CCBDD
Provider Search Tool

Instructions for Providers

Updated 2/7/2022

Cuyahoga DD's PST!

- Used for referral search/response ONLY
  - Families will be encouraged to use Provider Guide Plus to get information ABOUT agency providers. Providers will only need to update information in ONE place
- New PST features designed with provider feedback in mind:
  - Easier to read format
  - Referral icons to allow you to sort for important needs
  - Providers receive automated message to let them know their response was received
  - Providers can see which referrals they have responded to

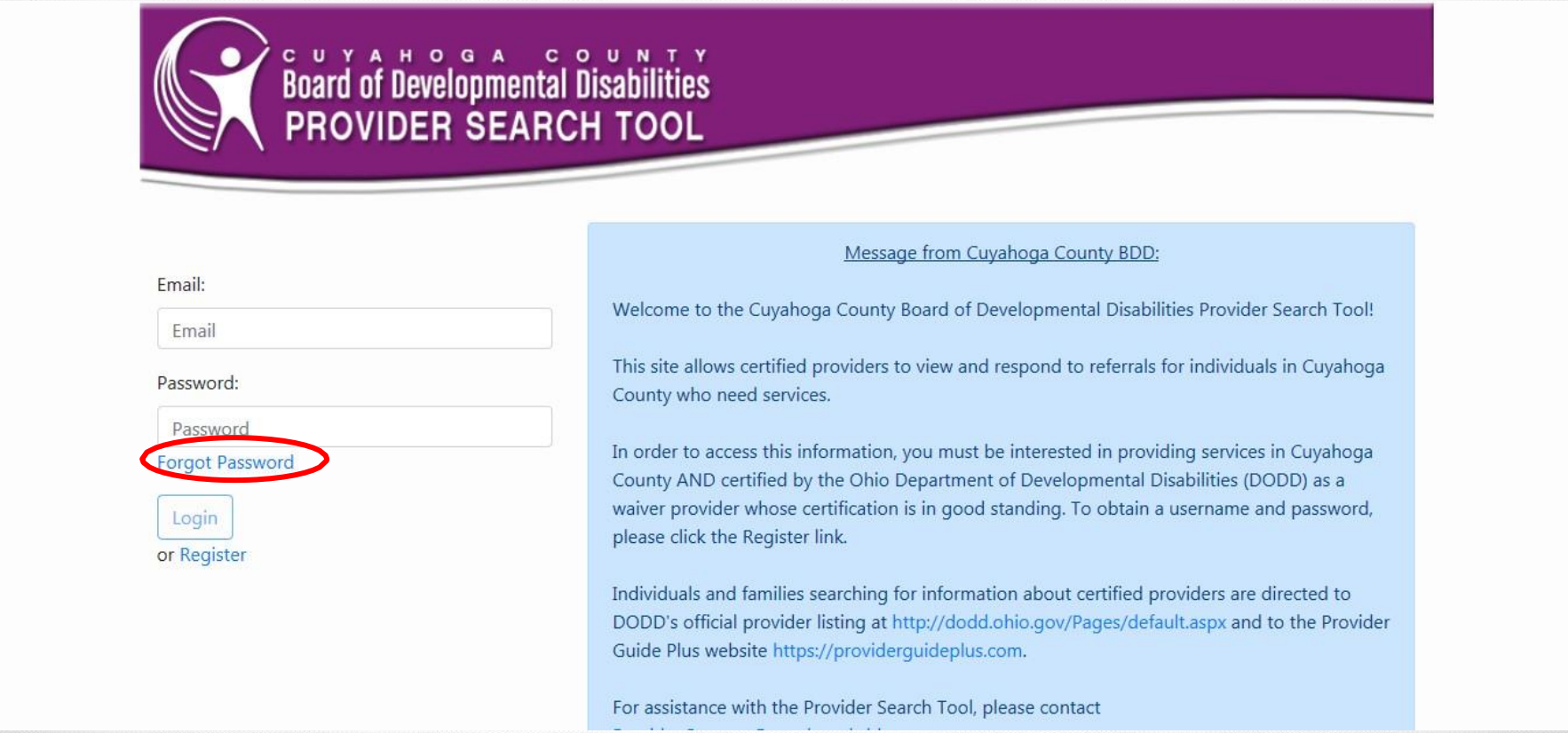
Getting Started

- You will access the new site at this web address: https://providersearchtool.cuyahogabdd.org
  - ***IF*** you don't have an account click the "**Register**" button
  - New providers will need to attend an orientation before gaining access
  - Orientation is held 1x per month
  - After attending, your PST account will be created

- Once your new account is registered and approved, you will be able to:
  - Access your user account settings, **except** your email address
  - **IF** you change your email address please contact Provider Support, with updated email information
  - Update/Add your default name and phone number
  - Update email to receive all ISP's and CPT's
  - Respond to referrals

