



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 - 01/10/2024

The DDD Policy Unit published new and revised policies on Wednesday, January 10, 2024. The policies are available on the Division's [Policy webpage](#).

NEW POLICY

[Division Operations Policy Manual 6003-H Provider Inquiry and Grievance Resolution](#)

This policy has been developed to provide Providers and Qualified Vendors with a clearer explanation of what the Division's Customer Service Center (CSC) shall do once their inquiries are received by the CSC and what the CSC shall do to work toward a resolution of the inquiry or grievance.

REVISED POLICIES

[Division Operations Policy Manual 404 Contractor Website and Member Information](#)

- This policy has been revised to align with AHCCCS policy changes. Revisions include:
- Definitions were added.
- Updates throughout to align with AHCCCS Contractor Operations Manual.
- Formatted to align with current Policy standards.

[AdSS Operations Policy Manual 404 Contractor Website and Member Information](#)

This policy has been revised to align with AHCCCS policy changes. Revisions include:

- Definitions were added.
- Updates throughout to align with AHCCCS Contractor Operations Manual.
- Formatted to align with current Policy standards.

[Division Operations Policy Manual 6003-G Member Inquiry and Grievance Resolution](#)

This policy was revised to provide members with a clearer explanation of what the Division's Customer Service Center (CSC) shall do once their inquiries are received by the CSC and what the CSC shall do to work toward a resolution of the inquiry or grievance.

[Division Medical Policy Manual 310-V Prescription Medication/Pharmacy Services](#)

This policy has been revised to align with AHCCCS policy changes. Revisions include:

- The "Definitions" section was added to align with the policy.
- Additional items were added to the list of "Conditions and Care Exclusion from the 5-day Supply Limitation" due to the passage of Arizona Senate Bill 1162.

- Formatted to align with current Policy standards.

[AdSS Medical Policy Manual 310-V Prescription Medication Pharmacy Services](#)

This policy has been revised to align with AHCCCS policy changes. Revisions include:

- The “Definitions” section was added to align with the policy.
- Formatted to align with current Policy standards.

[Division Medical Policy Manual 320-V Behavioral Health Residential Facilities](#)

This policy has been revised to align with AHCCCS policy changes. Revisions include:

- Additional definitions added.
- Clarification of language to improve readability.
- New language was added regarding “second-level review”.
- Formatted to align with current Policy standards.

[AdSS Medical Policy Manual 320-V Behavioral Health Residential Facilities](#)

This policy has been revised to align with AHCCCS policy changes. Revisions include:

- Additional definitions added.
- Clarification of language to improve readability.
- New language was added regarding “second-level review”.
- Formatted to align with current Policy standards.

[Division Medical Policy Manual 320-W Therapeutic Foster Care for Children](#)

This policy has been revised to align with AHCCCS policy changes. Revisions include:

- Additional definitions added.
- Clarification of language to improve readability.

[AdSS Medical Policy Manual 320-W Therapeutic Foster Care for Children](#)

This policy has been revised to align with AHCCCS policy changes. Revisions include:

- Additional definitions added.
- Clarification of language to improve readability.

[Division Medical Policy Manual 420 Planning Services and Supplies](#)

This policy has been revised to outline the requirements and describes covered services regarding Family Planning Services and Supplies for Division of Developmental Disabilities (Division) Members to include:

- Revision to the requirements for providing family planning services and supplies which outlines that the Division requires the Family Planning or Maternity Care Provider has provided proper counseling to the eligible Member, prior to insertion of intrauterine and subdermal implantable contraceptives to increase the Member’s success with the device according to the Member’s reproductive goals.

[AdSS Medical Policy Manual 420 Family Planning Services and Supplies](#)

This policy has been revised to outline the requirements and describes covered services regarding Family Planning Services and Supplies for the Administrative Services Subcontractors (AdSS) to include:

- Revision to the AdSS requirements for providing family planning services and supplies which outlines that the AdSS shall ensure Family Planning or Maternity Care Provider has provided proper counseling to the eligible Member, prior to insertion of intrauterine and subdermal implantable contraceptives to

increase the Member's success with the device according to the Member's reproductive goals.

[Division Medical Policy Manual 1240-G Skilled Nursing and Licensed Health Aide Services](#)

This policy has been revised to align with AHCCCS policy changes. Revisions include:

- Addition of AHCCCS Medical Policy Manual 520 to the "Reference" section.
- Definitions for "Member" and "Planning Team" were updated.
- Definitions for "Intermittent Nursing Services", "Responsible Person", "Skilled Nursing Care/Services" and "Visit" were added.
- Formatted to align with current Policy standards.

[Provider Manual Chapter 53 Supporting Children in Care of the Department of Child Safety in Community Residential Settings](#)

This policy has been revised regarding the restriction of a Child Developmental Home License and a likely eligible child. Revisions include:

- The language in Sections C.4. and C.5. was removed and the following language was added, "Restrict a Child Developmental Home license if a Likely Eligible Child is found to be ineligible for the Division."
- Minor sentence restructuring and formatting to improve readability.

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.