



Self-Direction Reimbursement FAQ

Last updated 2/4/2025

How do I get reimbursed through my budget?

Your reimbursements will be entered into Precision Care at precisioncare.com/wildwood. You can use the Precision Care Manual for assistance, it contains step-by-step instructions and screenshots; there are also videos on the Self-Direction Participant Videos document to walk you through it. If you would like a video or in-person training, or otherwise need assistance, please reach out to your Self-Direction Coordinator. Your Support Broker also may be able to assist with the entering of reimbursements, if this is a service listed in their Broker Agreement.

How long do I have to enter reimbursements?

Best practice is to enter your reimbursements as soon as possible, but they must be entered within 60-days of the date of service, based upon the *2025 Reimbursement Schedule*. It is best not to wait because the reimbursement must be submitted with all supporting documentation. If there is something missing and it causes the reimbursement to go past 60-days, we will not be able to reimburse. How do we calculate the 60-day period?

- If you purchase a package of classes, the 60-day window starts at the last class
- If you pay a monthly fee for classes or memberships, the 60-day window starts at the end of that month
- If you have a Phone, Utility, or Internet bill, the 60-day window starts at the due date listed on the bill *or* the autopay date if you are set up for that.

Please only enter up to one month of reimbursements in a single expense note. If you need to enter 2 months, please do 2 different expense entries. If you have purchased a package of classes you may submit for reimbursement at the end, or as you go, but please do not submit multiple packages of classes in the same expense.

How do I know what can be covered by my budget?

Your Self-Direction Coordinator and your Support Broker can help guide you in the right direction, but all new items to be reimbursed through the budget must first be approved by the Reimbursement Committee. It is strongly encouraged that you seek pre-approval *prior to* purchasing something, just in case the budget cannot cover it. To request review of a new expense, please utilize the reimbursement form here: [Self-Direction Reimbursement Request Form](#)

When will I be reimbursed for expenses through the budget?

We process reimbursements every 2 weeks (see *2025 Reimbursement Schedule*) and they are paid out the following Friday.

What supporting documentation do I need to provide?

The *2025 Self-Direction Reimbursement Guide* provides specifics per budget category, but generally speaking we need a detailed invoice, proof of payment, and proof of attendance (for Camps, Classes, Memberships, Clinician). For proof of attendance, it is preferred that the *Wildwood Attendance Verification Form* be used, but we can accept confirmed dates of attendance on the invoice, or a statement on business letterhead or business email address confirming dates of attendance with the individual's name and dates clearly indicated.

For reimbursement of Phone, Internet, and Utility bills we need the full bill (all pages), and proof of payment can be: the following month's bill with payment credit shown, a screenshot from the website showing payment was made (account #, name, or address must be shown in the screenshot so we can verify the account), a cancelled check, or an email confirming payment was received. If you are set up for autopay, we can use the autopay date as proof of payment, but if autopay is ever cancelled or payment returned, we will need separate proof of payment moving forward.

What types of membership can be covered?

Anyplace that supports a person's health, safety, or independence, and offers unlimited access can be considered under Memberships, but the membership *must* be in the Individual's name, it must be the basic membership (no add-ons or upgrades), and must allow access for only the Individual. If the membership includes access for any additional family members, it would need to go under OTPS Other Goods and Services for Health and Safety and the cost would be split by the number of people on the membership with only the Self-Directed Participant's portion being reimbursed.

Membership to clubs or groups can also be considered, such as sports which are paid seasonally, or member dues to clubs like Scouts or bowling leagues.

What is the difference between IDGS Transportation and OTPS Personal Use Transportation?

IDGS is Medicaid funded, and OTPS is NYS funded. If Medicaid is paying for it in the budget, IDGS Transportation is used – this means Camps, Classes, Memberships, or other things covered under IDGS, as well as staff mileage, are paid for under IDGS.

OTPS Personal Use Transportation is for other transportation that is specific to the Individual. For ages up to 15, Personal Use Transportation can only be used if there is a family membership they are utilizing, and travel will be divided between the number of people in the vehicle, on the membership. For children ages 15-17, Personal Use Transportation can be used for travel specific to the Individual. For 18+, Personal Use Transportation can be used for anything specific to the Individual and related to a Valued Outcome in their Life Plan, as long as it is not medical in nature.

Family trips/vacations will not be reimbursed for anyone under the age of 18. For people 18+ any family trips/vacations will be split by the number of people in the vehicle as only the Individual's portion can be reimbursed.

What are the guidelines for Family Reimbursed Respite (FRR)?

FRR can be utilized to pay anyone over the age of 18 who does not live in the home to provide Respite care. They do not need to be cleared by Wildwood, as this is a reimbursement – you pay them, submit a reimbursement request (date, hours, rate of pay), and we reimburse you.

FRR cannot be used during school hours for school-aged children unless school is closed and we can verify that. It also cannot be used at the same time any of your Self-Hired staff are working with the Individual. Regulations state that staff must be paid no less than min. wage (\$15.50) and no more than the Medicaid hourly rate for Respite reimbursement (\$29.86).