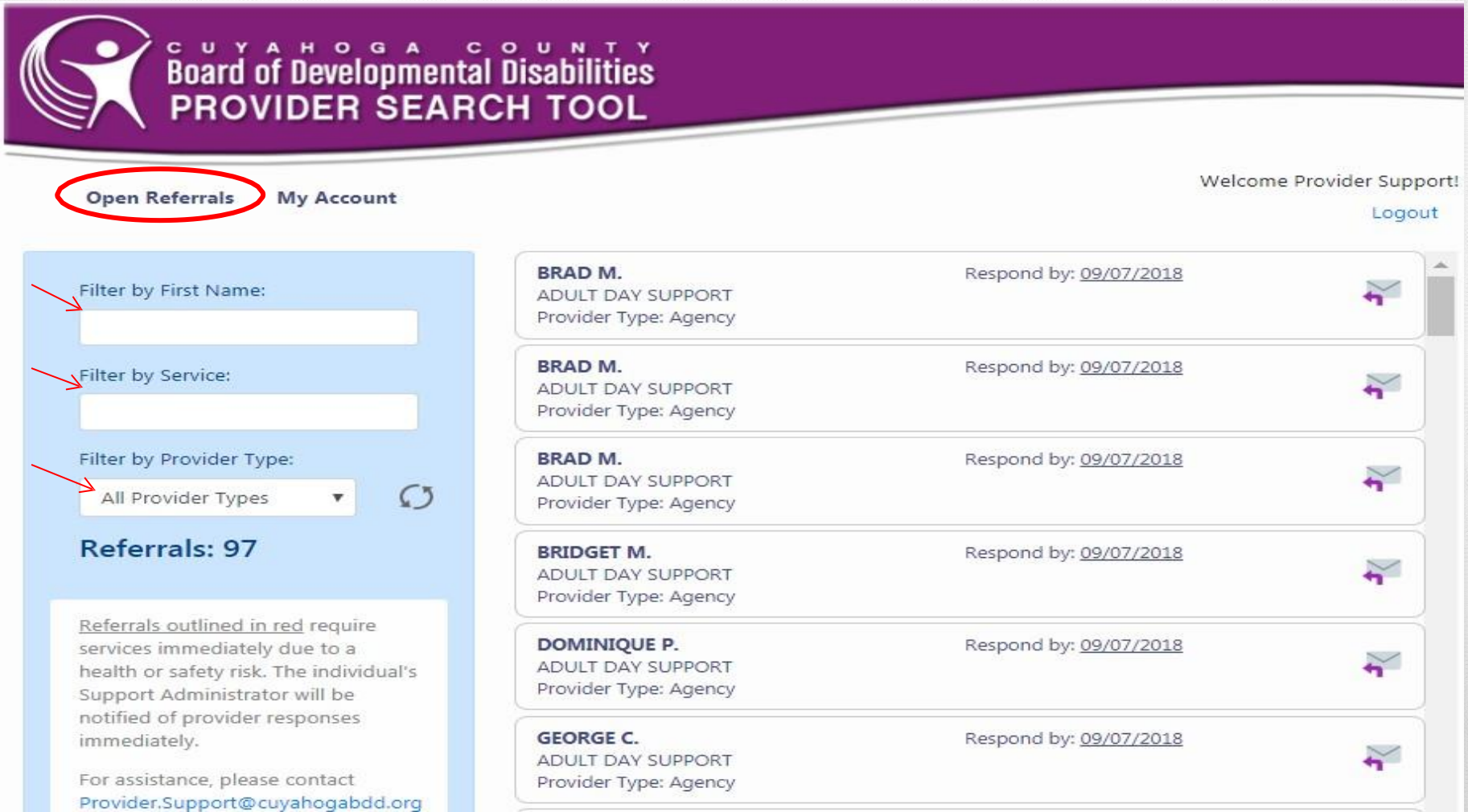
Logging In

You will ***always*** login with your email address. If you forgot your password, click the link to reset.



Viewing Referrals

- Click the "Open Referrals" Link. The referrals will display with an option to filter by first name, service and provider type.



Red Highlight

Referrals shaded RED indicate that services are needed immediately to address a health/safety risk. Please review/respond ASAP.

Icons: A closer look

The icon indicates that the person seeking services has accessibility requirements.

The house icon indicates the person is looking for a new living arrangement.

The bubble icon indicates special communication needs (ASL, speaks a language other than English, communication device, etc.)

The bus/car icon indicates the person will need a modified vehicle.

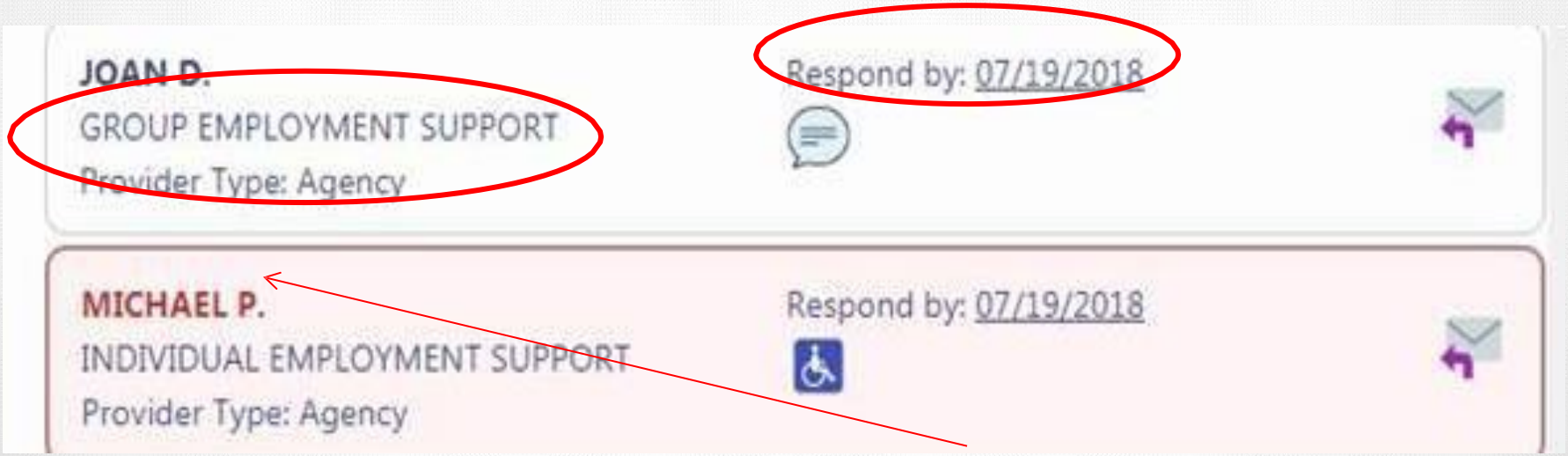
The graduation cap icon indicates that the person is a transition student - currently in high school and planning to graduate within the next year

Items to Note

Respond by Dates (referrals posted for 10 days). Referrals are posted on the website with NEWEST referrals on top

