



## Narrowing Down the Provider Search – Key Questions to Ask

You have all your documents to access the ABA benefit and a list of providers; now what? Here are some helpful questions to keep in mind when interviewing potential ABA providers to find the one that might best fit your family and your child's individual needs.

### Location:

- Do you currently serve families in my area? What hours and days are offered in home?
- Do you have a clinic facility? What are the hours?
- What services are offered through telehealth? How is that determined?
- How do you determine location of services?

### Staffing:

- Do you currently have staff ready to begin with my family? What is the expected wait if not?
- What are the credentials and training of the staff on the team?
- Who should I expect to interact with regularly in sessions?
- What is the process to switch RBT (Registered Behavior Technician) or BCBA (Board Certified Behavior Analyst) individuals if necessary?
- How do you match RBTs to each family? What preferences can I make?
- How often are RBTs supervised, and what does this look like?

### Clinical:

- What behaviors are your staff trained to serve? Do they have any special safety training (if applicable)?
- What will parent/caregiver training look like? Who should be present? How often will this occur?
- How present can I be throughout each session?
- How are goals determined? What is the process if I am uncomfortable with a goal or protocol?
- Do you collaborate with other professionals such as Medical Doctors, Psychiatrists, Speech Therapy, Occupational Therapy, Feeding Therapy, etc? What does this collaboration look like?
- Do you offer peer social skills groups (if clinically applicable)?

### Other:

- Who would I go to with concerns during services?
- How is scheduling determined?
- Is there a cancellation/late policy?

### Next Steps:

Do you offer a meet and greet prior to agreeing to services?

Am I able to review policies and procedures before agreeing to services?

What is the next step in the process? What does that timeline look like?