



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Vendor Call Process for Qualified Vendor Services

Division of Developmental Disabilities

Qualified Vendors

Effective: February 5, 2018



Agenda

- Purpose
- Frequently Asked Questions
- Role and responsibilities
 - ✓ Division Staff
 - ✓ Qualified Vendor
- Focus User Guide
- Random Auto-Assignment
- Questions



Purpose: To outline the vendor call process

- Services that are determined to be medically necessary for a **newly enrolled member** must be provided to the member within 30 calendar days of the date of the member's enrollment.
- Services for an **existing member** must be provided to the member within 14 calendar days following the determination that the services are medically necessary and cost effective.



Frequently Asked Questions



1. Why did the Division make changes to the vendor call process?

- To get services for our members in place more quickly
- To establish standard work to ensure all Division staff involved in securing services for members use the same processes
- To implement vendor calls being sent and received through Focus
- To establish Qualified Vendor standards for responding to vendor calls
- To ensure we are in compliance with service timeliness standards in the Division's AHCCCS contract.
- To align Division procedures with requirements in Article 21, R6-6-2107



2. What are the major changes to the process?

- Established clear written processes for Division staff, members, families, and Qualified Vendors.
- Implement vendor calls being sent and responded to through FOCUS
- Created a system to select a vendor when a member does not select
- Required vendor call responses to be sent to the Division for review before sharing with members



3. What is the effective date of these changes?

- February 5, 2018



4. How do these changes affect members?

- Members will now receive vendor responses directly from their Support Coordinator and will be requested to communicate their selection within three (3) business days, or ask for more time if needed.
- A request for more time (an extension) shall be approved upon request for up to five (5) additional business days.
- After four (4) business days from sending the responses to the member/responsible person, if no selection has been made and if no extension has been requested, random auto-assigned can be used.
- If a member wants to change the random auto-assigned vendor, he/she must contact their Support Coordinator or provide a written request that documents the reason for changing vendors and a description of the opportunities provided to the current vendor to address the member's concerns.



5. Where can I get additional information about the process?

- For more information about Qualified Vendor Responsibilities, please refer to the Provider Manual

VENDOR CALL REQUIREMENTS FOR QUALIFIED VENDORS

<https://des.az.gov/content/providers-provider-manual>



6. Where can I provide feedback for the process changes?

- Email DDD Customer Service at DDDCustomerService-Providers@azdes.gov
- Or, call the DDD Customer Service Center at 1-844-770-9500.



7. Where can I get help if I have questions about the Vendor Call Process?

- For Technical Assistance please contact DDD Production Support at **602-771-1444**
- For other questions, contact your local Network Manager or designee as indicated below:
 - District Central- Charlette Bishop 602-246-0546 or Cbishop@azdes.gov
 - District East- Megan Motz 602-771-6550 or Mmotz@azdes.gov
 - District North- Tami McIntosh 928-263-8771 or TMcIntosh@azdes.gov
 - District South- Bill Dobias 520-209-1106 or Wdobias@azdes.gov
 - District West- Debra White 602-771-1700 or DebraWhite@azdes.gov



Division of Developmental Disabilities

Roles and Responsibilities



Division Roles and Responsibilities

Initiate the Vendor Call Process

- Complete assessment for services
- Discuss with the member/member's responsible person the following:
 - ✓ The vendor call process and their role and responsibility
 - ✓ The timelines associated with selecting a Vendor
 - ✓ Random Auto- Assignment and extension, if needed
- Support Coordination will document all steps and correspondence throughout the vendor call process.



Division Roles and Responsibilities

Initiate the Vendor Call Process

- Support Coordination will issue a vendor call **within one (1) business day** of receiving the request.
 - Vendor Call
 - ✓ Standard 5 calendar day Vendor call (sent to all QV's statewide)
 - ✓ Emergency vendor call (open for a maximum of three (3) calendar days)
 - Preferred Vendor (member/member's responsible person has a Qualified Vendor in mind)
 - ✓ Will forward vendor call packet to the preferred vendor via secured email.
 - ✓ Confirm with preferred vendor, they are able to meet the member's needs and willing to serve



Division Roles and Responsibilities *When Responses are Received*

- **Within 1 business day**, the support coordinator will send the vendor call packet to the Qualified Vendors that requested additional information for the vendor call



Division Roles and Responsibilities

When Responses are Received

- **Within 1 business day** from the close of the vendor call, the Support Coordinator will:
 - ✓ Forward all responses to the member/member's responsible person for review
 - ✓ Support Coordinator will emphasize the necessity of selecting a vendor from the responses within 3 business days or request an extension,
 - An extension can be approved up to 5 business days only and,
 - **Within 1 business day** of receiving an extension request Support Coordination will update FOCUS with the extension approval. FOCUS will then notify the Qualified Vendor of the extension.
 - ✓ If the member/member's responsible person fails to select a Qualified Vendor and does not request an extension, random auto assignment shall be utilized on the 4th business day.



