CUYAHOGA COUNTY
Board of Developmental Disabilities

Family Selected Provider Process

- Family identifies a provider for respite care services.
- All providers must be at least 18 years old, cannot live in the same house as the person receiving respite services, and cannot be the parent of the person receiving services. If the provider meets these requirements, the provider is considered approved and can begin providing services immediately.
- The family and provider will negotiate all unit rates. An hourly rate is used for services provided up to 10 hours a day and is not to exceed $20.48 per hour. If services are provided for more than 11 hours consecutively, the daily rate is used. It is not to exceed $95 a day. The negotiated rates are to be identified on the respite invoice.
- **After** services have been provided, Family and Provider complete the online Respite Invoice which includes the following documents that must be completed and signed:
    - Family Selected Provider Process
    - Waiver of Provider Training for Family Selected Providers
    - Respite Invoice - Both the identified family member and the provider **must verify their information contained in the invoice and sign the invoice to confirm all information contained in the invoice is accurate.** Invoices can be submitted weekly, biweekly, or monthly and will be processed within **15 business days of receipt (this does not include weekends or holidays).**
- After completing and electronically submitting the Respite Invoice, you and your provider will receive an email confirmation. The Provider's email will include a link to complete/upload the following Provider documents:
    - W-9 Form- Please note, providers operate as independent contractors. No taxes are withheld from earnings. Earnings are reported to the IRS through a 1099 form **if a provider has made $600 or more**. A copy of that form is sent to the provider yearly for use in filing an income tax return.
    - Direct Deposit form - This is required as the Family Supports Program does not produce paper checks.
    - Provider will also need to either upload or take a picture of the following documents:
        - Driver's License or State ID
        - Social Security Card
        - Voided Check OR Direct Deposit Enrollment Form from their bank (only if your provider is utilizing a checking account)
- Provider documents only need to be submitted once, unless there is a change to banking information
- It is the responsibility of the family to communicate with their respite provider to let them know they will be receiving an email.
- If your provider does not have an email, the only other acceptable way of submitting provider documentation is by mail. Please have your provider call 800-237-6828 so that we can email or mail the blank documents to them.
- NEON will not be responsible for payment of invoices that would exceed the individual's program allowance. Explanation of Benefits (EOB) will be sent to the family each time money is spent from the individual's program allowance. It is the family's responsibility to be aware of remaining available funds.
- Please click here OR scan the QR code below to start the process AFTER respite care has been provided:

Cuyahoga DD Family Supports
c/o North East Ohio Network
721 Boardman Poland Road, Suite 103
Boardman, OH 44512

Phone: 1-800-237-6828 FAX: 1-855-336-6968 Email: CuyFSS@neoncog.org