Provider Search Tool
Instructions for Agency 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 agency 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 agency 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 agency 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

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 computer for easy access. (From the toolbar on your web browser, click “Favorites” and select “Add to Favorites” from the drop down menu).

Enter the username and password you have been given and click the Login button.
You will then be directed to your Account Management screen. At the top of the page, you will see “Announcements” from CCBDD. Please read these, as they will contain important information about provider meetings, updates to the Provider Search Tool, and other information you need to know.

If you scroll down this Account Management Page, you see a “My Account” section that allows you to update your user information. Please review this information to make sure it is correct. You can then click the “Save my information” button.

The first time you login, you should Change Your Password to something you will remember. Click on the Change Password link to do so. Your username has been assigned to you by CCBDD. It is typically the email address of the person your agency has designated as a contact for referrals. However, some larger agencies may choose to have one general username and email address that many people in your agency can access (For example, several people might share the username: Referral.Information@ProviderA.com and share a password to access your account). If you would like to have a different username, please contact us as soon as possible.

Your password should be at least 6 characters long, and include one number and one capital letter or special character.
How to Edit your Provider Profile:
Once you are logged in, you can update your provider profile by 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.

On this page, the easiest way to find your provider profile is to search by name. To search by name, enter the name in the field with the caption “**Or, search by provider name (optional)**” 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 provider name, address, phone number, 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.
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 NOT ACCEPTING REFERRALS for services. You must select the specific services that you are accepting referrals for by clicking on each 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 how your staff are trained. 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.

The questions are:

1. Describe your Supported Living philosophy and experience:

2. How do you provide opportunities for individuals to participate in the community participation?
3. How do you safeguard an individual’s money?

4. What initial and on-going training does your direct care staff receive?

5. How soon can you usually begin providing services? How much time would it take for you to start providing services in response to a crisis?

6. How do you assure adequate staffing coverage is provided if a direct care staff calls off sick?

7. Describe your organizational structure and how it relates to crisis or emergency situations. Are direct care staff able to contact someone for help or guidance?

8. Is there any other information you would like individuals or their families to know about you/your agency that might be helpful in choosing a provider?

You will have some space to enter specific information not covered in the standard questions on this page as well.
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](image)

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.
Directions on How To Search for Referrals

When you are logged into the site, click on Referral Search.

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 certain type of service, such as 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” to get results.
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. Agency Providers can respond to those that indicate “No preference” or “Agency.”

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.

PLEASE NOTE: The top section of the referral form asks about the “type of provider being requested.” Agency providers may respond to referrals that indicate “No Preference” or “Agency” ONLY. Please do not respond to requests for an Individual provider.
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.