



Rate • Review • Realize the Value

ProviderGuidePlus: User Guide

Users

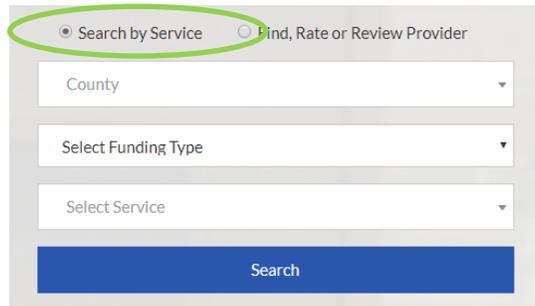
When to use ProviderGuidePlus

The purpose of this tool is to help people and families make an informed decision during the provider selection process. ProviderGuidePlus can be used to rate and review a provider and to explore how a provider has been reviewed by others.

Searching for a Provider

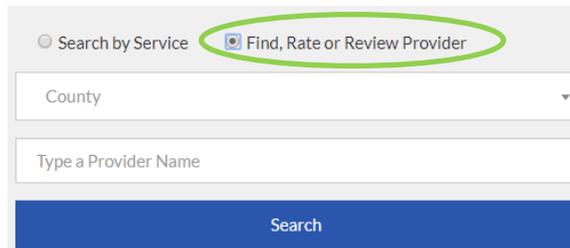
There are two ways to start a provider search: visit <https://providerguideplus.com>

- 1) The user can search by county, funding source, and/or service.



A screenshot of the search interface. At the top, there are two radio buttons: 'Search by Service' (selected) and 'Find, Rate or Review Provider'. Below the radio buttons are three dropdown menus: 'County', 'Select Funding Type', and 'Select Service'. At the bottom is a blue 'Search' button.

- 2) The user can search for a specific provider by entering the county name and the provider name.



A screenshot of the search interface. At the top, there are two radio buttons: 'Search by Service' and 'Find, Rate or Review Provider' (selected). Below the radio buttons are two input fields: 'County' (a dropdown menu) and 'Type a Provider Name' (a text input). At the bottom is a blue 'Search' button.

When Searching

Searches can be filtered and narrowed down by entering the service and funding source. A maximum of 200 providers will display. Search results can be filtered even further by clicking on one of these tabs:

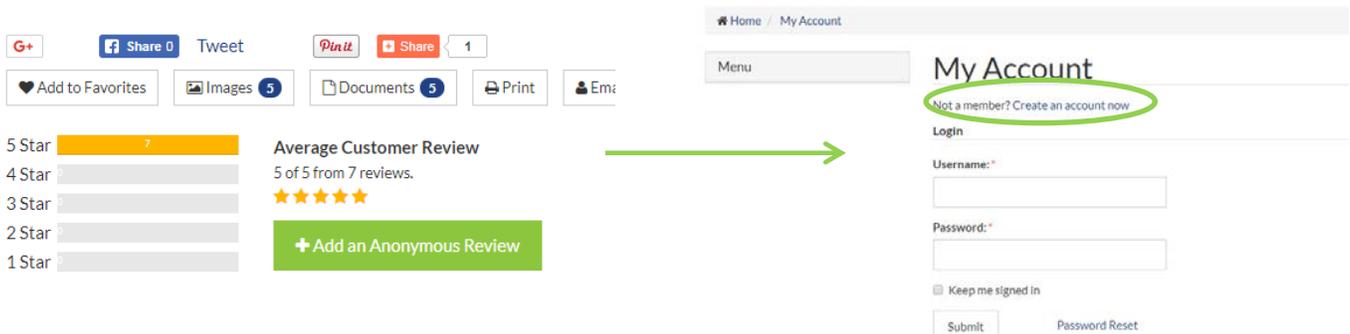


A screenshot of search result filters. At the top left, it says 'Results: 200'. Below this are six tabs: 'All', 'Newest', 'Highest Rated' (highlighted in green), 'Most Popular', 'Alphabetically', and 'Recently Updated'.

To view the provider profile; click on the provider name.