Division Roles and Responsibilities

Direct Referrals

- If no responses,
 - ✓ Direct referrals will begin.
- **Within 1 business day** of the vendor call closing, with no responses received, the Program Support Staff (Network, Health Care Services, and/or Employment Services) will begin direct referrals by:
 - ✓ Call Qualified Vendor(s) that provide the service in the geographic area of the member and may consider extending the search Statewide, if needed.
 - ✓ If the Qualified Vendor does not respond to the referral, send a written request to the vendor to respond within 48 hours.



Division Roles and Responsibilities

Selection Made

- **Within 1 business day** of the Qualified Vendor selection, the Support Coordinator will:
 - ✓ Complete a change of ISP to identify the selected Vendor
 - ✓ Authorize the services in FOCUS
 - ✓ Notifications will be sent to all responding Qualified Vendors to inform them if they were selected or not to provide the service(s). FOCUS will be updated showing if the Qualified Vendor was selected or not.



Qualified Vendor Roles and Responsibilities



Qualified Vendor Roles and Responsibilities

Vendor Call Process

- Qualified Vendors will now receive vendor calls exclusively through FOCUS.
 - It is recommended that QV's check FOCUS for new vendor calls at least once daily.
- Qualified Vendors will respond to vendor calls through FOCUS.
- Qualified Vendors will request more information directly from the support coordinator whose information will be obtained from the vendor call.



Qualified Vendor Roles and Responsibilities

Vendor Call Process

- Qualified Vendors who are interested in a vendor call and have a staff available to provide the vendor called service(s) will request additional information from the support coordinator via the email provided in the vendor call.
 - ✓ If there is a HIPAA release, the Division will send a secure email with the members additional information.
 - ✓ If there is not a HIPAA release, the Division will send a secure email with the member's personal identifying information redacted.



Qualified Vendor Roles and Responsibilities

Responding to a Vendor Call

- Prior to the vendor call close date and after reviewing the additional information, if the Qualified Vendor has determined they have available qualified staff that can meet the members needs, they will:
 - ✓ Send a response, via FOCUS, that includes at a minimum the following in order to be considered:
 - Date the Vendor can start services
 - Name of the Qualified Vendor
 - Contact name, phone number and email
 - Confirmation that the vendor can meet the member's needs as outlined in the vendor call.
- The Division may require Vendors to meet the member/member's responsible person and shall give a minimum of 48 hour notice to schedule the meeting.
- A Vendor may withdraw its response to a vendor call for services anytime prior to the member/member's responsible person or the Division selecting a Vendor.



Qualified Vendor Roles and Responsibilities

Responding to Direct Referrals

- *Within 1 business day*, Qualified Vendors must return calls and/or emails sent from the Division.
- The Division will continue to call the Qualified Vendor until contact has been made.
- The Qualified Vendor must maintain current contact information with each District services are provided in.



Qualified Vendor Roles and Responsibilities

“Selection Made”

- Notification regarding Qualified Vendor selection will be through FOCUS. Qualified Vendors can, at anytime, go into either the Pending Authorizations to see if a member has selected them or in the Declined Requests to see if a member has not selected them.
- If Direct Referrals are being made, an email notification will be sent to Qualified Vendors indicated if they've been selected or not.
- Vendor call responses received by the Division will be utilized in random auto-assignment.
- The Qualified Vendor shall provide the member the service(s) once selected. If the Qualified Vendor determines, subsequent to its selection, that it can not meet the members needs, the Qualified Vendor must follow the release process outlined in Article 21.



