

# DDD SHOUT

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## PROVIDER NEWSLETTER

Volume IX - November 2019

### Reading and Replying to Virtru Encrypted Emails

The Division has heard from some providers who are having intermittent issues opening encrypted emails sent by the Division using Virtru. Virtru has posted a “How-to” article on their website that provides a step-by-step walk through for accessing and reading Virtru encrypted emails. Please visit the [Virtru site](#) or [download the PDF](#). If you continue having issues please send an email to Phillip Tramel, [ptramel@azdes.gov](mailto:ptramel@azdes.gov), who is our internal contact for issues related to Virtru. Please include as much information as possible, including what email service you are using (Outlook, Gmail, Yahoo, etc.), your device’s operating system (Windows 10, Windows 8, OS Mohave, OS Catalina, iOS, Android, etc.), what if any Firewall or total device protection software or hardware you are using and any screenshots you can take showing the issue.

### 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.

More information about those metrics as well as next steps are detailed below. The Division looks forward to your comments and suggestions on how the Provider Profiles can continue to improve and evolve to deliver the best outcomes for DDD members.

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 would 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. DDD intends to post this data bi-annually. For more information about **Timeliness of Services**, please refer to the vendor communication sent out on [Oct. 7, 2018](#) and [Feb. 14, 2019](#).

In addition to the **Timeliness of Services** metric, DDD has selected three additional metrics for the Provider Profiles. The additional metrics are: **Group Home Compliance**, **Business Operations Compliance**, and **Delivery of Therapy Services**.

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 Articles 8, 9 and 15. An overall score is also produced. The ten categories are:

1. Medications Administration
2. Medications Documentation
3. Behavior Treatment Plan
4. Documentation and Charting
5. Medical Follow-Up
6. Consents
7. Quality of Life/Consumer Rights
8. Health & Safety
9. Individual Support Plans
10. Vendor Responsibilities

DDD intends to post this data no less than bi-annually. This metric would only be applied to Group Home Providers.

The **Business Operations Compliance** metric measures a provider's compliance with supplying the Division with specific operational data. DDD would include four components in the first published Provider Profile. Providers would receive a "Yes" or "No" score for this metric. A provider would have to either submit complete and accurate information or take appropriate action on items 1-4 to receive a "Yes." The four components are:

1. Contractually Required Financial Statements
2. Contractually Required Insurance Documentation
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>.

Items one and two would always be included in this metric, while items three and four would vary depending on the Division's requests for survey information. For the purposes of the first Provider Profile, item three "Direct Care Worker Salaries," would be measured solely on a provider completing the survey and submitting the information to the Division. Specific Direct Care Worker salaries by provider would not be made public. This data would be updated quarterly.

The **Delivery of Therapy Services** metric would measure the number of additional DDD members the Qualified Vendor/ Provider has had served each month. This data would be updated no less than quarterly. This metric would only be applied to Therapy Providers.

DDD continues to monitor evaluate the possible implementation feasibility of whether there will be Value Based Purchasing funding available for the **Timeliness of Services** metric, however there are no current plans to provide funding incentives for the other three other metrics. DDD will be providing additional information regarding each of these metrics and any actions Qualified Vendors and Providers may need to take to ensure their data is accurately reported on their Provider Profile starting in January 2020. DDD will provide additional information and a preview of Provider Profiles before they are launched in January 2020.

## **2019 Arizona Legislative Session Bills Impacting DDD**

The most recent Legislative session of the Arizona House and Senate produced fourteen bills that impact DDD. The impact of some of the bills is minimal while some bills will change processes and procedures the Division follows to ensure compliance with the law. [Click here](#) to review a list of these bills with overall summaries and their impact on the Division.

## **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 DDD 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 the [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](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.

## **What is Your EVV Plan?**

To support providers in making an informed decision about an EVV system, AHCCCS hosted a provider agency webinar (demonstration) of the Sandata system. Providers are able to see the flow of the Sandata system from authorization to billing along with a high level description of forthcoming Arizona-specific configuration to track and monitor timely service delivery and access to care for members.

The provider webinar was held on November 7, 2019, and was recorded. AHCCCS to announced the recording is now available on now available on the AHCCCS website under the "Information for Providers and MCOs" tab.

To ensure you are informed of information as it becomes available, please sign up for the [AHCCCS Constant Contact](#) email list.

# 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>.

## Happy Thanksgiving

Everyone at DDD wishes you and your families a very Happy Thanksgiving.

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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](#)

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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