

# DDD SHOUT

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## PROVIDER NEWSLETTER

Volume VI - August 2019

### DDD ASSISTANT DIRECTOR CHERYL LOVELL

Cheryl Lovell joined DES on July 29, 2019, as the Assistant Director for the Division of Developmental Disabilities. Over the past 22 years, Cheryl has held leadership roles in the health care field, including Chief Executive Officer, Chief Operations Officer, Administrative Director and Regional Manager in the home health, hospice, home care and mobile physician settings.

Cheryl's career began in the United States Navy as a Corpsman, where she learned very early in her career about the unique struggles health care leadership faces. She passionately continued this journey after her military service, advancing rapidly in the companies she served by looking at health care from a new perspective. Her approach is to focus on the specific financial, operational and organizational needs of the organization. Cheryl's successes are based on the ability to quickly assess situations, implement immediate change and develop strategies for long-term growth.



Cheryl received her undergraduate degree in Business Administration with an emphasis in Health Care from Webster University and a Master of Business Administration from Marylhurst University. In 2005, she won the OMPRO Quality Innovator Award. She has presented many Continuing Education Units (CEUs) courses around the country on topics related to the continuum of care, advanced care planning, psychiatric nursing, aging in place and readmissions. Her focus on community education and involvement have allowed her experience to be recognized by her colleges and community.

### DDD HEALTH PLANS

Effective October 1, 2019, Mercy Care Plan and UnitedHealthcare Community Plan will provide statewide integrated health care that includes:

- Physical health services
- Behavioral health services
- Children's Rehabilitative Services (CRS) (if eligible)
- Limited long-term services and supports (LTSS): nursing facilities, emergency alert system services, and habilitative physical therapy for members age twenty-one (21) and over

All other LTSS will continue to be provided by DDD's network of Qualified Vendors and Providers.

Members will begin receiving letters from their new DDD Health Plan in September. These letters will include important information about contacting their DDD Health Plan's Member Services Unit if they have questions or need assistance. Both UnitedHealthcare Community Plan and Mercy Care Plan have plans in place to make sure members continue to receive a high level of care through this transition. Please keep in mind that a member's eligibility is always up-to-date in the AHCCCS online portal. Please encourage any physical or behavioral health care providers that you may interact with who treat our members to check the member's eligibility in the AHCCCS online portal if they have any questions about providing services. Both UHCCP and MCP will authorize continued services with non-contracted providers even after October 1, 2019, to ensure continuity of care.

As a reminder, open enrollment for members who become DDD and ALTCS eligible between April 5, 2019, and September 30, 2019, will begin at 8:00 a.m. on October 1, 2019, and end at 5:00 p.m. on October 30, 2019.

## Contract Action Fact Sheet

The DDD Contract Action Unit (CAU) created a fact sheet that details information about the DDD Contract Action process for Qualified Vendors (QV). DDD wants QVs to have a clear understanding of their contractual obligations and the DDD Contract Action process. The Contract Action Unit assists the Division to ensure ongoing compliance and accountability for the legal and contractual obligations under the Qualified Vendor Agreement (QVA or Agreement).

The [Fact Sheet](#) can be downloaded from DDD's website.

## Electronic Signatures

Several Vendors/Providers have inquired about the use of electronic signatures in their forms and documentation. The Arizona Department of Administration defines an electronic signature as "an electronic sound, symbol, or process attached to or logically associated with a record and executed or adopted by a person with the intent to be bound by or to authenticate a record".

Vendors/Providers may use electronic signatures as long as those signatures comply with [DES Policy](#).

Key requirements of an electronic signature must include the following:

- An electronic signature shall be unique to the person using it
- It shall be capable of reliable verification
- It shall be linked to a record in a manner so that if the record is changed the electronic signature is invalidated.

Benefits of an Electronic Signature

- Lower transaction costs (Less paperwork and manpower)
- Faster deadlines met
- Signature security (Encryption)

## Workforce Development - Did You Know?

The CAVIT (Central Arizona Valley Institute of Technology), CTE (Cochise Technology Education), EVIT (East Valley Institute of Technology) and the Arizona Department of Education (ADE) have been working together to help students develop viable career skills with the opportunity to be hired upon graduation. This undertaking was part of a two-year career preparation program offered at high schools throughout Arizona. At the end of May 2019, approximately 574 young adults were completing their first year of training for Home Health Aide and are now preparing for their second year. The list below shows the names of participating schools and the number of students participating in these programs who have completed the mandatory trainings to become a DCW.

- East Valley Schools, Mesa – 10 students
- Bisbee High School, Bisbee – 12 students
- Casa Grande High School, Casa Grande – 15 students

- Native Central Campus, Kayenta – 15 students
- Chinle High School, Chinle – 50 students
- Apache Junction High School, Apache Junction – 2 students
- Skyline High School, Mesa – 19 students
- Granado High School, Granado – 57 students
- Independence High School, Glendale – 42 students
- Page High School, Page – 121 students
- Valley High School, Sanders – 17 students
- Buena High School, Sierra Vista – 5 students
- Pueblo High School, Tucson – 89 students
- Window Rock High School, Window Rock – 56 students
- Cibola High School, Yuma – 64 students

Reach out to a school in your area for opportunities to support this program and the students who are enrolled. Encouraging the students now may lead to employees in the future.

## AHCCCS Electronic Visit Verification (EVV)

On Tuesday, February 26, 2019, the Arizona Health Care Cost Containment System (AHCCCS) announced the selection of Sandata Technologies, LLC, as the statewide electronic visit verification (EVV) vendor. Sandata will deliver the statewide EVV system that will be made available to all service providers required to use EVV.

Beginning in 2020, AHCCCS will require Medicaid providers of personal care and home health services to use Electronic Visit Verification (EVV) pursuant to Section 1903 of the Social Security Act (42 U.S.C. 1396b). EVV is an electronic based system that verifies when caregiver visits occur and documents the precise time services begin and end. It ensures that members receive their medically necessary services. Service providers may choose to use an alternate EVV system vendor (at their own cost) and must interface with the statewide system as a data aggregator. More information on AHCCCS' plans for EVV is outlined on the [AHCCCS website](#).

## Policy Public Comment

DDD is soliciting public comments regarding the Provider Policy Manual, Chapter 12 – Billing and Claim Submission. These proposed changes are open to public comment until August 28, 2019. More information regarding these proposed changes and instructions for submitting comments can be found on [the DDD website](#).

Send an email with your contact information to [DDDPolicy@azdes.gov](mailto:DDDPolicy@azdes.gov) to receive notification of changes to DDD policies and publications by email.

## HIPAA Online Reporting

DDD is making changes to current practices to enhance reporting of potential HIPAA breaches. These changes will provide a consistent method for DDD personnel, members, Qualified Vendors and Providers to report a potential breach. Everyone is encouraged to use the [new online form](#) to report suspected HIPAA breaches. Please contact DDD Privacy Officer, Shawna Odorizzi, at [DDDPrivacy@azdes.gov](mailto:DDDPrivacy@azdes.gov) with any questions.

## Get Caught Up

Did you know DDD posts PDF versions of vendor announcements on its website? 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>.

Read previous volumes of the DDD Shout:

[Volume I, March 2019](#)

[Volume II, April 2019](#)

[Volume III, May 2019](#)

[Volume IV, June 2019](#)

[Volume V, July 2019](#)

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

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