

DDD SHOUT

PROVIDER NEWSLETTER

Volume XI - January 2020

Provider Profiles

The Arizona Department of Economic Security Division of Developmental Disabilities (DDD) partners with its Qualified Vendor Network to deliver quality services so its members can lead self-directed, healthy and meaningful lives. DDD continues to be committed to increasing transparency and providing information and data to our members, families, vendors and community stakeholders to successfully support its members when making choices about the services they receive.

DDD will publish Vendor Profiles as outlined in Vendor Announcements transmitted [November 18, 2019](#), and [December 2, 2019](#). The profiles will be readily available on the DDD web page beginning January 24, 2020. These initial metrics are intended as a starting point for the Vendor Profiles. The Division will continue to host town hall meetings in each district over the next calendar year. One of the goals of these meetings is to determine what vendor information is most important to members and families. Feedback from the town hall meetings in late 2019 has been compiled and some of the suggestions will be implemented in the next vendor profile release in April. Town Hall meetings will continue to be used to improve the Vendor Profile to ensure data and information relevant to families and members is available.

These four metrics included in the initial Vendor Profiles are:

1. Timeliness of Services
2. Group Home Compliance
3. Business Operations Compliance
4. Delivery of Therapy Services

The Timeliness of Services metric reports the percentage of time a vendor delivers services within seven days of authorization being assigned. The percentage is calculated based on the start date of the authorization assigned to the agency to the first date of claim for all new and continuing members. Services measured include all service lines except licensed residential settings and respite. The Division's target goal is 90%. Each vendor should have received an email from the Division with their timeliness score by January 17, 2020, and will have until January 31, 2020, to contact the Division at DDDBusinessOperationsComments@azdes.gov to appeal. Timeliness of Services scores will be updated on the Vendor Profile page in late February 2020.

The Group Home Compliance metric, which DDD already collects, measures each vendor's compliance with ten different categories based on the DDD Group Home Service Specifications and Article 8, Article 9 and Article 15.

The Business Operations Compliance metric measures a provider's compliance with supplying the Division with specific operational data. The first published Vendor Profile will include four components. Providers will receive a "Yes" or "No" score for this metric. A provider must have submitted complete and accurate information or taken appropriate action the four measured items by December 31, 2019, to receive a "Yes."

The Delivery of Therapy Services metric measures the number of additional DDD members the Qualified Vendor has served in the time period. This metric is only applicable to Therapy Providers.

AHCCCS HCBS Provider Training

In March 2022, certain residential and non-residential AHCCCS Long Term Care System (ALTCS) providers' business practices will be required to be aligned with the Home and Community-Based Settings (HCBS) Rules.

Residential

- Assisted Living Facilities (homes, centers, and adult foster care)
- Group Homes
- Adult and Child Developmental Homes

Non-Residential

- Adult Day Health Programs
- Day Treatment and Training Programs
- Center-Based Employment Programs
- Group Supported Employment Programs

The HCBS rules are person-centered practices that have the power to shape a member's daily living, learning, working, recreational, and social experiences driven by the member's choices, supports, and services to ensure they have full access to the benefits of community living.

To support providers to comply with the HCBS rules, AHCCCS, in partnership with the ALTCS Managed Care Organizations (MCOs), is offering a three-part series of online training and technical assistance sessions. These sessions will assist providers to assess, plan, and align your practices with the rules, so that you are prepared for the MCO's quality monitoring visit to evaluate compliance with the HCBS Rules and, most importantly, create a more satisfying member experience.

- Session 1 – HCBS Rules Overview on January 30th from 12:00pm – 2:00pm
- Session 2 – Provider Self-Assessment Tool Training on February 13th from 1:00pm – 3:00pm
- Session 3 – Implementation in Employment, Residential, and Day Program Settings (coming soon in March and April)

Providers are expected to participate in both Session 1 and Session 2, and at least one part of Session 3. AHCCCS recommends that attendance be limited to those person(s) within your organization who have the decision-making authority to change business practices or service models, such as Program Administrators and Managers. Other key personnel may view the recorded sessions online. All sessions will be held live via webinar and recordings will be posted to the [AHCCCS website](#).

Please note: AHCCCS is currently considering a Differential Adjusted Payment (DAP) initiative for HCBS providers that participate in this training, to the extent required by AHCCCS, and complete a self-assessment pre-screening survey. If approved, this means that providers who meet the established criteria will receive an increased percentage to their

current rate for services during the period of 10/01/2020 - 09/30/2021.

Session 1 - HCBS Rules Overview

The session objectives include the following:

1. Describe the HCBS Rules including specific person-centered practices for provider compliance.
2. Outline the quality monitoring process and timeline.
3. Provide an overview of the forthcoming education and technical assistance resources available to providers.

