Service Provider Satisfaction Survey-2023
Roadmap to Enhancing TCRC Responsiveness to Service Providers

Focus Area:	Next Steps: Agency-wide Approaches		

Communication
 	
Goal: To encourage and enhance responsive, supportive channels of communication that lead to greater collaboration, effectiveness and efficiency.
 	
Strategies:
• Informing Providers of TCRC's standard to return all communications within 24-48 hours.
• Standardizing TCRC internal messaging practices.
• Empower Providers by ensuring multi-step access for problem resolution.
	• Schedule regular email communications with Providers on:
	   o System and agency changes, upcoming news or events, check-run/payment dates and billing deadlines, fiscal topics (rollover, etc. and associated deadlines), changes to policies procedures, notices from DDS. **Timeline: Has already started.**
	• Regularly remind all staff to return calls and emails within 24-48 business hours and periodically follow-up.
	• Staff to draft consistent email signature with manager contact information included. **Timeline: next 1-2 months.**
	• Staff to draft consistent outgoing voicemail message. **Timeline: next 1-2 months.**
	   o Services and Supports staff include On-Duty Service Coordinator information in voicemail message.
	   o Community Development Department staff include Resource Development Hotline information.
	• Staff will set email autoreply and update voicemail if out of office for more than 24 business hours.
	• TCRC share office and manager contact information to local provider community.		

	Department Specific Next Steps – Services & Supports Department (S&S):	**Department Specific Next Steps – Community Development Department (CDD):**	**Department Specific Next Steps – Department of Finance & Administration (DOFA):**

	• Leadership to reach out to Provider Community regularly. **Timeline: Has already started.**
	• Encourage providers to notify team manager to resolve issues if SC does not respond. **Timeline: Has already started.**
	• TCRC to notify providers when change in SC occurs. **Timeline: 3-4 months.**
	• TCRC to explore auto-reply for SC changes. **Timeline: 3-6 months**
		• Implement RD Hotline that is routed until it is answered by a team member. **Timeline: Friday, September 15th.**
		• RD staff to proactively communicate with vendors during the vendorization process. **Timeline: Has already started, will contact providers in development monthly at a minimum.**
			• Hire additional staff on POS Accounting Team:
			   o Recently hired one person to work primarily on resolving billing (not auth) issues. **Timeline: Person already started.**
			   o Anticipate hiring one additional accounting staff person to help with check/payment runs. **Timeline: 3-6 months.**

| | • Ensure outgoing voice mail for SC changes redirects to office main number. | • Integrate RD training topics into the monthly Provider Forum. **Timeline: Currently being offered**
• Share CDD report with SCs. **Timeline: Post current CDD report on the TCRC Intranet by Friday, September 8th.** | |

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Roadmap to Enhancing TCRC Responsiveness to Service Providers

Focus Area:	Next Steps: Agency-wide Approaches		
Engagement and Relationship Building *Goal: To build strong supportive relationships that encourage collaboration, effectiveness and efficiency.* **Strategies**: • Expanding technical training opportunities for internal staff and provider community to expand knowledge and regional center staffs' ability to support providers.	• Leverage Provider Forum for the opportunity for problem solving and to include targeted training topics. **Timeline: Has already started.** • Revive Working/Not Working exercise by service type. • Explore Customer Service Training curriculum for all staff - focusing on communicating and treating others with respect, listening, being helpful, etc. **Timeline: 3-6 months.** • Update and improve format for postings on eBilling home page and TCRC's website page for SPs, include FAQs for Vendorization, Authorizations, Billing & Payment, etc. **Timeline: By end of fiscal year.** • Provide internal/Provider training on Resource Development resources, vendorization, QA, available resources, etc. • Leverage technology where possible. (CLM, SmartSheets, etc.)		
	Department Specific Next Steps – Services & Supports Department (S&S):	**Department Specific Next Steps – Community Development Department (CDD):**	**Department Specific Next Steps – Department of Finance & Administration (DOFA):**
	• Team Managers to invite providers to attend local Team Meeting to familiarize SCs with. provider/provider services and encourage provider-SC connections. **Timeline: Has**	• Provide internal and provider training on Resource Development, vendorization, QA, available resources, etc. **Timeline: Currently being offered.**	• DOFA staff to receive regular training on types of services, service changes, rate changes, updates to Ebilling, SP Portal, UFS and SANDIS. **Timeline: Start**