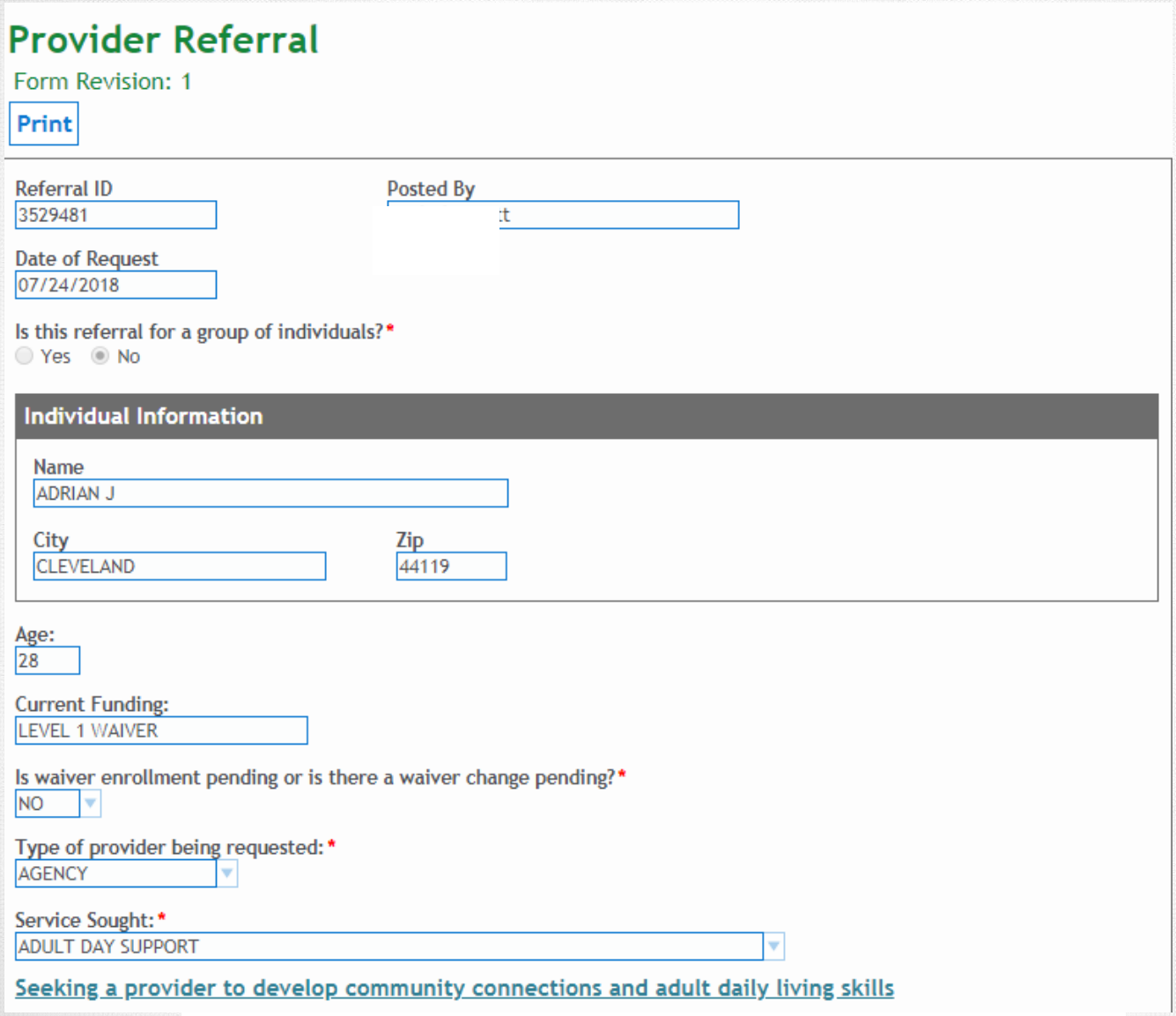
Service Type: Each referral is only for one service type

Provider Type: Agency, Independent, No Preference



- To open a referral, simply click on the person's name
- Ensure pop-ups are enabled

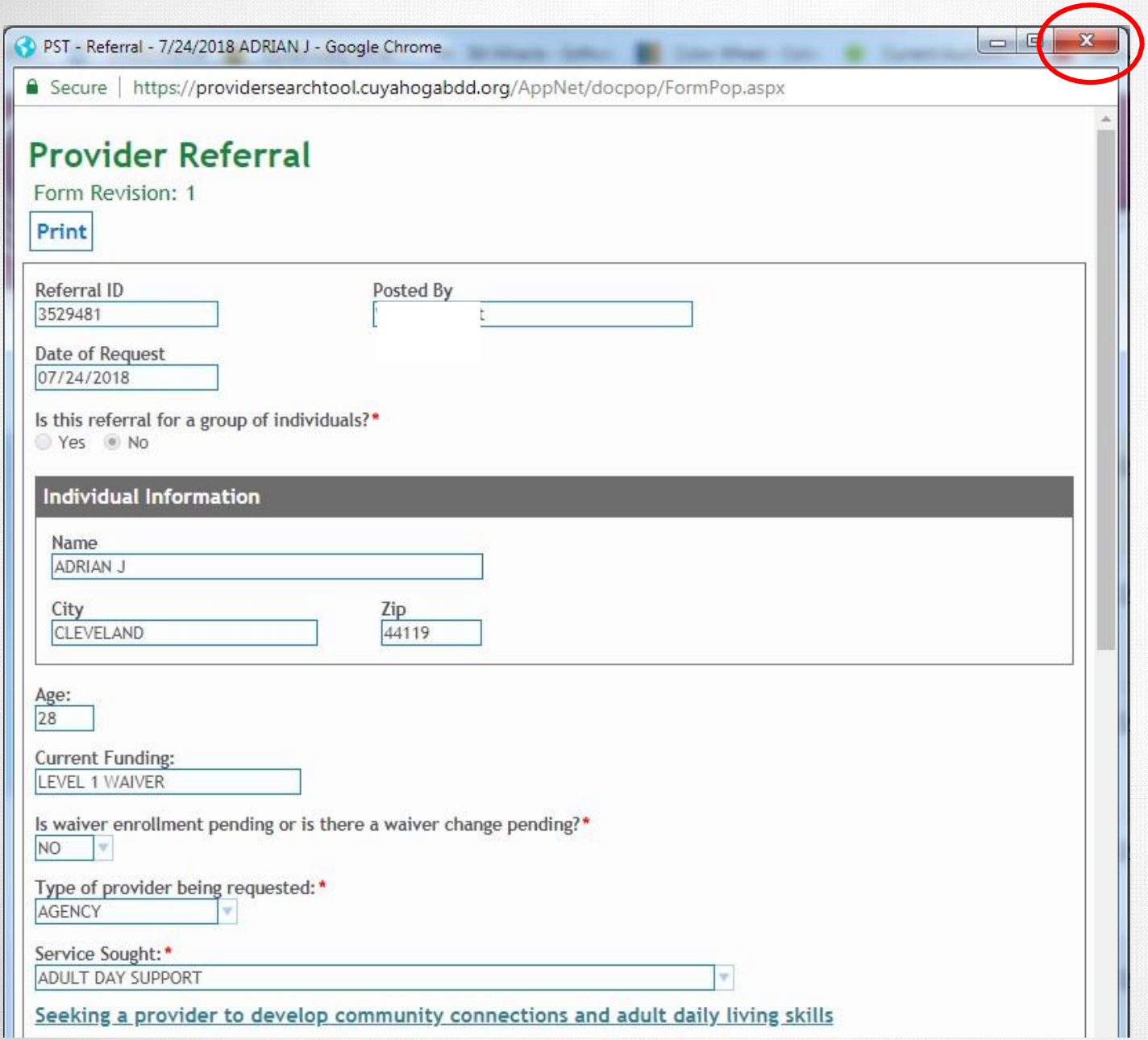
The Referral



The referral will open in a new window.