[To register for Session 1 – HCBS Rules Overview, click here.](#)

Session 2 – Provider Self-Assessment Tool Training

The Provider Self-Assessment Tool will be a required component of the MCO's quality monitoring visits beginning in 2020. This tool has been designed for providers to assess the alignment of current practices in residential, employment, and day program settings with the person-centered practices required under the HCBS Rules. For reference, the tools will be posted to the [AHCCCS website](#) prior to the training. A notice will be sent to providers registered for the training once the tools are available on the website. The session objectives include the following:

1. Familiarize participants with the tools and their intended use.
2. Train participants in how to complete self-assessment.

[To register for Session 2 – Self Assessment Tool Training, click here.](#)

Session 3 – Implementation in Employment, Residential and Program Settings

Session 3 consists of four setting-specific tracks representing each unique setting type that utilize a peer-to-peer, provider-to-provider approach to share and discuss specific person-centered practices that align with the HCBS Rules.

Each session will be led by a panel of providers who will share real-world experiences about changing business practices they employed to align with specific person-centered practices required by the HCBS Rules. The sessions are also intended to be an open dialogue whereby all provider participants can brainstorm and share information with their peers in the industry. These sessions will be available in March and April 2020. More information on how to register is forthcoming.

Please note that all sessions will be utilizing Zoom conferencing. If you would like more information on how to use Zoom conferencing, you can find helpful instructions below:

Testing a Computer and Audio: <https://support.zoom.us/hc/en-us/articles/201362283-How-Do-I-Join-or-Test-My-Computer-Audio->

How to Join a Webinar: <https://support.zoom.us/hc/en-us/articles/115004954946-Joining-a-Webinar-Attendee->

DDD Statewide Town Hall Meetings

The Division is committed to empowering Arizonans with developmental disabilities to lead self-directed, healthy and meaningful lives. With a focus on increased collaboration and communication with our members, families and providers, the Division is hosting Town Hall meetings throughout the state on a monthly basis. The goal is to allow the Division to communicate improvements and changes that have been implemented as a result of previous Town Hall feedback and other information important to our stakeholders. Additionally, the Division will solicit feedback regarding new ideas for continuous improvement. Time will also be allotted for open discussion during which attendees can present ideas,

concerns and feedback to the Division. All town hall meetings will be held from 6:00 p.m. to 8:00 p.m. and the schedule for 2020 is below.

- February 6, 2020: Yuma Civic Center – West Wing, 1440 W Desert Hills Dr., Yuma, AZ 85364
- March 5, 2020: TBA, Casa Grande, AZ
- April 2, 2020: TBA, Avondale, AZ
- May 7, 2020: TBA, Show Low, AZ
- June 4, 2020: TBA, Scottsdale, AZ
- July 8, 2020: TBA, Tucson, AZ
- August 6, 2020: TBA, Mesa, AZ
- September 3, 2020: TBA, Surprise, AZ
- October 1, 2020: TBA, Flagstaff, AZ

Locations will be updated on the [DDD website](#) and [DDD Facebook](#) page as they are finalized.

National Core Indicators (NCI) Surveys

National Core Indicators (NCI) is a collaborative effort between the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute (HSRI). NCI uses a series of surveys and in-person interviews to measure member satisfaction and efficacy of DDD programs and services.

NCI has begun mailing surveys to select families who have members receiving services and includes:

- Members who are children
- Adults living in their family homes
- Adults living in other residential settings

All surveys are 100% confidential and the results are returned to Pilot Parents of Arizona, not to DDD, who enters the results in NCI's ODESA System. The final report published by NCI includes only aggregated data with no member specific information.

An in-person assessment that includes 400 adult members and is administered by Pilot Parents of Southern Arizona are also starting to be scheduled. If you are a provider for a member that has been selected to participate in the in-person survey process, please facilitate the ability for the representative from Pilot Parents of Southern Arizona to meet with the member to complete the survey. If you are a provider for a member whose family member receives a survey in the mail, please encourage them to complete the survey and return it to NCI once completed.

Please contact DDD's NCI Coordinator Michelle Pollard at mpollard@azdes.gov if you have questions related to NCI and these surveys.

Member Monthly Email

DDD is using Constant Contact to email members and their families the monthly member update. Constant Contact is an established opt-in email marketing service, so members or their family members who'd like to receive these updates must opt-in. We need your help to ensure those who'd like to receive updates opt-in. Please share this information with the members and families you serve. They can opt-in using this link, http://bit.ly/ddd_news, or the "Sign-Up" button on the top of the [DDD Facebook](#) page. Both link to the Constant Contact sign up page.

Get Caught Up

Did you know the Division posts PDF versions of vendor announcements and editions of the Shout on the web? Get caught up on all of the recent vendor communications and stay informed, <https://des.az.gov/services/disabilities/developmental-disabilities/vendors-providers/vendor-announcements>.

If you have any information that you would like to see in the DDD Shout, please email your suggestions to DDDCommunications@azdes.gov.

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