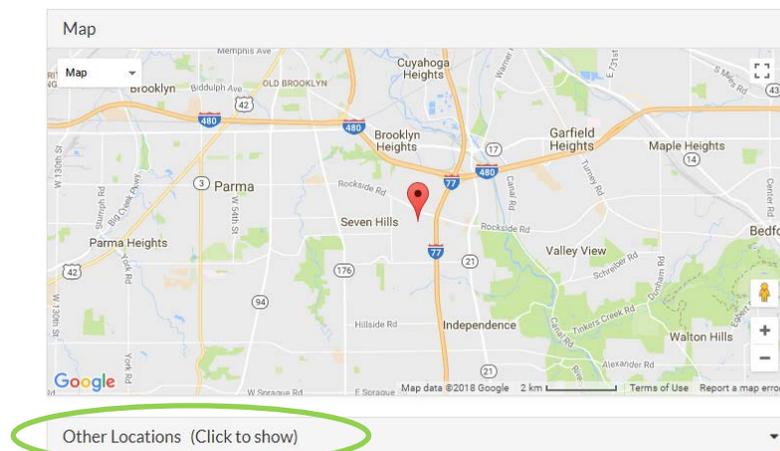
Favorites

There is an option to add providers as “favorites.” This allows the user to keep track of providers they are interested in. By clicking the “add to favorites” button, the user will be directed to either log in to an account or to create an account.



Other Locations

Some providers operate in many locations. The user has the option to view those locations when looking at a provider profile.

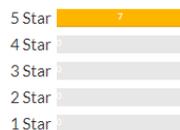


Provider Ratings:

The user can click on a posted review to see how specific services were rated.

Reviews

Note: Login to add comments and leave review helpfulness feedback.

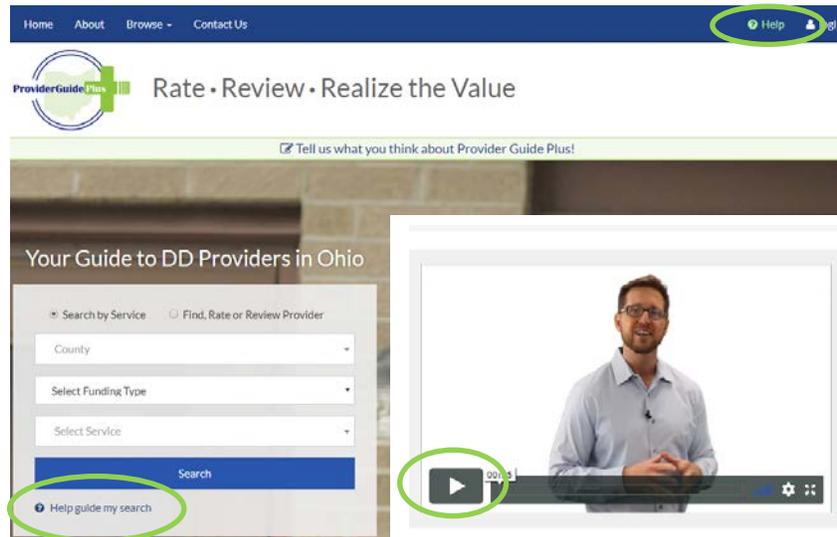


Average Customer Review
5 of 5 from 7 reviews.
★★★★★
[+ Add an Anonymous Review](#)

- Average Customer Review Categories**
- ★★★★★ Day Services
 - ★★★★★ Misc/Other
 - ★★★★★ Residential/Supports to Live
 - ★★★★★ Transportation
 - ★★★★★ Employment Services
 - ★★★★★ Therapeutic/Clinical Intervention

Help to Navigate the Website

There are a few links on the main page to help the user navigate the website, and to help the user guide the search. There is also a tutorial video that the user can watch once they begin a search.