Referrals will look slightly different based on the service being requested.

If Interested….



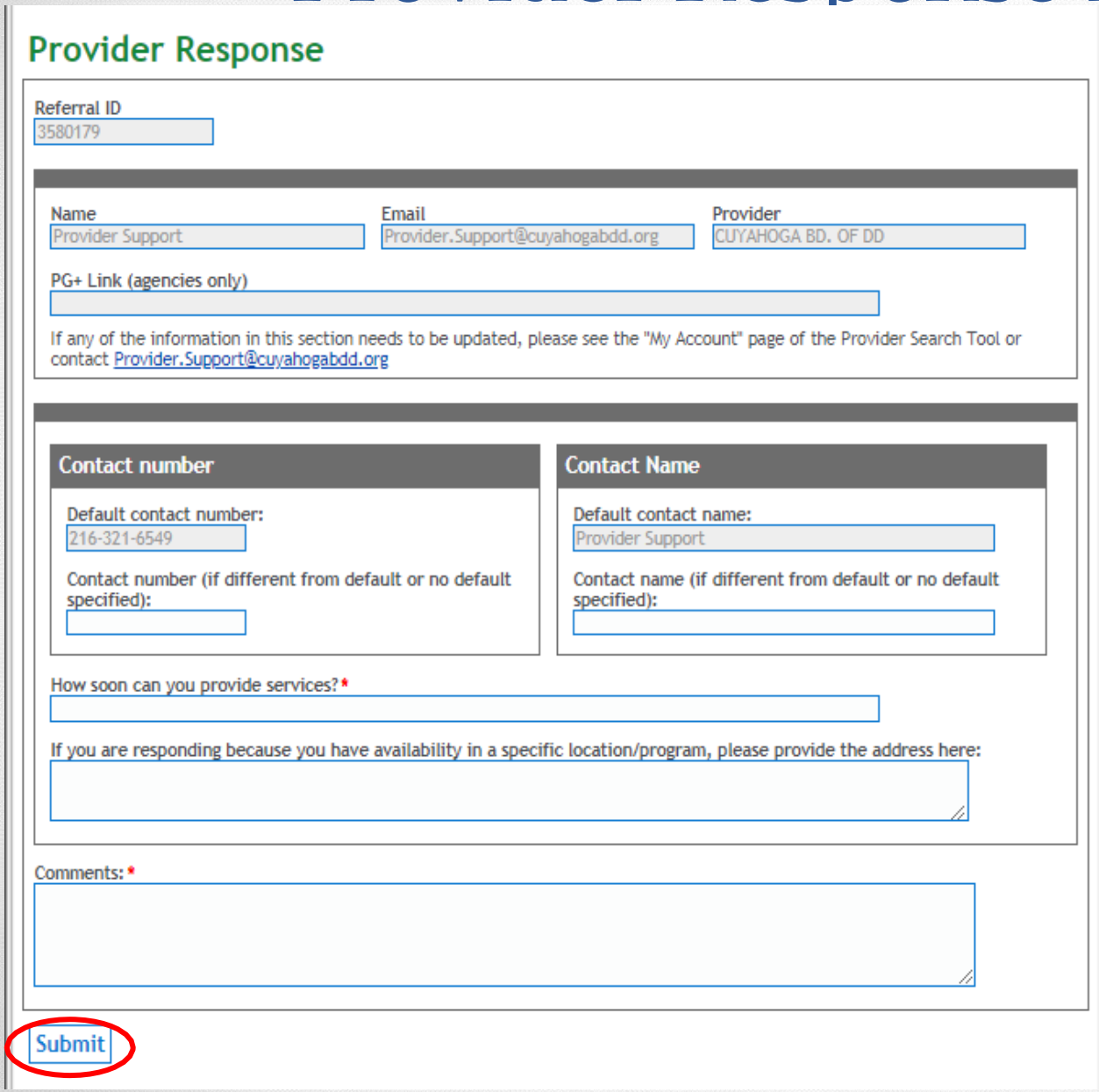
To respond to a referral, you must first close the referral window by clicking the "**X**"

This will allow you to return to the main referral display page.

If Interested….

- The referral you viewed last will be highlighted in yellow. Click on the envelope icon to respond to the person's referral:

Provider Response Form

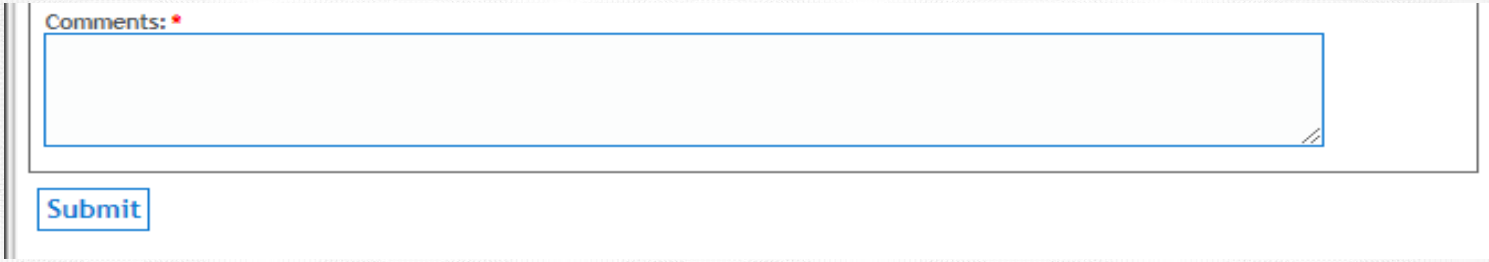


When you click the envelope icon on the referral, the **provider response form** will open in a new window.

