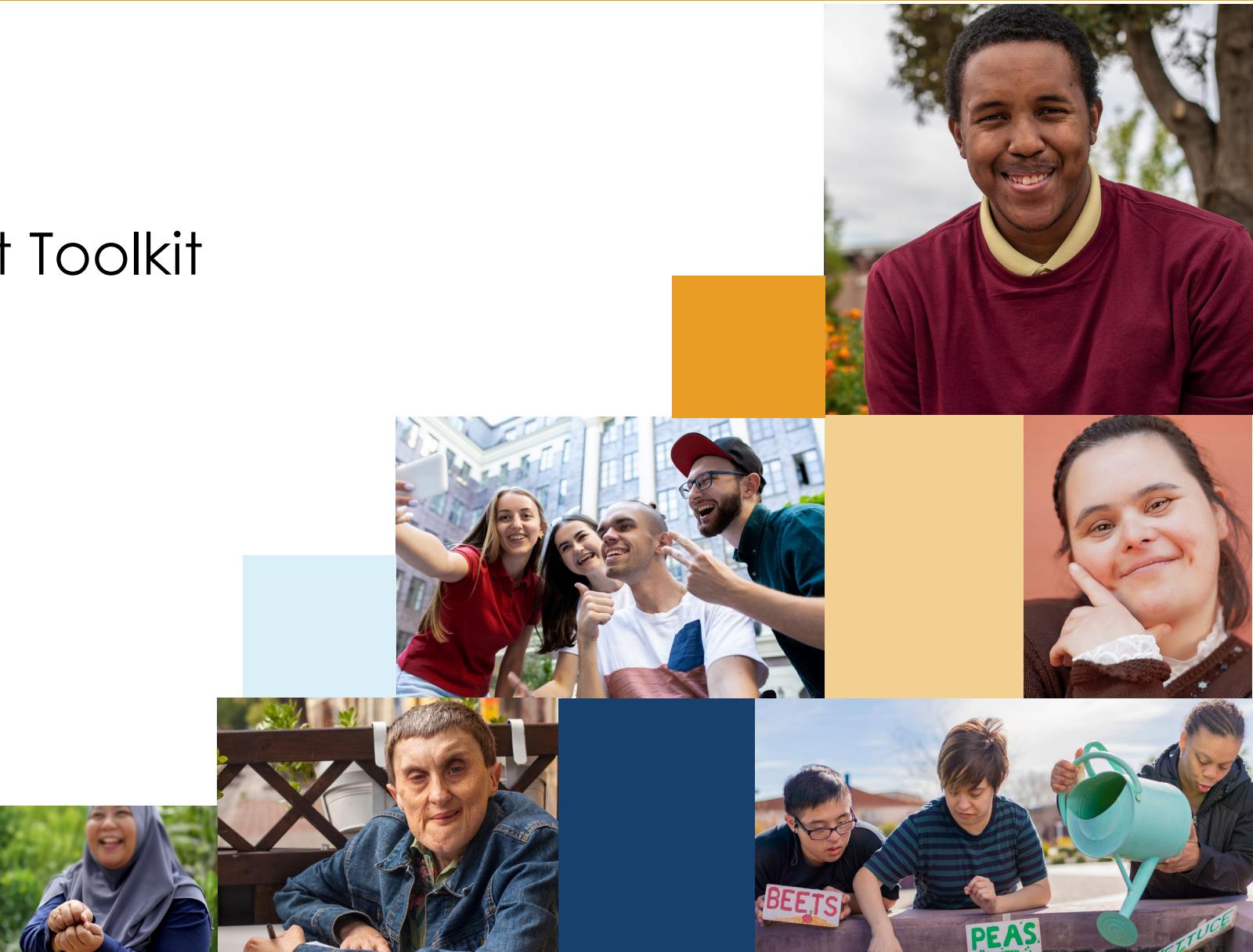


# Provider Directory Regional Center Communication Support Toolkit

July 2024



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You can copy & paste the Provider Directory logo from this slide, or email [Provider.Directory@dds.ca.gov](mailto:Provider.Directory@dds.ca.gov) if you need the logo in an alternative format.

# TOOLKIT PURPOSE & USE

Purpose & Use	
<b>Purpose</b>	The toolkit is designed to aid Regional Centers (RC) in communicating news about the Provider Directory to Service Providers through a variety of channels. It is up to each RC to determine which tools to use from this kit in support of this goal.
<b>Focus</b>	This toolkit is focused on engaging Service Providers to submit updated information to the Provider Directory.
<b>Timing</b>	Updated information is requested by <b>August 15</b> . Materials in this tool kit are current through <b>August 31, 2024</b> . The latest information, including any updates or additions to this toolkit, are available on the Provider Directory <a href="#">website</a> .
<b>Questions?</b>	A <a href="#">website</a> with information about the Provider Directory, training tools, and FAQ is available.  Share any questions and feedback via email to: <a href="mailto:providerdirectory@dds.ca.gov">providerdirectory@dds.ca.gov</a> . You can reach Protiviti, DDS's vendor supporting data collection, at the following phone numbers:  Option 1: <b>+1 (213) 327-1346</b> Option 2: <b>+1 (213) 327-1349</b>  Option 3: <b>+1 (213) 327-408</b> Option 4: <b>+1 (213) 327-1420</b>

# EMAIL TO SERVICE PROVIDERS (YOU CAN COPY & PASTE)

**Subject:** DDS online Provider Directory launching in September 2024! Action Needed by August 15

Dear Community Partners:

We are excited to announce the upcoming launch of the Provider Directory (PD) – a comprehensive online portal for service provider data and information. To ensure its success, we need your help in updating and verifying the data. This email includes a toolkit to facilitate this process, as well as important information regarding timelines, actions required, and available support.

