



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 - 02/23/2022

The DDD Policy Unit published new and revised policies on Wednesday, February 23, 2022. The policies are available on the Division's [Policy webpage](#).

REVISED POLICIES

[Division Operations Manual, Chapter 435, Telephone Performance Standards and Reporting](#)

This policy applies to the Division of Developmental Disabilities (DDD) Customer Service Center (CSC). This policy establishes the Division's standards and reporting requirements regarding the Division's performance when handling member and provider telephone calls.

Revisions:

- Clarified the policy Purpose statement.
- Added the definitions of "Member Grievance," "Member Inquiry," "Provider Grievance," and "Provider Inquiry."
- Streamlined the language in the "Telephone Performance Measure Reports" section.
- Added new sections to specify the responsibilities of DDD Customer Service Center regarding member and provider inquiries.
- Modified language throughout the policy for clarity.
- Updated formatting to conform with Policy Unit standards.

POLICY PUBLIC COMMENT

The Division is currently accepting public comments regarding three Division policies:

- Division Medical Policy Manual Chapter 320-V Behavioral Health Residential Facilities
- AdSS Medical Policy Manual Chapter 320-V Behavioral Health Residential Facilities
- Division Operations Policy Manual Chapter 203 Claims Processing

Public comments are being accepted until March 25, 2022. The policy revisions can be found on the [Policy page](#) of the Division's website. Members and families can use this form, <https://forms.gle/4MGCsdyKTRPjNa3m9>, to submit public comments if they are interested in providing feedback.