



GUIDE TO SELECTING A DEVELOPMENTAL DISABILITIES AGENCY OR INDEPENDENT PROVIDER

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 individuals.

An Independent Provider has entered into a Provider Agreement with the Department to deliver services as an individual and is not employed or contracted with the Department.

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

- ◆ **Take your time.** Selecting the right agency or provider to deliver 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 for this information. Ask if the provider specializes in a certain population. Does the provider deliver services before 8 am or after 5 pm or on weekends? How does the provider collaborate with other therapists in your child's life to ensure a cohesive program?
- ◆ **Shop around.** Like most businesses, not all providers are the same. Visit more than one provider. Observe over a period of time. Shop for the services you want.
- ◆ **Interview the provider.** No one knows your child better than you do. It is important that you interview providers 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 the provider. 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 provider. 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 <https://healthandwelfare.idaho.gov/Medical/LicensingCertification/StateOnlyPrograms/DDAResHab/tabid/275/Default.aspx>
- ◆ **Remember, you are the consumer. You make the decisions involving the care of you or your child.**



Criminal History

All Providers who deliver Medicaid services to children through the Children's Developmental Disabilities Program or individuals who provide Children's Habilitation Intervention Services 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 is important to note that a Criminal History Background Clearance does not mean 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) Contacting the agency owner or director if you are working with a DDA. You can select another DDA provider at any time for any reason. You are not required to give a 30 day notice.
- 2) Emailing your complaint to DDQI@dhw.idaho.gov if you are working with an independent provider (you may also do this if you are working with a DDA). You will be contacted by a member of the Quality Improvement team for additional information. You can select another provider at any time for any reason. You are not required to give a 30 day notice.
- 3) Contacting the Department by calling Licensing 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, you should also submit those in writing to:

Medicaid
DDA/RH Licensing and Certification
PO Box 83720
Boise, Idaho 83720-0036

e-mail to: DDARH@dhw.idaho.gov.

Payment

DDAs and Independent Providers are reimbursed by Medicaid for the services they provide. A predetermined amount is paid to an agency by Medicaid. Medicaid reimbursement rates are located at: <https://healthandwelfare.idaho.gov/Providers/Providers-Medicaid/MedicaidFeeSchedule/tabid/268/Default.aspx>