You will complete the required information and click **Submit**.

Fields with a red asterisk are required.

Provider Response Form - Comments



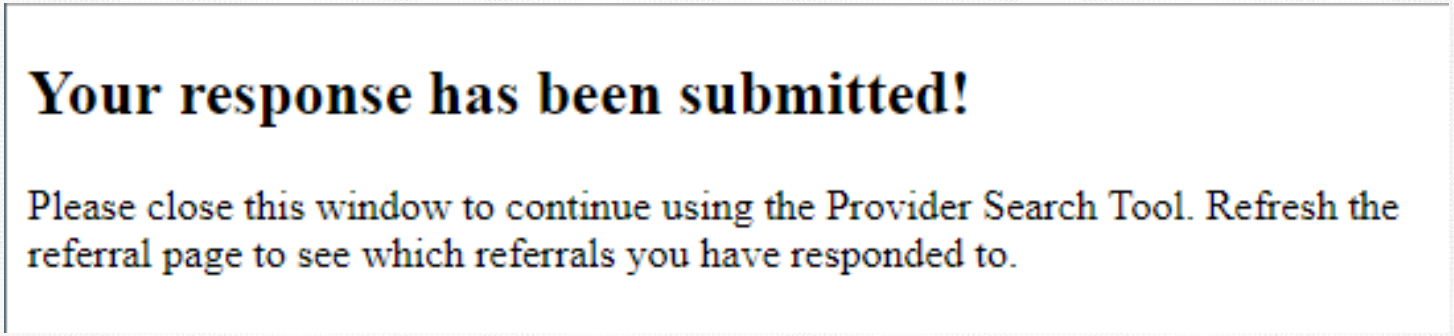
The "comments" section of the response form is the BEST PLACE for you to provide specific information that will be shared with the individual about YOU and the SERVICES you can provide.

Please use this section to mention specific things in the person's referral that make you think you can serve him/her. For Example: "We noticed that Sue wants to work with animals. We have a program that trains individuals in basic pet grooming tasks and helps them learn skills for future employment in the pet care industry."

Generic comments are not helpful and individuals notice when providers take time to personalize information. Also, please do NOT send Support Administrators additional information about you/your agency outside of the PST as they will not be able to share this with individuals seeking services.

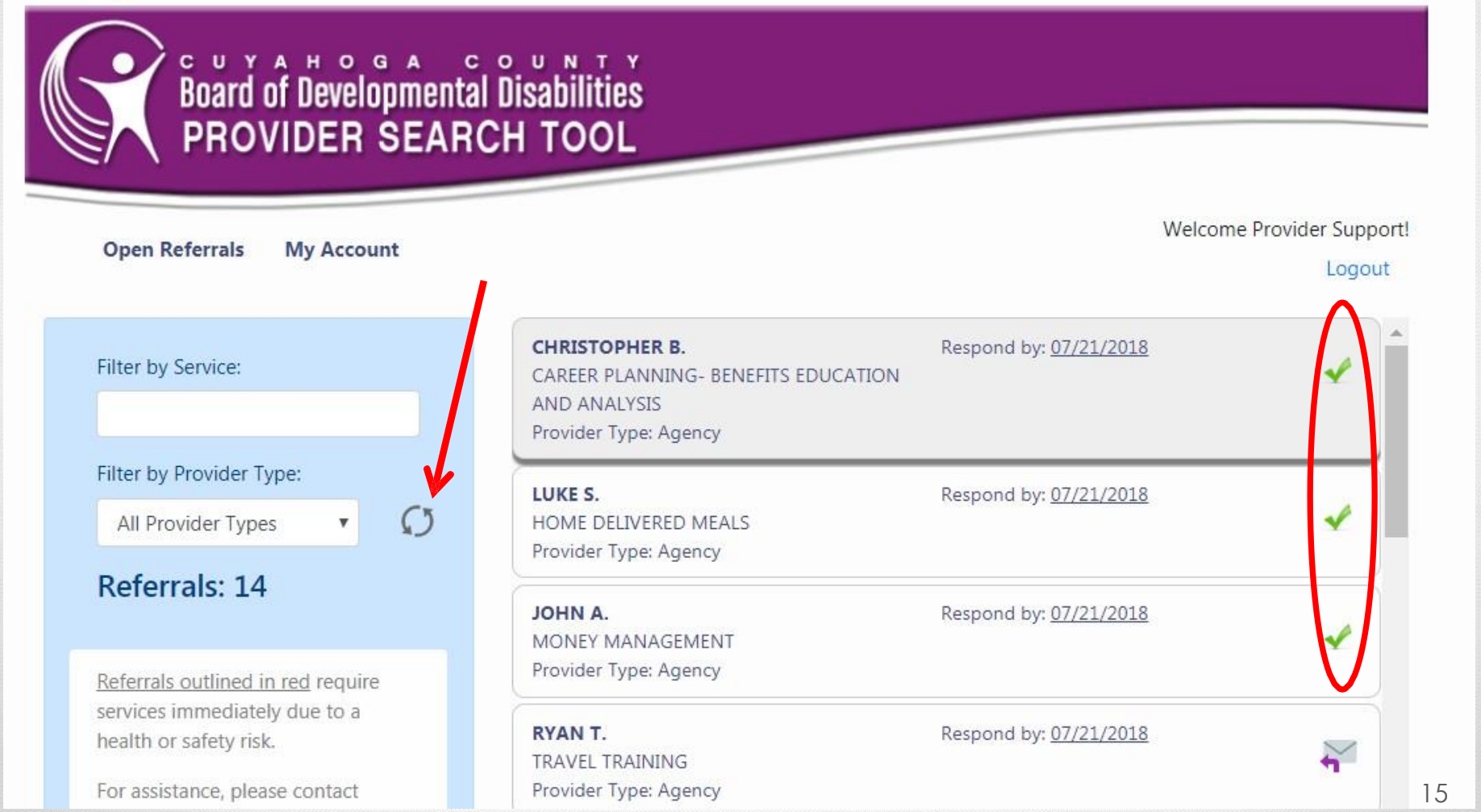
Response Received

- After submitting your response, the following message will display:



After Responding

- When you return to the Open Referrals page, you will need to click the "refresh" icon. This will allow a green check mark to appear next to the referrals to which you responded.



