

# How to Negotiate with a Provider

## ADDITIONAL RESOURCES

For more information on topics discussed in this fact sheet, contact:  
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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) lives.
- 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 you want to share with the provider. Take some notes at the meetings 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 you are still thinking clearly and expressing yourself clearly in how you respond to the provider.