



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD Deputy Assistant Director's Office

Please do not reply to this message

TRANSMITTAL DATE: June 1, 2015

TOPIC: After-Hours Contact Numbers and Response Time

Attention: Qualified Vendors of Attendant Care, Homemaker, Individually Designed Living Arrangements, Nursing, and Respite Services

The Qualified Vendor Agreement (QVA) requires Qualified Vendors to keep all contact information up to date in the Qualified Vendor Application and Directory System (QVADS). It is not sufficient for a Qualified Vendor to notify the Division's District staff regarding changes to contact information; the Qualified Vendor is required to update the information in QVADS. **This includes the after-hours contact numbers.** The Division uses the information in QVADS to implement quality control measures, including testing the responsiveness of Qualified Vendors to after-hours telephone calls, the results of which are reported to AHCCCS.

To ensure that your after-hours contact information is up to date in QVADS, please log into your QVADS account and review Section 5, *Administrative & Services Sites After Hours*. The after-hours contact information is used by callers to contact your agency during non-operating hours. Calls placed to a Qualified Vendor agency's after-hours telephone number must be returned to the caller within 15 minutes, as required by the Division and AHCCCS. The calls may be answered by a person or by a recording/answering machine. ***However, if a recording/answering machine is used for those calls, the recording must direct the caller to a contact number which will be answered within 15 minutes.***

If you have any questions about this requirement, please contact Damariz Bahena, Administrative Assistant III, DES/DDD Deputy Assistant Director's Office, at DBahena@azdes.gov.