Responses to Referrals

- Responses are forwarded to the Support Administrator to share with the person.

- Please do not contact the Support Administrator separately to inquire about your response.

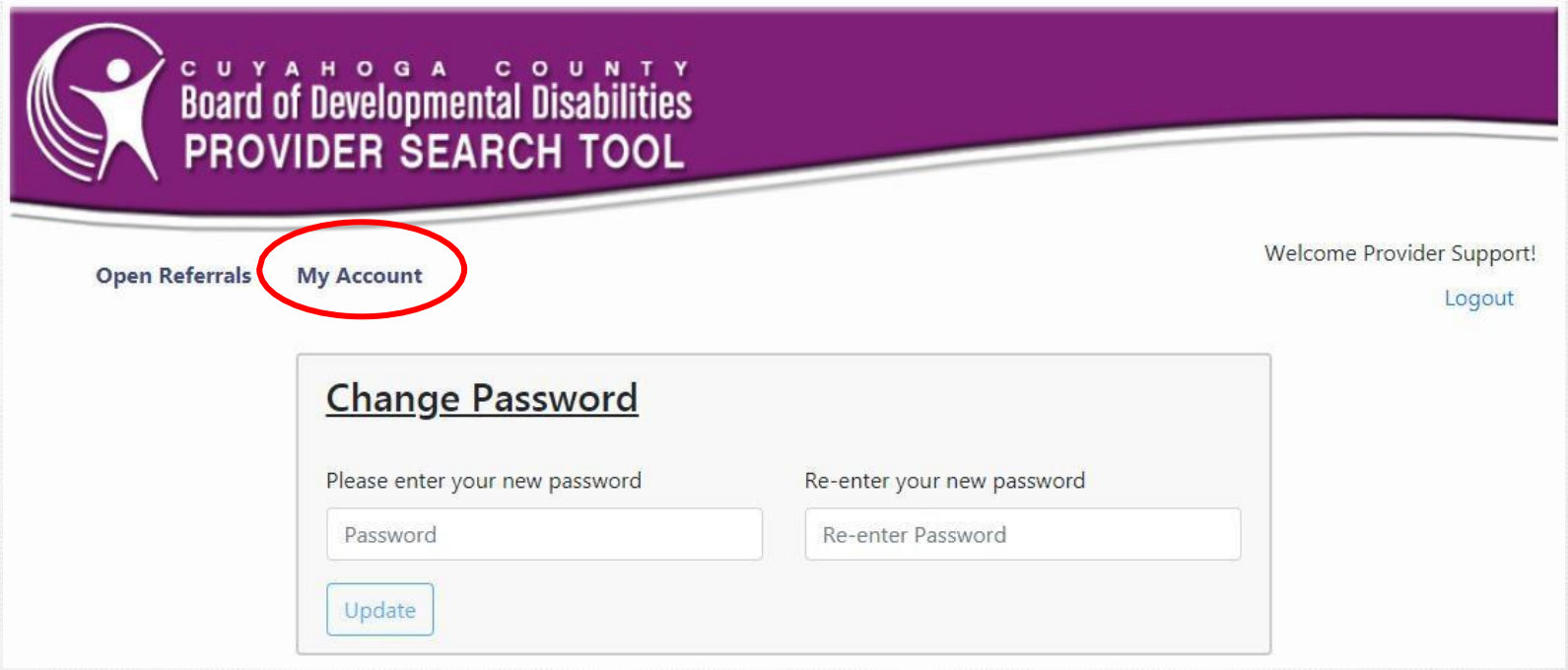
- Responses will include (based largely on family feedback):
  - Provider contact name/phone number – allows person/family to contact easily if interview is requested
  - How soon you can provide services
  - Link to the Provider Guide Plus website for agencies Specific program or service location, if applicable
  - The location/specific program where you can serve this person (if applicable). This is especially helpful when you have several locations.
  - Other comments, written by provider – THIS Is a place to include specific information about the referral and WHY you think you can support the person. We are repeatedly told by families this is helpful!

