Maryland* and the legacy Provider Consumer Information System (PCIS2). Therefore the services, units, and associated rates will differ. The service units in LTSS*Maryland* should line up with the Detailed Service Authorization Tool (DSAT) agreed to by the participant and the authorizations in PCIS2 should line up with the Cost Detail Tool.

     - Resources:
          - [Guidance for Operating in PCIS2 and LTSSMaryland - Revised March 15, 2021](#)
          - Reference resources on service mapping between the two systems:
               - [At a Glance - Meaningful Day Services - Revised March 15, 2021](#)
               - [At a Glance - Personal Supports Services - Revised March 15, 2021](#)
               - [At a Glance - Support Services - Revised March 15, 2021](#)
               - [At a Glance - Residential Services - Revised March 15, 2021](#)

14. **Has LTSSMaryland been updated to support the selection of Day Habilitation services for individuals in self-directed services?**
     - Yes. LTSS*Maryland* has been updated.

15. **How can DDA Providers see the entire plan or all services?**
     - A PCP can only be seen by a provider if they have been referred for service and then accepted. DDA Providers view their referred and authorized services in the provider portal. The DDA is working to expand the information to include additional information that will be

available in May. The CCS can also email a PDF of the entire plan to the participant and to their support team members.

16. As services begin to reopen, how will residential participants be supported around choices for returning to their day program or continuing to receive virtual services? *(New April 12, 2021)*

- It is critical for PCP teams to meet and have these conversations about what each individual person wants and needs as it pertains to their chosen services, providers, community access, and engaging with friends, loved ones, and coworkers. PCP teams should be discussing how the person can begin to safely engage in their communities again, while still following Maryland Department of Health (MDH) and Center for Disease Control (CDC) guidelines. These conversations can be difficult but they are important to have as more people become vaccinated. Each conversation is going to look different based on the individual needs of the person. If a PCP team has any questions or would like support in facilitating these conversations, please reach out to the Regional Office.

B. Plan Revisions

1. How has the PCP planning process changed since the modified service funding plan was phased out?
- Changes to your PCP will now involve submission of a revised PCP and supporting documents. Your CCS will provide assistance with plan revisions as needed. For more detail, please review the [Person-Centered Plan Development and Authorization](#)

2. How often can changes and requests be made within a year?
- If there is a *significant* change in the participant's needs (e.g., health and safety), then a revised PCP with new assessed needs and service requests should be submitted.

- Comprehensive pre-planning is essential for Initial and Annual Person-Centered Plans (PCPs) to support the participant's life aspirations and address any unmet needs (i.e., immediate and for the upcoming year) and also reduce the need for a Revised PCP. Pre-planning occurs in collaboration with the participant's PCP team which includes people chosen by the participant but often includes their family members, friends, and provider agencies.

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3. *If an individual is receiving services from two providers and makes a request to change just one service, do both providers need to attend the updated PCP meeting?*
   - While it is not required they attend, it is important for the team to collaborate on PCP development and any revisions needed to ensure continuity of services across all providers.

4. *When the plan is revised, does the date change, or does the initial date stay the same?*
   - The person's annual PCP date remains the same, but the revised plan will have a new effective date indicating when the changes become effective.

5. *If a person needs access to immediate services not listed on their current PCP, what processes should be followed?*
   - Notify the person's CCS and the Regional Office of the need for emergency services.

C.   Budget Development - Self-Direction

1. *What is the self-directed budget?*
   - Participants, using the self-directed service delivery model, are allocated an annual budget for which to manage and exercise their budget authority. The DDA self-direction budget allocation is based on the approved PCP total service cost noted in the service authorization section. Participants complete the Self Directed Services (SDS) Budget Sheet listing the authorized PCP services and determine pay rates based option of hiring their own staff or working with a vendor or provider as noted in the federal approved Waiver programs.

2. *When should the self-directed budget be submitted to the DDA in the plan development process and which form is used?*
   - The Self-Directed Budget Sheet should be submitted with the PCP in LTSS*Maryland*. The SDS Budget Sheet is the form used in the plan development process. This form must mirror the services and units included in the PCP detail service authorization request and the total cost shall not exceed the anticipated budget.

