

Contacts & Resources

Phone: 1.866.252.6871 | Fax: 1.888.272.2236

Website: fello.org/selfdirectedservices/

Open a Customer Service Ticket: felloselfdirection.zendesk.com

Mailboxes for Submittal & Processing

| EMAIL ADDRESS | FUNCTION |
|------------------------------------|--|
| SDSParticipants@fello.org | All participant-related documentation including plans, budget sheets, budget modifications, award letters, Family as Staff forms, Participant Agreements, and enrollment forms/inquiries **ALL REQUESTS TO INITIATE SERVICES*** |
| SDSNewHirePackets@fello.org | All new hire paperwork, correspondence, and questions |
| SDSTrainingDocumentation@fello.org | All training certificates and updates including First Aid and CPR cards, Support Broker training certificates, etc. |
| SDSEmployeeRelations@fello.org | Termination forms, verifications of employment requests, unemployment inquiries, and workers' compensation claims |
| SDSEmployeeUpdates@fello.org | Employee change forms (demographic, service code or rate changes) and changes to direct deposit or tax withholdings |
| SDSVendor@fello.org | All vendor payment requests and supporting documentation |
| SDSMileage@fello.org | Mileage reimbursement requests |
| SDSHRSTAccessRequests@fello.org | HRST access requests for any self-directed participant served by Fello. |
| SDSVendorCompliance@fello.org | All vendor credentials required to process vendor payment requests as outlined on the Vendor Requirements form. |