Qualified Vendor Roles and Responsibilities

- For more information about Qualified Vendor Responsibilities, please refer to the Provider Manual

VENDOR CALL REQUIREMENTS FOR QUALIFIED VENDORS

<https://des.az.gov/content/providers-provider-manual>



Qualified Vendor Roles and Responsibilities

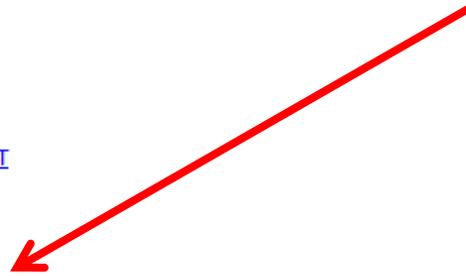
Service Authorizations FOCUS Application

Main Menu

User Applications

- ➔ [ADMIN TOOLS](#)
Allows the editing of user roles and permissions for all applications of this account.
- ➔ [OLCR Tracking Application](#)
OLCR Vendor Certification Tracking System
Status: **Online**
- ➔ [Program Staffing](#)
Program Staffing
Status: **Online**
- ➔ [QUALIFIED VENDOR CONTRACT](#)
Qualified Vendor Contract
Status: **Online**
- ➔ [SERVICE AUTHORIZATIONS](#)
This application is an internet version of the Service Authorization system and will be used by vendors.
Status: **Online**
- ➔ [Vendor PBS Reports](#)
Run reports and download files for the PBS application.
Status: **Online**

Vendor Calls will be found under
'Service Authorizations' within FOCUS.



Qualified Vendor Roles and Responsibilities

Service Authorizations FOCUS Application

Authorizations - Main Menu

[Main Menu](#) [Service Notifications](#) [Pending Auths](#) [Declined Requests](#) [Acknowledge Auths](#) [Final Auths](#)

- [Service Notifications \(0 , 3 \)](#)
View/Respond to new/unanswered consumer notifications. The numbers next to the link indicate the number of emergency requests and the total number of requests (including emergency) respectively.
- [Pending Authorizations \(6 \)](#)
View notifications which are pending consumer's approval.
- [Declined Requests](#)
View requests declined by either consumer or vendor.
- [Acknowledge Authorizations\(8 , 0 , 0 \)](#)
New or modified authorizations awaiting your acknowledgement. The numbers next to the link indicate the total number of new authorizations and the total number of modified authorizations respectively.
- [Final Authorizations](#)
View details of final authorizations.
- [Service Notifications without responses](#)
This new SSRS report will show Vendors the service notifications they received that ended (without a worker ending the request early) without the vendor responding to the request.

Within Service Authorizations you will find -

- Service Notifications – These are the open vendor calls. The numbers in () denote the number of Emergency (0) and Standard (3) vendor calls currently open respectively.
- Pending Authorizations – This is where vendor calls that a QV have responded to but a member's final decision has not been made are.
- Declined Requests – Vendor Calls that the QV has declined as not being able to serve.
- Acknowledge Authorizations – This is where a QV acknowledges new or modified authorizations assigned to them.
- Final Authorizations – This is where a QV can view details about an authorization they have accepted.
- Service Notifications without Responses – These are vendor calls that closed without responses from a QV.



Qualified Vendor Roles and Responsibilities

Service Notifications

Open vendor calls will be located in the Service Notifications section.

Service Notifications (vendor calls) can be filtered by the following criteria:

- Service Code
- DDD Code
- Emergency
- Gender
- Age
- City
- Zip
- County
- Units Requested

Authorizations - Service Notifications

[Main Menu](#) [Service Notifications](#) [Pending Auths](#) [Declined Requests](#) [Acknowledge Auths](#) [Final Auths](#)

➔ Following is the list of notifications/requests awaiting your response. To send a response to the consumer or to view the details of the request, please click on the 'View Details' link.

<input type="checkbox"/>	TrackingNumber	ServiceCode	DDD Code	Emergency	Gender	Age	City	Zip Code	County	VendorCallStartDate	VendorCallCloseDate	Units Requested	NegotiatedRate	Has Multiple Requests	
<input type="checkbox"/>	View Details	20172777694	92507	STA	No	M	9	Gila Bend	853373030	MARICOPA	12/20/2017	12/25/2017	52.00	No	Yes
<input type="checkbox"/>	View Details	20172777695	97535	OTA	No	M	9	Gila Bend	853373030	MARICOPA	12/20/2017	12/25/2017	52.00	No	Yes
<input type="checkbox"/>	View Details	20172777696	97535	OTA	No	M	9	Gila Bend	853373030	MARICOPA	12/20/2017	12/25/2017	52.00	No	Yes