3. *What is the process to make corrections or move funds from one service line to another in LTSSMaryland?*
   - Changes or corrections to your approved service plan will require a PCP revision. Changes to your currently approved budget for services already authorized can be made with a budget modification. Your CCS

can assist you in making these modifications to your plan or budget. See [Person-Centered Plan Development and Authorization](#)

4. **Where can I find the information on rates I can use to pay staff and providers and who can I contact if I have questions?**
   - Information related to setting wages and rates can be viewed on the [DDA's Self-Directed Services Guidance, Forms, and Webinars Web Page](#). If you have additional questions, please reach out to your regional office self-direction lead staff with questions.

5. **When will information about self-direction COLA be shared?**
   - You will receive information from the DDA detailing COLA increases in your budget and your FMS will also be contacting you directly to provide you with assistance in applying these increases to your budget. Future COLA will automatically be incorporated in the services authorized in the PCP detailed service authorization section. If you do not receive information, please contact your regional office self-direction lead staff with questions.

6. **What services within my budget can the COLA can be applied to and what is the process and timeline for applying the increases?**
   - The COLA is a cost of living adjustment for employees. COLA funding is limited to wages, salaries, benefits and for purchase of goods and services. COLA funding may not be used for staff bonus(es); items or services not related to staff services; or items or services not covered under the DDA's Waiver (s) services. Resource: [DDA Memo - Self-Directed Services Program - COLA Increase for Fiscal Year 2018 - July 10, 2017](#)

7. **Is there a limit to broker fees and how are they reflected in the budget?**
   - Support Brokers services are limited to 4 hours per month unless authorized by the DDA. They are reflected as hours in the self-directed budget sheet. Information related to setting wages and rates can be viewed on the [DDA's Self-Directed Services Guidance, Forms, and Webinars Web Page](#). If you have additional questions, please reach out to your regional office self-direction lead staff with questions.

8. **Is there a limit to the amount of budget savings that can be used for the purchase of individual or family goods and services?**
   - Yes. Individual and Family Directed Goods and Services are limited to $5,500 per year from the total self-directed budget of which $500 is dedicated to support staff recruitment efforts such as developing and

printing flyers and using staffing registries. For further guidance this can be found in the approved waivers. See pages 209 - 212 in our Community Pathways Waiver Amendment #3 2020. [Appendix C: Participant Services](#) and [DDA Memo - Individual and Family Directed Goods and Services March 8, 2021](#).

9. ***If the individual does not use all their approved budget in the budget sheet, do they have access to that funding later?***
   - Yes. Participants can access funding not allocated in their approved SDS Budget Sheet throughout the year.

   - Participants are not required to allocate their entire budget. The budget is based on DDA's traditional rates which includes cost components to address staff training, transportation, employer related cost, program service cost, and administrative cost. Presently, the DDA is paying for administrative costs associated with Coordinators of Community Services (CCS) and Fiscal Management Services (FMS) which will not come out of the participant's budget. In addition, participants self-directing do not have expenses related to program service cost, and administrative cost. Therefore, participants should consider their current assessed needs as authorized in their PCP and reasonable and customary rates when developing their SDS Budget Sheet and may decide to offer future pay increases or benefits.

10. ***Do participants need to allocate funding from their budget to pay for Fiscal Management Services?*** *(New April 12, 2021)*
    - No, participants do not need to allocate funding from their self-directed budget to pay for FMS. The DDA is currently paying for these costs.

D.   <u>Detailed Service Authorization Tool (DSAT)</u> *(New April 12, 2021)*

1. ***Regarding virtual services, how will they be entered into the Detail Service Authorization? Will 1:1 rations be applicable?***
   - As per [Memo 3- DDA Amendment 3 – Virtual Supports](#), the virtual support service model should be included in the Provider Implementation Plan which must be uploaded to the LTSSMaryland Documentation section.

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2. *Will the DSAT be updated to allow billing for 15 minute increments for those services affected?*
   - No, the Detailed Service Authorization Tool (DSAT) will not be updated to reflect 15 minute increments. The DSAT currently reflects hours of services. If specific 15 minute increments are needed, the provider can indicate in the DSAT "Notes" section. The CCS can then reflect that information in the PCP detail service authorization section.

