DDD SHOUT
PROVIDER NEWSLETTER

Volume XXIII - March 2021

COVID-19 Update

Although positive cases are on the decline, the COVID-19 pandemic continues to impact Arizona. On Saturday, February 27, 2021, the Food & Drug Administration granted Emergency Use Authorization for the Johnson & Johnson COVID-19 vaccine. Johnson & Johnson will immediately ship 3.9 million doses to states, tribes and territories with another 16 million doses due to be delivered by the end of March. There will be three vaccines, Moderna, Pfizer and Johnson & Johnson available for Arizonans who want to be vaccinated.

On Monday, March 1, 2021, Governor Ducey announced a new hybrid distribution approach that will allow Arizonans in different age groups to receive the vaccine. This new model replaces the original 3 Phase model that has been in place since December. The criteria was changed based on recommendations from the Vaccine and Antiviral Prioritization Advisory Committee (VAPAC). The first new group to be eligible under this model are individuals aged 55 and over.

County health departments have the flexibility to prioritize "Essential Frontline Workers" as well as individuals by age range in accordance with the hybrid model. They have the option to move to another age range when 55% of the current age category has received the vaccine or if there is less demand. Information for the county in which you live may be different than other counties in the state. Please visit your county health department's website to determine what age group is currently eligible to receive the vaccine. Refer to the Arizona Department of Health Services COVID-19 vaccine web page for county contacts and web site information.

Members who receive medical coverage through Medicaid, whether a DDD Health Plan (DD-ALTCS) or AHCCCS Complete Care Plan (DD-TSC), may be eligible to receive non-emergency medical transportation to and from drive-through COVID-19 vaccination appointments or an in-home vaccination provided by healthcare personnel. Members should contact their health plans for more information. More information about the COVID-19 vaccine, including locations providing COVID-19 vaccines, can be found on the ADHS website at https://azdhs.gov/findvaccine.

COVID-19 Flexibilities

Throughout the COVID-19 public health emergency, AHCCCS has allowed specific flexibilities related to Arizona's Medicaid waiver that were approved by the Centers for Medicare and Medicaid Services (CMS) and published on the AHCCCS website. Some of these flexibilities, particularly those in the Appendix K section, were originally scheduled to end on March 12, 2021. AHCCCS has requested the flexibilities listed in Appendix K be tied to the public health emergency, which would allow them to continue to be implemented for the duration of the COVID-19 public health emergency. AHCCCS expects that CMS will approve this request.

In the meantime, the Division intends to continue current COVID-19 services flexibilities. The Division will communicate more information as it becomes available.

Provider Meeting - Network Development Project Public Comment

Since September 2019, DDD has been working with Burns & Associates and the Human Services Research Institute on a project to improve the quality of services that members receive. The goals for this project are to:

- Promote member self-direction

- Enhance member community integration

- Strengthen the DDD Provider Network

- Create new, better service models

- Improve timeliness of service delivery

A new, draft Qualified Vendor Agreement (QVA) has been developed with input from stakeholders including Qualified Vendors, members, families and other organizations. All parts of the QVA have been reviewed and revised in some manner as a result of this project, and as such, all portions will be posted for public comment. The Division will host a virtual meeting for all Qualified Vendors and Providers to outline the process to review the documents and submit public comments. **This meeting is scheduled for Thursday, April 8, 2021, from 1:30 p.m. to 2:30 p.m.**

Interested Qualified Vendors and Providers can access the meeting using WebEx or via their phone.

- Join via WebEx: https://azgov.webex.com/azgov/j.php?MTID=m9eff54da84e3703785755d371fa5003b

- Join via phone: 1-877-309-3457

- Meeting number: 1336394123

- Meeting password (if prompted): kmGB6Sq4my6

Vendor Policies Related to Member Transportation

As part of the Qualified Vendor Agreement, all vendors who provide transportation for members in any form must have a transportation policy. DDD has a form, [DDD-1753A Policy and Procedure Focused Review: Responsible Driving Tool/Transporting Member](), available for vendors to reference when developing their related policy. Each vendor policy should include information related to tracking who enters the vehicle when it leaves and who exits the vehicle when it returns as well as a visual inspection of all seats prior to locking the vehicle to ensure all members are accounted for and are out of the vehicle. It is critical, especially as summer approaches, that vendors review these policies, update as necessary and train their staff to ensure complete understanding. Temperatures in all parts of Arizona during the summer can make the interior of a vehicle heat up quickly which can lead to heat-related illness or death. A properly executed policy prevents accidents and protects member health and safety.

Vendor Call Process Update Resources

As communicated in the [January]() and [February]() editions of the Shout newsletter, the Division continues its work on the Current 2 Future Initiative related to the Vendor Call Process. The Division is making changes and improvements including:

- Enhancements to the Vendor call system (FOCUS) to make it easier for vendors to use.

- Additional member information available in "Member profile", reducing the need to ask for more information about service needs or member and family contact information.

- Enhanced data analytics and tracking.

These changes will take effect on Monday, March 22, 2021. DDD has published a [web page specifically for the Vendor Call project](#) that includes [Frequently Asked Questions](#). The Division has also published training materials designed to help vendors understand the changes to the process and how they will impact them. These materials include the following:

- [Training Video: Reviewing the Vendor Call Process, Policies, and Procedures](#)
- [Training Video: How to Use Focus Vendor Calls](#)
- [Vendor Call User Guide](#)

DDD is hosting virtual meetings so vendors can ask questions about the new process. These sessions will be held on the following dates **from 12:00 p.m. to 1:00 p.m.**:

- Tuesday, March 16, 2021
- Tuesday, March 23, 2021
- Tuesday, March 30, 2021

Qualified Vendors can join these session via Google Meet, https://meet.google.com/zus-xcdg-ttb, or by phone using 1-562-232-9095 and PIN 100 064 982#.