## What is the Provider Directory?

The Provider Directory is an online portal designed to input, store, and view information about service providers statewide. It helps identify where services are available or needed and tracks the development of new resources. Learn more about the Provider Directory on the [DDS website](#).

## Why is this important?

With accurate data, the PD will serve two key functions:

- **For advocates and families:** Identify service provider options in their community.
- **For service providers:** Earn a possible one-time payment from the [Quality Incentive Program \(QIP\)](#) for complete submissions. Provider directory data will be used to inform the 10% change in rate setting.

We will rely on the Provider Directory information for future QIP activities, including payment for outcome and quality measures.

## What to expect?

A key first step is the cleanup and centralization of regional center provider data. Between now and early September, DDS is working with Protiviti, a third-party data management vendor, for data cleanup and data collection tasks. Under DDS supervision, Protiviti will reach out directly to service providers to gather information required for data clean up and account registration.

## Action Needed: Submit Updated Information by August 15

To assist in data collection efforts, the Department is using Protiviti, a third-party contractor, to facilitate the process. You may receive an email or call from Protiviti to validate information. Protiviti has developed multiple ways providers can submit information needed for the incentive and to inform full rates, including:

Online: Service providers fill out a survey to update your data using this link: [forms.office.com/g/8M3J2m471J](https://forms.office.com/g/8M3J2m471J)

- Email: Service providers may submit updates to your data via email [providerdirectory@dds.ca.gov](mailto:providerdirectory@dds.ca.gov).
- Phone: Service providers may call one of the following numbers and an operator may assist in capturing updates to your data: +1 (213) 327-1346, +1 (213) 327-1349, +1 (213) 327-408, +1 (213) 327-1420

Service providers will need to provide PD registration information, including but not limited to controlling interest such as contact information (email and phone), tax identification number(s) for the controlling interest, and associated vendor numbers for each tax identification number.

This exciting project will serve our entire community. As a comprehensive and accessible source of information, the Provider Directory will improve transparency, evaluation of systemwide resources, and most importantly, help individuals and their families get information that can support making informed decisions about their services.

Questions? Email us at [providerdirectory@dds.ca.gov](mailto:providerdirectory@dds.ca.gov) or visit us online at <https://www.dds.ca.gov/initiatives/provider-directory/>.

# FOR EXISTING MEETINGS WITH SERVICE PROVIDERS

DDS is launching a new online Provider Directory in September 2024. Quick facts are:



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- The Provider Directory will make service provider information **easier** for providers to manage and more accessible for consumers. The full capabilities of the Directory will be released in phases.
- Phase 1 of the Directory launch will **empower** Service Providers to view and validate their information in the Directory. This work will enable future phases.
- **Support**, including on-demand training materials, will be available.
- Future phases will include vendorization and deployment of a customer-facing portal.
- QIP one-time incentive payments are tied to Service Providers that submit complete PD registration information by **August 15**.

# POST ON YOUR REGIONAL CENTER'S WEBSITE

Recommendation: This message is designed for posting on an RC's home page or within news & events.

## **Wording for the message -**

Subject: New DDS Provider Directory launching in September 2024!

Text: In September 2024, DDS is launching an online Provider Directory. Its full capabilities will be released in phases. Service provider owners and designated regional center representatives will be invited to create an account and collaborate to ensure accurate provider information is in the system. We need your help to complete PD registration information by **August 15**. Questions? Email us at [providerdirectory@dds.ca.gov](mailto:providerdirectory@dds.ca.gov) or visit us online at <https://www.dds.ca.gov/initiatives/provider-directory/>.

# BANNER ON RC'S WEBSITE

## Wording Options:

- Service Providers: New DDS online [Provider Directory](#) launching in September 2024! Get ready to provide your registration information to Protiviti by **August 15**.
- Service Providers: Watch for news & updates on what you need to do for DDS' new, online [Provider Directory](#) - Launching September 2024.
- Service Providers: Be ready for a call or email from Protiviti to provide your registration information for the new DDS online [Provider Directory](#).

# NEWSLETTER ARTICLE

## **ANNOUNCEMENT:** New DDS online Provider Directory launching September 2024!

In September 2024, DDS is launching an online Provider Directory. Its full capabilities will be released in phases. Service provider owners and designated regional center representatives will be invited to create an account and collaborate to ensure accurate provider information is in the system.



Support, including on-demand training,  
will be available on the DDS Provider Directory website.

**Sign up to be added to the Provider Directory [email distribution list here.](#)**

Questions? Email [providerdirectory@dds.ca.gov](mailto:providerdirectory@dds.ca.gov) or  
visit <https://www.dds.ca.gov/initiatives/provider-directory/>.



# TALKING POINTS

## *About the Portal*

- Helping Californians with developmental disabilities and their families access services is central to the DDS mission. This begins with making information about services more available. This will allow self-advocates and families to better understand the range of service options that may be beneficial to them.
- The Regional Centers are supporting the department to create a statewide resource that will make this possible in the future: a centralized, online portal called the Provider Directory.
- The initial objectives of the Provider Directory are to gather information about all regional center service providers, capture the organizational relationships between them, and establish a mechanism for communication between service providers, regional centers and the Department.
- Accurate and up to date information in the Provider Directory will modernize DDS's ability to provide QIP and rate increases.

## *Action Needed*

- Your participation is crucial for accurate data collection and payment updates.
- Service providers will need to provide information, including but not limited to:
  - Contact information, such as email addresses and phone numbers
  - Tax identification number(s) for the controlling interest
  - Associated vendor numbers for each tax identification number

## *QIP and Rate Changes*

- If you have additional questions about QIP or Rate Reform, please reach out to [QIPquestions@dds.ca.gov](mailto:QIPquestions@dds.ca.gov).

# TIMELINE