3. *Will Support Broker Services need to be calculated in 15 minute increments?*
   - No. Support Broker Services can be calculated in hour increments.

4. *If Nursing was previously funded, will the cost detail say new service or no change because of the name change to Nursing Support Services?*
   - The Detailed Service Authorization section of the PCP is LTSSMaryland will automatically reflect a new service line with Nursing Support Services unit calculations on March 1, 2021. For additional information, see page 10 in the [Memo #2 - DDA Amendment #3 - Person Centered Plan Changes - February 16, 2021](#)

5. *Will new DSATs be released to reflect the consolidation of Day Habilitation groups and Nursing Support Services?*
   - The DSAT was updated on March 18, 2021 to reflect these service changes. Reference: [Detailed Service Authorization Tool (DSAT) Form – Revised March 18, 2021](#)

VII. Self-Direction

A. Forms and Processes

1. *How does one go about selecting the suitable FMS?*
   - Fiscal Management Services (FMS) are provided by qualified providers that help you with your responsibility for your employee payroll, and related tasks, as well as paying other bills for services outlined in your PCP and budget. Your CCS agency can share information about current providers and help you select one of the FMS providers.

2. *Is the CCS required to assist the person and the family with finding vendors for services?*
   - Self-direction is a service model that gives you decision making authority and responsibility for hiring and managing your services with your selected team. Your CCS is part of this team and will assist you with

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learning more about services and options. You can also work with a support broker who can provide you with information, coaching and mentoring on your responsibilities as an employer.   Additional information on the roles and responsibilities in self-direction can be found here. [Self-Directed Services](#)

3. ***Is the cost detail sheet being replaced by the Detailed Service Authorization in LTSSMaryland for self-directed services?***
    - Yes.

4. ***If someone wants to switch from traditional services to self-directed services, what is the process?***
    - Your CCS agency can assist you with this planning and process. This will involve a revision to your person-centered plan to reflect self-directed services.

5. ***Can a participant in self-direction access 24 hour supports or do they have to transfer to the traditional service model?***
    - Yes. Participants self-directing can explore Supported Living services. Resource: [Supported Living Policy](#)

6. ***Can participants in self direction access traditional providers for day services or respite?***
    - Yes. Participants can reach out to DDA Providers for day service and respite for the delivery of the services.

B. <u>Benefits and Rates</u>

1. ***Where is PTO (paid time off) entered in the self-directed budget sheet? Is this the same place to document sick and safe leave required for some counties?***
    - Paid Time Off (PTO) was recently added to the SDS Budget Sheet and is a separate stand alone item under benefits when hiring staff. Resources: [DDA - Self Directed Services Budget Sheet - Revised March 8, 2021](#) and [Instructions for DDA's SDS Budget Sheet - Revised March 8, 2021](#)

2. ***When does the PTO (paid time off) reset in a plan year?***
    - PTO is an optional benefit participants can offer to their staff. Participants indicate this option within their SDS Budget Sheet. It does not reset.

3. *What benefits can be requested for staff and are these limited to staff working full-time (40 hours per week)?*
   - For services for which you have employer authority, you can allocate funds to cover staff benefits such as health benefits, staff training, and transportation/travel reimbursement.

   - Depending on your business and reimbursement policies, you may choose to provide travel reimbursement for expenses your employees incur while directly supporting you. It does not include reimbursement for driving to and from work but may be offered for costs incurred during the course of direct service delivery, such as during direct personal support services. Expenses that fall outside of the policies are generally not reimbursed or covered. Receipts are required by most employers except for those that pay a per diem, which means you reimburse your employees a fixed amount of money "each day" to cover incidental expenses such as transportation. You are not required to provide per diem to employees. You may choose to have a per diem payment cover part, or all of the expenses incurred.

   - Some laws require employers to offer certain benefits to part-time employees. State and local laws vary and may require that benefits such as paid sick leave, short-term disability, or health insurance plans or premiums be offered to part-time employees.

4. *Are SDS participants allowed to pay overtime as long as it is within their allocated budget?*
   - Yes, as permitted by the federally approved programs. Please note that the approved Waiver programs services have some restrictions such as legal guardian or relative can provide no more than 40- hours per week of service.

