DDD SHOUT
VENDOR & PROVIDER NEWSLETTER

New Rate Book Published

The Division of Developmental Disabilities (DDD) published the new Provider Rate Book and Rate Book Lookup File (Excel) with an effective date of October 1, 2021. The Arizona Legislature allocated additional funding in the State Fiscal Year 2022 budget specifically to increase rates for Qualified Vendors providing Medicaid home and community based services. The rates are the result of feedback obtained during virtual forums and online comment submissions during August and September 2021 from members, families, Qualified Vendors and Providers. Qualified Vendors should use these new rates for all claims submitted for services provided on or after October 1, 2021.

Annual Study of Reimbursement Rates

The Division is required by statute to have an independent firm conduct an annual study of the adequacy and appropriateness of reimbursement rates. This year's study was recently completed by Burns and Associates, a division of Health Management Associates. The report is available for review on the DDD website.

Life Safety Inspections

Qualified Vendors are required to submit a request for Life Safety Inspection inspection of any service setting outside a member's own or family home. As outlined in Arizona Administrative Code (A.A.C.) Title 6 Chapter 18, the DDD Office of Licensing, Certification and Regulation (OLCR) is responsible for completing life safety inspections to ensure Qualified Vendor and provider compliance with Life Safety standards. The following are locations that must have a life safety inspection before members can receive services at that location:

- Child developmental certified foster homes;
- Adult developmental homes;
- Child developmental homes;
- Settings providing home and community based services (HCBS) for individuals with developmental disabilities.

With the implementation of Electronic Visit Verification (EVV), direct care workers are now required to log in and out when providing services. When logging in and out, their geolocation is also recorded to monitor member access to care and service delivery. Through this process, locations that have not undergone life safety inspections have been identified as locations where members are receiving services. These locations might be places like a neighbor's house or a family member's home.

Support Coordinators have been instructed to share this information with members and families so they understand the requirements in the event a location where they receive services is identified by the vendor to

receive a life safety inspection from OLCR. Qualified Vendors are encouraged to provide additional information about life safety inspections, [LCR-1036A Life-Safety Inspections-Ensuring Safety through Compliance](#), with interested members and families who have questions about the inspection.

DDD Vendor Information

The [DDD Provider Search](#) is a tool that members and families can use to search for Home and Community Based Service (HCBS) Qualified Vendors online. The tool allows members and families to search for a vendor near them. Vendors are grouped by "service type," facility-based or in-home/community based. After making that selection, members and families can select a specific service. They can then refine the results based on service area, language availability, vendor name and facility name, or any combination of all the options. This information is generated by CAS and is based on information input by Qualified Vendors. It is critical that Qualified Vendors maintain their location listings in CAS to ensure correct information is displayed to members and families searching for a provider. This includes ensuring they have accurate office hours when a member or family could call to ask questions. Incorrect or outdated information may cause your agency to not appear in a member's search and result in a missed opportunity. Instructions to maintain site information in the Provider Search can be found in the DDD [Vendor Directory Application User Manual](#).

Additionally, the Division has identified multiple Qualified Vendors with outdated staff email addresses listed in Focus. These email addresses are shared with the Salesforce Marketing Cloud platform used to email communications to Qualified Vendors and Providers. The Division is going to be removing emails identified as inactive beginning in November 2021. Please remove any outdated staff email addresses when updating CAS in order to ensure no emails are mistakenly removed beginning in November.

Combined Application for Provider Relief Phase 4 and ARPA Rural Funding Open

The U.S. Department of Health and Human Services (HHS), through the Health Resources and Services Administration (HRSA), is making $25.5 billion in new funding available for health care providers affected by the COVID-19 pandemic. This funding includes $8.5 billion in American Rescue Plan (ARP) resources for providers who serve rural Medicaid, Children's Health Insurance Program (CHIP), or Medicare patients, and an additional $17 billion for Provider Relief Fund (PRF) Phase 4 for a broad range of providers who can document revenue loss and expenses associated with the pandemic. HRSA began accepting single form applications for both the ARP and PRF programs on September 29, 2021. HRSA will use existing Medicaid/CHIP and Medicare claims data in calculating portions of these payments. Applications will be accepted until October 26, 2021. Qualified Vendors can learn more at https://www.hrsa.gov/provider-relief/future-payments.

Network Operations and Management Reorganization

DDD has been actively working on the reorganization of the network units that will enable DDD to move from a district orientation to a statewide model with more specialized functions that will provide for clearer Network roles to support Qualified Vendors and providers, reduce duplication of activities, streamline data collection, and improve overall network operations and management. In the new Network organizational structure, Operations and Management, Oversight, and Development will be broken out into two distinct units.

