Provider Search Tool
Instructions for Independent Providers

All Individual Options and Level 1 Waiver recipients select their provider, per the Free Choice of Provider rule, 5123:2-9-11. A person receiving services funded by a waiver may choose any provider who is willing and able to provide the service and is certified to provide that service.

The Cuyahoga County Board of Developmental Disabilities (CCBDD) has developed a web-based Provider Search Tool (PST) that allows providers to search for referrals of consumers looking for services. The PST also enables consumers to search for certified providers by name, funding source, and service certifications. Please note that this tool is a supplement to the Provider Search system maintained by the Ohio Department of Developmental Disabilities and families and consumers should be reminded that the DODD site is the OFFICIAL tool. The web address of the Cuyahoga tool is https://providers.cuyahogabdd.org.

Currently, independent providers receive referrals via email from the CCBDD. In the very near future, these referrals will be located only in the PST system, and use of email will be discontinued. If you would like to continue to review referrals for consumers in need of services, you will need to utilize the PST.

Providers will also use the PST to update information including your name, address (if you choose), and services for which you will accept new referrals. You can also upload image files and enter a detailed profile to provide potential consumers with information about your services, your work history, your philosophy and other information you believe will be of interest to consumers.

To update your information and enter your provider profile, you will need to log in to the PST using the username and password provided to you by CCBDD. The Web address to log into the tool is: https://providers.cuyahogabdd.org

Please use the attached step-by-step instructions to assist you in loading your information and to search for referrals. If you have questions that cannot be answered by the attached instructions or if you have difficulty accessing your account, please email your question to providersearch@cuyahogabdd.org. Please give as much information as possible about your specific problem or question, and include a contact phone number. This inbox will be monitored regularly, and someone will get back to you as quickly as possible to answer your question.

All providers must login to the PST and make sure your information is correct by FRIDAY, MARCH 23, 2012. The email method of sending consumer referrals will discontinue effective Monday, MARCH 26, 2012. After that date, providers must use the PST to review referrals. Because we have a short turn-around time to begin using the PST, we ask that you login and access your account as soon as possible. This will allow you time to get comfortable with the new system AND allow us to help you with any technical problems before the MARCH 26, 2012 effective date.

Thank you and Good Luck!
Directions to access the Provider Search Tool: A screen shot of the Home page of the Provider Search Tool can be seen below. The home page can be accessed at: https://providers.cuyahogabdd.org

In order to LOGIN as a Provider, go to the Home page and click on “My Account/Log In.”

You will be directed to a login page. Once you arrive at the My Account/Log In page, you may want to add this web address to your “Favorites” list on your computer for easy access. (From the toolbar on your web browser, click “Favorites” and select “Add to Favorites” from the drop down menu).

Enter the username and password you have been given and click the Login button.
You will then be directed to your Account Management screen. At the top of the page, you will see “Announcements” from CCBDD. Please read these, as they will contain important information about provider meetings, updates to the Provider Search Tool, and other information you need to know.

If you scroll down this Account Management Page, you see a “My Account” section that allows you to update your user information. Please review this information to make sure it is correct. You can then click the “Save my information” button.

**The first time you login**, you should Change Your Password to something you will remember. Click on the Change Password link to do so. Your username has been assigned to you by CCBDD. It is typically your email address. Your password should be at least 6 characters long, and include one number and one capital letter or special character.
How to Edit your Provider Profile:
Once you are logged in, you can update your provider profile by clicking the **Provider Search** link on the left side of the page. Clicking the Provider Search link will bring you to the Search for a Service Provider page.

On this page, the easiest way to find your provider profile is to search by name. To search by name, enter the name in the field with the caption “**Or, search by provider name (optional)**” and click the **Search** button.
After clicking **Search**, you should see your individual provider profile in the search results screen. If you are logged in, you should see an **Edit** link to the right of your profile. To edit your profile, click the Edit link.

Clicking the **Edit** link brings you to the **Edit Provider Information** screen. On this screen, you can update your provider information including your provider name, address, phone number, and Website URL (if you have one). This is also the screen where you can edit your Contact Email address. This is the address that consumers and families will see when they click on your Details page.

You will be asked to enter your FULL street address on this page.

However, after you enter your address, you have the option of whether you would like your street address to be displayed on the PST. Select “YES” to show your full address, or “NO” to show only your zip code.
When an account is created for you on the PST, the Provider Development Coordinator adds your basic information, including the services which you are certified to provide. PST will indicate that you are NOT ACCEPTING REFERRALS for services. You must select the specific services that you are accepting referrals for by clicking on each service. To select several services at once, simply hold the CONTROL (Ctrl) key down and click each service with your mouse.

