Regional Center FAQ

This set of questions is intended to provide additional information specific to the regional center role. Please read <u>general FAQ</u> first.

1. **What is the specific impact on my role as a regional center staff member?**

   Access and responsibilities during Phase 1 are limited to one role:
   - "Approver" – this appointed staff member(s) will be assigned a license to access the Provider Directory and will be responsible for reviewing and approving or rejecting "major" changes to service provider data. They will also support service providers with their validation process.

   Future phases may expand access and responsibilities within each regional center.

2. **As a regional center approver, how much time do I have to approve / reject change requests from service providers?**

   Regional centers should inform their service providers about what target response times can be expected.

3. **As a regional center approver, can I edit any information in the Provider Directory?**

   No, regional centers do not have editing rights to any fields in the Provider Directory. Regional center editing rights may be available in a later phase.

4. **As a regional center approver, what is the difference between "Approved with Modification", Reject - Please contact the Regional Center" and "Reject - Corrections needed"?**

   When using "Approved with Modification", the "major" change is approved, and the process is closed as approved for the Service Provider. To address the modification, the regional center approver takes a follow-up action outside the Provider Directory to resolve it.

   When using "Reject - Corrections needed" the "major" change will be rejected, the RITM will be closed and the vendor record will be available for resubmission. The regional center approver will prescribe the needed corrections in the comments section in the Provider Directory.

   When using "Reject – Please contact the Regional Center" the "major" change will be rejected, the RITM will be closed and the data record will be locked. Additional service provider data changes cannot be submitted via the Provider Directory.

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5. **How can regional centers delegate workload across "approver" team members?**

All change requests associated with your regional center will be accessible to each "approver" in your regional center. In Phase 1, there is no ability to assign change requests to a specific team member. To best manage the workload, each regional center is encouraged to designate roles and responsibilities for their "approvers" similar to how regional centers currently process provider data changes.

6. **As a regional center approver, can I expect any notifications that would alert me of new requests?**

Yes, the Provider Directory will send a daily summary email of "major" changes to the designated regional center distribution list email address on file.

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

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

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