



"We are a not-for-profit organization creating social change within communities by supporting people with disabilities on their search for identity and acceptance."

Acceptance

Equity

Support

## MOU Between Fiscal Intermediary (FI) and Brokers for Self-Direction Program

### SCOPE OF AGREEMENT

This agreement applies to all PCCS agency and OPWDD independent support brokers affiliated with PCCS under the Self-Direction Program. It outlines their responsibilities for timely document submission, adherence to deadlines, and effective communication to support collaboration in service planning and management.

### BROKER STATUS

Independent brokers are not employees of PCCS, and no employer-employee relationship exists. PCCS hired Agency Support Brokers are employed by PCCS and must adhere to all policies in the PCCS employee handbook, as well as agency and Self-Direction policies and procedures.

### GENERAL BROKER RESPONSIBILITIES

The Broker agrees to collaborate professionally and ethically, providing high-quality support to individuals self-directing their services through PCCS. Brokers must perform all duties outlined in the Broker Agreement and ensure no unprovided services are checked off on the Support Broker Agreement. Affiliated/Backup Brokers and their duties must be clearly identified for billing purposes. Brokers must notify the support team of any changes to their contact or filing information. Brokers must notify the Support Team of any changes within a Self-Directed Participant file (i.e. Hospitalization, Medicaid Status, Changes to Address). Brokers are responsible for keeping updated on PCCS policies and are encouraged to attend monthly workshops. Brokers are responsible for verifying OPWDD eligibility and active Medicaid or other coverage prior to performing any billable broker activities. Failure to do so may result in billing denials and nonpayment. *There is no allowable broker activity after death, while another Medicaid service is being provided, or if an individual moves out of state.*

### Conflict of Interest & Non-Solicitation

Brokers must not engage in activities that create a conflict of interest, including soliciting or diverting company contracts, clients, or employees for personal or competitor gain, during the term of this agreement and after its termination. They are also required to promptly report any potential conflicts of interest to PCCS.

### PCCS Chain of Command for Issue Resolution

Brokers must follow PCCS's hierarchy and chain of command for issue resolution. Any concerns related to the Self-Direction participant or budget must be reported within 24 hours, starting with the assigned FI Coordinator. The issue should be escalated to the appropriate levels of the chain of command as needed, ensuring the FI team is kept informed and up to date for timely resolution and coordination.



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## OPWDD COMPLIANCE

The Broker must complete all required training and OPWDD re-authorization by July 31st each year to continue supporting families using PCCS as their Fiscal Intermediary. Brokers are also required to complete annual training and 12 hours of professional development. The Broker must retain Participant documentation for at least six years and can request necessary documents in writing if they no longer provide services or access eVero. The Broker agrees to assist the Fiscal Intermediary to obtain initial and annual housing subsidy recertification documents to ensure the FI can submit them by October 31<sup>st</sup>. Brokers will assist with the completion of Developmental Disability Profile 2 when needed.

## BROKER SERVICE DOCUMENTATION & INVOICES

The Broker must accurately complete all duties in eVero to receive payment. Broker activities and services are required to be entered into eVero on the **same day** they occur, ensuring **contemporaneous** billing in accordance with Medicaid requirements. Invoices must align with the activities outlined in the Broker agreement for processing by the Fiscal Intermediary. Brokerage services are billed in 15-minute increments, with a minimum of 15 minutes per unit. Invoices must be submitted and signed by the participant/designee by the 10th of the month following the month of service; late or unsigned invoices may not be processed. It is the responsibility of the Support Broker to ensure the Self-Directed Participant/Designee sign their invoices for the Fiscal Intermediary Department to review, process, and bill Medicaid within the standard 90 days (about 3 months) guidelines put forth by OPWDD.

## PAYMENTS

Brokers are encouraged to sign up for direct deposit and must keep their information updated. Returned payments will be reissued upon request. If a check is not received within 45 days, Brokers can request a reissue, subject to a bank processing fee of up to \$35. The reissue process will not begin until the original check is returned.

## STAFF ACTION / HABILITATION PLANS

The Broker must develop the initial Staff Action Plan (SAP) within 30 days of the Participant's service start or Life Plan review date, aligning it with habilitation goals and support. If the Life Plan is unavailable, SAP must still be entered into eVero within 30 days using meeting minutes.

**An active SAP is always required, and direct services cannot be delivered without one.** The Broker is solely responsible for authoring and maintaining SAP to prevent service disruption.

The SAP must clearly reflect the Participant's goals and the level of supervision required for each task. It must be reviewed and updated every 6 months, and annually.

## MEETINGS & MINUTES

The Fiscal Intermediary Coordinator must be invited to all Circle of Support meetings, with PCCS attending annually and semi-annually upon request. The Broker is responsible for submitting detailed minutes within 14 days, including pre-planning meetings, ensuring the person supported is present and all fields are completed with no "N/A" entries. Telehealth meetings require pre-approval from the Participant, verified with the coordinator, and minutes should indicate whether the meeting was in person or via telehealth.



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**BROKER ACCOUNTABILITY & DISPUTE PROCESS**

Support Brokers must follow all MOU terms. Violations (e.g., late documentation, poor communication, misrepresentation, or ethical issues) may result in:

- Written Warning with corrective actions and 10 business days to respond.
- Resolution Meeting and Corrective Action Plan if unresolved.
- Monitoring progress: failure may lead to final warning or termination.
- Termination Notice with reason, effective date, and transition plan if needed.

**Appeals:**

- Brokers: Reviewed by the Risk Committee and/or OPWDD DDRO.
- Participants/Designees: Reviewed by the Service Revision Committee
- Appeals must be submitted within 10 business days; decisions are issued within 30.

*By signing below, you agree to the terms of this MOU. Failure to comply may lead to termination of contract with concerns reported to OPWDD if necessary.*

**Broker Acknowledgement:**

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Name Printed	Authorization #	Signature	Date
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**Fiscal Intermediary Representative:**

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Name Printed	Title	Signature	Date
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