

Onsite Provider Reviews

Participant Information Sheet



What is the Onsite 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?

One or two reviewers will be talking to you. They are consultants from Liberty Healthcare 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 best life. They want to know if your providers are treating you with dignity and respect and making sure you get to choose how to live your life. They think the best way to get that information is to ask you directly. The state uses the information you share to help the provider do a good job in supporting you.



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 the reviewer can see where you live, but that's up to you. They 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?

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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.

YES NO



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. You can ask the reviewer when they come to talk to you, or you can ask to talk to the reviewer ahead of time. Your provider can help you do this.



What happens after the reviewer comes?

You will receive a report. The report will show a summary of your conversation as well as those who work with you to see if things are working well or if there are other opportunities to work together to get you to your best life. Your provider and case manager will also get the report. Your case manager will talk about the report at your next meeting if you would like them to, and you can share the report with anyone you want to.