Provider Search Tool
Instructions for Certified Waiver Providers

The Cuyahoga County Board of Developmental Disabilities (CCBDD) has developed a web-based Provider Search Tool (PST) that will allow providers to search for referrals of consumers looking for services. The PST also enables consumers to search for certified providers by name, funding source, and service certifications. Please note that this tool is a supplement to the Provider Search system maintained by the Department of Developmental Disabilities and families and consumers should be reminded that the DODD site is the OFFICIAL tool. The web address of the new tool is https://providers.cuyahogabdd.org.

In the past, providers received referrals via email or fax from the CCBDD. However, these referrals are now located only in the PST system, and use of fax/email has been discontinued. (Referrals for ICF/MR vacancies will continue to be emailed and/or faxed to ICF/MR providers). If you would like to receive referrals for consumers in need of services, you will need to utilize the PST.

Providers will also use the PST to update your information including name, address, and services for which new referrals will be accepted. You can also upload image files containing your logo, and enter a detailed profile to provide potential consumers with information about your services, the history of your organization, your philosophy and other information you believe will be of interest to consumers.

To update your agency information and enter your provider profile, you will need to log in to the PST using the username and password provided to you by CCBDD. The Web address to log into the tool is: https://providers.cuyahogabdd.org

Please use the attached step-by-step instructions to assist you in loading your information and to search for referrals.

If you have questions that cannot be answered by the attached instructions or if you have difficulty accessing your account, please email your question to providersearch@cuyahogabdd.org. Please give as much information as possible about your specific problem or question, and include a contact phone number. This inbox will be monitored regularly, and someone will get back to you as quickly as possible to answer your question.

Thank you and Good Luck!
**Directions to access the Provider Search Tool:** A screen shot of the Home page of the Provider Search Tool can be seen below. The home page can be accessed at: [https://providers.cuyahogabdd.org](https://providers.cuyahogabdd.org)

**In order to LOGIN as a Provider,** go to the Home page and click on "My Account/Log In."

You will be directed to a login page. Once you arrive at the My Account/Log In page, you may want to **add this web address to your “Favorites” list on your web browser for easy access.** (From the toolbar on your web browser, click “Favorites” and select “Add to Favorites” from the drop down menu).

Click **My Account** and enter the username and password you have been given and click the **Login button.**
If you have forgotten your password, click **Forgotten Password Help** and a password will be sent to your email address. It is best to then highlight and copy the password and then paste into the Password box in the log in section.2
You will then be directed the “Announcements” page. Please review this page regularly, as it will contain important information you need to know.

Scroll to the bottom of the announcements page to Manage Users.
The CEO/Owner of the agency has full access to the PST, including the agency profile. The CEO can give additional users FULL access, to make changes to the agency profile, by sharing the CEO’s username and password. **The CEO can assign users to have limited access to the PST – reviewing and responding to referrals** - by clicking on the **Add user** button.
The first time you login, you should Change Your Password to something you will remember, just click on the Edit button. You can remove a user by clicking on the Delete button.

When you click on Edit, it will give you access to My Account.

Click on Change password and Save my information.

EDITING YOUR PROVIDER PROFILE:

Once you are logged in, you can edit your provider profile by scrolling back to the top of the page and clicking the Provider Search link on the left side of the page. Clicking the Provider Search link will bring you to the Search for a Service Provider page.
How to Edit your Provider Profile:

To go to your profile page, enter your name in the search by provider name box and click the Search button.

After clicking Search, you should see your individual provider profile in the search results screen. If you are logged in, you should see an Edit link to the right of your profile. To edit your profile, click the Edit link.
Clicking the **Edit** link brings you to the **Edit Provider Information** screen. On this screen, you can update your provider information including your contact information, including name, address, phone number, email address and Website URL (if you have one).

This is also the screen where you can edit your **Contact Email** address. This is the address that consumers and families will see when they click on your Details page. Providers may only list one contact email address. Some larger agencies may choose to have one general email address that many people in your agency can access the communications.

