



Family Support Services (FSS) Payment Information

Co-Pays

Depending on your family's yearly income, you may also have a co-pay for any qualifying purchases. Your co-payment is the portion of an expense that you are responsible for. Any co-pays you are responsible for will be clearly stated in your eligibility letter.

Submitting Purchase Reimbursements

Reimbursement requests must be received by the 5th or the 19th of the month (or reimbursements will be held until the next processing period) and within 60 days of purchase. You may submit additional forms throughout the year, as needed, until you have used your total allotment.

Receiving Reimbursements

Once your paperwork is received, the MCBDD Business Office will review and contact you if there are any questions or additional information needed to process your reimbursement request. The MCBDD then sends your approved paperwork to NEON (Northeast Ohio Network) who is responsible for issuing your reimbursement check. Please remember, NEON has ten days from the date they receive the approved paperwork from the MCBDD to process a check. Typically, you can expect to receive reimbursement checks around the 16th and/or 30th of each month (these are approximate dates).

Allotment Balances

Remaining and updated allotment balances will be written on the paperwork attached to any reimbursement checks you receive.

Who Should You Call with Questions?

As always, please feel free to contact us if you have any questions, we are here to help.

For general application and/or documentation questions, please contact your Service and Support Administrator (SSA) or Early Intervention (EI) contact.

For questions about your application, enrollment status, application of a respite provider, or ordering of special items, contact Courtney Jordan, Provider Relations and FSS Specialist, at 330-725-7751 ext.130.

For questions about submitting or processing reimbursement forms, reimbursement payments or allotment balances, contact Jeramee Caraballo, Medicaid Services Manager, at 330-725-7751 ext. 223.

You may also send any questions you may have through email to: fssinfo@mcbdd.org