Introducing the Provider Search Tool!

Selecting a provider to work with you or your loved one can be a difficult task, especially because of the large number of certified providers in Cuyahoga County. The Cuyahoga County Board of Developmental Disabilities (CCBDD) recognizes that it is challenging to select from such a myriad of providers, and that you need as much information as possible about providers in an easy-to-use format in order to make an informed decision.

CCBDD is pleased to announce that we have developed a web-based Provider Search Tool (PST) and invite you and your family to use this tool. The PST serves two functions:

- Consumers and families can search for certified providers by name, funding source, and service certifications and view information those about providers including live links to providers’ websites and email addresses.
- Providers can search for referrals of consumers needing services and supports.

The Provider Search tool can be accessed at https://providers.cuyahogabdd.org. It is also available through a link named “Looking for a Provider?” on the right hand side of the CCBDD website homepage (www.CuyahogaBDD.org).

We invite you to visit the Provider Search Tool and become familiar with the service provider options available to you and/or your family member. Please access the PST website and use the step-by-step instructions located on the homepage under “Consumer/Family Information” to assist you in navigating the PST.

Please note that this tool is a supplement to the Provider Search System maintained by the Ohio Department of Developmental Disabilities (DoDD), and that the DoDD site is considered to be the OFFICIAL directory of certified providers. You can access that directory by clicking on the “Provider Search Website” link located on the DoDD homepage at the following address: https://www.dodd.ohio.gov/

We hope you will find the Provider Search Tool to be a helpful and easy-to-use option as you search for information about services and providers in Cuyahoga County! If you have questions about the PST, please feel free to contact your assigned Support Administrator, or email us at providersearch@cuyahogaBDD.org.
Directions to access the Provider Search Tool:

A screen shot of the Home page of the Provider Search Tool (PST) can be seen below. This home page can be accessed at the following web address: https://providers.cuyahogabdd.org

Please note that the text on our Home Page also refers users to the official Provider Search system, which is maintained by the Ohio Department of Developmental Disabilities (DODD).

The Provider Search Tool is meant to supplement this information for families and consumers.

How to Search for Providers:

Once you are on our Home page, click on the Provider Search tab in the menu bar on the left side of the screen. You will then be directed to the Provider Search page, where you can customize your search.
From the Search page, you can select the type of service you are looking for. The types of service listed include the services available through the “Individual Options” (IO), “Level One” (L1), or “Self Empowered Life Funding” (SELF) Medicaid Waivers.

Most services are available through all of these waivers. If the service lists a specific waiver type after the name of the service (example: Community Inclusion – SELF) it is only available through that waiver.

For more information about each service, you can click the “What’s this?” link to the right. A box will pop up with a definition of that service.

You can also limit the search by the following:

- Selecting either providers who are certified for this service OR providers who are certified and accepting referrals for that service. (Some providers may not be interested in starting new services at a given time and can elect to stop receiving referrals for that period.)
- Selecting either Agency or Individual providers.

Finally, if you are interested in a specific agency provider, you can search for that provider by typing part of the provider name into the Search box.

When you have entered all of your search criteria, click the Search button to get your results.

Once you have entered all of your search criteria, you will be directed to the Search Results Page.
The PST will display the Search Results, which may be several pages long. You will see the Provider name, address, phone and fax numbers, and links in the right column.

Please note that that the address listed is typically for the Provider’s office. They may provide services in many geographical areas beyond where their office is located. You can click the Map link under the address to see a map of their office or main location.

In the right hand column, you will see interactive links for “Details,” “Profile,” and “Contact Provider,” which are described in detail on the following pages.
Details:

By clicking on the “Details” link for each provider, you will be directed to a page listing the services the agency is certified to provide for IO, Level One, or SELF waivers.

This information is updated by CCBDD, and is based on the DODD certification letters received from Providers.

Providers may indicate in their details page whether they are accepting new referrals for each service for which they are certified. If they are NOT accepting referrals for a service, that information will appear in red next to that specific service on the details page.

Profile:

Clicking on the “Profile” link for each provider will direct you to a page where providers are able to answer a number of questions about their philosophy and the services they provide. The content of this page is written entirely by each provider agency.

These are standard questions and are the same for each provider. There is also space for providers to add information they think is important.

If a provider has not completed the questions on the profile page, there will not be a “Profile” link next to that provider’s name in the search results.

At the top of the Contact Provider, Profile, and Details pages, there is a “Return to search results” button. When you are done reviewing information about a provider, click this button to return to your search results.
Contact Provider:

When you click the Contact Provider link, you will be directed to a new page where you can send the Provider an email with your questions or comments. The provider will then be able to contact you either by email or phone to respond.

Thank you for taking the time to access the Provider Search Tool!

If you have any questions about the PST, please feel free to contact your assigned Support Administrator, or email us at providersearch@cuyahogaBDD.org