

## Can I change Providers?

If you are unhappy with your provider, your Service and Support Administrator (SSA) can assist you in discussing issues with them in an attempt to resolve why you are unhappy.

If you decide that you want a different provider, you can give them notice that you intend to seek another provider.



## The Importance of your ISP

Once you have selected your provider(s), the SSA will schedule and complete the Individual Service Plan (ISP) with the team, establish a start date for services and provide a written copy of state hearing rights.

- It is important that your ISP accurately reflects the services you have requested.
- If your needs change, your ISP should be revised
- Providers will only provide those things that are included in your ISP
- The provider(s) will only get paid for services identified in your ISP
- Your SSA is responsible to assist you with writing and maintaining your ISP

## Find a Provider

*Instructions for using the Department of Developmental Disabilities website to search for a provider:*



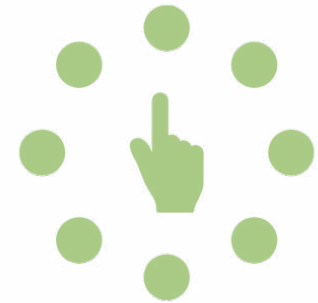
- Visit [www.dodd.ohio.gov](http://www.dodd.ohio.gov)
- Click on “You & Your Family”
- Click on “Find a Provider”
- Now click on “Providers” on the left side, fill in details you can provide, then click “Apply” to view search results.



**PUTNAM COUNTY**  
BOARD OF DEVELOPMENTAL DISABILITIES

124 Putnam Parkway, Suite D  
Ottawa, OH 45875  
Office: 419-523-0122  
Fax: 419-523-0121  
[www.putnamcountydd.com](http://www.putnamcountydd.com)

# FREE CHOICE OF PROVIDER



*Your right and responsibility to choose your service provider*



**PUTNAM COUNTY**  
BOARD OF DEVELOPMENTAL DISABILITIES

124 Putnam Parkway, Suite D  
Ottawa, OH 45875  
Office: 419-523-0122  
Fax: 419-523-0121  
[www.putnamcountydd.com](http://www.putnamcountydd.com)

# Right to Choose

You have the right to choose who you want to provide any of your services that are Medicaid Funded. That includes services you may be receiving using your Individual Options (I.O), Level One or SELF Waiver.

Waiver services might include:

- Homemaker / Personal Care
- Shared Living
- Respite
- Participant Directed Goods & Services
- Specialized Equipment
- Environmental Adaptations
- Adult Day Services (includes Adult
- Day Support, Vocational Habilitation,
- Individual & Group Employment
- Support and Career Planning)
- Transportation Services

Providers of I.O., Level One and SELF Waivers must have valid certification through the Ohio Department of Developmental Disabilities.



Office: 419-523-0122

# Choice Options

You are free to choose a provider for any of your waiver services. Depending on your needs, you may choose one or several providers.

- You may select any independent or agency provider currently certified to provide the services you need
- You may identify a person you would like to use as a provider and ask them to become a certified provider

## Where can I find certified providers?

You can find a list of certified providers by going to: [www.dodd.ohio.gov](http://www.dodd.ohio.gov)  
From that page, click on You & Your Family, then click on Find a Provider

You can utilize Provider Guide Plus, a new online resource to find providers in your area, as well as view ratings and reviews of the provider.

<https://providerguideplus.com>



\*Provider Guide Plus only displays agency providers\*

# Who Can Help?

Your Service and Support Administrator (SSA) can help you, if you wish, to find a certified provider.

- Can help you access the DODD website so that you can see a list of certified providers
- Can assist with setting up provider interviews
- Can attend interviews with you
- Can help you draft questions to ask during the interview
- Can provide you with DODD's "Service Provider Interview Guide"
- Can provide you with objective information about providers, including services provided and results of provider compliance reviews
- Can create a profile consisting of information you wish to share with potential providers
- **CANNOT** choose a provider for you

You are encouraged to interview more than one provider and develop a list of questions to ask during the interview process. This will help you identify who can best meet your needs. You are encouraged to ask all of the providers the same questions so you can compare how each one answers your questions.