The Network Operations unit will include:
- Residential Team - Residential Services and Placements (Statewide)
- Resources Team - Non-Residential Services and Placement (District)
- Provider Network Support Team (e.g. Provider Relations)

The Network Management, Oversight, and Development unit will include:
- Network Monitoring and Oversight Team
- Network Development and Recruitment Team
- Workforce Development Team

DDD has created a web page, https://bit.ly/dddnetwork, that includes additional information including a future state organizational chart and frequently asked questions. DDD plans on implementing all network changes related to this reorganization by Friday, October 15, 2021. Qualified Vendors and Providers with questions can submit them using this form, https://forms.gle/w2nvGzmy5kAAxzh26.

Vendor Surveys for Specific Services

As the COVID-19 pandemic continues to impact Arizona including DDD members, vendors and providers, DDD is asking for continued assistance in providing feedback related to the impact on specific DDD services via surveys. DDD requests Qualified Vendors who provide the following services complete the associated survey no later than end of day **Sunday, October 31, 2021**. We appreciate your continued participation in these requests.

Day Treatment, Employment and Transportation Services
- Preview the survey questions
- Complete the survey

Developmental Home Services
- Preview the survey questions
- Complete the survey

Group Home Services
- Preview the survey questions
- Complete the survey

In-Home Services (Attendant Care, Habilitation - Hourly, Homemaker, Respite, IDLA)
- Preview the survey questions
- Complete the survey

Nursing Services
- Preview the survey questions
- Complete the survey

Nursing Supported Group Home Services
- Preview the survey questions
- Complete the survey

Therapy Services
- Preview the survey questions
- Complete the survey

If you have questions, please contact DDDBusinessOperationsComments@azdes.gov.

Progress Report Submission Process Changes

[Division Provider Manual Chapter 35 – Progress Reporting Requirements](#) provides guidance for submitting progress monthly, quarterly or semi-annually based on the service being provided. Directions on how to submit the reports were communicated via [vendor announcement in May 2020](#). The Division began using the updated progress report submission process in August 2019.

The Division has received feedback from the Vendor community that Support Coordinators are reporting they are not receiving vendor submitted reports. As a result, the Division plans to further automate its progress reporting process by directly uploading them into the member's electronic OnBase file. Support Coordinators will be able to access all uploaded files electronically from the member record. This change is expected to go into effect October 31, 2021. The impact to Vendors is expected to be minimal. There are two limitations that Vendors will need to be aware of and comply with:

- File size
  - Files must be smaller than 25 MB
  - Files must be larger than 10 KB. (This is because our data shows that files this small contain errors and are not actually large enough to convey a progress report.)
- File type(s)
  - Allowable file types are .pdf , .doc, .docx, .xlsx, .xls, and .jpg
  - Security protocols prohibit the upload of macro files (such as XLSM, DOCM).
    - .xlsm - An XLSM file is a macro-enabled spreadsheet created by Microsoft Excel It contains worksheets of cells arranged by rows and columns as well as embedded macros
    - .docm - DOCM files are Microsoft Word 2007 or higher generated documents with the ability to run macros.

Please do not send progress reports to the current District Progress report mailboxes as these will no longer be monitored after Sunday, October 31, 2021.

The Division does not require a specific format to be used for progress reports; however, the revision of Provider Manual Chapter 35 includes the requirement that each progress report for services rendered include the following information:

- Member Name
- Member DOB
- Member ID
- Vendor Name
- Vendor ID
- Service provided
- Overall progress specific to planning document outcomes
- Performance data that identifies the member's progress toward achievement of the established outcomes
- Current and potential barriers to achieving outcomes
- A written summary describing specific service activities
- Additional service specific requirements as specified in Section B and D

Please ensure you are only submitting the progress reports to the designated Secured File Transfer Protocol (SFTP) site as required in the Provider Manual.

Policy Public Comment

The Division is currently accepting public comments regarding two new Division policies:

- Division Provider Policy Manual Chapter 50 - Vendor Call Requirements for Qualified Vendors
  - Public comments are being accepted until November 5, 2021.
- Division Operations Policy Manual Chapter 3003 - Selection of Providers
  - Public comments are being accepted until November 5, 2021.
- Division Operations Policy Manual Chapter 4002 - Client Billing
  - Public comments are being accepted until October 29, 2021.
- Division Operations Policy Manual Chapter 6002-M - Mortality Review Process
  - Public comments are being accepted until October 29, 2021.

The policy revisions can be found on the [Policy page](#) of the Division's website. Vendors, providers, members and families can use this form, https://forms.gle/4MGCsdyKTRPJna3m9, to submit public comments if they are interested in providing feedback.

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, November 4, 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](#).

If there are other individuals in your organization who would benefit from receiving DDD Vendor Announcements, please encourage them to sign up at https://azdes-community.secure.force.com/subscribe/.