

Quality On-Site Provider Review: Individual Information Sheet

What is the quality on-site provider review?

The review is when people from the state talk to you about the home and community based (waiver) services you receive.

Who will be talking to me?

A reviewer will be talking to you. They are someone hired by the state to make sure you are receiving quality services. You can choose to have someone else with you if you want to.

Why are they doing this review?

The state wants to know if your services are helping you to live your good life. They also want to know if your providers are treating you with dignity and respect. They think the best way to get that information is to ask you directly. They state uses the information you share to help the provider do a good job.

If I agree to do this, what happens next?

Your provider or family can help arrange a time and place for you to talk to a reviewer. It would be nice to meet at your home, so we can see where you live, but that's up to you. We will ask you some questions, like:

- Do you have/want friends?
- Do you have a job if you want one?
- Can you go to the places you want to go?

What if I communicate differently?

You can decide if you'd like people who know you best to be part of the conversation. You can also use pictures, pointing, an iPad or any other way you usually tell people how you feel.

Do I have to agree to do this review?

No, you do not have to agree to do this if you don't want to. It's ok to say no and nothing will change with your services.

What if I have questions?

You can ask as many questions as you want to help you decide if you want to do this. You can also ask to talk to the reviewer ahead of time. Your provider can help you do this.