DDD strongly recommends Qualified Vendors review all of the published training materials prior to attending a Q&A session. Vendors can submit any questions they have about the changes to the Vendor Call process directly to the project team using this form, https://forms.gle/mDDMTXXFRgr3jhqs7.

Program Integrity Education

The Division has established a Corporate Compliance Program as a means to detect, prevent and correct fraud, waste and abuse (FWA), and misconduct. In addition, the Corporate Compliance Program aims to promote a culture of compliance across the Division's program encouraging ethical conduct and commitment to compliance with contractual, state and federal rules and regulations.

There are 7 elements of an effective compliance program:

1. Written Standards
2. Compliance Oversight
3. Provision of Effective Education and Training
4. Reporting Mechanisms
5. Response and Discipline
6. Auditing and Monitoring
7. Investigation and Remediation

Over the next year, the Program Integrity Unit (PIU) will focus on the element, Provision of Effective Education and Training. In this element, PIU is taking steps to communicate in a practical manner standards and guidelines as well as other aspects of the Division's compliance program. PIU will be hosting a series of virtual sessions for Qualified Vendors and Providers to discuss the aspects of program integrity and provide information related to staff roles and compliance responsibilities. Multiple sessions will be held during June 2021 and the schedule will be announced in May 2021. These sessions will be valuable for all Qualified Vendors and Providers, however staff whose main responsibilities are related to compliance/ethics and accounting/claims are highly encouraged to attend one of the sessions.

Referring, Ordering, Prescribing, Attending (ROPA) Providers Required to Register with AHCCCS

On April 15, 2021, DDD will have a new billing template that incorporates Referring, Ordering, Prescribing, Attending (ROPA) information that will ensure compliance with AHCCCS requirements. Additional information about ROPA can be found on the AHCCCS website. ALL vendors beginning April 15, 2021, will be required to use the new billing template. The new template includes eight new columns:

- Referring Provider AHCCCS ID
- Referring Provider NPI
- Ordering Provider AHCCCS ID
- Ordering Provider NPI
- Prescribing Provider AHCCCS ID
- Prescribing Provider NPI
- Attending Provider AHCCCS ID
- Attending Provider NPI

Both the AHCCCS ID and the NPI column must be submitted for the appropriate ROPA Provider. The following table lists the DDD services that will require the ROPA and NPI fields to be completed:

DDD Code	HCPCS/ CPT Code	Focus Description
97161	97161	Physical Therapy Evaluation
97165	97165	Occupational Therapy Evaluation
97168	97168	Occupational Therapy Re-evaluation
A9901	A9901	The delivery, set up and/or dispensing service component of another HCPCS code
E2500	E2500	Speech Generating Device, Digitized Speech, Using Pre-recorded Me
E2502	E2502	Speech Generating Device, Digitized Speech, Using Pre-recorded Me
E2504	E2504	Speech Generating Device, Digitized Speech, Using Pre-recorded Me
E2506	E2506	Speech Generating Device, Digitized Speech, Using Pre-recorded Me
E2508	E2508	Speech Generating Device, Synthesized Speech, Requiring Message F
E2510	E2510	Speech Generating Device, Synthesized Speech, Permitting Multiple
E2511	E2511	Speech Generating Software Program, For Personal Computer Or Pers
E2512	E2512	Accessory For Speech Generating Device, Mounting System
K0739	K0739	Repair or non-routine service for durable medical equipment other
OEA	97165	Occupational Therapy Evaluation 3+
OTA	97535	Occupational Therapy 3+
OTI	97535	Occupational Therapy - EI Team Based
PEA	97161	Physical Therapy Evaluation 3+
PTA	97530	Physical Therapy 3+
PTI	97161	Physical Therapy - Ei Team Based
V5336	V5336	Repair/modification of augmentative communicative system or device (excludes adaptive hearing aid)

National Core Indicators 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. These surveys include:

- Adult Family Survey - mailed to families who have an adult family member (age 18 and over) with I/DD living in their family's home.

- Child Family Survey - mailed to families who have a child (under age 18) with I/DD living in the family home.

- Family Guardian Survey - mailed to family members or guardians of an adult (age 18 and over) with I/DD living outside of the family home.

- In-Person Survey - face-to-face conversation completed with a minimum of 400 individuals who are 18 years of age or older and receiving at least one paid service from the State.

- Staff Stability Survey - on-line survey emailed to provider agencies supporting adults with ID/DD in residential, employment, day services and other in-home or community inclusion programs.

All surveys are 100% confidential and the results are returned to Pilot Parents of Southern Arizona, not to DDD. Pilot Parents of Southern Arizona is contracted by NCI to enter the results in NCI's ODESA System. The final report published by NCI includes only aggregated data with no member-specific information. The in-person survey includes 400 adult members and is administered by Pilot Parents of Southern Arizona. Staff from Pilot Parents will be contacting members to schedule either a virtual or in-person appointment, whichever is better for the member.

If you are aware of a member who 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 them to complete the survey, if necessary. If you support a member whose family member receives a survey in the mail, please encourage them to complete the survey and return it to NCI. Please contact DDD's NCI Coordinator Michelle Pollard at mpollard@azdes.gov if you have questions.

DDD Town Hall Meetings

The Office of Individual and Family Affairs (OIFA) continues to host town hall meetings for members, families and providers. The next town hall meeting will be held on Thursday, April 1, 2021, from 6:00 p.m. to 8:00 p.m.

Please share this information with the members and families you serve and encourage them to participate. The town hall schedule and instructions to join via the Internet or phone can be found at bit.ly/dddtownhall.

Get Caught Up

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