

Dear IRC Service Providers,

We are excited to announce the upcoming launch of the Provider Directory (PD) – a comprehensive online portal for service provider data and information. To ensure its success, we need your help in updating and verifying the data.

### What is the Provider Directory?

The PD will be developed over phases and when fully developed, will eventually be an online portal designed to input, store, and view information about service providers statewide. It will help identify where services are available or needed and track the development of new resources. Learn more about the Provider Directory on the dedicated landing page on the DDS website:

[www.dds.ca.gov/initiatives/provider-directory](http://www.dds.ca.gov/initiatives/provider-directory)

### Why is this important?

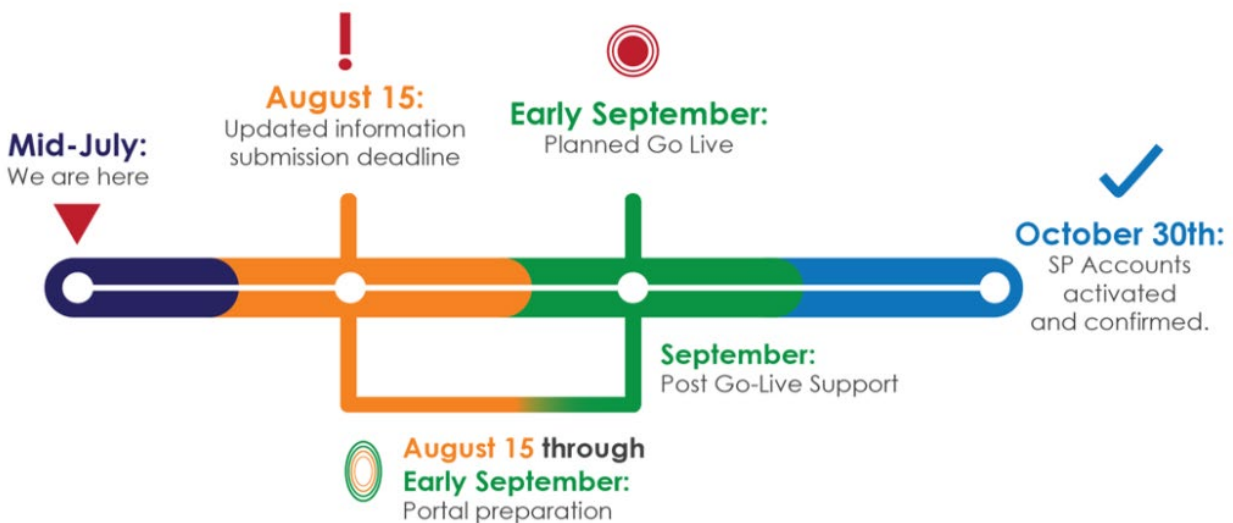
The intent of the PD is to provide access to information. Once complete, the Provider Directory will be a public facing portal. Individuals and families will be able to search the Provider Directory for available services. With accurate data, the PD will serve two key functions:

- For advocates and families: Identify service provider options in their community.
- For service providers: Earn a possible one-time payment from the Quality Incentive Program (QIP) for complete submissions. Provider directory data collection activity will be used to inform the 10% change in rate setting.

We will rely on the Provider Directory information for future QIP activities, including payment for outcome and quality measures.

### What to expect?

A key first step is the cleanup and centralization of regional center provider data. Between now and early September, DDS is working with **Protiviti**, a third-party data management vendor, for data cleanup and data collection tasks. Under DDS supervision, Protiviti will reach out directly to service providers to gather information required for data clean up and account registration. **Action Needed: Submit Updated Information by August 15.**



To assist in data collection efforts, Protiviti will facilitate the process. You may receive an email or call from Protiviti to validate information. Protiviti has developed multiple ways providers can submit information needed for the incentive and to inform full rates, including:

- **Online:** Service providers fill out a survey to update your data using this link: [California DDS Service Provider Information Survey](#)

**Each service provider is encouraged to submit updated Provider Directory registration information prior to July 24th. Service Providers that do not complete prior to that date will be contacted by Protiviti via phone call and email for their updated information through August 15th. Service providers can use the survey on the Provider Directory website to submit information**

- **Email:** Service providers may submit updates to your data via email [providerdirectory@dds.ca.gov](mailto:providerdirectory@dds.ca.gov)
- **Phone:** Service providers may call one of the following numbers and an operator may assist in capturing updates to your data: +1 (213) 327-1346, +1 (213) 327-1349, +1 (213) 327-408, +1 (213) 327-1420

Service providers will need to provide PD registration information, including but not limited to controlling interest such as contact information (email and phone), tax identification number(s) for the controlling interest, and associated vendor numbers for each tax identification number.

This exciting project will serve our entire community. As a comprehensive and accessible source of information, the Provider Directory will improve transparency, evaluation of systemwide resources, and most importantly, help individuals and their families get information that can support making informed decisions about their services.

Questions? Email us at [providerdirectory@dds.ca.gov](mailto:providerdirectory@dds.ca.gov) or visit online: <https://www.dds.ca.gov/initiatives/provider-directory/>.

To sign up for DDS emails about the Provider Directory, visit “Add me to the Provider Directory email distribution list”.

- [www.dds.ca.gov/initiatives/provider-directory/](http://www.dds.ca.gov/initiatives/provider-directory/)

**REMEMBER that Protiviti is a DDS contractor and, although outreach may come from an unknown number, this is in partnership with DDS to update the Provider Directory.**

**Collaborate with DDS, Your partnership is critical to get additional information required for service provider contacts and phone numbers.**

**Thank you in advance for your help.**

**Community Engagement**