

WHO WILL PROVIDE THE SERVICES WE NEED?

(Choosing a Provider of Service)

How Do I Choose Qualified Providers?

- A qualified provider is one who has established they meet the licensing, quality and operational standards of Illinois.
- You ISC will provide information regarding potential qualified providers for needed services during the individual plan meeting.
- All qualified providers who are willing to offer services in your area, will be reviewed with you and your family member.
- You and your family member are responsible for choosing the agency you want to provide your support.
- Providers make decisions about their willingness to provide their services based on their ability to meet your family member's needs.
- Your ISC will make referrals to chosen providers promptly based on the selections you and your family member made.
- Providers are obligated to render services according to the specifications in the approved and authorized individual plan.



WHO WILL PROVIDE THE SERVICES WE NEED?

(Choosing a Provider of Service)

WHO COULD BE INVOLVED?

- You or your family member.
- A guardian, caregiver or someone you designate.
- Your Independent Service Coordinator will assist you in providing information about each qualified provider you will choose from.
- Talking with friends can also be helpful.
- Provider program managers who may provide you with details on their agency; you are encouraged to visit providers and ask questions prior to making your final selection.
- You can ask as many questions as you want; many families ask to see a specific location, or to meet direct support workers, before making a decision.

FOR MORE INFORMATION:

Contact your local Independent Service Coordination Agency:

Or Call the State of Illinois Division of Developmental Disabilities:
1-888-DDPLANS (1-888-337-5267)
TTY: 1-866-376-8446

Or Check us out on the web:
<http://www.dhs.state.il.us>
Choose *for Customers*, and then choose *Developmental Disabilities* from the list.