Qualified Vendor Roles and Responsibilities

Service Notifications cont'd

View the details of the any vendor call by clicking "View Details"



This will bring up the Vendor Call Details Screen

The **left** side of the details screen will include the following

- Emergency
- Age
- Gender
- Service and DDD codes
- Units Requested
- Open and Close dates
- Primary Diagnosis
- Negotiated Rate (if applicable)
- Worker Gender Preference (if applicable)
- Language Preference
- Notes (if applicable)
- Support Coordinator and Supervisor information
- Any Special Needs requested
- Multiple Requests Available

A screenshot of a web application interface for 'Vendor Call Details'. The top navigation bar includes links for 'Main Menu', 'Service Notifications', 'Pending Auths', 'Declined Requests', 'Acknowledge Auths', and 'Final Auths'. The main content area is split into two columns. The left column contains notification details: 'Emergency : No', 'Age : 9', 'City : Gila Bend', 'Placement : -', 'Service Requested : 92507', 'Units Requested : 52.00', 'VendorCall Start Date : 12/20/2017', 'Tracking Number : 2017277694', 'Negotiated Rate Flag : No', 'Language Preference : ENGLISH', 'Notes :', 'Support Co-Ordinator : EDWARD DELGADILLO (623) 925 - 5270, 290 E La Canada Blvd, Avondale, AZ - 85323-164, dddtesting@live.com', 'SuperVisor Details : RHONDA PEEL (602) 771 - 0012, dddtesting@live.com', 'Special Needs : Request Details : -', and a link for 'Multiple Requests Available'. The right column contains response options: 'Send response to the consumer's request.' with radio buttons for 'Yes, I can provide this service' and 'No, I can't provide this service', a 'Notes' text area (Max 1500 characters), 'Level of Service' section with a 'Location of Service' dropdown (set to 'Select Location'), checkboxes for 'Feeding Required', 'Therapy Units/Week' and 'Hours/Week' input fields, a checked 'No Day/Time Preference' option, and checkboxes for days of the week (Sunday through Friday). At the bottom right are 'Return' and 'Submit' buttons.

Qualified Vendor Roles and Responsibilities

Service Notifications cont'd

[Main Menu](#) [Service Notifications](#) [Pending Auths](#) [Declined Requests](#) [Acknowledge Auths](#) [Final Auths](#)

➤ Please review the detailed notification received from the consumer.

Emergency : No
Age : 9
City: Gila Bend
Placement : -
Service Requested : 92507
Units Requested : 52.00
VendorCall Start Date : 12/20/2017
Tracking Number : 20172777694

Gender : M
Residence : -
DDD Code: STA
Unit Type : H
VendorCall Close Date : 12/25/2017
Primary Diagnosis : At Risk
Worker Gender Preference : No Preference

Negotiated Rate Flag : No
Language Preference : ENGLISH

Notes :
Support Co-Ordinator : EDWARD DELGADILLO
(623) 925 - 5270
290 E La Canada Blvd
Avondale, AZ - 85323-164
ddtesting@live.com

SuperVisor Details : RHONDA PEEL
(602) 771 - 0012
ddtesting@live.com

Special Needs :
Request Details : -
[Multiple Requests Available](#)

➤ Send response to the consumer's request.

Yes, I can provide this service
 No, I can't provide this service

Notes : (Max 1500 characters)

Level of Service:
Location of Service:

Feeding Required
Therapy Units/Week:
 Hours/Week
 No Day/Time Preference
 Sunday Monday Tuesday Wednesday Thursday Friday

<input type="text"/>					
<input type="text"/>					

The **right** side of the details screen
Is where the QV responds

- Yes (more about this on the next slide)
- No (more about this on a later slide)
- Notes regarding the QV's decision

Level of Service Area provides details on Therapy
Related vendor calls such as

- In Home or Clinic Based requested
- Feeding
- Hours per week
- Day / Time Preferences



Qualified Vendor Roles and Responsibilities

Service Notifications cont'd

YES, I can provide this service.

Before you respond, request more information from the support coordinator!

Selecting this option will bring up additional Information:

- Authorize at Vendor Level
 - ANY the QV's sites can serve the member
- Office / Site names and address
 - A specific Office/Site will serve the member
- Estimated start dates (REQUIRED)
- Contact Name
- Contact Phone Number
- Contact Email

This information should prepopulate with Your vendor information.