Responses to Referrals

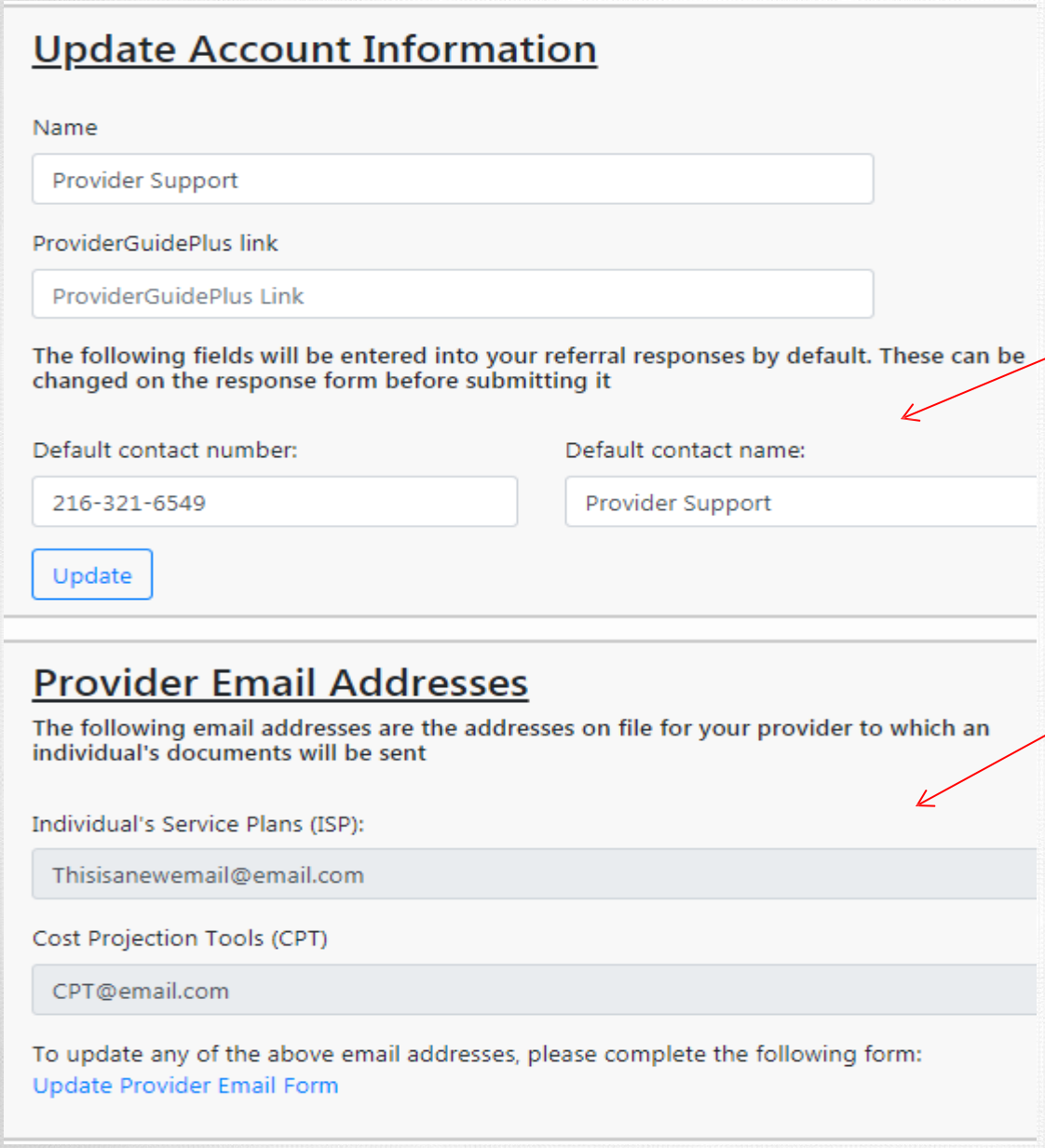
- The person will decide which provider(s) they want to interview. Providers will be contacted by the SA or person/family directly. If you were not selected for an interview, you will not be contacted by the SA.
- **It's critical that agency providers make sure to update their page in Provider Guide Plus! This is the best resource for individuals and families to get information about your agency!**

My Account

- Under the "My Account" link, you will be able to update password, name, and default contact information.
- **If you change your email address you must contact provider support.**



My Account

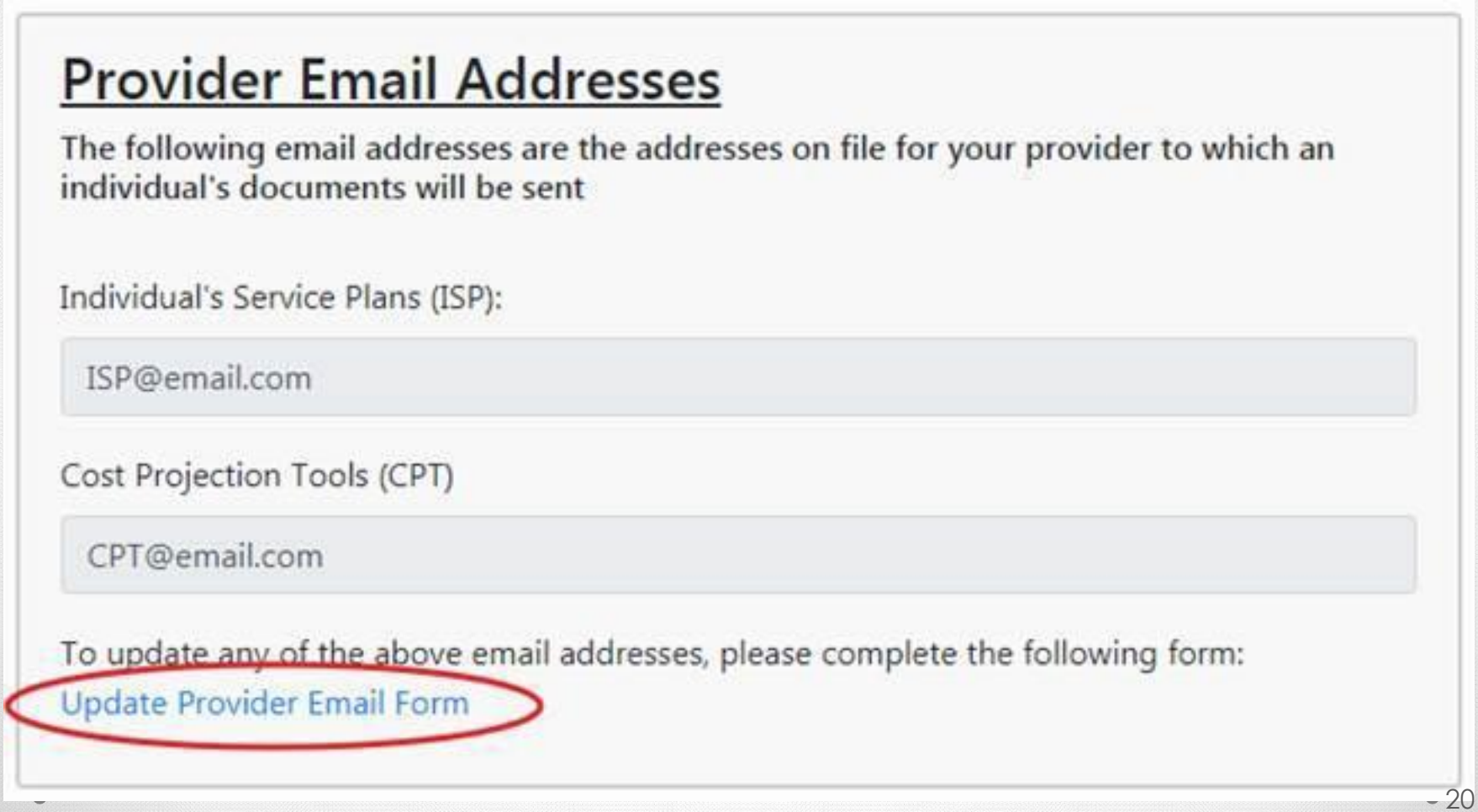


The My Account page allows you to assign a "default" contact name and number that will appear on your referral responses so you do not have to enter them each time.

You can also update contact email addresses for CPT edit access and ISP plan delivery. We need the address for each independent or agency provider to be accurate.

