

DDD SHOUT

PROVIDER NEWSLETTER

Volume X - December 2019

Provider Profiles

The Arizona Department of Economic Security, Division of Developmental Disabilities (DDD) partners with its Provider Network to deliver quality services so its members can lead self-directed, healthy and meaningful lives. DDD has committed to increasing transparency and providing information and data to our members, families, providers and community stakeholders to successfully support its members when making choices about their services. DDD has begun to engage with members and families at Town Hall events to seek feedback on what information they would like to know about providers as they are making choices. In order to further supplement that feedback, DDD plans to publish initial information that is readily available as a starting point for the Provider Profiles on its website. The first Provider Profiles are scheduled to be published to the DDD website on January 24, 2020. DDD will then utilize the member suggestions received during the Town Halls, as well as ongoing feedback from members and families as they have an opportunity to view the initial information published to the website and determine what would better serve them to make choices in the future.

DDD intends to publish four initial metrics for the inaugural Provider Profiles in January 2020. Those four metrics 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 the time a provider delivers services within seven days of the 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 and respite. The Division's target goal is 90%. DDD expects to post the Provider Network average for comparison.

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. DDD will include four components in the first published Provider Profile. Providers will receive a "Yes" or "No" score for this metric. A provider has to either submit complete and accurate information or take appropriate action on items 1-4 to receive a "Yes." The four components that must be completed before **DECEMBER 31, 2019** are:

1. Contractually Required [Financial Statements](#) found in section 6.3.3 of the standard terms and conditions and submitted to DDDFinancialStmts@azdes.gov.
2. Contractually Required [Insurance Documentation](#) found in section 6.7.6 of the standard terms and conditions and submitted to DDDFinancialStmts@azdes.gov.
3. [Survey of the Direct Care Worker Salaries \(requested to help inform rate setting for the Division\)](#). The link to this survey is <https://www.surveymonkey.com/r/ppdcwwages>.
4. Survey confirmation of vendor's policies and training to report potential abuse and neglect (requested to help inform the task force formed as a result of Governor Ducey's Executive Order 2019-03 "Relating to Enhanced Protections for Individuals with Disabilities") identified in the September 26, 2019, vendor announcement, [Provider Rate Increase Update](#). The link to this survey is <https://www.surveymonkey.com/r/3YYPWRF>.

The **Delivery of Therapy Services** metric measures the number of additional DDD members the Qualified Vendor/Provider has served each month. This metric will only be applied to Therapy Providers.

AHCCCS EVV Update

On November 27, 2019 AHCCCS submitted a request and justification to the Centers for Medicare & Medicaid Services (CMS) to extend the timeline for Electronic Visit Verification (EVV) compliance from January 1, 2020 through June 2020. On December 5, 2019, [CMS approved](#) AHCCCS' request for that extension. AHCCCS will make additional information available about the new compliance deadline available and how it will impact providers in the coming weeks. More information about EVV can be found on the [AHCCCS website](#).

AHCCCS Provider Enrollment Portal (APEP) Update

On Wednesday, December 4, 2019, AHCCCS released a statement regarding the launch of the AHCCCS Provider Enrollment Portal (APEP) on June 1, 2020. The new, online system will allow providers to:

- Enroll as an AHCCCS provider
- Update information (such phone and addresses)
- Upload and/or update licenses and certifications

This change, from a manual process to a new, automated system will streamline the provider enrollment process. Initial applications will be processed more quickly and changes to current enrolled providers will all be completed online.

For more information and Frequently Asked Questions please visit the [AHCCCS Provider Enrollment Portal web page](#).

Program Review Committees Moving to Behavioral Health Administration

The DES Division of Developmental Disabilities (DDD) has expanded its Behavioral Health Administration (BHA) unit to provide improved clinical oversight for members under the new integrated health plans offered to ALTCS members. DDD has added the following positions during the last year in preparation for the transition to integrated health care:

- Dr. Christina Underwood – Psychiatrist, Medical Director
- Dr. Kelly Donohue – Psychologist, Behavioral Health Administrator
- Dr. Len Branham – Pharmacist
- Mary DeCarlo, M.Ed. BCBA, LBA – Behavior Analyst, PRC Administrator

DDD has changed the organizational structure so the chair for each district Program Review Committee (PRC) now reports to the PRC Administrator rather than the District Program Manager. Consolidating the PRC reporting structure will improve clinical oversight regarding behavior plan development and implementation. The PRC Administrator will

work with providers to identify supportive solutions for members who need behavior treatment plans. Using a team approach, the Behavioral Health Administration and provider will work together to provide the member with the supports and services they need to meet the goals established on their behavior treatment plan.

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. As dates and locations in 2020 are confirmed, the schedule will be updated on the [DDD website](#) and [DDD Facebook](#) page.

Member Monthly Email

DDD has started 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.



Happy Holidays

Everyone at DDD wishes all DDD providers and your staff happy holidays. We hope you enjoy the season with your friends and family.

Get Caught Up

Did you know DDD posts PDF versions of vendor announcements and past issues of the DDD Shout 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](#)
- [Volume VI, August 2019](#)
- [Volume VII, September 2019](#)
- [Volume VIII, October 2019](#)
- [Volume IX, November 2019](#)

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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