



Vendor & Invoice Requirements



Vendor & Invoice Requirements

As of January 1, 2025, Fello has updated our vendor and invoice requirements to be in alignment 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 SDSVendor@fello.org
This includes the signed invoice and Vendor Payment Request Form

All compliance documents should be sent to SDSVendorCompliance@fello.org

Requirements for All Vendors

This includes Direct Support Services such as Personal Supports, Personal Supports Enhanced, Community Development Services, Ongoing Job Supports, and Respite; and Support Brokers.

For Fello to pay for goods and services provided, THE VENDOR must submit the following to fmsvendorcompliance@thearcccr.org:

- Form W-9

The following must be submitted to SDSVendorCompliance@fello.org for ALL 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, and:

- 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

Requirements by **Service**

1

Environmental Assessments

2

Environmental Modifications

3

Nursing Support Services

4

Support Broker Services

5

Transportation

6

Vehicle Modification

7

Respite Care Services



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 Division of Rehabilitation Services (DORS) approved vendor

Environmental Modifications

The vendor or employee of the vendor providing services must be/have:

- Licensed home contractors or Division of Rehabilitation Services (DORS) approved vendors
- A Home Improvement License for projects which may be required to complete where an existing home structure is modified (such as a stair glide) as applicable
- 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

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 providing services must be specifically listed on the Participant Agreement
- The following are also required:
- Photo ID showing age of employee is 18+
- CPR and First Aid Certification
- Criminal Background Check
- If the Participant is under 18, a Child Protective Services Background Check



Transportation

The employee of the vendor providing services must have a driver's license. The vendor or employee must have auto insurance, both of which are required for non-commercial providers. Commercial providers such as Uber, Lyft, and Mobility are not required to submit a driver's license or auto insurance.

For Orientation, Mobility, and Travel Training Specialists, the vendor or employee of the vendor providing services must have a travel trainer certification as a travel trainer from one of the following:

- Easter Seals Project Action
- American Public Transit Association
- Community Transportation Association of America or National
- Transit Institute
- American Council for the Blind

Vehicle Modifications

The vendor or employee of the vendor providing services must be a DORS-approved vendor or DDA-certified provider and:

- VEAPA-vehicle Equipment and Adaptation Prescription Agreement must be completed by a driver rehabilitation specialist or certified driver rehabilitation specialist
- If applicable based on the modification completed, the adaptive driving assessment specialist who wrote the Adapted Driving Assessment report and the VEAPA shall ensure the vehicle modification fits the consumer and the consumer is able to safely drive the vehicle with the new adaptations/equipment by conducting an on-site assessment and provide a statement as to whether it meets the individual's needs.



Respite Care Services

The vendor providing the service must be a DDA-approved camp



Vendor Invoice Requirements

- Vendor Payment Request Form (not required)
- Invoices contain all necessary information
- All materials submitted according to the Accounts Payable Calendar

Vendor Payment Request Form

fello. SELF-DIRECTED SERVICES
Vendor Payment Request Form
Phone: 1.866.252.6871 | Fax: 1.888.272.2236
Vendor Payment Request Submittal: SDSVendor@fello.org
Open a Customer Service Ticket: <https://felloselfdirection.zendesk.com>

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:		
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">• The vendor's name, address, and email• The employer's name as the recipient• The goods or services to be purchased <p>Service invoices should reflect the <i>exact</i> dates of services with the following:</p> <ul style="list-style-type: none">• 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	

While it is not a requirement, Fello 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

fello. SELF-DIRECTED SERVICES

2025 Accounts Payable Calendar

Direct: 1.866.252.6871 | Fax: 1.888.272.2236

Vendor Payment Request Submittal: SDSVendor@fello.org

Mileage Reimbursement Submittal: SDSMileage@fello.org

Open a Customer Service Ticket: felloselfdirection.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 Peoples 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	
02/06/2025	02/14/2025	Early check date - Presidents Day 2/17/25	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 9/02/25			
08/28/2025	09/08/2025				
09/04/2025	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

*Fello 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 [click a vendor's service button](#) 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. 5.21.2025

Please refer to Fello's Accounts Payable Calendar for invoice due dates and payment dates

Best Practices

Place a customer service ticket for the status of an invoice payment or question about an invoice submission. Please do not email the vendor or compliance inboxes with inquiries. They are strictly for receipt of invoices and compliance materials.

No invoices and compliance materials should be submitted through the ticketing system. Invoices should be submitted promptly for payment; invoices for services older than 11 months cannot be processed

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