C.   <u>Hiring and Training</u>

1. *Can family members get paid for their work in self-directed services?*
   - Yes, family members may be paid for providing some waiver services whenever they are qualified to provide these services. For more information on which services can be provided by family members, please, see the service level detail in <u>Appendix C-1/C-3.</u>

2. *Is it possible to hire staff for Supported Living under Self-Direction and is there training required?*
   - Participants using the self-directed model have budget authority over supported living services. Participants can work with supported living providers and identify staff they are interested in receiving services for which the provider can then consider hiring and training. Staff training requirements are noted in Appendix C-1/C-3 on page 266.

3. *Are all employment services available to self-direction with employer authority?*
   - No. If enrolled in the self-directed services delivery model, the participant may exercise employer authority for Ongoing Job Supports and Follow Along Supports only. The participant may not exercise employer authority for the following types of Employment Services: Discovery, Job Development, Self-Employment Development Supports, or Co-Worker Employment Supports.

4. *Are there training requirements that apply to SDS staff to be able to provide any of the employment services?*
   - Yes. Staff must have a GED or high school diploma; possess current first aid and CPR certification; and unlicensed direct support professional staff who administer medication or perform delegatable nursing tasks as part of this Waiver service must be certified by the Maryland Board of Nursing (MBON) as Medication Technicians, except if the participant and his or her medication administration or nursing tasks qualifies for exemption from nursing delegation pursuant to COMAR 10.27.11.

D.   Individual and Family Directed Goods and Services (IFDGS)

1. *Does staff recruitment costs come from the participant's budget?*
   - Yes. The DDA has allocated $500 per annual plan year for these costs which come out of the person's budget.

E.   Support Broker

1. *Can a support broker provide both personal support and support broker work?*
   - During the current public health emergency only, in accordance with the approved Appendix K, support brokers can temporarily provide other waiver services to the participant at the rate applicable to that other waiver program service. Once Appendix K ends, they are not able to provide personal support services.

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2. ***Can a family member, legal guardian or representative payee serve as the support broker?***
   - A relative (who is not a spouse, legally responsible person, legal guardian, or Social Security Administration representative payee) of the participant may be paid to provide support broker services. A spouse or legally responsible person may provide Support Broker services, but may not be paid by the Waiver program.

3. ***Does Support Broker fees come from the participant's budget?***
   - Yes.

4. ***Is there a limit to the amount of hours an independent Support Broker is allotted in a participant's budget?***
   - Yes. As per the approved programs, "Information, coaching, and mentoring up to 4 hours per month unless otherwise authorized by the DDA".

5. ***Is the Support Broker max rate of $65 per hour allowable for non-agency Support Brokers, or is it still only allowable for agencies?***
   - The maximum rate of $65 per hour can be used for vendors and providers. It is a fully loaded rate meaning it already includes cost associated with taxes, benefits, and other costs components. When hiring staff the staff wage should be considered reasonable and customary compared to other staff wage. Since the wage was developed for vendors and providers it would not be considered to meet this standard.

6. ***Are Support Broker services required in order to participate in self direction?*** *(New April 12, 2021)*
   - No. Support Broker services are not required in order to participate in the self directed service delivery model. Support Broker services includes employer related information and advice for a participant in support of self-direction to make informed decisions related to day-to-day management of staff providing services within the available budget. It is an optional service that may be requested

F.   <u>Transportation</u>

1. ***With the changes in the self-direct budget sheet, do staff still submit a mileage reimbursement sheet to the FMS?***
   - Staff should submit mileage reimbursement requests to the participant, who is their employer, prior to submitting to the FMS.

2. ***With the changes in the self-direct budget sheet, does the staff rate now need to include the costs for transportation?***
   - For employer authority services for which a participant hires staff, they can include transportation related costs under the benefit section for the applicable services and allocate funding based on their business model. See [Instructions for DDA's SDS Budget Sheet - Revised March 8, 2021](#) for additional information.

3. ***Would the stand alone transportation line in the self-directed budget sheet be used for services such as Uber or Mobility to get to places when staff cannot provide transportation to an individual?***
   - Yes. The stand alone transportation service is used when the person is independently going to places within their community and staff are not present.

