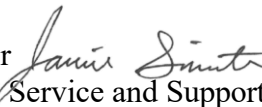


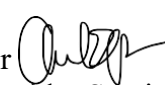


Wes Moore, Governor · Aruna Miller, Lt. Governor · Meena Seshamani, M.D., Ph.D., Secretary

MARYLAND MEDICAL ASSISTANCE PROGRAM
Community Personal Assistance Services Transmittal No. 23
Community First Choice Transmittal No. 23
Home and Community-Based Options Waiver Transmittal No. 25
Increased Community Services Transmittal No. 12
Personal Assistance/Care Services Transmittal No. 58
August 10, 2026

TO: Community Personal Assistance Services Providers
Community First Choice Providers
Personal Assistance/Care Services Providers

FROM: Jamie Smith, Director 
Office of Long Term Service and Supports

Charles Crisp, Director 
Office of Medicaid Provider Services

RE: Residential Service Agencies Provider Compliance Audits

NOTE: **Please ensure that appropriate staff members in your organization are informed of the contents of this transmittal.**

This transmittal reminds providers of the policies and enforcement processed for the provider compliance audit for Residential Service Agencies (RSAs) operating as providers of Personal Assistance/Care Services under the Community Personal Assistance Services and Community First Choice programs. These audits establish a formal, transparent, and consistent framework for addressing compliance issues, strengthening program integrity, and setting clear expectations for providers regarding non-compliance and subsequent enforcement actions.

Compliance Monitoring and Process

As outlined in COMAR 10.07.05.07, the Maryland Department of Health (MDH) conducts inspections, announced or unannounced, during the agency's business hours, to ensure RSA regulatory compliance, and RSAs must provide access to their offices and records upon request. RSA providers who do not cooperate with the audit process are subject to enforcement actions. Providers who fail to respond to MDH's audit initiation will be suspended after three outreach attempts.

The Division of Provider Integrity, Claims and Compliance (DPICC) identifies and addresses potential compliance concerns through a progressive oversight process, which includes:

- (1) Identification of a reportable event;
- (2) Filing of a complaint with the Office of Health Care Quality;
- (3) Desk review and site visit to assess facility operations, documentation requirements, and adherence to regulatory standards;
- (4) Implementation of a Plan of Correction (POC) after repeated non-compliance; and
- (5) Suspension and withholding of payment if non-compliance continues.

Providers demonstrating continued non-compliance following corrective action may be subject to suspension or sanctions, as set forth in COMAR 10.09.36.08. These measures include, but are not limited to, the suspension of program participation, withholding of Medicaid payments, termination of the provider agreement, or removal from the Maryland Medicaid Program.

Sanctions may be triggered by additional reportable events or deficiencies identified within six months of implementing a POC. Upon issuance of a POC, the provider has 15 calendar days to respond. All regulatory compliance actions are subject to applicable notice and appeal requirements, as set forth in COMAR 10.09.36.09 and COMAR 10.01.03. DPICC will provide written notification of the effective date, scope, specific findings, procedures for administrative review, and sanctions.

COMAR 10.09.20.04B and 10.09.84.05B prohibits participation by a provider or principal who, within the previous 24 months, has:

- (1) Had a professional license suspended or revoked;
- (2) Been suspended or removed as a Medicaid provider;
- (3) Been sanctioned under COMAR 10.09.36.08;
- (4) Been subject to disciplinary action, including actions by the licensing board or any provider or principal of any provider agency;
- (5) Been cited for deficiencies affecting participant health and safety; or
- (6) Had a Medicaid provider agreement terminated for failure to meet contractual obligations or fraudulent billing practices.

For additional information, please see the regulations governing RSA operations within these programs, which include:

- (1) COMAR 10.09.20 - Community Personal Assistance Services;
- (2) COMAR 10.09.84 - Community First Choice;
- (3) COMAR 10.09.36 - General Medical Assistance Provider Participation Criteria; and
- (4) COMAR 10.07.05 - Residential Service Agencies.

For questions regarding this transmittal, please contact mdh.cfcprovidersrsas@maryland.gov.