



STANDARDIZED VENDORIZATION - GENERAL

Q1. What is the relationship between Provider Directory and Standardized Vendorization?

A1. Provider Directory is the online portal that enables providers to apply for vendorization via the standardized vendorization process. Vendorization is an enhancement to the Provider Directory's capabilities.

Q2. What does MVP mean in the context of Standardized Vendorization?

A2. MVP stands for Minimum Viable Product. The Provider Directory is being built in phases. Standardized Vendorization MVP is an enhancement to the Provider Directory and is being released to meet time-sensitive, business needs and enhance an applicant's vendorization experience. Additional features and capabilities will be deployed in future enhancement releases.

Q3. What is a case?

A3. A case is a type of ticket used to document and manage an applicant's request for vendorization. It enables regional center staff to track all related activities and communications throughout the vendorization process. A case remains open until a vendorization decision has been made.

Q4. Can anyone apply to become a vendor, or must it be in response to a Request for Proposal (RFP)?

A4. In accordance with [Title 17, Section 54320](#), an applicant that meets the requirements of the service can apply for vendorization and it does not need to be in response to a Request for Proposal (RFP). A regional center must vendor an applicant who meets all the requirements for the service to be provided in the regional center's catchment area.

Q5. When can an applicant apply?

A5. When the standardized process is implemented, the application process for vendorization is fully online and available 24/7, allowing applicants to start the vendorization application at a time that is convenient for them.

Q6. How does an applicant submit their required documents?

A6. During the submission stage, the applicant will receive a customized checklist of documents that must be submitted to support the application. The applicant must upload these documents within the case.

Q7. How will new applicants know where to start the vendorization process?

A7. The steps to start an application will be on the Department of Developmental Services' website on the vendorization process page and on each regional center website.

Q8. Will the vendorization packet be standardized across all regional centers?

A8. To establish a more consistent vendorization process, a standardized list of documents will be used. For each application, the vendoring regional center will identify and select all applicable documents based on the service being requested. The finalized list will then be shared with the applicant within the case.

Q9. How will applicants know where they are in the vendorization process?

A9. The progress is tracked in the system and represented visually. The standardized vendorization process is defined by four stages. Once the applicant creates or accesses a Provider Directory profile, the remaining three stages are represented visually within the case, enabling applicant and regional center to track their respective statuses in the vendorization process.

Q10. During the application process, what is the preferred method of communication?

A10. During the application process, applicant and regional center staff are encouraged to communicate within the case in the system. Both parties can post and view comments and attachments in the activity stream, providing maximum visibility and traceability.

Q11. Will providers be able to view all communications and notifications within the portal?

A11. Each application submitted creates a case that is open through the decision stage. An applicant and the vendoring regional center can view, communicate and exchange information within the case. Notifications are delivered to the applicant by email but are not saved to the case in the Provider Directory.

Q12. What information is required in the requirements stage?

A12. The requirements stage enables the regional center to assess the applicant's readiness to be a service provider before confirming the applicant meets all the requirements and standards specified in regulations during the Submission stage. It includes some applicant information (e.g., requested vendoring regional center, applicant name, address information, entity type) from the vendor application and some information about licenses and certifications.

Q13. Is the checklist generated during the requirement stage customized by service code?

A13. No. For the standardized vendorization MVP release, there is no validation or automation by service code.

Q14. Can a provider cancel or withdraw their application?

A14. Yes, providers can cancel their application which will close their case.

Q15. If the applicant is not the authorized signer, how can the signer receive and e-sign the required digital documents?

A15. The applicant has the option to send the application to a 3rd party for e-signature. The vendoring regional center will work with the applicant to understand who needs to receive the documents to e-sign.

Q16. Can a parent/guardian vendor ID be reused for different purchase reimbursement services?

A16. Yes. Once vendored, the parent/guardian's vendor ID can be used for additional purchase reimbursement services under service code 024.

Q17. What happens to the vendorization documents that are submitted during the application process?

A17. For applications that are denied, the record closes and the documents remain with the closed record. For applications that are approved, the documents will be applied to the vendor record and will be accessible by the service provider and regional center staff.

Q18. Does vendorization guarantee referrals or service authorization?

A18. In accordance with [Title 17, section 54322](#), vendorization does not guarantee that individuals will be placed or referred to the vendor by the regional center.

Q19. What vendorization scenarios are excluded from the standardized vendorization intake process in the Provider Directory?

A19. Apart from FMS service codes (315-317), all Self-Determination Program (SDP) applications are excluded from vendorization via the Provider Directory. Those vendorization applications are processed via the vendoring regional center using processes that exist before implementation of standardized vendorization.