You can also use the Provider Information screen to enter a Provider Profile.

On this screen, you will see several questions about the services you provide, your philosophy, and your training. This will allow consumers and families to better understand your services and choose appropriately. To respond to the questions on your Profile page, simply type directly into each drop down box below each question. You can cut and paste answers from a word document or your website if you would like. Please note there are space limitations for most questions.
The questions are:

1. Describe your experience providing Homemaker Personal Care (HPC) and other waiver services.
2. How do you resolve conflicts between yourself and consumers?
3. What are your ideas about providing community participation opportunities?
4. How do you assess the quality of the services you agree to provide?
5. In what cities or neighborhoods are you able to provide support?
6. How do you keep track of a person's records (including documentation of services provided)?
7. Describe your experience working with consumers in crisis situations. Do you have any crisis training?
8. Describe your on-call procedures. How can a consumer reach you quickly?
9. List any other comments and available service options.

You will have some space to enter specific information not covered in the standard questions on this page as well.
Finally, you can use the **Provider Information** screen to upload a logo for your individual service provider practice. To upload a logo, click the **Choose Image** button next to the **Logo** label or click the Image Manager icon.

**TIP:**
The Image Manager icon looks like this:

Clicking the **Image Manager** icon brings up the Image Manager. In the **Image Manager** you can browse upload image files by clicking on the **Upload Image** tab and browsing to the image you wish to upload. When you have selected the image you wish to add to your profile, click the insert button to insert the image into the editor.
Finally, to add a link to your website from your profile, click the Hyperlink Manager icon. Clicking the Hyperlink Manager icon opens the Hyperlink Manager. To add a link, enter the URL and link text, then click OK.

When you are done answering your profile questions and uploading any images, click on the Submit for approval button. This will send your profile to CCBDD to review and publish to the live version of the Provider Search Tool. When you click Submit for approval, you will be directed back to the Provider Search Screen.
Directions on How To Search for Referrals

When you are logged into the site, click on Referral Search.

Once on the Referral Search Page, you will be able to View All Referrals, or you can search for certain types of referrals by using the specific services you input. This screen will allow you to see information about consumers who are looking for services.

To view ALL current referrals in the PST, click the “View Items” Button.

If you are only looking to provide a certain type of service, such as HPC services, you can select that specific service from the list by clicking on it. To see a few different types of services at once, simply hold the CONTROL key down and click each service with your mouse.

You can sort referrals by, Consumer Gender, and Consumer Age and whether 24 hour supports are needed. As an independent provider, you should be looking at referrals that DO NOT require 24 hour supports, so you likely will not use this as search criteria. Once you have selected your search criteria, click “Search” to get results.
You will then be able to see all referrals for those services. To see more information about each referral, simply click on the person’s name:

You can see the date the referral was put in our system.

Please note that each referral has a “contact by” date indicated by which you should respond if interested.

Also, please note that Provider Type is indicated. Independent Providers can respond to those that indicate “No preference” or “Individual.”

Please note that at times, a Support Administrator may change a referral or add more information about a person’s wants and needs as that information becomes available. We have asked Support Administrators to FLAG these updated referrals by adding the word “REVISED” or the number “2” or “3” to the person’s name.

If you see a REVISED referral, we ask that you review it again, even if you read the original referral and did not think you could provide services to the individual. The updated information may make a significant difference as to which providers might be able to offer supports to the individual.
When you click on the consumer’s name, you will be directed to a profile for that individual. It contains important information about the consumer’s needed supports. You will use this information to determine whether you are willing to provide these supports and respond to the referral.

PLEASE NOTE: The top section of the referral form asks about the “type of provider being requested.” Independent providers such as yourself may respond to referrals that indicate “No Preference” or “Individual” ONLY. Please do not respond to requests for an AGENCY provider.

In addition, if someone is requesting “paid supports 24 hours per day,” you will not be able to provide this as an Independent provider, unless you are aware of other independent providers who can share the supports with you. Please keep this in mind when responding to referrals.
At the bottom of the referral page, please note some important information:

You will see the email address for the Support Administrator working with this individual. You must contact the Support Administrator directly to get more information, or to indicate that you are interested in working with this consumer.

The Support Administrator will provide the consumer and/or family with responses from all interested parties, and the consumer will select which providers he/she would like to interview. **You will only be contacted by the Support Administrator IF the consumer would like to interview you or begin to work with you.**

If a referral expires but the individual has not identified a provider, the Housing and Placement Coordinator will extend the expiration date on the referral after communicating with the Support Administrator.

**Logging Off:**

When you are done using the PST, please be sure to LOG OFF the system by clicking the button the left hand side menu bar.