



## Free Choice of Provider Initial and Annual Notification

---

When you get a waiver, and *every* year you have the waiver, your SSA will let you know of your right to choose any provider of waiver services. These waiver services may include Homemaker/Personal Care Services, Supported Employment, Adult Day Support, Non-Medical Transportation, Home Modification, or others. Your SSA can assist you with the process to choose a provider if you need help.

Things to remember:

- You may pick an agency, an independent provider, or a combination of both.
- When a provider offers more than one service, you may choose to receive only one of the offered services from that provider.
- You may pick providers from all providers that are available statewide.
- You can change providers at any time.
- If you choose to live in a licensed residential facility, you are choosing both the place to live and the homemaker/personal care provider and have free choice of providers for all other services, and you have the right to move any time if you want a new provider.
- If you want to look for a provider yourself, you can go to the Ohio Department of Developmental Disabilities (DODD) website to search: <http://providersearch.dodd.ohio.gov/>.

If you need help to choose a provider, this is what happens:

1. Your SSA will work with the Provider Liaison who keeps a list of qualified providers.
2. Your SSA will fill out a form that has what you want to share with a new provider, along with what you need in a provider and will send it to the Provider Liaison.
3. The Provider Liaison will email a summary of the form to all providers that you are interested in.
4. Provider Liaison will let you, your SSA, and anyone else you want, know which providers are interested in interviewing with you.
5. The Provider Liaison will schedule interviews with you, your SSA, and anyone else you want, and the providers you choose. You can also pick a provider without interviewing them.
6. The Provider Liaison or your SSA can help you interview the providers. Your SSA can give you a guide from DODD to help you ask questions.
7. When you are done with the interviews, you can let your SSA and the Provider Liaison know if you have chosen a provider, or you can think about it and choose later.
8. When you have chosen a provider, let your SSA or the Provider Liaison know, and the Provider Liaison will tell the providers if you chose them or not.
9. If the provider you chose wants to serve you, the Provider Liaison will notify your SSA. Your SSA will schedule a meeting with you and your new provider to update your ISP.
10. If you don't like any of the providers, you can start the process again.
11. If you would like to file a complaint regarding the Free Choice of Provider process, your SSA can help you. Riverside will respond to you within 30 days and provide DODD with a copy of your complaint and our response. DODD will review the complaint and take action as needed.
12. If you feel that you have been denied free choice of a provider, you have the right to request a state hearing. Your SSA can help you with this also.