

Service & Support Administrator - Support Broker - FMS Roles

Service & Support Administrator (SSA) (Primary Point of Coordination)	Support Broker (Agent of the Individual)	Financial Management Services (FMS)
Completes Level of Care for initial enrollment on waiver, and subsequent renewal years to attest that the person still meets eligibility to continue to be enrolled on a waiver.	Provides representation, advocacy, and advice to the person, promotes independent advocacy, assists in filing grievances and complaints if necessary.	The FMS, as the Fiscal Employer Agent, is responsible for managing payroll and payroll reporting services, and will file quarterly taxes and reports on behalf of the person served (e.g., acting as the Employer through Co-Employer or Common Law Employer Model)
Conduct assessments (i.e., Acuity Assessment Instrument (AAI), Ohio Developmental Disabilities Profile (ODDP), County Board Eligibility (C/OEDI), State Funded Behavioral Add On (SBAO), etc.).	Orients and answers questions about self-direction.	Provides the person served/designated representative with an Enrollment Packet, Employee Packet(s) and Employee Training Materials.
Orients and answers questions about self-direction.	Helps families navigate “ins and outs” of self-direction.	Completes payroll for the person served/independent provider and provides the independent provider with Federal and State tax withholding information on his/her paystub for each pay period and issues the W-2 after year end.
If the person desires, links with a Support Broker of the person’s choosing.	Helps person understand Employer Authority and Budget Authority.	Establish and maintain workers compensation insurance on behalf of person served.
Maintains close communication with FMS, the person, the person’s supports, and Support Broker.	Offers skills training to the person regarding FMS, budgets, and employment process among other employment related items.	Ensures completed Provider Certification with Department of Developmental Disabilities for all services except Self-Directed Transportation and Participant-Directed Goods and Services.
Using a person-centered planning process, develops, reviews, and revises the individual service plan (ISP).	Assists person and team with developing the ISP and selecting providers.	Maintains the independent provider education on person specific training records.
Monitor implementation of the ISP to ensure health and safety and advancement towards outcomes.	Keeps the focus of service delivery on the person and their outcomes.	Makes available Spending Report information to the person served, Support Broker, and Service and Support Administrator.

Service & Support Administrator - Support Broker - FMS Roles

Service & Support Administrator (SSA) (Primary Point of Coordination)	Support Broker (Agent of the Individual)	Financial Management Services (FMS)
Takes action necessary to address any immediate concerns regarding the person's health and welfare. SSA needs to be involved with any Health and Safety issues until resolved.	Assists the person to coordinate day-to-day access of services on ISP.	Facilitates Electric Visit Verification (EVV) requirements.
Amends the ISP based on the needs of the person.	Stays in communication with the person about the plan to understand what is working or what is not working.	Processes and provides payment for Participant Directed Goods & Services.
Annually evaluate ISP plan outcomes.	Maintain close communication with the person, the person's supports, and the Service and Support Administrator.	Determines whether a person or entity that applies to be a provider of Self-Directed Transportation qualifies.
Assists Support Broker and the person by linking the person to services and resources.	Assists the person with negotiating rates and payments.	Assists potential providers of Self-Directed Transportation to hold a Medicaid provider Agreement or operate under the Medicaid provider agreement, held by the FMS.
Assists the Provider Relations team with any follow up that is needed on the self-directed provider reviews.	May support and monitor carrying out of employer responsibilities, such as helping train families on how to be effective employers.	Maintains the following documents from a provider for Self-Directed Transportation: <ul style="list-style-type: none"> • Driving record prepared by the bureau of motor vehicles no earlier than fourteen calendar days prior to the date of the provider's application • Copy of a valid driver's license • Copy of valid liability insurance • Completed background investigation that does not have any "disqualifying offenses"
	Assists the person with interviewing, hiring, and "supervising" staff.	Requires providers of per mile or per trip reimbursement of Self-Directed Transportation to notify the FMS, in writing, if the provider accumulates six or more points on their driving record or if their driver's license is suspended or revoked.

Service & Support Administrator - Support Broker - FMS Roles

Service & Support Administrator (SSA) (Primary Point of Coordination)	Support Broker (Agent of the Individual)	Financial Management Services (FMS)
	Assists the person with staff orientation and person specific training.	
	Assists the person with working with the FMS to assist in managing the person's budget.	
	Assists the person with record keeping.	
	Assists the Provider Relations team with any follow up that is needed on the self-directed provider reviews.	