

How to Choose the Best Service Provider For Me

Training Quick Reference Guide

Document Overview

The following tips will help guide you as you work closely with your case manager to choose the best service provider to meet your needs.



Determine Your Service Needs

Identifying and understanding your service needs is crucial to connecting you with the best service provider. Speak with your case manager about the service needs identified on your service plan.

- Decide if you prefer a **flexible or set schedule**.
- Decide if you want an **agency or independent provider**.
- **Review your service plan and create a checklist** of the services you are looking for. You can find a sample checklist [here](#).



Identify Potential Providers

Your case manager will be your primary resource as you look for providers.

- If you already know a potential provider, **refer them to your case manager**.
- If someone who is not a current provider is already helping you, **they may be able to seek employment** at an agency or can consider becoming an independent provider by visiting <https://ohiohcbcs.pcgus.com/>.



Interview and Screen Potential Providers

Interview the potential providers you have identified. Ask direct questions to see if the provider can provide the services that you need and when you need them. A list of questions can be found [here](#).

- Ask questions to assess the **abilities, skills, and character** of the potential provider.
- Ask **open-ended** questions, **be patient** to allow the potential provider enough time to respond and **ask follow-up questions**.
- There are specific job-related questions that **you cannot ask** a potential provider such as questions about religion, race, color, national origin, age, sex, height, weight, marital status, or disability. For more examples, click [here](#).



Make Your Final Provider Selection

Review your notes from the interviews with all the potential providers. If a family or friend was present during the interview, **compare and discuss** your notes. Choose the best provider based on the information you have gathered. The best provider is the one who:

- **Can provide the services** that are identified on your service plan and at the time you need them.
- **Has experience** working with individuals with your care needs.

- **Possesses the qualities you want** to have in a provider.



Create a Backup Plan

As we know, even with the best planning and choosing the best provider to meet your needs there may be an interruption in service due to an emergency or unexpected event. It is important to have a backup plan that ensures you have someone to provide direct care and support in the event your paid provider is not available. You will work with your case manager to create your backup plan.

If you have any questions, please contact your case manager. Refer to the materials linked in this guide for more information.