



STATE OF MARYLAND

DHMH

Maryland Department of Health and Mental Hygiene

*Larry Hogan, Governor - Boyd Rutherford, Lt. Governor - Van Mitchell, Secretary*

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To: DDA CSLA/Personal Supports Providers

From: Bernard Simons, Deputy Secretary  
Developmental Disabilities Administration

CC: Coordinator of Community Services  
DDA Headquarters and Regional Offices

Date: August 28, 2015

Re: Personal Supports Hourly Service and Billing

The Developmental Disabilities Administration (DDA) has received several concerns in reference to the transition from Community Supported Living Arrangements (CSLA) to Personal Supports and billing for services in hourly increments. In particular, we have received concerns about billing in whole hour increments and the potential impact on both individuals and providers. The DDA understands these concerns and is committed to make the personal supports service delivery model work. However, the DDA must still make the transition to personal supports on September 1, 2015.

Since a “unit” of Personal Supports has been defined as an hour in our approved waiver, we are not able to change the units to smaller increments without submitting an amendment to CMS.

The DDA recognizes, however, that support needs don't fit tightly in hour increments and providers need to be compensated adequately for their time. Therefore, the DDA will allow billing for supports round to the nearest whole hour (up or down) as noted on the next page.

- A provider may bill for one hour of service if a minimum of 30 minutes of services was provided throughout the entire day. For example, if 15 minutes of service was provided in the morning and 25 minutes of service was provided in the afternoon, it can be combined and rounded up to 1 hours of supports.
- A provider may not bill for a service of less than 30 minutes if it is the only instance of service provided that day. (For multiple units of the same service on the same day, total the actual minutes and round up or down as shown in the table below).
- Do not round up each individual instance of service but instead total the **minutes of service per day** before rounding. For example, two separate personal support services of 90 minutes on one day, equal 180 total timed minutes, must be billed as three 1-hour units of service. Please see the chart below for additional examples of accurate billing of daily total minutes as 1-hour units of service.

Total Service Time	Units	Notes
29 minutes	0 units	Less than 30 minutes. (not able to bill)
30 minutes	1 unit	Equal to or greater than 30 minutes, but less than 90 minutes
89 minutes	1 unit	Equal to or greater than 30 minutes, but less than 90 minutes
90 minutes	2 units	Greater than or equal to 90 minutes, but less than 149 minutes
149 minutes	2 units	Greater than or equal to 90 minutes, but less than 149 minutes
150 minutes	3 units	Greater than or equal to 150 minutes but less than 210

We believe the characteristics of this new system include:

- **Flexibility-** As part of this transition, Personal Supports allows for flexibility for the individuals and families to use their hours as they wish throughout the year. Weekly hours have been converted to an annual total of hours available for their use throughout the year. It is okay for them to use fewer supports one month and more the next.
- **Choice-** This means individuals and families have the flexibility to receive services as needed. We are advising them to work with their Coordinator of Community Service to define their support needs and plan specific times, days, etc. with you. However, an individual can still decide to receive supports in increments of less than one hour.

Moving forward, the DDA will submit a waiver amendment to CMS so that personal supports can have further flexibility. This process will take several months and our goal is to submit an addendum this fall.

If you have any questions regarding this memorandum, please contact Patricia Sastoque, Deputy Director for Programs at 410-767-5567.