4. ***If I am using and budgeting for Uber or Public transportation as part of my plan, can I also receive staff support when using these resources? If so, how do I document staff reimbursement for these costs when they are with me?***
   - No. The stand alone transportation service is used when the person is independently going to places within their community and staff are not present. When staff are present and providing transportation this would be included under the direct service the staff is providing such as community development services or personal supports.

VIII.   Services *(New April 12, 2021)*

A.   <u>Behavior Supports</u>

1. ***The DDA Waiver states that BSS is only for a limited time. What if a person needs ongoing BSS?***
   - Behavioral Supports Services (BSS) are an array of services to assist participants who without such supports are experiencing, or are likely to experience, difficulty at home or in the community as a result of behavioral, social, or emotional issues. These services seek to help understand a participant's challenging behavior and its function is to develop a Behavior Plan (BP) with the primary aim of enhancing the participant's independence and inclusion in their community. BSS includes Behavioral Assessment (BA), Behavioral Consultation (BC), and Brief Support Implementation Services (BSIS). The BA is conducted

initially to determine if a formal BP is needed. BC is ongoing to support the monitoring and revisions of the BP. BSIS is a time limited service to provide assistance and modeling to families, staff, caregivers, and any other individuals supporting the participant so they can independently implement the BP.

2. *If BSS is needed ongoing is this something you can have added to the Budget Plan?*
    ● Yes. Behavioral Consultation can be included throughout the year. Brief Support Implementation Services can be requested based on assessed need.

3. *What does it mean for a BP to be written in a trauma informed manner?*
    ● Trauma-Informed Care means interventions that recognize the psychological, physical, and emotional effects of all types of trauma experiences. Trauma-Informed Care emphasizes the need for psychological safety, social connections and empowerment in the daily lives of people with intellectual disabilities, and the importance of a healing environment in which growth and development are supported is critical as well. When writing a behavior plan, it should take the individual's past traumas into account. For more information, please visit the Behavior Support Policy

4. *If an individual is on the DDA waiting list and having lots of behaviors at home, can they still apply for DDA Behavior Support Services?*
    ● Behavior Support is a DDA Waiver Service. If an individual is on the waiting list but has needs that may be addressed through a DDA Waiver Service, please reach out to the Regional Office and indicate that there is a change in the person's needs/circumstances. The Regional Office will update the Priority Category which may change their position on the DDA Waiting List. Additionally, an individual can reach out to Maryland Medicaid and the Behavioral Health Administration for assistance with behavioral needs.

B.   <u>Day Habilitation</u>

1. *Since small and large day habilitation groups are combined into one Day Habilitation group, what is the expectation of staff ratios for this service?*
    ● Day Habilitation staff rations have not changed. Services may be provided in small groups (i.e., 2 to 5 participants) or large groups (i.e., 6

to 10 participants). The level of staffing and meaningful activities provided to the participant must be based on the participant's assessed level of service need. Based on the participant's assessed need, the DDA may authorize a 1:1 to 2:1 staff-to-participant ratio. Reference: [Community Pathways Waiver Amendment # 3, Effective January 19, 2021](#)

C.   Dedicated Supports

1. *Are dedicated support hours based on a person's matrix?*
   - No. Dedicated hours and residential PCIS2 add-on hours are different. Dedicated hours are based on the person's assessed need and in consideration of shared hours and overnight supervision for the home. For additional information, please review the [Guidance for Operating in PCIS2 and LTSSMaryland – Revised March 15, 2021](#)

2. *Can we be approved for dedicated hours for awake overnight staffing if needed for someone in CLGH services where overnight supervision is already provided?*
   - Yes, dedicated hours can be approved if the participant needs 1:1 or 2:1 dedicated support that is not covered with the overnight supervision supports. Proper documentation and justification must be provided.

3. *Does this mean that shared service funding would be on both individual's service authorization? If two individuals are sharing 10 hours per week would the funding be for 5 hours each or both for 10 hours per week?*
   - In instances where individuals are sharing dedicated supports, the dedicated supports hours must be documented in each participant's respective Person-Centered Plan. Please note the DDA provider may only bill the dedicated supports hours for one participant to avoid duplication. Please review [Memo 6 – DDA Amendment 3 – Dedicated Hours to Supports More than One Participant](#) for more information.

