

How to Negotiate with a Provider

ADDITIONAL RESOURCES

Contact your Service Coordinator or Support Coordinator. The Service Coordinator or Support Coordinator should be helpful to you in resolving this issue.

For more information on topics discussed in this fact sheet, contact

The Arc of Frederick County.
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The Arc
OF FREDERICK COUNTY, INC.

To receive supports and services funded by the Developmental Disabilities Administration (DDA), many people will choose a provider agency. This may require some negotiation with the agency to ensure you and the provider have agreed on exactly what they will be providing.

Some tips to help you in this process are:

- Tell them as specifically as you can what you want in terms of supports and services.
- Tell them what is important to you or your family member in terms of how you live your (or they live their) life.
- If there are certain things you have to have, make sure the provider understands what these are.
- If there are things that you are willing to negotiate about, think about what you are willing to give up on each of these.
- Write down what you want before you meet with the provider. This will help you not forget anything that you want to share with the provider. Take some notes at the meeting as well.
- Listen to what they tell you they can do. Ask questions if there are questions left unanswered or you do not understand exactly what they are saying they will provide. After the services start will not be a good time to learn that you both did not understand each other.
- Get things in writing. Look at the plan they develop and ask for changes if it is not what you think you agreed to have.
- This is about you or your family member, so it is hard not to get emotional. Try to make sure that you are still thinking clearly and expressing yourself clearly in how you respond to the provider.
- Speak to several provider agencies and have a second choice in case you are not able to come to an agreement with your initial choice.

These Fact Sheets are designed to provide general information only and are not designed to substitute for the assistance of a Service Coordinator or Support Coordinator.