



PROVIDER DIRECTORY – GENERAL FAQs

Q1. What is the Provider Directory?

A1. The Provider Directory is an online Directory that stores and displays information about service providers statewide. The Provider Directory will be developed in phases.

Q2. What is happening in Phase 1?

A2. The first phase of the project includes launching the directory, registering for the directory, and validating the data in the directory. Service providers 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). The Directory was launched October 29, 2024.

Q3. Who will have access to the Provider Directory?

A3. Currently, only designated regional center approvers and select service providers (see Q 16 for provider criteria) can access the directory to confirm, submit, and approve changes to vendor data. Future phases of the Provider Directory will increase accessibility to regional center staff and individuals and their families.

Q4. What actions are expected of service providers and regional centers that receive an invitation to the Provider Directory?

A4.

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

Q5. Why is this change happening?

A5. 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.

Q6. How is the Provider Directory impacting the use of current systems?

A6. 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. Regional centers can access Provider Directory information directly in SANDIS in a side-by-side comparison view.

Q7. How will the validation process work for Providers who are vendorized with multiple regional centers?

A7. Each vendor number in the PD is linked with the original vendorizing regional center. The PD does not capture courtesy vendorizations that span multiple regional centers at this time.

Q8. How will the Directory validation process consider courtesy vendorization?

A8. The current courtesy vendorization process is still applicable. Data validation only occurs with the vendorizing regional center. Updates to courtesy vendorization data will be facilitated by vendorizing regional center.

Q9. Can you export data out of Service Now?

A9. Yes, data can be exported to .xls and .csv file formats.

Q10. 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?

A10. Insignificant changes are automatically approved when submitted and include edits to any or all the following fields:

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

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

- Federal Tax ID
- Service Location Street
- Service Location City
- Service Location State
- Service Location Zip Code

Q11. When will new providers be invited to register for the Provider Directory?

A11. Newly created vendor numbers are imported to the Provider Directory approximately once a month. Registration emails for brand new account holders will be triggered at that time.

Q12. When communicating with a regional center or service provider, what information do I need to provide for them to locate my change request?

A12. When a vendor record is submitted, it is assigned an ID, known as a case number. The number begins with “EXVN.” It is the primary ID for tracking a vendor confirmation submission.

Q13. (intentionally blank)

A13. (intentionally blank)

Q14. Which web browser(s) work best for accessing the Provider Directory?

A14. DDS recommends using Google Chrome or Microsoft Edge to access the Provider Directory. 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.).

Q15. Will service provider data be displayed to the public?

A15. No. To start, no data will be displayed to the public. In future enhancements, no sensitive data or PII will be displayed publicly.

Q16. What service provider service codes are excluded from the Provider Directory?

A16. The Provider Directory will be developed in phases, adding functionality over time. Currently, only service providers that billed after June 2021 and were vendorized in a qualified service were included. Providers with the following service codes are excluded:

- Service codes 24, 65, 73, 77, 93, 400, 405, 410, 415, 420, 425 and 890.
- Apart from FMS service codes (315-317), all Self Determination Program (SDP) service codes (300-series)

Q17. What is a Provider Directory “parent organization?”

A17. A goal of the Provider Directory is to create visibility into a vendor’s relationship to a “parent organization.” Parent organization is defined as the owning entity of one or more vendorizations. Parent organization is also the data custodian and is responsible for maintaining accurate vendor data.