



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

POLICY UPDATE

Target Audience - Qualified Vendors and Providers

Transmittal Date - 01/04/2024

The DDD Policy Unit published new and revised policies on Wednesday, January 4, 2024. The policies are available on the Division's [Policy webpage](#).

REVISED POLICIES

[Division Operations Policy Manual 416 Provider Information](#)

This policy has been revised to align with AHCCCS policy changes to establish provider information requirements.

- Changed the title from “Provider Network Information” to “Provider Information.”
- Updated references.
- Refined the Purpose statement.
- Added new definitions and updated existing definitions.
- Updated Provider Manual and Required Notifications sections.
- Removed Website section.
- Formatted to align with current Policy standards.

[AdSS Operations Policy Manual 416 Provider Information](#)

This policy has been revised to align with AHCCCS policy changes to establish guidelines for AdSS regarding provider information requirements.

- Refined the Purpose statement.
- Added new definitions and updated existing definitions.
- Updated Provider Manual and Required Notifications sections.
- Formatted to align with current Policy standards.

[Division Operations Policy Manual 1001-A Rights and Responsibilities of Individuals Supported by the Division of Developmental Disabilities](#)

This policy has been revised as part of the Division's work to be accredited by the National Committee for Quality Assurance (NCQA). Revisions include:

- Policy title change from “Basic Human and Disability Related Rights” to “Rights and Responsibilities of Individuals Supported by the Division of Developmental Disabilities.”
- Addition of specific rights outlined in the NCQA accreditation standard.
- Addition of a Member Responsibilities section.

- Rights were more accurately grouped into the proper sections based on individual eligibility.
- Formatted to align with current Policy standards.

[Division Medical Policy Manual 310-FF Monitoring Controlled and Non-Controlled Medication Utilization](#)

This policy was originally posted to the website on 09/06/2023 and while the Policy Unit was reviewing another policy, it was discovered a minor error was made in section B1d, where “Exclusive Pharmacy” was listed twice. The policy has been corrected to say “Exclusive Pharmacy and exclusive provider”.

[AdSS Medical Policy Manual 310-FF Monitoring Controlled and Non-Controlled Medication Utilization](#)

This policy was originally posted to the website on 09/06/2023 and while the Policy Unit was reviewing another policy, it was discovered a minor error was made in section B1d, where “Exclusive Pharmacy” was listed twice. The policy has been corrected to say “Exclusive Pharmacy and exclusive provider”.

[Division Medical Policy Manual 1640 Targeted Support Coordination Standards](#)

This policy has been revised as part of the Division’s work to be accredited by the National Committee for Quality Assurance (NCQA). Revisions include:

- Added section that references the need for the Acknowledgement of Publications to be signed indicating receipt and understanding of member rights and responsibilities.
- Added additional and updated existing definitions.
- Formatted to align with current Policy standards.

[Provider Manual Chapter 22 Pharmacy Services](#)

This policy has been revised as Supplemental Information to explain how pharmacy services are administered by the Division and the Administrative Services Subcontractors (AdSS) for Division Members and by the Prescription Benefit Manager (PBM) for Tribal Health Plan (THP) Members.

RETIRED POLICY

Division Medical 320-A Affiliated Practice Dental Hygienist

- This policy has been retired as the information is now part of Division Medical 431.

POLICY PUBLIC COMMENT

The Division is currently accepting public comments regarding Division policies. The policy revisions can be found on the [Policy page](#) of the Division’s website. This form, <https://forms.gle/4MGCsdyKTRPjNa3m9>, can be used to submit public comments.