



PROVIDER DIRECTORY – SERVICE PROVIDER FAQs

This set of questions is intended to provide additional information specific to service providers. Please read the general FAQ first.

Q1. What is the specific impact on my role as a service provider?

A1. Select service providers will be invited to register for the Provider Directory. (See General FAQ for current provider criteria). These service providers are custodians of their data and are empowered to submit data changes as needed. Responsibilities include:

- Register for the Provider Directory. Look for an invitation from caddsprod@servicenowservices.com.
- Review pre-populated data from existing DDS systems and approve or submit edits to their data. Service providers will work with regional centers to complete the validation process for “major” changes.
- Changes made in the Provider Directory do not populate to other DDS systems. Therefore, each service provider is responsible for also submitting vendor record changes to regional center(s) in accordance with current practices.
- Providers that qualify for QIP incentives must register for the Directory and submit their record(s) within 45 days of receipt of the invitation to register.

Q2. If there are significant changes to my data, how do I complete my validation process?

A2. In case of significant changes to data, the recommendation is to talk to the vendoring regional center to understand what needs to happen prior to submitting the request to validate the change in the Directory. This will improve the regional center's ability to respond to the submitted changes.

If re-vendorization is required, a new vendor record will be populated to the Directory following a completed vendorization process.

Insignificant changes are automatically approved when submitted and are defined as 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 defined as 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 County
- Service Location Zip Code

Q3. After submitting a “major” change for review by the regional center, what response options are possible and what actions do they require?

- A3. If the regional center response is “Rejected with corrections needed,” the original RITM or case will close and the vendor record will return to the Home page for re-submission with the prescribed changes. To understand what needs to change for resubmission, check comments on the original RITM or case.

If the regional center response is “Rejected – please contact the regional center,” your RITM or case will close and your data record will be locked. Additional provider data changes cannot be submitted via the Provider Directory. This response is used for big changes that may require new vendorization. Check comments and contact the regional center.

TIP: As a best practice, if you have a big change to your record, contact your vendorizing regional center prior to data review in the Provider Directory.

For more detail on response options and steps to locate comments, reference the service provider training guide.