PROVIDER DIRECTORY - REGIONAL CENTER FAQS

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

Q1. What is the specific impact on my role as a regional center staff member?
A1. 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.

Q2. Will provider data be displayed to the public?
A2. No provider data will be displayed to the public in Phase 1.

Q3. What information is publicly available?
A3. In future enhancements, only publicly available information will be made publicly available on the Provider Directory. No sensitive data or Personally Identifiable Information (PII), such as Tax IDs, will be displayed publicly. DDS will coordinate workgroups with the community to discuss what information is important enough to be public facing.

Q4. As a regional center approver, how much time do I have to approve / reject change requests from service providers?
A4. Regional centers should inform their service providers about what target response times can be expected.

Q5. As a regional center approver, can I edit any information in the Provider Directory?
A5. 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.

Q6. As a regional center approver, what is the difference between "Approved with Modification", Reject - Please contact the Regional Center" and "Reject - Corrections needed"?
A6. Approved with modifications - Major change may impact provider's record (e.g., program director, administrator, staffing credentials/licenses) and follow up is needed

Rejected with corrections needed - Major change signals information or changes needed (e.g., information does not match records on file, such as disclosure, contract amendment, program design)

Rejected – please contact the Regional Center - Change impacts vendorization. **Warning** – when this response option is used, the data record will be locked, and no additional changes can be submitted by the service provider. Please use this option only if the locking the record is required.

Q7. How can regional centers delegate workload across "approver" team members?
A7. 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.

Q8. As a regional center approver, can I expect any notifications that would alert me of new requests?
A8. Yes, the Provider Directory will send an email notification for each "major" change after its submitted. Additionally, a reminder email for each pending case that hasn't been actioned on in the past 7 days will be sent weekly.

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

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

Q9. Where else will Provide Directory data be made available?
A9. SANDIS users can view Provider Directory service provider data in their regional center's SANDIS instance. Regional center approvers can also view service provider records in the Directory.