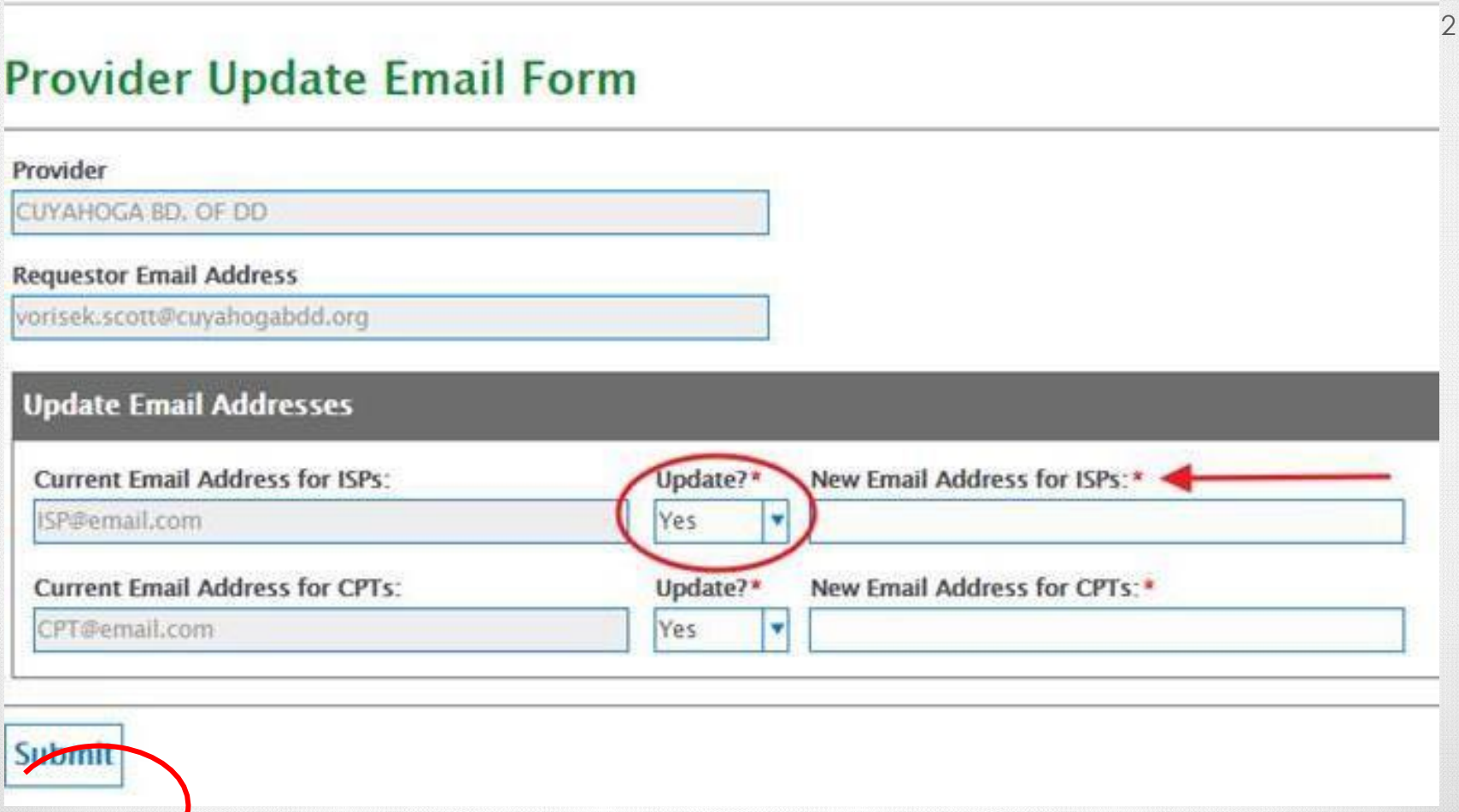
My Account

To update your provider's email addresses for ISP and CPT ONLY, navigate to My Account > Provider Email Addresses and click the "Update Provider Email Form" link at the bottom.



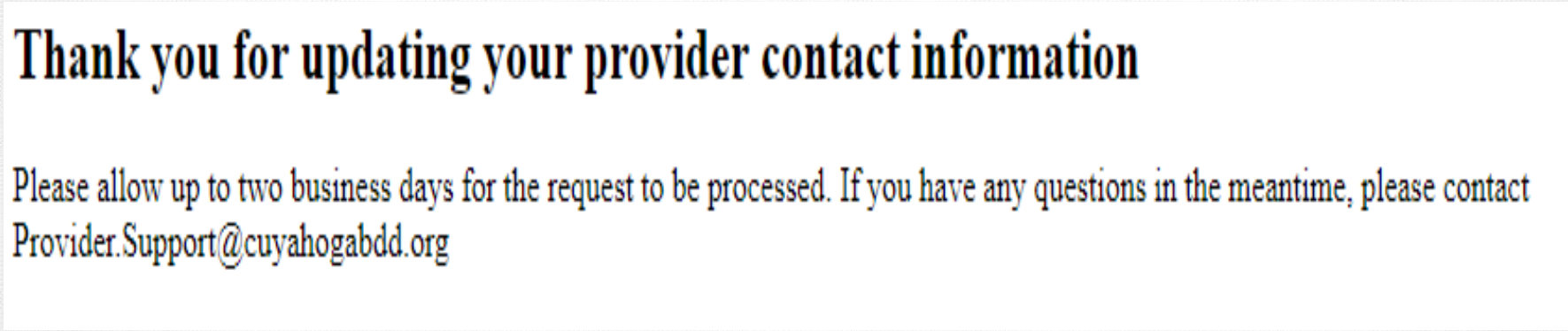
My Account

The "Update Provider Email Form" will open in a new window. Select "Yes" for any emails that you wish to update and enter the new email in the field that appears



My Account

After submitting the form, you will receive this message. You can now close the window to continue using the Provider Search Tool.



Thank you for updating your provider contact information

Please allow up to two business days for the request to be processed. If you have any questions in the meantime, please contact Provider.Support@cuyahogabdd.org

Need Help?

If you have questions or need help
with the Cuyahoga Provider Search Tool,
please contact provider support at 216-931-7474 OR
providersupport@cuyahogabdd.org
Provider.search@cuyahogabdd.org