

Self-Directed Services Vendor & Invoice Requirements



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Vendor & Invoice Requirements

- Today we are reviewing the new DDA vendor and invoice requirements.
- Please note: We will not be reviewing submissions for mileage or health reimbursements.
- All documents referred to in this presentation can be found on the Forms & Resources page under Accounts Payable:

Accounts Payable Forms & Resources

Make sure your vendors are paid on time and your employees are reimbursed for mileage by submitting complete invoices and mileage reimbursement requests according to the 2024 Accounts Payable Calendar.

- [Mileage Reimbursement Form](#)
- [Vendor Requirements](#)
- [Vendor Payment Request Form](#)
- [2025 Accounts Payable Calendar & Info](#)
- [W9](#)

Vendor & Invoice Requirements



- As of January 1, 2025, we have updated our vendor and invoice requirements to align with the Developmental Disabilities Administration's updated Self-Directed Services manual.

Submitting Vendor Payments and Compliance Documents

All requests for vendor payments should be sent to
fmsvendor@thearcccr.org

This includes the invoice and Vendor Payment Request Form

All compliance documents should be sent to
fmsvendorcompliance@thearcccr.org

Requirements for All Vendors

- This includes Direct Support Services such as Personal Supports, Personal Supports Enhanced, Community Development Services, Ongoing Job Supports, Respite, and Support Brokers.
- For The Arc to pay or reimburse for goods and services provided, a **Form W-9** must be provided for the vendor.
- In addition, the following must be submitted for **ALL VENDOR EMPLOYEES** who provide a service:
 - Photo ID showing age of employee is 18+ (16+ for Respite)
 - CPR and First Aid Certification
 - Criminal Background Check
 - If the participant is under 18, a Child Protective Services Background Check

Requirements for All Vendors

- All documents provided must be current/not expired.
- Identification must reflect the vendor **employee's** current name, address, and other relevant identifying information.
- Photos IDs must be state or federally issued, such as diver's licenses or passports.
- CPR and First Aid Training certifications may be fully in-person or a hybrid/blended learning training that includes an in-person skills component for both CPR and First Aid.

DDA-Approved Provider Services

- Some services can only be provided by a DDA-approved Provider. This includes:
 - Day Habilitation (OHCQ license is also required)
 - Behavioral Support Services
 - Employment Services other than OJS and Follow-Along Supports
 - Family and Peer Mentoring
 - Family Caregiver Training and Empowerment
 - Housing Support Services
 - Supported Living
 - Respite - Licensed Site

Additional Requirements by Service

Environmental
Assessments

Environmental
Modifications

Nursing Support
Services

Support Broker
Services

Transportation

Vehicle
Modifications

Respite Care
Services

Nursing Support Services



- The employee of the vendor providing services must have a Nursing License.
- Please note that nurses are not required to submit CPR or First Aid certifications.

Support Broker Services

- The employee of the vendor providing services must be on DDA's list of Certified Maryland Support Brokers.
- The Support Broker employee providing services must be specifically listed on the Participant Agreement.

Transportation

- The employee of the vendor providing services must have a driver's license. The vendor must have auto insurance for the vehicle. Commercial providers such as Uber, Lyft, and Mobility are not required to submit driver's license or auto insurance.
- For Orientation, Mobility, and Travel Training Specialists, the employee providing services must have a travel trainer certification as a travel trainer from one of the following:
 - Easterseals Project Action
 - American Public Transit Association
 - Community Transportation Association of America or National Transit Institute
 - American Council for the Blind

Environmental Assessments



The person doing the assessment must be licensed by the Maryland Board of Occupational Therapy Practice as a licensed Occupational Therapist in Maryland or contract with a vendor approved by the Division of Rehabilitation Services (DORS).

Environmental Modifications

The vendor or employee of the vendor providing services must:

- Be a licensed home contractor or DORS-approved vendor.
- Have a Home Improvement License for projects where an existing home structure is modified (such as a stair glide).
- Be properly licensed or certified by the State.
- Be in good standing with the Department of Assessments and Taxation to provide the service.
- Obtain and maintain Commercial General Liability Insurance.
- Obtain and maintain workers' compensation insurance sufficient to cover all employees, if required by law.
- Be bonded as is legally required.