• Increase connectivity of internal staff and provider community.
• Increase awareness of resources and roles.
	already started will continue to expand.
	• As part of New Vendor Process, Team Managers to invite new providers to local team meetings.
		• Create flyer for QA to distribute. **Timeline: Will be available for distribution Friday, September 15th.**
		• RD will continue to host open-office hours for staff (Q&A, training, etc.).
		• QA to increase in-person training. **Timeline: Plan for 2024 to be completed by the end of October.**
		• CDD will attend S&S Manager meetings and continue to offer to join team meetings to encourage connections, communication. **Timeline: Starting in October and ongoing.**
		• Provide SC Training on Ven600. **Timeline: Completed and will be provided as needed.**
		• Ensure SCs know who their assigned RD staff is.
			training in 3-6 months, then continue periodically ongoing.
			• POS staff will provide SCs training on: **Timeline: Start training in 3-6 months, then continue periodically ongoing.**
			   • Writing auths with all fields complete and accurate information.
			  • How to check for auths in place before writing new auths.
			  • Reasons for auth deferrals.

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Roadmap to Enhancing TCRC Responsiveness to Service Providers

Focus Area:	Next Steps: Agency-wide Approaches
Authorizations ***Goal***: *To increase efficiency of Authorization process*	• TCRC to work with provider community on understanding process. • TCRC to provide expanded internal training on Vendorization, POS authorization, Exceptions to better support TCRC staff to support providers when questions or issues arise. • Simplify processes for providers, when possible. Look for opportunities to streamline. Leverage technology where possible.

Strategies: • Expanding technical training opportunities for internal staff and provider community to expand knowledge and regional center staffs' ability to support providers.	Department Specific Next Steps – Services & Supports Department (S&S):	Department Specific Next Steps – Community Development Department (CDD):	Department Specific Next Steps – Department of Finance & Administration (DOFA):
	• Formalize expanded training with support from SCs, around POS Authorization and Exceptions. Within the next 6 months by the end of February 29, 2024.	• Provide updated training to Services and Supports Managers/Teams when new service models and/or authorization models are approved. **Timeline: Current and ongoing.**	• Provide training for providers on: **Timeline: Start training in 3-6 months, then continue periodically ongoing.** • How to use the Service Provider (SP) Portal. • How to use BOX to access authorization lists.

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Roadmap to Enhancing TCRC Responsiveness to Service Providers

Focus Area:	Next Steps: Agency-wide Approaches		
Provider Billing and Payments *Goal: To increase efficiency of the billing and payment process* **Strategies:** • Expanding technical training opportunities for internal staff and provider community to expand knowledge and regional center staffs'	• TCRC to work with provider community on understanding process. • TCRC to provide expanded internal training on billing and payment processes to better support TCRC staff support providers when questions or issues arise. • Simplify processes for providers, when possible. Look for opportunities to streamline. Leverage technology where possible. • Ensure internal staff and providers know who to contact within POS Accounting Staff to best address billing and payment questions.		
	Department Specific Next Steps – Services & Supports Department (S&S):	Department Specific Next Steps – Community Development Department (CDD):	Department Specific Next Steps – Department of Finance & Administration (DOFA):
	• Formalize expanded training with support from SCs,		• Provide training for providers on: **Timeline: Start training in 3-6**

ability to support providers.	around Billing and Payment Processes. Within the next 6 months by the end of February 29, 2024.		**months, then continue periodically ongoing.** • How to use eBilling (required by DDS). • How to use the Service Provider (SP) Portal. • How/when vendors are reimbursed. • Accessing/reviewing recorded trainings and resources on eBilling and the SP Portal. • Communicate where Details on Payment Adjustments can be found in the system **Timeline: 3-6 months.** • Payment to providers who miss billing deadline dates will be paid on next check run. **Timeline: 3-6 months.**

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Roadmap to Enhancing TCRC Responsiveness to Service Providers

Focus Area:	Next Steps: Agency-wide Approaches
Early Childhood Vendor Issues	• Connect with and support resolution of Early Start (ES) specific service provision issues. • Standing agenda item at the quarterly ES/Partner/Provider meetings around DDS/legislative updates. • Share TCRC organizational chart/phone list with every ES provider, at provider orientations and any updates to it at the ES/Partner/Provider meetings.

Goal: To support in the resolution of issues experienced by Early Start and Early Childhood provides. Strategies: • Work with Provider Community to explore Early Start specific issues.	• Create a post card/flyer around consistency of the ES program and the importance of avoiding late cancellations and no-shows to be shared with families in ES. **Timeline: 4-6 months. Will work with providers at the ES Partner/Provider meetings to draft the message.**		
	Department Specific Next Steps – Services & Supports Department (S&S):	**Department Specific Next Steps – Community Development Department (CDD):**	**Department Specific Next Steps – Department of Finance & Administration (DOFA):**
	• Setting aside time during ES partners meetings to discuss any challenges and/or hot topics.	• Will add action items that come from the Working/Not Working group.	• Will add action items that come from the Working/Not Working group.