



Self-Directed Services Contacts & Resources

Phone: 1.866.252.6871 | Fax: 1.888.272.2236

Website: thearcCCR.org/self-directed-services/

Need Help? Open a Customer Service Ticket: thearcselfdirected.zendesk.com

Mailboxes for Submittal & Processing

| EMAIL ADDRESS | FUNCTION |
|--|--|
| FMSParticipants@thearcCCR.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** |
| FMSNewHirePackets@thearcCCR.org | All new hire paperwork, correspondence, and questions |
| FMSTrainingDocumentation@thearcCCR.org | All training certificates and updates including First Aid and CPR cards, Support Broker training certificates, etc. |
| FMSEmployeeRelations@thearcCCR.org | Termination forms, verifications of employment requests, unemployment inquiries, and workers' compensation claims |
| FMSEmployeeUpdates@thearcCCR.org | Employee change forms (demographic, service code or rate changes) and changes to direct deposit or tax withholdings |
| FMSVendor@thearcCCR.org | All vendor payment requests and supporting documentation |
| FMSMileage@thearcCCR.org | Mileage reimbursement requests |
| FMSHRSTAccessRequests@thearcCCR.org | HRST access requests for any self-directed participant served by The Arc |
| FMSVendorCompliance@thearcCCR.org | All vendor credentials required to process vendor payment requests as outlined on the Vendor Requirements form. |



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External Self-Direction Web Links*

| WEB LINK | FUNCTION |
|---|--|
| https://dda.health.maryland.gov/Pages/Self-Determination.aspx | Maryland Dept of Health - Developmental Disabilities Administration (DDA) webpage for Self-Determination and Self-Directed Services |
| https://dda.health.maryland.gov/Pages/sdforms.aspx | Maryland Dept of Health - Developmental Disabilities Administration (DDA) webpage for Self-Directed Services Guidance, Forms, and Webinars |
| https://health.maryland.gov/dda/Pages/Financial-Management-and-Counseling-Services.aspx | Maryland Dept of Health - Developmental Disabilities Administration (DDA) webpage for Financial Management and Counseling Services |
| https://health.maryland.gov/dda/Pages/Financial-Management-and-Counseling-Services.aspx | Maryland Dept of Health - Developmental Disabilities Administration (DDA) webpage for Financial Management and Counseling Services - Agencies |
| https://health.maryland.gov/dda/Pages/contact.aspx | Maryland Dept of Health - Developmental Disabilities Administration (DDA) webpage for Regional Offices and DDA Headquarters Contact Information |
| https://dda.health.maryland.gov/Pages/training.aspx | Maryland Dept of Health - Developmental Disabilities Administration (DDA) webpage for Training Calendar & Resources |
| https://health.maryland.gov/dda/Pages/Resources/Archives/COVID-19.aspx | Maryland Dept of Health - Developmental Disabilities Administration (DDA) webpage for COVID19 and Appendix K Information |
| http://www.thearcmd.org/ | The Arc Maryland is the largest statewide nonprofit organization dedicated to rights and quality of life of persons with I/DD and families |
| http://www.md-council.org/ | Maryland Developmental Disabilities Council is an independent organization dedicated to advancing developmental disabilities inclusion |
| https://marylandsds.org/home/ | Self-Directed Advocacy Network of Maryland, Inc. is a nonprofit focusing on individual's rights to self-determination |

**This document is intended to distribute resources and information that may be of interest to Self-Directed Services stakeholders. Please disregard shared external web links if the content is not relevant.*