4. *Can 1:1 30 hours in lieu of day be shared with others?*
   - The DDA may authorize dedicated supports to be used to support more than one participant residing in the same residential setting if it meets each of their assessed needs and the following circumstances are met: a) The participants are retired, transitioning from one meaningful day service to another, recovering from a health condition, or received less than 40 hours of meaningful day services per week; b) The dedicated supports hours are documented in each participant's respective Person-Centered Plan; and c) The DDA provider may only bill the

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dedicated supports hours for one participant to avoid duplication. Please note 1:1 and 2:1 dedicated supports authorized for a participant due to medical or behavioral needs cannot be shared with other participants. Please review [Memo 6 – DDA Amendment 3 – Dedicated Hours to Supports More than One Participant](#) for more information

D.   Nursing Support Services

1. ***Can you verify if Nurse Case Management can be used for Residential?***
   - Nursing Support Services including nurse case management is included as a component within the Community Living—Group Homes, Community Living—Enhanced Supports, Supported Living, and Shared Living Services. For additional information, please review the [Approved Community Pathways Waiver—Amendment #3](#)

2. ***Will Nurse Delegation be included in the basic rate for day programs or will it remain a non-SFP add-on?***
   - Nursing Support Services (i.e., nurse case management, nurse case management, and delegation services) are a component of Meaningful Day and Residential Services. The rates were built with the associated nursing supports.

3. ***How do you get a referral for nursing services for a client who needs assistance with medication management and what does that service look like?***
   - The participant and their team should discuss the new assessed need for Nursing Support Services. The CCS can then create a revised PCP, documenting the new assessed need, and send a service referral to the provider the participant selects for delivery of nursing services. The CCS then submits the PCP to the Regional Office for review and authorization.

4. ***With the change to nursing support, how does a provider or nurse determine what nurse service will be delivered?***
   - Based on the initial nursing assessment, the DDA Medicaid Waiver applications includes the criteria associated with Nurse Consultation, Nurse Health Case Management, and Delegation services. For more information, please review the [Community Pathways Waiver Amendment # 3 2021, Effective January 19, 2021](#)

5. ***Do providers need to include Nursing Support Services for all clients who require their HRST to be reviewed annually? Or if they have a score of 3 or higher only?***

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- No. Nursing Support Services (i.e., nurse case management, nurse case management, and delegation services) are a component of Meaningful Day and Residential Services. The rates were built with the associated nursing supports and therefore should not be noted as a separate standalone service to complete the HRST Clinical Review.

6. *Is the review of an HRST with a score of 3 or more included in the delegated nursing tasks if the individual is receiving PS only?*
    - Participants receiving Personal Supports that includes the provision of delegated nursing tasks will also need to request Nursing Support Services. Nursing Support Services includes the provision of the nurse delegation and the clinical review of the participant's Health Risk Screening Tool.

7. *Is nursing a standalone service in Personal Supports?*

    - Participants receiving Personal Supports that includes the provision of delegated nursing tasks will also need to request Nursing Support Services. Nursing Support Services includes the provision of the nurse delegation and the clinical review of the participant's Health Risk Screening Tool.

E.   <u>Personal Supports</u>

1. *What are Personal Support Services?* *(New April 12, 2021)*
    - Personal Supports provides habilitative services to assist participants who live in their own or family homes with acquiring, building, or maintaining the skills necessary to maximize their personal independence. The service includes in-home skills development and community integration and engagement skills development supports.

2. *What is the difference between enhanced Personal Supports and Personal Supports 2:1?* *(New April 12, 2021)*
    - Based on the participant's assessed need, the participants can request 1:1 staff-to-participant supports or 2:1 staff-to-participant supports. In addition, an enhanced rate is available for 1:1 staff-to-participant supports when the person has significant needs as reflected in an approved Behavior Plan or Health Risk Screening Tool.