There is also a note section to add any Additional information that may be relevant

Send response to the consumer's request.

Yes, I can provide this service
 No, I can't provide this service

Authorize at Vendor Level

Select all applicable offices/sites:

<input type="checkbox"/>	Office/Site Name	Address
<input type="checkbox"/>	ABC Agency Site	1122 N Central, Phoenix, AZ 85012
<input type="checkbox"/>	ABC Agency Site 2	33445 W. Alma School Rd, Chandler AZ 85210

Estimated Start Date:

Contact Name:

Contact Phone Number:

Contact Email:

Notes : (Max 1500 characters)



Qualified Vendor Roles and Responsibilities

Service Notifications cont'd

YES, I can provide this service.

Before you respond, request more information from the support coordinator!

➡ Send response to the consumer's request.

Yes, I can provide this service

No, I can't provide this service

Reason :

NONE
DO NOT SERVE REQUESTED AREA
LOCATION
MAX CAPACITY REACHED
OTHER
REQUESTED TIME FRAMES UNAVAILABLE
RESOURCES/PERSONNEL UNAVAILABLE
UNABLE TO MEET THE GUARDIAN/RESPONSIBLE PERSON'S EXPECTATIONS/CONDITIONS
UNABLE TO MEET THE MEMBER'S NEEDS
UNAVAILABILITY OF QUALIFIED STAFF
UNAVAILABILITY TO MEET PREFERRED TIME

Selecting this option will bring up a Reason drop Down which gives the follow choices:

- Do not serve requested area
- Location
- Max capacity reached
- Other
- Requested time frames unavailable
- Resources / personnel unavailable
- Unable to meet expectations/conditions
- Unable to meet the member's needs
- Unavailability of qualified staff
- Unavailability to meet preferred time

There is also a note section to add any Additional information that may be relevant



Qualified Vendor Roles and Responsibilities

Service Notifications cont'd

Submitting your Response

Submit will send your response to the vendor call

Return will return you to the Service Notifications search screen Without submitting your response

Send response to the consumer's request.

Yes, I can provide this service
 No, I can't provide this service

Notes : (Max 1500 characters)

Level of Service:
Location of Service:

Feeding Required
Therapy Units/Week:
 Hours/Week

No Day/Time Preference
 Sunday Monday Tuesday Wednesday Thursday Friday Sa



Qualified Vendor Roles and Responsibilities

Service Notifications cont'd

Changing a Response

If a response was submitted incorrectly or if the provider is no longer available, a response can be changed at **anytime before the member or Division has selected the vendor.**

As a reminder, once a qualified vendor has been selected by the member, the qualified vendor is required to serve that member until

- a) The qualified vendor is released
- AND
- a) Another qualified vendor is found to provide the service

Changing a response will depend on how the initial response was submitted
Start from the Service Authorizations Main Menu

If you **RESPONDED** to the vendor call go into the Pending Authorizations and following the instructions on the next slide

 [Pending Authorizations \(7 \)](#)

View notifications which are pending consumer's approval.

If you **DECLINED** the vendor call go to the Declined Requests and following the instructions on a later slide

 [Declined Requests](#)

View requests declined by either consumer or vendor.



Qualified Vendor Roles and Responsibilities

Service Notifications cont'd

Changing a Response – Responded to the Vendor Call

If you **RESPONDED** to the vendor call and wish to change your response, start by going into the Pending Authorizations

 [Pending Authorizations \(7 \)](#)

View notifications which are pending consumer's approval.

Find the vendor call response you want to change and click 'View Details'

	Responded On	TrackingNumber	Service Code	DDD Code	Emergency	Gender	Age	City	Zip Code	County	Service Start Date	Service End Date	Vendor CallStartDate	Vendor CallCloseDate	Units Requested	NegotiatedRate	Has Multiple Requests
View Details	12/18/2017	20172773207	92507	STA	No	M	15	Chandler	852861186	MARICOPA	12/12/2017	06/28/2018	12/14/2017	12/19/2017	36.00	No	Yes
View Details	12/20/2017	20172624270	T2017	HAH	No	M	8	Chandler	852865667	MARICOPA	12/15/2017	03/24/2018	12/15/2017	12/20/2017	240.00	No	Yes
View Details	12/20/2017	20172773257	S5150	RSP	No	M	8	Chandler	852865667	MARICOPA	12/15/2017	03/01/2018	12/15/2017	12/20/2017	200.00	No	Yes
View Details	12/20/2017	20172773299	S5150	RSP	Yes	M	8	Chandler	852864545	MARICOPA	11/25/2017	09/30/2018	12/18/2017	12/21/2017	17.00	No	Yes
View Details	12/20/2017	20172773304	92507	STA	No	M	8	Chandler	852864545	MARICOPA	11/25/2017	03/08/2018	12/19/2017	12/24/2017	11.00	No	Yes
View Details	12/20/2017	20172773212	T2017	HAH	No	F	23	Gilbert	852342611	MARICOPA	01/20/2017	01/19/2018	12/19/2017	12/24/2017	9.00	No	Yes
View Details	12/22/2017	20172777694	92507	STA	No	M	9	Gila Bend	853373030	MARICOPA	12/20/2017	06/10/2018	12/20/2017	12/25/2017	52.00	No	Yes