![Edit Provider Information Screen](image-url)
When an account is created for you on the PST, the Provider Development Coordinator adds your basic information, including the services which you are certified to provide. PST will indicate that you ARE ACCEPTING REFERRALS for all services. If you are not accepting referrals for any services, you must select the specific services that you are NOT accepting referrals for by clicking on the specific service. To select several services at once, simply hold the CONTROL (Ctrl) key down and click each service with your mouse.

You can also use the Provider Information screen to enter a Provider Profile.

On this screen, you will see several questions about the services you provide, your philosophy and experience. Some questions are for all providers, some are just for agency providers or for providers who offer specific services. This will allow consumers and families to better understand your services and choose appropriately. To respond to the questions on your Profile page, simply type directly into each drop down box below each question. You can cut and paste answers from a word document or your website if you would like. Please note there are space limitations for most questions.
QUESTIONS For Providers of ALL SERVICES
(If something does not apply to you, leave it blank or note that it doesn’t apply):

1. EXPERIENCE: How long have you been providing services to people with DD?

2. TRAINING: What initial and ongoing training do your employees receive? (AGENCIES ONLY)

3. SERVICE AREAS: In which communities are you able to provide services?

4. ASSESSMENT/SUPERVISION: How do you assess the quality of the services you provide? Agencies - How do you supervise staff persons?

5. HIRING/BACKGROUND CHECKS: How do you make decisions about hiring staff? Do you do background checks before you hire staff? (AGENCIES ONLY)

6. ORGANIZATIONAL STRUCTURE: Describe your organizational structure and how your staff can reach someone in authority for help or guidance. How can individuals receiving services reach someone in authority? (AGENCIES ONLY)

7. RECORDS MANAGEMENT: How do you keep track of a person’s records? (AGENCIES ONLY)

8. STAFFING COVERAGE: How to you assure adequate coverage if a staff person calls off? (AGENCIES ONLY)

9. TIME TO INITIATE SERVICE: After being selected, how much time do you need to begin providing services?

10. CONFLICT RESOLUTION: How do you resolve conflicts between yourself and consumers?

11. OTHER INFORMATION: Is there any other information, any special expertise or experience you would like individuals or families to know about you/your agency that might be helpful in choosing a provider?

For HPC (Homemaker and Personal Care) Providers Only:

1. PHILOSOPHY AND EXPERIENCE: Describe your philosophy and experience in providing services to individuals with DD. This question must be answered

2. COMMUNITY PARTICIPATION: How do you provide opportunities for individuals to participate in their community?

3. MONEY MANAGEMENT: If you provide money management services, how do you safeguard an individual’s money and what oversight do you provide?
4. PREPARING TO WORK WITH INDIVIDUALS: How do you assure that each employee is prepared and knowledgeable about an individual’s needs before beginning to work with that person?

5. PERSONAL OUTCOMES: How do you help individuals to meet their personal outcomes?

Questions related to Adult Day, Vocational Habilitation and Supported Employment services only:

1. PROGRAMS OFFERED: What types of programs do you offer?

2. LOCATIONS: What location(s) are available?

3. HOURS/SHIFTS: What hours or shifts are available?

4. LOCATION TYPE: Is the activity/work area in a building or facility designated just for services to people with disabilities or is it in the community?

5. VOCATIONAL OPPORTUNITIES: What vocational opportunities do you offer to individuals to make money?

6. WEEKLY HOURS/PAY: What is the average amount of time per week for work opportunities and what is the pay rate?

Questions related to Non-Medical Transportation Services only:

1. NMT VEHICLES: Describe your vehicles and how you maintain them. Do you have back up vehicles? What happens if the regular one breaks down? Are your vehicles accessible?

2. OTHER POPULATIONS: Do you provide transportation services to other populations? Please list:

3. CHANGE REQUESTS: Is there a number that individuals can call 24/7 if they need to change the pick up or drop off time, or are not going to their day program or work?

