

PROVIDER DIRECTORY – GENERAL FAQs

Q1. What is the Provider Directory?

A1. The Provider Directory is an online Directory that collects, stores and displays information about service providers statewide. The Provider Directory will be developed in phases adding functionality over time.

Q2. What happened in Phase 1?

A2. The first phase of the project – launched October 29, 2024 - included Provider Directory roll out, registering users, and validating the data in the Directory. Service providers received an email invitation to register for the Directory. Following registration, they reviewed pre-populated data from existing DDS systems and approved or submitted edits to their data. Regional centers approved “major” changes submitted by the provider.

Q3. Who has access to the Provider Directory?

A3. Currently, all 21 regional center users and service providers can access the Provider Directory.

Q4. What are the responsibilities of service providers that receive an invitation to the Provider Directory? (Only for existing providers uploaded into PD)

A4. Register for the Provider Directory. Look for an invitation from caddspod@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 Provider Directory and submit their record(s) within 45 days of receipt of the invitation to register. Ensure the Primary Email Contact field is accurate and current, as QIP surveys will be sent to the email address listed in this field.

Q5. Why was Provider Directory created?

A5. Data centralization and standardization will create consistency across all 21 regional centers and simplify data management. Phase 1 launched the Provider Directory and drove adoption of the 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 vendored with multiple regional centers?

A7. Each vendor number in the Provider Directory is associated with the regional center that originally authorized the vendor. Starting in December 2025, the Provider Directory will also display user-vendor relationships within the vendor's record whenever regional centers use the Directory's user vendorization process.

Q8. How will the Provider Directory validation process impact user vendorization?

A8. Data validation and record change submissions only apply to the vendoring regional center record.

Q9. Can you export data out of Provider Directory?

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. Please see the Step-by-step Provider Directory Guide for definitions.

Q11. When communicating with a regional center or service provider, what information do I need to provide for them to locate my change request?

A11. 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.

Q12. Which web browser(s) work best for accessing the Provider Directory?

A12. 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.).

Q13. Will service provider data be displayed to the public?

A13. No. Not currently. 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.

Q14. What service provider service codes are excluded from the Provider Directory?

A14. Vendorizations for 024 (Purchase Reimbursement), 065 (SSP Restoration), and 400 (Non-reimbursed Personal and Incidental (P & I)) are to be completed outside the Provider Directory. Entities seeking to provide services through the Self-Determination Program (SDP) are excluded from the Directory, except for Financial Management Services (FMS) service codes 315-317.

Q15. What is a Provider Directory "parent organization?"

A15. A "parent organization" is the main entity where all related vendorizations are connected. It can be a vendored individual, corporation, agency, or legal entity identified as having direct or indirect ownership or controlling interest over one or more vendorizations within the Provider Directory, as outlined in the DS-1891.

Q16. Are there response time requirements for the regional center to approve or reject a service provider change request?

A16. No. There are no regulations that mandate response time requirements for these requests. However, regional centers are encouraged to communicate their expected response timelines to service providers.

Q17. Can a regional center user edit a service provider's vendor record?

A17. Regional centers have limited editing rights to a vendor's record in the Provider Directory. Specifically, they can edit EVV and HCBS status, as well as CAPs and Sanctions.

Q18. What steps should a service provider take if they need to submit a significant change to their vendor record?

A18. For significant changes, the provider is encouraged to contact the vendoring regional center to understand what needs to happen prior to submitting the change request in the Provider Directory. This will improve the regional center's ability to respond to the submitted changes.