

Provider Interview Guide

PROVIDER / ORGANIZATION

Use one copy per provider. Write the answers you receive in plain language.
This is not a scorecard. It helps you compare process, access, communication, and fit.

1. WHY I AM CALLING

CHECK WHAT FITS TODAY

- | | | |
|--|---|---|
| ☐ New diagnosis / first questions | ☐ Waiting for services | ☐ Comparing providers |
| ☐ Considering a provider change | ☐ Preparing for the first months | ☐ Learning what ABA involves |

CHILD AGE

DATE

PERSON I SPOKE WITH / ROLE

PHONE / EMAIL

2. ACCESS AND FAMILY FIT

AGES / NEEDS THIS PROGRAM SERVES

WHERE SERVICES HAPPEN

clinic, home, school, community

TYPICAL WEEKLY HOURS AND SCHEDULE

WAITLIST AND REALISTIC START TIMELINE

INSURANCE, AUTHORIZATION, AND POSSIBLE COSTS

WHAT CAREGIVERS ARE EXPECTED TO DO

3. HOW CARE ACTUALLY WORKS

WHO ASSESSES, CHOOSES GOALS, AND EXPLAINS THE PLAN?

HOW ARE FAMILY PRIORITIES INCLUDED?

HOW OFTEN IS THE BCBA INVOLVED AND AVAILABLE?

HOW ARE PROGRESS AND CHANGES SHARED?

WHAT HAPPENS WHEN STAFF CHANGE OR SESSIONS ARE MISSED?

HOW DOES A PARENT RAISE A CONCERN OR DISAGREEMENT?

4. LEAVE WITH A NEXT STEP

WHAT FELT CLEAR

WHAT STILL NEEDS AN ANSWER

EXACT NEXT STEP

OWNER / CONTACT

FOLLOW-UP DATE

MY LAST QUESTION BEFORE DECIDING