



Provider Directory - General FAQ

1. What is the Provider Directory?

The Provider Directory is an online portal that will be used to input, store, and view information about service providers statewide. The Provider Directory will be developed in phases.

2. What is happening in Phase 1?

The first phase of the project includes launching the directory, registering for the directory, and validating the data in the directory. Service provider owners will receive an email invitation to register for the Directory. Following registration, they will review pre-populated data from existing DDS systems and approve or submit edits to their data. Regional centers will approve “major” changes to service providers data submitted by the provider (please reference question #10 for a definition of change types).

3. Who will have access to the Provider Directory in Phase 1?

For Phase 1, only designated regional center approvers and service provider Owners can access the directory to help enter and confirm data. Invitations to register for the Directory will be limited to select regional center staff and service provider owners.

Future phases of the Provider Directory will be developed with feedback from Phase 1 users and be accessible to all regional center staff and individuals and their families.

4. What actions are expected of service providers and regional centers in Phase 1?

1. DDS will send email invitations to service provider owners and regional center representatives.
2. Service providers will register in the Provider Directory.
3. Once registered, service providers will be asked to confirm or edit pre-populated data about their organization.
4. Regional center representatives will review and approve provider-requested edits.

5. Why is this change happening?

Data centralization and standardization will create consistency across all 21 regional centers and simplify data management. The first step in the launch and adoption of this new platform is to enable improved data accuracy and transparency of service provider information.

6. How is the Provider Directory impacting the use of current systems?

The Provider Directory will run in parallel to other systems (e.g. SANDIS) and will not replace current systems and processes associated with creating and managing vendorizations / service provider data. Integration of the Provider Directory with current processes and systems is planned in future phases.

7. How will the validation process work for Providers who are vendorized with multiple regional centers?

Each vendor number will be validated by their respective vendorizing regional center.

8. How will the Directory validation process consider courtesy vendorization?

The current courtesy vendorization process will still be applicable. Data validation only occurs with the vendorizing regional center. Updates to courtesy vendorization data will be facilitated by vendorizing regional center.

9. Can you export your data out of Service Now?

Provider information can be exported to .xls and .csv file formats.

10. Service Provider changes that are submitted via the Provider Directory are categorized as either “insignificant” or “major.” What are those definitions and what is the effect of those categorizations?

Insignificant changes are automatically approved when submitted and include edits to any or all of the following fields:

- Service Location Phone Number
- Service Location Email Address
- Designated Point of Contact

Major changes are those that include changes to any or all of the below fields and need to be reviewed by the regional centers:

- Federal Tax ID
- Organization Type
- Service Location Street
- Service Location City
- Service Location State
- Service Location County
- Service Location Zip Code

11. When will new providers be invited to register for the Provider Directory?

During the validation period of Phase 1, new vendors will be imported to the Provider Directory within a 30-day period of a completed vendorization process. Invitations to register for the portal will be distributed at that time.

12. When communicating with a regional center or service provider, what information do I need to provide for them to locate my change request?

When a vendor record is submitted, it is assigned an ID, known as “RITM.” That RITM number is the primary ID for a regional center to look up a vendor record for validation. (See training guides for role specific information on where to locate the RITM).

13. What can I expect from future phases for this project?

Future phases of the Provider Directory project intend to focus on:

- Helping individuals and families find services in their communities and identifying if those providers have staff that speak the family's preferred language
- Making vendorizations electronic, easier, and more consistent between regional centers
- Integration with the State’s case management and fiscal systems to automate updates of provider data, resulting in consistent and accurate provider data across systems.

14. Which web browser(s) work best for accessing the Provider Directory?

The Provider Directory is powered by Service Now. Service Now recommends Chrome and Safari browsers. TIP: If you are having issues accessing or viewing the Provider Directory in your browser, try clearing your browsing data (this clears your history, cookies, cache, etc.).

