

MEDICAL CARE PROGRAMS ADMINISTRATION BUDGET HEARING

SENATE BUDGET AND TAXATION COMMITTEE

Monday, March 2, 2026, Miller Senate Building, William Amoss Room, 4th Floor

Senator Guy Guzzone, Chair

Senator Jim Rosapepe, Vice Chair

Health and Human Services Subcommittee

Senator Cory V. McCray, Chair

Please accept the following as the written testimony of Service Coordination, Inc. (SCI) regarding the Medical Care Programs Administration budget proposal for FY 2027.

Introduction

Service Coordination, Inc. (SCI) is a nonprofit, providing conflict-free Targeted Case Management services and advocacy for more than 16,000 people of all ages with disabilities and complex medical needs across Maryland. SCI is the largest nonprofit case management organization in Maryland, employing nearly 1,100 team members, many of whom are Coordinators of Community Services (CCS) and Supports Planners (SP's) for people applying for and enrolled in various Medicaid Waiver and State Plan programs. SCI helps people navigate complex systems by championing choice, fostering community, and nurturing connections.

SCI Programs Overview

SCI's Supports Planning Services (SPS) program is authorized under the Maryland Medicaid State Plan Amendment and administered by the Medical Care Programs Administration (MCPA), Office of Long-Term Services and Supports (OLTSS). SCI provides Supports Planning case management to over 4,500 people of all ages enrolled in Medicaid Waiver and State Plan Home and Community Based Services programs.

SCI also provides services to over 12,000 people with intellectual and developmental disabilities through the Coordination of Community Services (CCS) program, which is administered by the Developmental Disabilities Administration (DDA).

Supports Planners (SP's) work in conjunction with the Maryland Department of Health's Office of Long Term Services and Supports (OLTSS) to assist Marylanders in determining eligibility, obtaining

enrollment, and maintaining services in the: Community Personal Assistance Services (CPAS) Program, Community First Choice (CFC) Program, Community Options (CO) Waiver, and Increased Community Services (ICS) Program. These programs allow people with disabilities and/or chronic illnesses the opportunity to live in the community and receive needed assistance with Activities of Daily Living (ADLs). ADL's include eating, bathing, grooming, dressing, toileting, and mobility assistance. Program services that assist with ADL's and community living may include personal assistance, supports planning, nurse monitoring, personal emergency response systems, assistive technology, environmental assessments, accessibility adaptations, and home delivered meals.

ADL and community supports are essential to prevent higher cost institutionalized care and to allow people to live in the community. Those receiving services have options on where and with whom they live. They have options with the services they receive, and they have the choice of who provides their services. These services not only promote optimal health outcomes, but also greater independence and better quality of life, allowing people to fully participate in their communities to the extent that they desire and are able. A robust service array is necessary to best ensure people have access to services and can make choices about their care.

Recommendations:

1. Ensure competitive reimbursement rates and provide cost-of-living increases for Home and Community Based service providers. Adequate funding is essential for the health of service providers, associated workforce, and the sustainability of a robust service array for people with complex medical needs.

2. Address unmet needs by reducing the Community Options Waiver registry and improving efficiency in management of the registry. Over 20,000 people are on the Community Options Waiver registry waiting to apply for services. Many people on the registry move to nursing homes and/or pass away while waiting for services. According to the Maryland Department of Health, approximately 5,000 individuals waited between five and ten years before being invited off of the registry.

3. Support the Maryland Department of Health (MDH), Eligibility Determination Division (EDD) to manage the Community Options (CO) Waiver and Increased Community Services (ICS) Program and associated eligibility and redetermination processes effectively and efficiently. EDD requires resources and staffing to manage eligibility and redetermination processes and to respond to inquiries in a timely manner.

SPS Impact Story:

Gary received services from SCI using Medical Care Program Administration (MCPA) funds. Gary is 54 years old and resides in Allegany County, Maryland. He is a successful construction business owner and traveled across the United States for work. After a severe work-related injury in 2024, he experienced substantial paralysis and was unable to move his body from his neck down. He described feeling “hopeless,” facing a 99% chance of never walking again from numerous different medical providers. He was institutionalized in a long-term care nursing facility.

Within a few months, however, he began to regain limited mobility and was approved for HCBS services through the Community Options Waiver Program. With assistance from his Supports Planner, he explored non-Medicaid resources such as housing, financial assistance, legal support, transportation services, and other community-based services that would allow him to transition home safely. While his Supports Planner worked to build a foundation for independence, he pushed himself daily – walking more, training harder, preparing for a future and life he refused to give up.

Since transitioning back into a community-based apartment, his recovery has been tremendous. He no longer uses any assistive devices and has regained most of his mobility. His social connections have strengthened, and he now spends time with friends and engages actively in his community. Most inspiring of all, his ambition has fully returned – he plans to re-enter the workforce, rebuild a business, and eventually resume traveling.

When asked about how HCBS and supports planning services assisted him with his recovery, reintegrating into the community and improving his health and ambitions, Gary stated: *“without the support of HCBS and my Supports Planner, I would not have had access to the local resources that made safe housing, rental and energy assistance, and other community-based programs possible”*. Gary reports that these services allowed him to make a successful transition back into the community, something he would not have been able to afford or arrange independently. Gary also shared: *“I believe without the support from HCBS personal assistance services, home delivered meals, nurse monitoring, and supports planning, I would still be in the nursing facility. If I did not receive assistance from the HCBS and my Supports Planner, I would not have the ambition, stability, and improvements in my overall quality of life that I am grateful to have today.”*

Gary reports that he *“feels like a brand-new person,”* and credits his recovery to the opportunities, support, and independence made possible through home and community-based services.

Notably, the services that Gary received in the community are much less expensive than the institutional care that he received. The cost of a semi-private room in a nursing home in Maryland is approximately \$12,501 a month, about \$150,012 a year. The Home and Community Based Services that Gary accessed included personal assistance, meal delivery, nurse monitoring, and supports planning. These supportive services cost approximately \$27,000 a year and were covered by Medicaid.

Contact Information

SCI would like to serve as a resource to members of the Maryland General Assembly and their staff. If you have any questions or would like more information about the services that SCI provides, please contact Sarah Christa Butts, Vice President of Government Relations, at Sarah.Butts@sc-inc.org or at 240-741-2273 or Lisa Carr, Director of Government Relations at Lisa.Carr@sc-inc.org or at 240-405-9888.