

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**
FMSTimesheets@thearcccr.org	Timesheets and Support Broker payroll documentation
FMSPayroll@thearcccr.org	Payroll inquiries, missed payment reports; Timekeeping Selection Forms
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
PaycomHelp@thearcccr.org	Electronic time submittal questions or requests for system assistance
FMSStatements@thearcccr.org	Statement questions/issues and planning team email updates
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

Arc Self-Direction Web Links

WEB LINK	FUNCTION
thearcselfdirected.zendesk.com	The Arc utilizes a customer service ticket system to address issues quickly and efficiently. Need help? Open a customer service ticket!
https://www.thearcccr.org/tools-technology/	Check out our Tools & Technology page for training videos, quickstart guides, and even user manuals for wonderful insight on FMS Engine, our software for Participant Employers and their teams!
https://www.thearcccr.org/what-is-self-direction/	Information about Self-Direction and Self-Determination
https://www.thearcccr.org/fms-enrollment/	Information about the enrollment process and the role of the FMCS
https://www.thearcccr.org/fms/#sign_up_f_or_fms_updates!	The Arc sends frequent general FMS notices to participants and their planning teams. Be sure to sign up for our communications!



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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://dda.health.maryland.gov/Pages/FAQ_about_Self-Direction.aspx	Maryland Dept of Health - Developmental Disabilities Administration (DDA) webpage for Self-Direction FAQs
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---Agencies.aspx	Maryland Dept of Health - Developmental Disabilities Administration (DDA) webpage for Financial Management and Counseling Services - Agencies
https://dda.health.maryland.gov/Pages/Regional%20Offices.aspx and https://dda.health.maryland.gov/Pages/Headquarters.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://dda.health.maryland.gov/Pages/DDA_COVID-19_Information.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
http://sharedsupportmd.org/	Shared Support Maryland, Inc. is a nonprofit providing self-direction related training opportunities and services

**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.*