

Quality Management Bulletin - February 2026

Target Audience - Qualified Vendors and Providers

Transmittal Date - 02/25/2026

This month's bulletin covers medication management, incident reporting, communications requirements, and an important reminder about an upcoming deadline.

Preventing Medication Incidents – Training & Refill Management Reminders

Proper medication management is critical to ensuring members' health, safety, and well-being. The following guidance is intended to prevent medication-related incidents.

Staff Training on Medication Administration

Qualified Vendors must ensure that all staff responsible for medication administration:

- Are properly trained and authorized in accordance with their agency's policy and regulatory requirements.
- Demonstrate competency in medication administration procedures.
- Understand the "Five Rights" of medication administration (right individual, right medication, right dose, right route, right time).
- Are familiar with their agency's documentation requirements and error reporting procedures.

Qualified Vendors are encouraged to provide ongoing refresher training and regular supervision to reduce preventable errors.

Proactive Medication Refill Management

To prevent missed doses due to unavailable medications, Qualified Vendors should implement procedures to:

- Review medication supply at least one week prior to medications running out.
- Confirm medication refills are available and authorized.
- Contact physicians promptly if new prescriptions or refill authorizations are needed.
- Coordinate with pharmacies to ensure medications are dispensed in a timely manner.

Waiting until medication is nearly depleted may result in delays from physician offices or pharmacies, increasing the risk of missed doses for members and potential adverse medical outcomes.

Oversight and Internal Controls

Qualified Vendors should:

- Conduct routine medication audits.
- Ensure clear internal communication between direct care staff, supervisors, pharmacies, and healthcare providers.
- Address trends in medication errors promptly through corrective action and retraining when necessary.

Preventing medication incidents requires proactive planning, staff accountability, and consistent oversight.

Important Reminders – Incident Reporting & Communication Requirements

The Quality Management Unit (QMU) reminds Qualified Vendors that timely, accurate, and complete reporting of care concern incidents is essential to ensure the health, safety, and well-being of the individuals we serve, as well as to maintain compliance with regulatory requirements.

Ensure Accurate and Complete Information

When entering incident reports into the AHCCCS QM Portal, Qualified Vendors should:

- Provide detailed and factual descriptions of the incident.
- Include specific dates, times, and locations.
- Identify all individuals involved, including staff and witnesses.
- Include details about any immediate actions taken at the time of the incident.
- The steps taken to resolve the situation to the best of your ability.
- Any follow-up actions, notifications, or additional support provided.
- Avoid vague or incomplete statements.

Accurate documentation supports effective review, investigation, and resolution.

Timely Reporting of Incidents

All incidents must be reported within the required reporting timeframes as required in [Provider Policy Manual 70 Qualified Vendor Incident Reporting](#). Delays in reporting may:

- Compromise investigations,
- Impact individual safety,
- Result in compliance concerns.

Qualified Vendor internal processes should support the prompt submission of all reportable incidents.

Provide Key Contact Information

To prevent delays in investigations, incident submissions should include:

- A primary contact for all person/s for follow-up,
- Direct phone number and email address,
- Supervisor or secondary contact (if applicable).

Inaccurate contact information may affect resolution due to incomplete facts surrounding the

incident.

Timely Response to QMU Communications

Prompt responses to requests for additional information are critical. Vendors are expected to:

- Monitor email and portal notifications regularly,
- Respond to QMU inquiries within the requested timeframe,
- Provide the requested documentation as soon as possible.

Portal Registration Deadline

Please review the [previous announcement](#) regarding the March 1, 2026, deadline for Qualified Vendor Portal registrations.

As always, thank you for your time, attention, and continued commitment to the members we serve.

For all QM inquiries, please contact one of the following District emails.

- District Central - DDDCentralIR@azdes.gov
- District East - DDDEastIR@azdes.gov
- District North - DDDDistrictNorthIncidentReports@azdes.gov
- District South - DDDD2IR@azdes.gov
- District West - DDDWestIR@azdes.gov