



## 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 - 02/29/2024

The DDD Policy Unit published new and revised policies on Wednesday, February 28, 2024. The policies are available on the Division's [Policy webpage](#).

### NEW POLICIES

#### [Division Operations Policy Manual 6001-J Records Management Litigation Hold](#)

This policy outlines Division staff responsibilities when there is a litigation hold Notice to Preserve.

#### [Division Operations Policy Manual 7009 De-Identification - Protected Health Information](#)

This policy outlines the de-identification of Protected Health Information (PHI) as required by the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

### REVISED POLICIES

#### [Division Operations Policy Manual 417 Appointment Availability, Transportation Timeliness, Monitoring, and Reporting](#)

This policy was revised to align with recent updates to AHCCCS Contractors Operations Manual (ACOM) 417. Revisions include:

- The Purpose statement was revised to more clearly state how this policy outlines the process for the Division to report provider.
- Appointment accessibility and availability to the Arizona Health Care Cost Containment System (AHCCCS).
- Outlined the Division's oversight and monitoring of the Administrative Services Subcontractors (AdSS) to ensure compliance with network sufficiency requirements.
- Definitions no longer relevant to the policy were removed.
- Definitions were added for "Network Development and Management Plan" and "Service Provider".
- New sections for "Division Oversight and Monitoring" and "Supplemental Information" were added.
- Formatted to align with current Policy standards.

#### [AdSS Operations Policy Manual 417 Appointment Availability, Transportation Timeliness, Monitoring, and Reporting](#)

This policy was revised to align with recent updates to AHCCCS Contractors Operations Manual (ACOM) 417. Revisions include:

- The Purpose statement was revised to more clearly state how this policy establishes appointment

accessibility and availability standards to ensure compliance with the Division's network sufficiency requirements.

- Added a common process for the AdSS to monitor and report provider Appointment accessibility and availability to the Division.
- Definitions no longer relevant to the policy were removed.
- Definitions were added for "Network Development and Management Plan" and "Provider".
- Formatted to align with current Policy standards.

#### [Division Provider Policy Manual Chapter 40 Insurance Requirements for Qualified Vendors](#)

Revisions to this policy include:

- Updated the policy title to "Insurance Requirements for Qualified Vendors".
- Added a purpose statement.
- Added a requirement for Qualified Vendors to submit insurance coverage documents to the Department's insurance tracking and monitoring portal.
- Added requirement for Qualified Vendors that provide therapy services to carry Sexual Abuse and Molestation Insurance coverage for Members who receive therapy services without a caregiver present.

#### **RETIRED POLICIES**

Division Medical Policy Manual 1030 Reporting Requirements

- This policy has been retired as it is no longer an AHCCCS policy.

Division Medical Policy Manual 1250-C Medical and Acute Care Services

- This policy has been retired as information from 1250-C is included in the Division Medical Policy Manual Chapter 1020 and other policies.

Division Medical Policy Manual 1250-F Medical Supplies, Equipment, Appliances & Customized Durable Medical Equipment

- This policy has been retired as information is now located in the Division Medical Policy Manual Chapter 310-P.

AdSS Medical Policy Manual 1250-F Medical Supplies, Equipment, Appliances & Customized Durable Medical Equipment

- This policy has been retired as information is now located in the Division Medical Policy Manual 310-P.

Division Medical Policy Manual 1250-G Nutritional Assessments and Nutritional Therapy

- This policy has been retired as information is now located in the Division Medical Policy Manual 310-GG.

Division Medical Policy Manual 1250-H Transportation

- This policy has been retired as it is now located in the Division Medical Policy Manual 1250-Y Scheduled Transportation.

Division Provider Policy Manual Chapter 33 Assessment Requirement for Members Placed in Residential Settings

- This policy has been retired as the information has been integrated into Division Provider Policy Manual Chapter 54, published on February 7, 2024.

## **POLICY PUBLIC COMMENT**

The Division is currently accepting public comments regarding Division policies. The policy revisions can be found on the [Policy page](#) of the Division's website. This form, <https://forms.gle/4MGCsdyKTRPJna3m9>, can be used to submit public comments.