



DIVISION OF DEVELOPMENTAL DISABILITIES

VENDOR CALL PROCESS - FREQUENTLY ASKED QUESTIONS

Revised January 13, 2021

1) Why did we make changes to the vendor call process?

- a. To simplify the tracking process of vendor calls in Focus.
- b. To ensure vendor call policies, procedures, and standard work are in alignment for all Qualified Vendors and Division staff statewide.
- c. To reduce rework and eliminate repetitive tasks for Qualified Vendors and Division staff.
- d. To increase the usability and interface of Focus for Qualified Vendors and Division Staff.
- e. To ensure we are in compliance with our AHCCCS contract.

2) What are the major changes to Focus and the vendor call process?

- a. There is improved usability and interface in Focus.
 1. The Member profile will provide members/responsible persons the opportunity to share their contact information in addition to other pertinent information with vendors up-front. This will provide vendors the opportunity to make faster decisions about service provision for members.
 2. Filters for the vendor queue (Authorization - Service Notification) in Focus have been updated to be more user-friendly for vendors.
 - i. A Vendor Call Start Date filter has been added.
 - ii. Enhanced the filters to help narrow searches down.
- b. The Member Profile in Focus will reduce the number of times vendors have to contact the Support Coordinator or District Nurse to obtain contact information about members.
- c. The new vendor call will promote faster services approvals.
 1. The Division has increased the amount of service hours that Support Coordinators can approve at their level. This will reduce the need for secondary approval which can delay the authorization process.
- b. The vendor call will remain open and continuous.

3) What does open and continuous mean?

The new vendor call process no longer closes after 5 days. The vendor call will remain open until a vendor has been assigned or the service is removed from the member's service plan. As a result of the vendor call being open and continuous, Support Coordinators or District Nurses will no longer have to reissue vendor calls. Residential vendor calls will remain open for 5 days.

4) How do these changes affect members?

- a. Members will now have the opportunity to connect with vendors faster by sharing their contact information through the vendor call.
- b. Extensions will no longer be available.
- c. If the member does not select a vendor after seven (7) calendar days, the Division will auto-assign a vendor to make sure services are in place.

5) How do these changes affect my work?

- a. The Member Profile in Focus will reduce the number of times vendors have to contact the Support Coordinator or District Nurse to obtain contact information about members.
- b. The vendor call in Focus will simplify the process, making it easier for vendors to use.
- c. Vendors will not be required to accept a vendor call to receive additional information about members.
- d. There is a clear, new process for accepting and/or releasing a client as it relates to the vendor call.

6) What are the expectations for the vendor?

- a. The Division expects that vendors will check the member profile, see if the family information is available, contact the family, and if they need additional information about members they can contact Support Coordination prior to accepting any vendor calls.
 - a. Due to the vendor call being open and continuous, we recommend that vendors do not download or screenshot the member profile. As long as the vendor call is open, the member profile will be accessible through the vendor call. If the vendor downloads the member profile, they will be unaware if the vendor call is open or closed. Members do not want to receive calls from vendors after the service has been assigned.
- b. When a member has agreed to work with a vendor, the vendor should accept the vendor call in Focus and inform the Support Coordinator or District Nurse.
- c. Vendors will let the Support Coordinator or District Nurse know if there have been any changes or adjustments to the member schedule.
- d. Qualified Vendors shall have designated and authorized staff to respond to vendor calls within the Focus application.
 1. Qualified Vendors shall have designated and authorized staff with their own individual Focus login.
- e. Once the Qualified Vendor has determined they have (or do not have) available staff with the necessary qualifications based on the member's needs, the Qualified Vendor will accept or decline the vendor call as directed in the Focus application.
- f. If parameters have changed in the vendor call, and the vendor can no longer meet the member's needs while the vendor call is still open, the vendor will decline the vendor call in Focus.

7) How often should vendors be checking vendor calls?

Due to vendor calls being sent on a daily basis, it is the Division's recommendation that vendors check and update their responses to vendor calls on a daily basis. Responses to vendor calls will now be sent to families as they are received by Support Coordination or District Nursing, on a first come first served basis.

8) How does auto-assignment work?

Vendors will not be required to respond “yes” to a vendor call to receive additional information about members. After reviewing the member’s available information and responding “yes” to a vendor call, the available vendor may be auto-assigned if a member/responsible person has not selected a vendor.

9) What are the proper steps to release an authorization for a member?

Qualified Vendors may submit a request for release at any time to the DDD Customer Service Center at DDDCustomerServiceCenter@azdes.gov and it will be routed to the District Program Manager (DPM) for consideration. The DPM will respond within 21 days of receiving the request from the vendor. If the DPM rejects the vendor’s request, the DPM will provide the vendor with the reason for the decision.

10) What happens after I respond “yes” to a vendor call?

- a. The Support Coordinator or District Nurse will notify the member/responsible person of the response.
- b. The member/responsible person will make a selection.
- c. Once a selection is made, the Support Coordinator or District Nurse will authorize the service to the selected vendor in Focus.
- d. On the “Acknowledge Auth” screen in Focus, locate the authorization (the vendor call tracking number will be visible) and acknowledge it.
 1. If the vendor call has been auto-assigned, on the “Acknowledge Auth” screen in Focus, sort the “type” column to view the auto-assign authorizations, locate the authorization (the vendor call tracking number will be visible,) and acknowledge it.

11) What is the effective date of these changes?

March 2021.

12) Will there be training?

Yes, training for the project will occur within the first quarter of 2021, prior to the implementation.