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## DEPARTMENT OF ECONOMIC SECURITY

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*Your Partner For A Stronger Arizona*

### DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

## REPORTING GAPS IN CRITICAL SERVICES

Target Audience - Qualified Vendors and Providers

Transmittal Date - 01/13/2021

For many years, qualified vendors have been required to report gaps in critical services to the Division as outlined in the Division's Provider Manual Chapter 62. Effective January 1, 2021, Qualified Vendors who provide Attendant Care (ATC), Homemaker (HSK), Respite (RSP), Individually Designed Living Arrangement (IDLA) and in-home Nursing services will no longer be required to submit the monthly Gap in Critical Services Logs to the Division because of Arizona's implementation of Electronic Visit Verification (EVV). The Division will be rescinding this Chapter. Although the requirement to report the Gap in Critical Logs to the Division is no longer required, vendors are expected to ensure members continue to receive timely services as scheduled. Gaps in service will be monitored using EVV reporting data. To learn more about EVV, visit [azahcccs.gov/evv](http://azahcccs.gov/evv).