Respite Camp Services

- The vendor providing the service must be a DDA-approved camp.
- This list can be found on the American Camp Association's website.

Vendor Invoice Requirements



- A Vendor Payment Request Form is recommended, though not required.
- Invoices must contain all necessary information included in the DDA's Self-Directed Services manual.

Vendor Payment Request Form



The Arc Central Chesapeake Region
Self-Directed Services
Phone: 1.866.252.6871 | Fax: 1.888.272.2236
Vendor Payment Request Submittal: FMSVendor@thearcctr.org
Open a Customer Service Ticket: thearcselfdirected.zendesk.co

Vendor Payment Request Form

Please complete ALL information below and provide the required documentation to request a vendor payment for goods & services as indicated in the approved person-centered plan and budget.		
EMPLOYER NAME:		DEPT #:
VENDOR/BUSINESS NAME: <input type="checkbox"/> Please check if this is a NEW vendor. Please review requirements below.		
VENDOR MAILING ADDRESS INCLUDING STREET/CITY/STATE/ZIP:		
VENDOR EMAIL ADDRESS:		
SERVICE CODE/DESCRIPTION	DATES OF SERVICE	AMOUNT DUE
TOTAL AMOUNT DUE FOR INVOICE		
EMPLOYER/AUTHORIZED REP SIGNATURE:		
BY SIGNING ABOVE, I CERTIFY THAT THE GOODS & SERVICES REFLECTED BY THIS VENDOR PAYMENT REQUEST WERE DELIVERED/RECEIVED AND ARE IN ACCORDANCE WITH MARYLAND DDA STANDARDS. I CERTIFY THAT THE INVOICE IS TRUE AND ACCURATE. FALSE INFORMATION CONSTITUTES MEDICAID FRAUD.		
PAYMENT TYPE	INVOICE REQUIREMENTS/INFORMATION NEEDED	
Vendor Invoice Requirements	<p>An invoice or quote should be submitted with the following:</p> <ul style="list-style-type: none">a) The vendor's name, address, and emailb) The employer's name as the recipientc) The goods or services to be purchased <p>Service invoices should reflect the exact dates of services with the following:</p> <ul style="list-style-type: none">d) Participant namee) Vendor namef) The service(s) rendered as authorized in the Person-Centered Plang) Date(s) the services were renderedh) Start and end times of the services each dayi) Number of hours/units for each day (broken down by the quarter hour)j) Name of each employee who provided the service(s)k) A description of tasks completed by the vendor for each time entryl) Total amount charged	

- While it is not a requirement, The Arc recommends including a Vendor Payment Request Form with your invoice submission.
- The Vendor Payment Request Form is a convenient place to include required information when submitted an invoice, including the Participant's signature.
- Please ensure the information on the form and invoices match.




Vendor Invoice Requirements

An invoice or quote must be submitted with the following:

- The vendor's name, address, and email
- The employer's name as the recipient
- The goods or services to be purchased
- Participant name
- Vendor name
- The service(s) rendered as authorized in the Person-Centered Plan
- Date(s) the services were rendered
- Start and end times of the services each day
- Number of hours/units for each day (broken down by the quarter hour)
- Name of each employee who provided the service(s)
- A description of tasks completed by the vendor for each time entry
- Total amount charged

Best Practices



The Arc
Central Chesapeake Region

Self-Directed Services
2025 Accounts Payable Calendar
FMS Direct: 1.866.252.6871 | FMS Fax: 1.888.272.2236
Vendor Payment Request Submittal: FMSVendor@thearcctr.org
Mileage Reimbursement Submittal: FMSMileage@thearcctr.org
Open a Customer Service Ticket: thearcselfdirected.zendesk.com