3. *How does the participant access enhanced rate Personal Supports?*
    - The criteria for Personal Supports—Enhanced rate is: 1) The participant has an approved Behavioral Plan, or 2) The participant has a HRST score of 4 or higher. The enhanced rate will be reflected in the PCP as

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"Personal Supports—Enhanced." Please see [Memo 5 – DDA Amendment 3 – Personal Supports](#)

4. ***Does Personal Supports require a nursing assessment every 90 days?***
   - No. Only participants whose Personal Supports includes delegated nursing tasks would need a nursing assessment every 90 days.

5. ***Is using public transportation approved for Personal Supports?***
   - Yes. Participants can use public transportation to support their Personal Support Services.

F.   Residential Services

1. ***When you refer to Residential Services being the determining factor in whether a participant qualifies for the Community Pathways Waiver, what is the definition of Residential Services?***
   - Residential Services means provision of habilitation or other supports to a participant in a home environment, including the following services under the Community Pathways Waiver. Supported Living, Shared Living, Community Living—Group Homes, and Community Living—Enhanced Supports. For more information about DDA Waiver Residential Services, please review the [DDA Residential Services Policy](#)

2. ***What is a retainer fee?***
   - A Residential Retainer Fee allows the provider to bill for services up to a certain amount of days when the participant is unable to receive services due to hospitalization, behavioral respite, or visits with family and friends. Residential Retainer Free is only available to providers of the Community Living—Group Home and Community Living—Enhanced Supports services. Reference: [DDA's Residential Policy](#)

G.   Virtual Supports

1. ***Is it considered virtual supports if I have a DSP onsite with the individual but I have another staff virtually teaching them a class?***
   - No, it is not considered virtual supports if an individual is participating in a class being virtually taught by one staff member, but another DSP

is onsite with the participant. For more information, please visit: [Memo 3—DDA Amendment 3 – Virtual Supports](#)

2. ***How would someone be able to use EVV through virtual supports services, if the individual requires an OTP device?***

    - If an individual has an OTP device and services are being rendered virtually, then the agency will have to manually bill for the services in LTSSMaryland. Reference: [DDA Service Modification Guide – September 25, 2020](#)

3. ***A requirement of virtual supports is to identify individuals to intervene and ensure they are present during the provision of virtual supports in case the participant experiences an emergency. We have participants that live alone. If someone we support lives in a home and has no one to be with them during virtual supports, does this mean they cannot receive virtual supports?***
    - No, participants living alone can be supported with virtual supports. Per [Memo 3—DDA Amendment 3 – Virtual Supports – February 16, 2021](#), providers offering this service delivery model must establish policies to address processes for preventing and responding to medical emergencies during the use of virtual supports. Examples provided include identifying individuals who can intervene such as uncompensated caregivers, neighbors, etc. and contacting emergency medical services.

IX. Electronic Visit Verification

1. ***Where can I find information on EVV?***
    - Electronic Visit Verification (EVV) is a federal requirement for all individuals receiving personal supports in their home or in the community. Information on EVV can be accessed on the DDA website [Electronic Visit Verification (EVV) Page](#). If you have specific questions, please contact your CCS or DDA Regional Office for additional guidance.

2. ***When will individuals who are self-directing begin to use EVV?***
    - Individuals who are self-directing will transition this coming year to EVV with support and planning as this is developed by DDA. More information will follow as these details are confirmed.

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X.   Resources

- [DDA Website](#) - To find information about DDA

- [DDA Regional Office](#) - To find information about regional offices, counties they support, and staff to contact for questions related to applications, eligibility, CCS, self-directed services, and more

- [DDA Waiver Programs](#) - To find information about DDA Medicaid Waiver Programs including:

    - [Family Supports Waiver](#), [Community Supports Waiver](#), and [Community Pathways Waiver](#) dedicated pages.

- [Charting the Life Course Tool](#) - To find information on this tool in support of person-centered planning

- [Person-Centered Planning](#) - To find information and resources on person-centered planning

- [Self-Direction](#) - To find information about DDA's self-directed services including:

    - [Self-Directed Service Guidance, Forms, and Webinars](#)

- [Training Opportunities](#) - To find information about upcoming trainings, events, webinars, and initial certification and recertification Support Broker trainings which are listed on the [DDA Training Calendar](#)