Qualified Vendor Roles and Responsibilities

Service Notifications cont'd

Changing a Response – Responded to the Vendor Call

This brings the vendor calls details on the left and the details of the QV's response on the right

At the bottom of the QV's response section is the option to "Decline this request"

Selecting Decline this Request will bring up the Reason drop down, seen in previous slides, for declining the vendor call. A reason is REQUIRED to decline the vendor call.

The notes section will also appear, however, notes are not required.

Press submit to change your response to declining the vendor call.

[Main Menu](#) [Service Notifications](#) [Pending Auths](#) [Declined Requests](#) [Acknowledge Auths](#) [Final Auths](#)

Following are the details of the pending authorization.

Emergency : No
Age : 9
City : Gila Bend
Placement :
Service Requested : 92507
Units Requested : 52.00
Service Dates : 12/20/2017 - 06/10/2018
VendorCall Start Date : 12/20/2017
Tracking Number : 20172777694
Negotiated Rate Flag : No
Language Preference :

Gender : M
Residence :
DDD Code: STA
Unit Type : H
VendorCall Close Date : 12/25/2017
Primary Diagnosis : At Risk
Worker Gender Preference : No Preference

Notes :
Support Co-Ordinator : EDWARD DELGADILLO
(623) 925 - 5270
290 E La Canada Blvd
Avondale, AZ - 85323-164
ddctesting@live.com
Supervisor Details : RHONDA PEEL
(602) 771 - 0012
ddctesting@live.com
Special Needs :
Request Details : -
[Multiple Requests Available](#)

Following are the details of the response that you sent to the consumer.

Date : 12/22/2017
Notes :
List of Offices/Sites Offered by Vendor :

Level of Service:
Location of Service:

Feeding Required
Therapy Units/Week:
 Hours/Week

No Day/Time Preference
 Sunday Monday Tuesday Wednesday Thursday Friday

<input type="text"/>					
<input type="text"/>					

Decline this Request
Reason :

Notes :

(Max 1500 characters)



Qualified Vendor Roles and Responsibilities

Service Notifications cont'd

Changing a Response – Declined the Vendor Call

If you **DECLINED** the vendor call and wish to change your response, start by going into the Declined Requests

[Declined Requests](#)

View requests declined by either consumer or vendor.

Declined Requests in this section will include

- Requests that the qualified vendor responded to, but the consumer/member declined
- Requests that the vendor declined

Following are the requests declined on or after 11/01/2017. Please [click here](#) to get any data prior to that date. You can filter following results based on the person who declined the request. To view the details of the request, please click the 'View Details' link.

Requests Declined By : Reason :

TrackingNumber	Responded On	ServiceCode	DDD Code	Emergency	Gender	Age	Service Start Date	Service End Date	VendorCallCloseDate	Units Requested	NegotiatedRate	
View Details	20172773204	12/14/2017	S5150	RSP	No	F	23	01/20/2017	09/30/2017	12/18/2017	9.00	No

A Declined Response can ONLY be changed while the vendor call is still open. Once a vendor call closes, a Declined Response will not appear in the Declined Requests section.



Qualified Vendor Roles and Responsibilities

Service Notifications cont'd

Changing a Response – Declined the Vendor Call

If you **DECLINED** the vendor call and wish to change your response, start by going into the Declined Requests

[Declined Requests](#)

View requests declined by either consumer or vendor.

For the purpose of changing a response, start by choosing 'Vendor' from the *Requests Declined By* drop down.