4. NOTIFICATION OF SERVICE ISSUES: How do you let individuals know if a route is running late or won’t show up?
Finally, you can use the **Provider Information** screen to upload a logo for your agency or individual service provider practice. To upload a logo, click the **Choose Image** button next to the **Logo** label or click the Image Manager icon.

**TIP:**

The Image Manager icon looks like this:

Clicking the **Image Manager** icon brings up the Image Manager. In the **Image Manager** you can browse upload image files by clicking on the **Upload Image** tab and browsing to the image you wish to upload. When you have selected the image you wish to add to your profile, click the insert button to insert the image into the editor.
Finally, to add a link to your website from your profile, click the **Hyperlink Manager** icon. Clicking the **Hyperlink Manager** icon opens the **Hyperlink Manager**. To add a link, enter the URL and link text, then click OK.

**Hyperlink Manager**

When you are done answering your profile questions and uploading any images, click on the **Submit for approval** button. This will send your profile to CCBDD to review and publish to the live version of the Provider Search Tool. When you click Submit for approval, you will be directed back to the Provider Search Screen.

You can also save your work as a draft to finish later, if you aren’t ready to submit it yet.
DIRECTIONS ON HOW TO SEARCH FOR REFERRALS:

Once on the Referral Search Page, you will be able to View All Referrals, or you can search for certain types of referrals by using the specific services you input. This screen will allow you to see information about consumers who are looking for services.

To view ALL current referrals in the PST, click the “View Items” Button.

If you are only looking to provide a specific type of service, such as TDD, HPC or Adult Day Support services, you can select that specific service from the list by clicking on it. To see a few different types of services at once, simply hold the CONTROL key down and click each service with your mouse.

You can sort referrals by, Consumer Gender, and Consumer Age and whether 24 hour supports are needed. This may be especially helpful if you are looking for a consumer who meets specific criteria – such as a female who wants to receive services on the east side. She may be a good match for the opening in a congregate setting where you provide supports. Click “Search”
PLEASE NOTE: The top section of the Referral Search Results indicates the “type of provider being requested.” Agency and Independent providers may respond to referrals that indicate “No Preference”. Only Agency providers should respond to requests for an Agency. Only Independent provider should respond to requests for an Independent.

You will then be able to see all referrals for those services. To see more information about each referral, simply click on the person’s name:

You can see the date the referral was put in our system.

Please note that each referral has a “contact by” date indicated by which you should respond if interested.

Also, please note that Provider Type is indicated.

Please note that at times, a Support Administrator may change a referral or add more information about a person’s wants and needs as that information becomes available. We have asked Support Administrators to FLAG these updated referrals by adding the word “REVISED” or the number “2” or “3” to the person’s name.

If you see a REVISED referral, we ask that you review it again, even if you read the original referral and did not think you could provide services to the individual. The updated information may make a significant difference as to which providers might be able to offer supports to the individual.
When you click on the consumer’s name, you will be directed to a profile for that individual. It contains important information about the consumer’s needed supports. You will use this information to determine whether you are willing to provide these supports and respond to the referral.

TDD SERVICES:
The referral information about TDD Services will be found in an attachment in the Details section near the end of the referral.
At the bottom of the referral page, please note some important information:
You will see the email address for the Support Administrator working with this individual. You must contact the Support Administrator directly to get more information, or to indicate that you are interested in working with this consumer.

The Support Administrator will provide the consumer and/or family with responses from all interested parties, and the consumer will select which providers he/she would like to interview. You will only be contacted by the Support Administrator IF the consumer would like to interview you or begin to work with you.

If a referral expires but the individual has not identified a provider, the Housing and Placement Coordinator will extend the expiration date on the referral after communicating with the Support Administrator.

Logging Off:

When you are done using the PST, please be sure to LOG OFF the system by clicking the button the left hand side menu bar.

If you need help with using the PST, please make an appointment to join us at Open Hours, offered twice a month. Call the CCBDD Provider Line at 216-931-7474 for more information.