

## 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. We ask for you to give up to 30 days so that there is time for a new provider to be selected and to begin providing services.

## THE IMPORTANCE OF YOUR ISP

Once you have selected your provider(s), it is important that your ISP accurately reflects the services you have requested. Your ISP serves as the contract between you, the provider(s) you select, and the Lake County Board of DD. That makes it a very important document! Be aware that:

- \* If your needs change, the ISP should be revised.
- \* Providers will only provide those things that are included in your ISP.
- \* The Provider(s) will only get paid for those things identified in the ISP.
- \* Your Service and Support Administrator (SSA) is responsible to assist you with writing and maintaining your ISP.

Lake County Board of DD/Deeewood  
Service and Support Administration  
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[www.lakebdd.org](http://www.lakebdd.org)

*The Lake County Board of Developmental Disabilities/Deeewood is an Equal Opportunity Employer and Provider of Services.*

## LAKE COUNTY BOARD OF DEVELOPMENTAL DISABILITIES

# Free Choice of Provider

*...Your right and responsibility to  
choose your service providers . . .*

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## 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 Waiver (I.O. Waiver) or your Level One Waiver.

Waiver services might include:

- \* Homemaker / Personal Care
- \* Respite
- \* Social Work
- \* Specialized Equipment
- \* Environmental Adaptations
- \* Adult Day Array Services (includes Adult Day Support, Vocational Habilitation, Supported Employment-Enclave and/or Supported Employment-Community)



Medicaid funded services must be provided by a provider certified by the Ohio Department of Developmental Disabilities.

## 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 agency currently certified to provide the services you need.
- \* You may select any individual currently certified to provide the service 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 of I.O. Waiver and Level One Waiver services by going to:

[www.dodd.ohio.gov](http://www.dodd.ohio.gov)

From the home page, click on [Provider Search](#).



## WHO CAN HELP?

Your Service and Support Administrator (SSA) can help you, if you want him/her to. To help you find a certified provider, your SSA:

- \* Can help you locate the DODD website so that you can see a list of certified providers
- \* Can attend interviews with you, if you want him/her to
- \* Can help you draft questions to ask during the interview process
- \* **BUT** your SSA cannot choose a provider for you



You are encouraged to interview more than one provider and to 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.