You can leave the *Reason* drop downs as they are or select specific reasons to limit the number of declined vendor calls that will shown

Next click *View Details* on the vendor call you wish to change

Following are the requests declined on or after 11/01/2017. Please [click here](#) to get any data prior to that date. You can filter following results based on the person who declined the request. To view the details of the request, please click the 'View Details' link.

Requests Declined By : Reason :

TrackingNumber	Responded On	ServiceCode	DDD Code	Emergency	Gender	Age	Service Start Date	Service End Date	VendorCallCloseDate	Units Requested	NegotiatedRate	
View Details	20172773204	12/14/2017	S5150	RSP	No	F	23	01/20/2017	09/30/2017	12/18/2017	9.00	No



Qualified Vendor Roles and Responsibilities

Service Notifications cont'd

Changing a Response – Declined the Vendor Call

Again this brings the vendor calls details on the left and the details of the QV's response on the right

At the bottom of the QV's response section is the option to "Change the response to this request?"

The Responding options appear and are the same from when you selected Yes to serve:

- Authorize at Vendor Level
 - ANY the QV's sites can serve the member
- Office / Site names and address
 - A specific Office/Site will serve the member
- Estimated start dates (REQUIRED)
- Contact Name
- Contact Phone Number
- Contact Email

The notes section will also appear, however, notes are not required.

Press submit to change your response to Responding to the vendor call.

[Main Menu](#) [Service Notifications](#) [Pending Auths](#) [Declined Requests](#) [Acknowledge Auths](#) [Final Auths](#)

Age Range : 19	Gender : M	Reason : DO NOT SERVE REQUESTED AREA
City: Goodyear	Notification Date: 09/01/2004	Notes :
Placement : -	Residence : -	
Service Requested : 92507	DDD Code: STA	
Units Requested : 34.00	Unit Type : H	
Service Dates : 12/22/2017 - 07/26/2018		
Vendor Call Start Date : 12/22/2017	Vendor Call Close Date : 12/27/2017	
Tracking Number : 20172776646	Primary Diagnosis : Autism	
Negotiated Rate Flag : No	Worker Gender Preference : No Preference	
Language Preference : SPANISH		
Notes :		
Special Needs :		
Support Co-Ordinator : EDWARD DELGADILLO (623) 925 - 5270 290 E La Canada Blvd Avondale, AZ - 85323-164 dddtesting@live.com		
SuperVisor Details : RHONDA PEEL (602) 771 - 0012 dddtesting@live.com		
Request Details : -		

Level of Service:
Location of Service:

Feeding Required
Therapy Units/Week:
 Hours/Week
 No Day/Time Preference
 Sunday Monday Tuesday Wednesday Thursday Friday

Change the response to this request?
 Authorize at Vendor Level

Select all applicable offices/sites:

<input type="checkbox"/>	Office/Site Name	Address
<input type="checkbox"/>	ABC Agency Site	1122 N Central, Phoenix, AZ 85012
<input type="checkbox"/>	ABC Agency Site 2	33445 W. Alma School Rd, Chandler AZ 85210

Estimated Start Date:
Contact Name:
Contact Phone Number:
Contact Email:

Notes : (Max 1500 characters)



Qualified Vendor Roles and Responsibilities

Helpful Tips and Tricks

Here are some helpful tips and tricks that Qualified Vendors can do within the FOCUS Service Authorizations Applications

- Filtering Vendor Calls to a specific service type / City / County / Units
- Sorting all of the Vendor Calls by Tracking number Start / Close dates
- Viewing Multiple Vendor Calls for the same member
- Declining Multiple Vendor Calls at once



Qualified Vendor Roles and Responsibilities

Helpful Tips and Tricks

Filtering Vendor Calls

It is possible to filter vendor calls to a specific service, DDD code, member gender, age, city, zip code, county or amount of units request by following steps -

1. From the Service Notifications Screen, select a drop down for which option you wish to filter by.

<input type="checkbox"/>	TrackingNumber	ServiceCode	DDD Code	Emergency	Gender	Age	City	Zip Code	County	VendorCallStartDate	VendorCallCloseDate	Units Requested	NegotiatedRate	Has Multiple Requests	
<input type="checkbox"/>	View Details	20172777695	97535	OTA	No	M	9	Gila Bend	853373030	MARICOPA	12/20/2017	12/25/2017	52.00	No	Yes

2. Choose from the selections what you would like to view. All is the default.
3. FOCUS will automatically update and filter out any vendor not matching your selection.