Weekly Vendor Payment Request Forms & Invoices*

DUE DATE 5PM	CHECK DATE	NOTES	DUE DATE 5PM	CHECK DATE	NOTES
12/26/2024	01/06/2025		09/25/2025	10/06/2025	
01/02/2025	01/13/2025		10/02/2025	10/10/2025	Early check date - Indigenous People's Day 10/13/25
01/09/2025	01/17/2025	Early check date - MLK 1/20/25	10/09/2025	10/20/2025	
01/16/2025	01/27/2025		10/16/2025	10/27/2025	
01/23/2025	02/03/2025		10/23/2025	11/03/2025	
01/30/2025	02/10/2025		10/30/2025	11/10/2025	
02/6/2025	02/14/2025	Early check date - President's Day 2/19/25	11/06/2025	11/17/2025	
02/13/2025	02/24/2025		11/13/2025	11/24/2025	
02/20/2025	03/03/2025		11/20/2025	12/01/2025	
02/27/2025	03/10/2025		11/27/2025	12/08/2025	
03/06/2025	03/17/2025		12/04/2025	12/15/2025	
03/13/2025	03/24/2025		12/11/2025	12/22/2025	
03/20/2025	03/31/2025		12/18/2025	12/29/2025	
03/27/2025	04/07/2025		12/24/2025	01/05/2025	Early due date - Christmas Day 12/25/25
04/03/2025	04/14/2025				
04/10/2025	04/21/2025				
04/17/2025	04/28/2025				
04/24/2025	05/05/2025				
05/01/2025	05/12/2025				
05/08/2025	05/19/2025				
05/15/2025	05/23/2025	Early check date - Memorial Day 5/26/25			
05/22/2025	06/02/2025				
05/29/2025	06/09/2025				
06/05/2025	06/16/2025				
06/12/2025	06/23/2025				
06/19/2025	06/30/2025				
06/26/2025	07/07/2025				
07/03/2025	07/14/2025				
07/10/2025	07/21/2025				
07/17/2025	07/28/2025				
07/24/2025	08/04/2025				
07/31/2025	08/11/2025				
08/07/2025	08/18/2025				
08/14/2025	08/25/2025				
08/21/2025	08/29/2025	Early check date - Labor Day 9/1/25			
08/28/2025	09/08/2025				
09/4/2025	09/15/2025				
09/11/2025	09/22/2025				
09/18/2025	09/29/2025				

Monthly Mileage Reimbursement*
(Mileage is processed one time per month after the end of each month.)

SERVICE MONTH	DUE DATE 5PM	CHECK DATE
Dec. 2024	1/10/2025	1/27/2025
Jan. 2025	2/10/2025	2/24/2025
Feb 2025	3/10/2025	3/31/2025
Mar 2025	4/10/2025	4/28/2025
Apr 2025	5/12/2025	5/23/2025
May 2025	6/11/2025	6/30/2025
Jun 2025	7/11/2025	7/28/2025
July 2025	8/11/2025	8/25/2025
Aug 2025	9/11/2025	9/29/2025
Sept 2025	10/10/2025	10/27/2025
Oct 2025	11/10/2025	11/24/2025
Nov 2025	12/11/2025	12/29/2025

* The Arc Central Chesapeake Region reserves the right to modify processing calendars in the event of a change in contractual or regulatory requirements. Thank you for your understanding.

ACCOUNTS PAYABLE PROCESSING TIMELINE & PAYMENT INFORMATION

The Accounts Payable team processes vendor payments weekly and mileage reimbursements monthly through Bill.com, a vendor payment software system. All vendor payment request forms received by Thursday 5PM are processed for payment by the end of the following week. All mileage reimbursement requests received by the monthly due date will be processed by the check date indicated. All payments are, by default, provided via live check delivered by USPS. To request direct deposit, please open a customer service ticket to request an invite to create your own direct deposit profile.

IMPORTANT: Vendor payments and mileage reimbursements are processed in accordance with the Accounts Payable calendar. Requests for payment received after the deadline will be processed the following check date.

Rev. 10.18.2024

- Please refer to The Arc's Accounts Payable Calendar for invoice due dates and payment dates.
- Invoices should be submitted promptly for payment; invoices for services older than 11 months cannot be processed.

Best Practices

- Please do not email the vendor or compliance inboxes with inquiries. They are strictly for receipt of invoices and compliance materials.
- For initial submissions, invoices and compliance materials cannot be submitted through the ticketing system.
- Place a customer service ticket for the status of an invoice payment or question about an invoice submission.
- Vendors can check Bill to see the status of their payment. Please ensure your vendor has reviewed their Bill account before placing a ticket.
- Vendors must manage the latest direct deposit and address information on file to help keep their Bill accounts current.



Questions?