



Community First Choice

CHOOSING A PROVIDER

Congratulations!

You – or your loved one – are enrolling in Community First Choice (CFC), a benefit offering personal assistance and habilitation services.



Based on what you need and want, you will decide who will provide your CFC service. A person or agency that provides services is called a “provider.” Because CFC is a new program, you will likely select a provider for the first time. If you now receive services from a different program, you may be able to obtain your CFC services from your existing provider.

Your local intellectual and developmental disability authority (LIDDA) service coordinator and Medicaid managed care organization (MCO) service coordinator can give you a list of providers.

It is important that you feel comfortable with your CFC provider because the provider’s staff will work in your home, sometimes without supervision. As you select a provider, consider what is important to you and your family. For example, do you like to do activities in the morning or in the afternoon?

Questions you might ask when you meet with a provider

What is the provider’s experience working with people with specific conditions or disabilities (for example, autism, intellectual and developmental disabilities and related conditions such as epilepsy or cerebral palsy)?

How will the provider communicate with you about your concerns? How will the provider address complaints if they arise?

How familiar is the provider with CFC requirements? Will the provider work with you on your personal goals and needs? How long has the provider been in business? What other programs does the provider participate in?

How will the provider train staff? How will staff be chosen or assigned to you? What backup procedures are in place when a staff member is not available to work?

How will the provider teach skills that are important to you?

Questions you might think about after the meeting

Was the provider respectful?

Did the provider listen and welcome your questions and ideas?



Other steps you may take

You may call your managed care organization (MCO) service coordinator to ask which providers in the MCO's network have experience working with people who have specific conditions or disabilities.

You may ask your MCO service coordinator for the most up-to-date list of providers in your area.

Contact your service coordinators

Managed care organization (MCO):

Your MCO is _____

Your service coordinator is _____

Your service coordinator can be reached at _____

Local intellectual and developmental disability authority (LIDDA):

Your LIDDA is _____

Your service coordinator is _____

Your service coordinator can be reached at _____