Qualified Vendor Roles and Responsibilities

Helpful Tips and Tricks

Sorting Vendor Calls

You can sort vendor calls by their tracking numbers, vendor call start date, vendor call end date, if there's a negotiated rate and if the member has multiple requests

1. From the Service Notifications Screen, the underlined words are clickable. The ones in the gray area at the top will sort accordingly.

<input type="checkbox"/>	<u>TrackingNumber</u>	<u>ServiceCode</u>	<u>DDD Code</u>	<u>Emergency</u>	<u>Gender</u>	<u>Age</u>	<u>City</u>	<u>Zip Code</u>	<u>County</u>	<u>VendorCallStartDate</u>	<u>VendorCallCloseDate</u>	<u>Units Requested</u>	<u>NegotiatedRate</u>	<u>Has Multiple Requests</u>	
<input type="checkbox"/>	View Details	20172777695	97535	OTA	No	M	9	Gila Bend	853373030	MARICOPA	12/20/2017	12/25/2017	52.00	No	Yes

2. Click the option you wish to sort by. Once for descending order, a second time for ascending order.
3. FOCUS will automatically update and sort the vendor calls according to your selection.



Qualified Vendor Roles and Responsibilities

Helpful Tips and Tricks

Viewing Multiple Vendor Calls a for member

If a member has multiple vendor calls for different service open, it is possible to them all at once by doing the following -

1. From the Vendor Call Details Screen, click the “Multiple Requests Available” link located at the bottom left beneath the Support Coordinator information
2. This will bring up all of the open vendor calls for that member
3. Clicking ‘View Details’ returns you to the vendor call detail page

Negotiated Rate Flag : No Preference
Language Preference : ENGLISH
Notes :
Support Co-Ordinator : EDWARD DELGADILLO
 (623) 925 - 5270
 290 E La Canada Blvd
 Avondale, AZ - 85323-164
dddtesting@live.com
SuperVisor Details : RHONDA PEEL
 (602) 771 - 0012
dddtesting@live.com
Special Needs :
Request Details : -
[Multiple Requests Available](#)

<input type="checkbox"/>	TrackingNumber	ServiceCode	DDD Code	Emergency	Gender	Age	City	Zip Code	County	VendorCallStartDate	VendorCallCloseDate	Units Requested	NegotiatedRate	Request Status
<input type="checkbox"/>	View Details	20172777696	97535	OCT	No	M	9 Gila Bend	853373030	MARICOPA	12/20/2017	12/25/2017	52.00	No	PENDING VENDOR RESPONSE
<input type="checkbox"/>	View Details	20172777694	92507	SPT	No	M	9 Gila Bend	853373030	MARICOPA	12/20/2017	12/25/2017	52.00	No	PENDING CLIENT RESPONSE



Qualified Vendor Roles and Responsibilities

Helpful Tips and Tricks

Declining Multiple Vendor Calls

It is possible to decline multiple vendor calls at once using the following steps -

1. Click the check box next to the View Details for any vendor calls you wish to decline
2. The Reason box from the 'No, I can't serve' option will appear. The reasons are the same from the previous slide
3. The Notes box will appear offering the option for additional information.
4. Return and Submit will appear. These are the same as the previous slide.

<input type="checkbox"/>	TrackingNumber	ServiceCode	DDD Code	Emergency	Gender	Age	City	
<input type="checkbox"/>	View Details	20172777694	92507	STA	No	M	9	Gila Bend
<input checked="" type="checkbox"/>	View Details	20172777695	97535	OTA	No	M	9	Gila Bend
<input checked="" type="checkbox"/>	View Details	20172777696	97535	OTA	No	M	9	Gila Bend

Reason :

Notes :

(Max 1500 characters)



Random Auto-Assignment



Vendor Selection by the Division

Random Auto Assignment

- **Within 3 business days** of the vendor call closing, responses are available and the member/member's responsible person is unwilling, unable or does not inform support coordination of their vendor selection or does not request a five (5) business day extension, the Support Coordinator may:
 - ✓ Random auto assign on the 4th business day
 - ✓ Once a Qualified Vendor has been determined, the Division will send the member/member's responsible person a letter and email notifying them of the assigned vendor.
 - ✓ The Division will send the Qualified Vendor email notifying them that they were selected and to contact member/member's responsible person within one (1) business day.



Thank You

Are there any questions?