County Board Profile

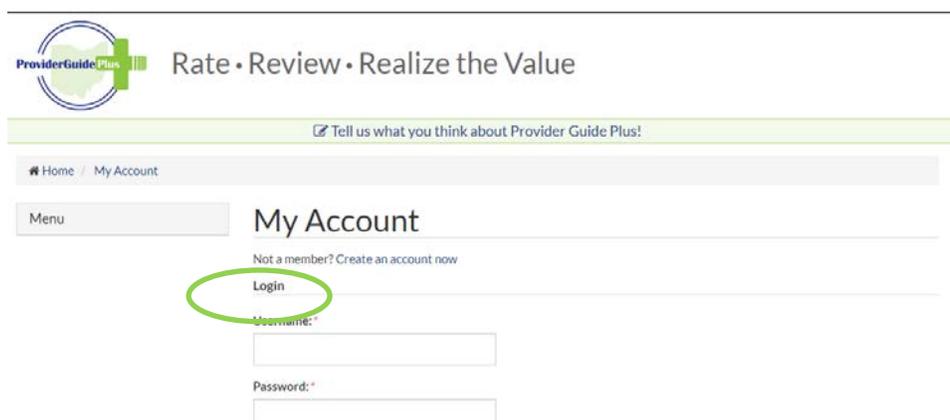
If the user is not sure of the funding that they have, they can visit their local county board profile page for additional information about who to contact.

Rating a Provider

Users who have received services from a provider and would like to enter a rating for that provider can do so after creating an anonymous account.

Creating a User Account

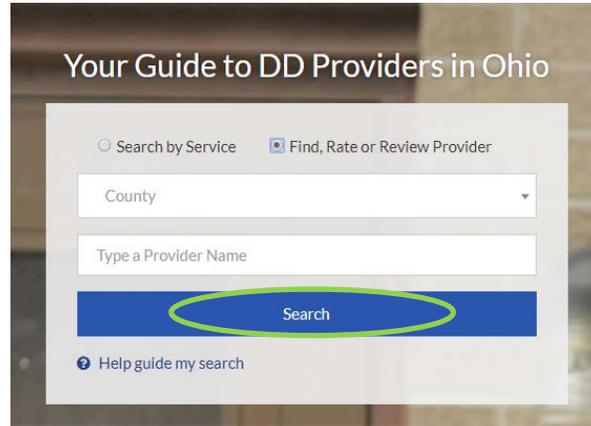
The user can click on the "login" button to create a user account for the first time or to login to an account that has already been created.



Another way to create an account is to select a provider, click “add anonymous review,” and the website will direct the user to create an account.

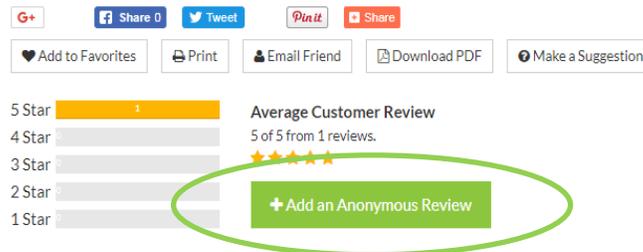
Find, Rate, or Review

After logging in, the user can return to the home page to search for a provider that they would like to review.



Entering the Review

After finding the provider, click on the “Add an Anonymous Review” button to add a review.



This is the area where a review can be entered. There is guidance about what can and cannot be posted in a review. The user can click on the number of stars they would give the provider in the relevant areas; one star being the lowest rating and five stars being the highest rating. **The review is anonymous.** If the review includes names, profanity, or allegations of abuse or neglect, the user will receive an email from the website developer informing them the review cannot be posted as written. The user will have the opportunity to adjust the language in the review.

' Add an Anonymous Review

[← Return to Listing](#)

Inform others and be informed!

Public Review

Would you recommend this provider?:

- yes
- no

Posting the Review

After rating the provider in all of the relevant areas, and writing about the experience, the user can click the [submit](#) button. It can take up to 24 hours for the review to display in the provider profile. After the review is posted, the provider has the opportunity to respond to the review.

Providers

Creating a Provider Profile

All certified agency providers in Ohio will automatically be listed in [ProviderGuidePlus](#). Providers are added to the webpage via an automatic download from the Ohio Department of Developmental Disabilities' (DODD's) Provider Services Management System (PSM). This download occurs every evening, so that the most up to date certification information is displayed. All providers will receive a login and password from the website developer, so they can begin to customize their provider page.

