



# State of Connecticut Department of Developmental Services

# DDS

Jordan A. Scheff  
Commissioner

Elisa F. Velardo  
Deputy Commissioner

## Operations Memo 2024-16

**TO:** Department of Developmental Services (DDS) Qualified Providers of Assistive Technology (AT) Services

**FROM:** Sean Bannon, Director, Operations Center

**CC:** Jordan Scheff, Commissioner, Elisa Velardo, Deputy Commissioner, Katie Rock-Burns, Chief of Staff, Nicholas Jerard, CFO, Regional Directors, Private ARDs, Resource Administrators, The Alliance, The ARC CT

**DATE:** March 28, 2024

**SUBJECT:** \$50 Administrative Fee for Transactions of Assistive Technology Devices and Product-Related Services

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We are pleased to inform you that, as of March 1, 2024, DDS Qualified Providers of Assistive Technology services will be allowed to receive a \$50 administrative fee for each transaction in obtaining Assistive Technology devices or related device services provided to individuals with intellectual disability. This administrative fee is intended to compensate Qualified Providers of Assistive Technology services for the administrative costs incurred while facilitating the acquisition of Assistive Technology devices or related product services. Please note this fee is a component of the Assistive Technology service that will be considered a pilot. Depending on how the process described here works for providers, DDS may adjust and revise as necessary. As always DDS will provide an update if any changes are identified.

The administrative fee of \$50 will be applicable for each transaction or purchase of an Assistive Technology device or related product service procurement as articulated below in the Guidelines and Procedures for Claiming Administrative Fee section.

This fee maintains continuity in service delivery and recognizes the critical role DDS Qualified Providers of Assistive Technology services play in ensuring that individuals with intellectual disability have access to necessary technology that can improve their quality of life and independence.

### Eligibility:

DDS Qualified Providers of Assistive Technology services for individuals with intellectual disability can claim the administrative fee of \$50 for each transaction of Assistive Technology devices or related services that directly benefit individuals with intellectual disability.

**Main Phone:** 860-418-6000

Central Office: [ddsct.co@ct.gov](mailto:ddsct.co@ct.gov)

Ombudsperson: [dds.ombudsperson@ct.gov](mailto:dds.ombudsperson@ct.gov)

**Website:** [portal.ct.gov/dds](http://portal.ct.gov/dds)

Public Region: [ddsct.pub@ct.gov](mailto:ddsct.pub@ct.gov)

Southbury Training School: [ddsct.sts@ct.gov](mailto:ddsct.sts@ct.gov)

North Region: [ddsct.nr@ct.gov](mailto:ddsct.nr@ct.gov)

South Region: [ddsct.sr@ct.gov](mailto:ddsct.sr@ct.gov)

West Region: [ddsct.wr@ct.gov](mailto:ddsct.wr@ct.gov)

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**Assistive Technology products or devices:** Any item, piece of equipment, or product system, whether acquired commercially, modified, or customized, that is used to increase, maintain, or improve the functional capabilities of individuals with disability. The payment of the administrative fee must align with the initial acquisition of the assistive technology product purchased with DDS funding regardless of whether the funds were awarded prior to the purchase or reimbursed after the acquisition.

**Related services to Assistive Technology products or devices:** This inclusive definition encompasses a wide range of AT product *services* that directly support the functionality, accessibility, and maintenance of an Assistive Technology product or device. Essential services purchased for ensuring the ongoing usability and effectiveness of Assistive Technology products or devices. Examples of this would be installations of online subscriptions, applications, warranties and protective or adaptive cases that facilitate usability or will prolong the devices functional capabilities.

#### **Guidelines and Procedures for Claiming Administrative Fee:**

Please note that these guidelines and procedures are subject to review and may be updated as necessary to align with DDS's policies, regulations, and available funding.

**Large Orders:** In large orders, where multiple Assistive Technology products are purchased from one vendor, providers are required to bundle the products and view the entire purchase as one transaction. This ensures that the \$50 administrative fee is charged only once for the entire order rather than for each individual product.

**Monthly Services:** The \$50 administrative fee should only be charged once for monthly services set up for automatic payments. This means that regardless of the number of monthly transactions, the fee is applicable only once per individual or account, ensuring that the fee is fair and compliant with the guidelines.

Qualified Providers must exercise due diligence in ensuring that the fees charged are reasonable and consistent with the regulations set forth. To ensure that the administrative fee is claimed in a transparent, accountable, and efficient manner, providers must follow the guidelines and procedures listed below:

- Providers must maintain detailed records of each transaction or purchase, *including invoices, receipts, and relevant documentation* that clearly indicate the nature of the Assistive Technology device or service and are directly linked to the needs of the individual receiving services.
- Providers are requested to submit a claim for the administrative fee within 90 days of the transaction or purchase. Claims must be submitted to the designated administrative department, accompanied by the documentation outlined above.
- Each claim will be reviewed to ensure that it meets the administrative fee criteria. Claims that do not adhere to the guidelines or lack sufficient documentation will be subject to further review or may be rejected.
- Approved administrative fees will be disbursed to eligible providers in a timely manner following the verification and approval of the claims.
- Providers must comply with any additional reporting requirements related to the administrative fee as specified by DDS.
- Providers are encouraged to seek clarification or assistance regarding the claiming process from their Resource Manager. Regular communication channels will inform providers of any updates or changes to the claiming process, guidelines, and procedures in a timely manner.
- Providers must ensure that all claims for the administrative fee comply with the regulations and policies governing the provision of Assistive Technology services for individuals with intellectual disability.
- Periodic reviews of the claiming process will be conducted to gather feedback from providers and identify potential areas for improvement.

DDS would like to thank Qualified Providers of Assistive Technology services for their commitment and support in providing these services to individuals with intellectual disability. Please contact DDS if further clarification is needed.