



## GUIDE TO SELECTING A DEVELOPMENTAL DISABILITIES AGENCY

A Developmental Disability Agency (DDA) is a private business that is independently owned and operated that has enrolled as a Medicaid provider to provide services and supports to eligible children with developmental disabilities.

Here are some things to think about when you choose a DDA.

- ◆ **Take your time.** Selecting the right agency to provide quality services to your child is one of the most important decisions to make in meeting your child's needs.
- ◆ **Do your homework.** What treatment strategies and supports are recommended for your child's age and diagnoses? (Your DHW Case Manager, local support groups and reputable websites are a great source of this information.) Ask if the agency specializes in a certain population. Does the agency provide services before 8 am or after 5 pm or on weekends? How does the agency collaborate with other therapists in your child's life to ensure a cohesive program?
- ◆ **Shop around.** Like most businesses, not all DDAs are the same – visit more than one agency. Observe over a period of time. Shop for the services you want.
- ◆ **Interview DDAs.** No one knows your child better than you do. It is important that you interview DDAs and ask the questions specific to your child's needs. Ask about specific availability and experience with the types of therapies and supports your child needs.
- ◆ **Talk to Other Parents.** Just as you would with any other service you are interested in, ask for a recommendation from another parent who has used DDA services. Support groups are a great source of information.
- ◆ **Listen to your feelings.** Be sure you feel good about the people and services available through the agency. Your intuition is usually right.
- ◆ **Be assertive.** Ask all the questions you want to ask.
- ◆ **Ask to see the DDAs most recent certification report.** The Department conducts licensure and certification reviews at least every three years on all DDAs. This information can also be located at: <http://healthandwelfare.idaho.gov/Medical/LicensingCertification/DevelopmentalDisabilitiesAgenciesSurveyResults/tabid/1652/Default.aspx>

## *Criminal History*

All DDA employees who work with people with developmental disabilities must pass a Department of Health and Welfare background check. Department background checks gather information from the Federal Bureau of Investigation, National Crime Information Center, Idaho State Police Bureau of Criminal Identification, Idaho Child Protection Central Registry, Idaho Adult Protection Registry, Sexual Offender Registry, Office of the Inspector General List of Excluded Individuals and Entities, Idaho Department of Transportation Driving Records, Nurse Aid Registry and other states and jurisdiction records and findings.



*It important to note that a Criminal History Background Clearance does not mean that the person has never been arrested or convicted of a crime.*

## *Complaints*

*If you are unhappy with the services you receive, you can file a complaint by:*

- 1.) Filing a complaint with the agency owner or director. You can also select another DDA provider at any time for any reason—you are not required to give 30 day notice.
- 2.) Filing a complaint with the Department by calling Survey and Certification at (208) 364-1906, or toll free at 1-877-457-2815. You will be asked to identify the specific provider or person who is responsible for the services that are of concern. In instances where the concerns are detailed and complicated, one should also submit those in writing to:

Medicaid  
DDA/RH Survey and Certification  
PO Box 83720  
Boise, Idaho 83720-0009

e-mail to: [DDARH@dhw.idaho.gov](mailto:DDARH@dhw.idaho.gov).

## *Payment*

DDAs are reimbursed by Medicaid for the services they provide. A predetermined amount is paid to an agency by Medicaid. Medicaid reimbursement rates can be found at: [www.healthandwelfare.idaho.gov/Providers/Providers-Medicaid/MedicaidFeeSchedule/tabid/268/Default.aspx](http://www.healthandwelfare.idaho.gov/Providers/Providers-Medicaid/MedicaidFeeSchedule/tabid/268/Default.aspx)

*Please visit our website at: [childrensDDServices.dhw.idaho.gov](http://childrensDDServices.dhw.idaho.gov)  
for your local Family and Community Service staff contact information.*