



## DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*

### DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

## RESIDENTIAL VENDOR CALL UPDATE

Target Audience - Qualified Vendors and Providers

Transmittal Date - 01/27/2022

As [previously communicated](#), the Division is revising the residential vendor call process to help match members with vendors more efficiently, standardize the process for all residential services statewide, and automate the tracking and monitoring of data. The Division plans to implement these changes on March 7, 2022.

The Division will host training sessions so Qualified Vendors can familiarize themselves with the changes being made to the residential vendor call process which include:

- Updates to the Division's Provider Policy Manual Chapter 50.
- Enhancements to the Program Staffing Application (PSA) in Focus.
- How to complete the Residential Vendor Call Process in PSA in Focus.

The training sessions are scheduled as follows:

- Tuesday, February 22, 2022
  - 10:00 a.m. to 11:00 a.m.
    - Join via Internet: <https://azgov.webex.com/azgov/j.php?MTID=m22f4c2ef8488679ee8a9f64151be5ff8>
    - Join by phone: 1-877-309-3457
    - Meeting access code: 2467 392 4959
    - Meeting password: fJUA3VF6Mq
  - 2:00 p.m. to 3:00 p.m.
    - Join via Internet: <https://azgov.webex.com/azgov/j.php?MTID=m9de08a27575ba19c0d08fea3ab109da9>
    - Join by phone: 1-877-309-3457
    - Meeting access code: 2468 109 4812
    - Meeting password: fwPZpYpj452
- Thursday, February 24, 2022
  - 10:00 a.m. to 11:00 a.m.
    - Join via Internet: <https://azgov.webex.com/azgov/j.php?MTID=mf719b9657276d5243d13628ab423cb6e>
    - Join by phone: 1-877-309-3457

- Meeting access code: 2460 529 4464
- Meeting password: mTwwS3b43wt
- 2:00 p.m. to 3:00 p.m.
  - Join via Internet: <https://azgov.webex.com/azgov/j.php?MTID=m821198ebcf0ff5dce4aab1ef303b14f6>
  - Join by phone: 1-877-309-3457
  - Meeting access code: 2458 356 1245
  - Meeting password: nSPeQYfF442

The Division will also host sessions at which Qualified Vendors and Providers can ask and have answered any questions they have related to the process changes. These sessions will be held on:

- Tuesday, March 29, 2022, from 10:00 a.m. to 11:00 a.m.
  - Join via Internet: <https://azgov.webex.com/azgov/j.php?MTID=mf077d3f2545685d4e262804e1ad2cc38>
  - Join by phone: 1-877-309-3457
  - Meeting access code: 2469 525 1363
  - Meeting password: heTkzY7rQ53
- Tuesday, April 5, 2022, from 2:00 p.m. to 3:00 p.m.
  - Join via Internet: <https://azgov.webex.com/azgov/j.php?MTID=m30a6258aa772082013789cb59f4fc3a9>
  - Join by phone: 1-877-309-3457
  - Meeting access code: 2462 967 1422
  - Meeting password: hhWjWfud873

For more information about the changes, visit the project's [Frequently Asked Questions \(FAQs\)](#) page. Qualified Vendors and Providers with questions regarding the changes being made to the residential vendor call process, may submit them using [this form](#).