

PROVIDER SELECTION GUIDE



A handbook created for individuals and families to assist them in knowing how to select a provider of service or change a provider of service.



YOUR RIGHTS AND RESPONSIBILITIES

- You decide on who will be your provider.
- You and your provider should be committed to working together.
- You should feel free to talk with your support coordinator and/or provider about any issues or concerns.
 - * Request a meeting.
- You have a right to ask for a change of provider.

PROVIDER SELECTION PROCESS



1. Have you received county board approval for services? You must have approval before you look for a provider.
2. If you have already decided on a provider, let your support coordinator know.
 - Your residential provider must be certified and willing to provide this service.
 - Your day or work program must be approved by the county board and willing to provide services to you.
3. If you haven't already decided on a provider, your support coordinator will help you.

4. You may look at all providers in the state. Your support coordinator will help you access the list of these providers on the ODMR/DD website.

<http://odmrdd.state.oh.us/>

From the home page click on Citizens, then click on On-Line Search for a Certified Provider

5. From this list, you can select a number of providers to interview.

6. You could choose to interview providers in a one on one situation, or the Support Coordinator can set up one time with the family or individual (you set the time and place), then the interested providers would be scheduled to meet with that family one after another.

7. Talk to your support coordinator about how he/she can help you through the process. Ask them questions like:

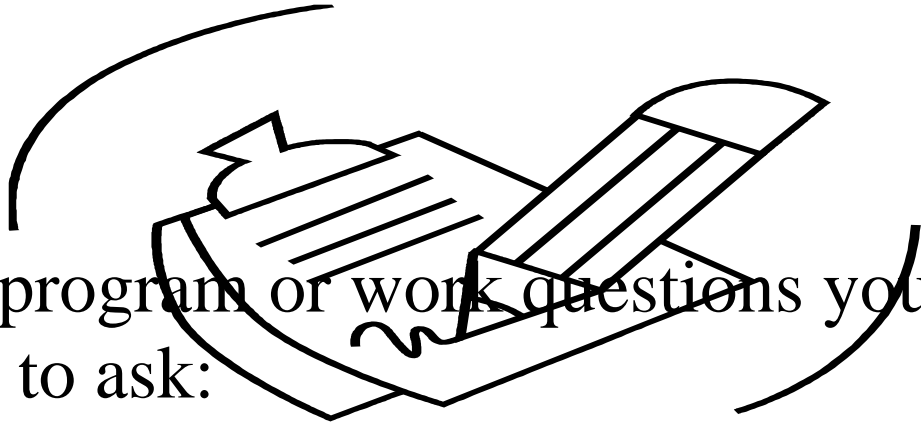
- Who will help me set up interviews?
- How will I get there?

- How many providers can I choose from?
- What happens if I don't like any of the providers I interviewed?

8. For these interviews, find out which provider will suit your needs the best. Come up with a list of questions that are important to you and your specific situation. For example:

Residential questions:

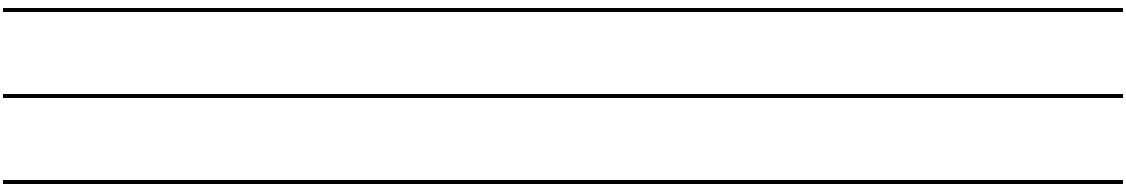
- Do you allow the people you support a part in the hiring process of new staff?
- What kind of staff turnover rate do you have?
- Can all staff you hire drive?
- Do you have staff that come to where I currently live?
- Do you help the people you serve to go on vacations?
- Other questions you may want to ask:



Day program or work questions you may want to ask:

- Do you provide only a certain kind of service?
- Will you help me do the things that I want or need?
- What kinds of services do you provide?
- Will you support me if I want something different?
- Other questions you may want to ask:





9. Ask other people who receive services what provider they use and whether they are satisfied with them.
10. Narrow down your choices to the top two and re-interview, asking to speak to direct-care staff, and to different people than the first ones you interviewed.
11. Once you choose the provider you like, you are now ready to sit down together as a team, with your support coordinator, provider of service, guardian, and/or friends, family, or personal advocate and come up with a plan of support that will guide the supports you get throughout the year. Here are some tips to help you through this initial process:

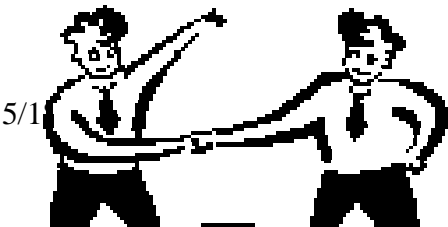
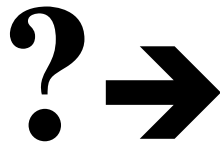
- Don't be afraid to speak your mind.
It's your life, and you need to let the people who are helping you know your needs and wants, especially as they make plans with you.
- If you don't understand something, ask people to re-explain what they are saying, or show you what they mean by example.

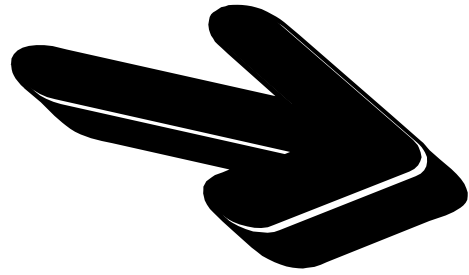
WHAT TO DO IF YOU HAVE PROBLEMS

1. Talk to your provider.
2. Talk with your support coordinator.
3. Clearly identify your problems or concerns.



4. Have you and your team tried to work on resolving the problem? You can request a special team meeting to do so.
5. Tell them what it would take to resolve the problem or issues.
6. Be open to suggestions from the team.
7. Can someone outside of your team listen to and help resolve the problem. (Yes)
 - Team Supervisor
 - Provider Relations Coordinator
 - Ombudsman





CHANGING A PROVIDER

Things to keep in mind when you are thinking about changing a provider:

- Have you thought about how changing a provider could affect your:



1. Living situation – direct care staff, roommates, housing...

2. Finances – paying for your personal expenses (rent, utilities, phone...)



~ will it affect the cost of your waiver services?



3. Will changing a provider affect your future plans?

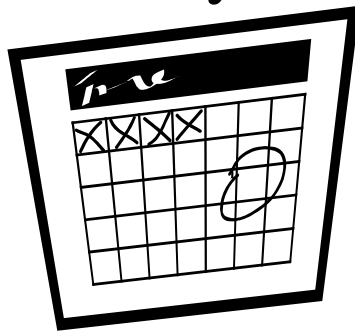
4. Will the kind of work you do change?



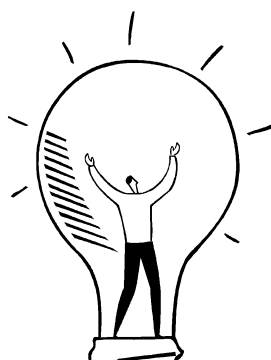
5. Will it affect your transportation?



- You should give at least a 30 day notice to the provider that you do not want anymore.

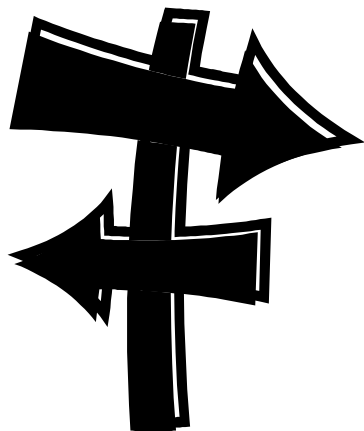


- Do you have a new provider selected who is willing and ready to provide services to you?



SELECTING A DIFFERENT PROVIDER

Please refer to the **PROVIDER SELECTION PROCESS** and start at #2 on page 3.



Remember: Your support coordinator is there to help you. So if you have any questions or problems about this process let them know!

Created by your Quality Assurance Department with the Butler County Board of Mental Retardation and Developmental Disabilities.