



November 5, 2025

Subject: Upcoming Changes to Supported Living Invoice Processing

Hello Supported Living Providers:

I hope this message finds you well! I want to inform you about important changes to Supported Living invoice processing for 2026.

Starting in 2026, all Supported Living invoices shall be submitted directly to Northeast Ohio Network Council of Governments (NEON) for payment processing instead of the MCBDD. As of 1/1/26, regardless of service dates, send invoices directly to NEON.

Key Benefits of This Change:

- NEON processes payments within 14 days of receipt of invoices, as opposed to the current once/month processing.
- NEON will track utilization for MCBDD.
- Send invoices to programs@neoncog.org

As a reminder, your 2025 1099 tax form will be sent to you from NEON.

We truly value our partnership in providing services to the individuals of Medina County.

If you have any questions or need further clarification, please feel free to reach out.

Respectfully,

A handwritten signature in purple ink that reads "Carey A. Bates".

Carey A. Bates
Director of Business

cc: NEON, MCBDD Provider Support
Stacey Maleckar, Brian Sommers