



PROVIDER SELECTION GUIDE



INSTRUCTIONS

The Developmental Disabilities Support Division- DDSD, understands that there are many different factors in determining which agency to select for each service. These factors include location of the service provider, experience, staffing, safety, and ability to access community resources. DDSD has developed the Provider Selection Guide, a useful tool for assisting individuals/families to select the right provider for their support needs.

Start Here:

1. **With your Interdisciplinary Team (IDT), develop an Individual Service Plan**, based on your desired outcomes, and the services and supports needed to accomplish those outcomes.
2. **Talk with your Case Manager regarding what you should expect from each service provider.** You can also review the DD Waiver Service Standards chapter which pertains to the service you are looking at. **Click Here:** <http://actnewmexico.org/downloads/2012%20DD%20Waiver%20Service%20Standards.pdf>
3. Use the following link to access the DDSD Provider Enrollment Database, to obtain a list of providers in your region or county: **Click Here:** <http://archive.nmhealth.org/sfoc/Default.aspx>

4. **Download the Provider Selection Guide, Provider Interview Questions Form.** This form may be filled out and saved to your computer, or printed and completed by hand. **Click here:**

[http://actnewmexico.org/downloads/DDSD-PSG Interview Questions.pdf](http://actnewmexico.org/downloads/DDSD-PSG_Interview_Questions.pdf).

5. **Review this form, adding any additional questions that you have,** which may be specific to your situation or needs.

6. **Contact the providers in your region or county who are accepting new clients.** You can call and make an appointment to meet with them, or make an appointment to meet by phone. Explain that you are looking for an agency to provide service(s), and require about 20 minutes of their time.

7. **Meet with the agency representative, by phone or in person,** and complete the Provider Interview Questions Form, including any additional questions you included. If you are not satisfied with the answers provided, you should ask to speak to a supervisor or the manager of the agency.

9. **If you have further questions** regarding this process, or the Freedom of Choice process, please contact the DDSD Office in your region:

Central Office/Santa Fe: 505-476-8973 or 1-877-696-1472

Metro/ Albuquerque: 505-841-5500 or 1-800-238-5548

Northwest/ Gallup: 505-963-9937 or 1-866-862-0448

Southwest/Las Cruces: 575-528-5180 or 1- 866-742-5226

Southeast/ Roswell: 575-624-6100 or 1-866-895-9138

Northeast/ Taos: 575-758-5934 or 1-866-315-7123