Customizing the Provider Profile Page

The provider profile page is customizable. This is a feature that allows providers to display information they want users to know about their organization. To begin to customize a profile page, the provider must login with the information sent to them. Once logged in, the provider can customize their provider profile. There is a video tutorial that provides guidance about customizing the profile page.

The screenshot shows the 'My Account' page on the ProviderGuidePlus website. The page has a dark blue header with navigation links (Home, About, Browse, Contact Us) and user options (Help, My Account). Below the header is the ProviderGuidePlus logo and the tagline 'Rate • Review • Realize the Value'. A green banner prompts users to 'Tell us what you think about Provider Guide Plus!'. The main content area is titled 'My Account' and includes a 'Menu' on the left with options like 'Return to Dashboard', 'View/Edit Account', and 'Logout'. The main content area features a 'View Tutorial Video!' link, an 'Update your profile' section with buttons for 'Update user profile image' and 'Update your company logo, description and images', and two summary boxes: 'Account Summary' for 'Demo Provider' and 'My Listings' for 'Demo Provider Agency (ID: 12126)'. Several elements are circled in green, including the tutorial video link and the profile update buttons.

Marketing Statement

Once logged into the provider account, a marketing statement can be added. This is a field where providers can enter a statement about who they are and what they offer.

Links to Social Media

After entering a marketing statement, providers have the option to link to their social media accounts.

Uploads

Providers have the option of uploading documents to their profile. Providers can add recent newsletters, annual reports, and/or internal initiatives or other marketing material that promotes their organization.

Contact Information and Basic Demographics

There is an area that providers can add a picture and contact information. The demographics can also capture hours of operation, the provider website, services offered, social media links, and a way for a user to direct message the provider.

The screenshot shows a dashboard for 'Demo Provider Agency'. On the left is a 'Menu' with options: 'Return to Dashboard', 'View/Edit Account', 'View/Edit Listing', 'Messages', and 'Logout'. The 'View/Edit Account' and 'View/Edit Listing' items are circled in green. The main content area has a title 'Demo Provider Agency' and a navigation bar with buttons: 'Summary', 'View Public Listing', 'Edit Listing', 'Service Funding Types', and 'Statistics'. Below this is another row of buttons: 'Images +', 'Documents +', and 'Reviews'. The 'Edit Listing' button is circled in green. Below the navigation bar is the 'Edit Listing' section, which includes a 'Logo:' field with a 'Browse' button, a 'Current Logo:' field showing a 'generic logo company' logo, a 'Delete Logo:' checkbox, and a 'Short Description: (Displayed on Search Result Page):' field containing the text 'This is the short description line... I'm trying to get you to click my profile...'.

Locations and Services

The locations and services are automatically added from the data download from DoDD's PSM. The locations of service delivery and the services that the provider is certified to provide will be displayed in these areas.

Images

Providers have the option of uploading images to further promote their business. Providers can upload pictures of events, locations, and/or other affiliations.

Reviews and Review Responses

Provider reviews are listed on the profile page. Providers will receive an email from the website developer when a new review is posted and have the option to respond to reviews that have been posted.

Home About Browse ▾ Contact Us Help My Account

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Tell us what you think about Provider Guide Plus!

Home / My Account / Orders /

Menu

- Return to Dashboard
- View/Edit Account
- View/Edit Listing
- Messages
- Logout

Summary View Public Listing Edit Listing Service Funding Types Statistics

Images + Documents + Reviews

Reviews

2 found, Page 1 of 1 Results 1 - 2 of 2

Title	Status	Date	Rating	Manage
Great Provider	Active	06-27-2016 07:19PM	★★★★★	Respond Share
Great!	Active	01-26-2017 04:44PM	★★★★★	Respond Share

<< < 1 > >>

The menu is designed to assist providers to review or make changes to their account or provider listing. This is the area that providers use to design their listing, maintain their account, and read and respond to reviews. Providers also may receive direct private messages from someone looking at their provider listing. Providers can read and respond to those messages in the menu area as well.

Survey

Please take a few minutes to complete a short survey. The survey informs how ProviderGuidePlus functions. Take the survey by clicking the link.

Home About Browse ▾ Contact Us Help login

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Tell us what you think about Provider Guide Plus!