

DDD SHOUT

PROVIDER NEWSLETTER

Volume XII - February 2020

Training Regarding New Therapy Service Processes

The Division held a problem-solving event related to access to care in the Spring of 2019 for Therapy services. The event yielded information that was tested in a few office locations around the state with great success. As a result, new processes and tools that improve communication and assist Support Coordinators in accurately screening for Therapy service needs are being rolled out to all statewide offices beginning **March 2, 2020**.

All qualified vendors are ***strongly encouraged*** to attend a training session hosted by the Division detailing the changes related to the assessment of these services and the impact the changes will have on providers and members.

The training session will focus on the new Plan of Care, Quarterly Progress Report requirements and the new tools and resources Support Coordinators will use to screen for Therapy services.

February 20, 2020 from 1:00 p.m. - 3:00 p.m.

- [WebEx](#) link or join by phone, 415-655-0003
- WebEx ID: 806719387; Password: tjmiRyNi

The Division will host four sessions for provider questions and answers.

February 24, 2020 from 9:00 a.m. - 10:00 a.m.

- [WebEx](#) link or join by phone, 415-655-0003
- WebEx ID: 805488486; Password: Tm3h324N

March 3, 2020 from 10:00 a.m. - 11:00 a.m.

- [WebEx](#) link or join by phone, 415-655-0003
- WebEx ID: 807332306; Password: mMW7b7tB

March 9, 2020 from 9:00 a.m. - 10:00 a.m.

- [WebEx](#) link or join by phone, 415-655-0003
- WebEx ID: 805180028; Password: Fj87pKQv

March 18, 2020 from 11:00 a.m. - 12:00 p.m.

- [WebEx](#) link or join by phone, 415-655-0003
- WebEx ID: 800407920; Password: 4W95tnPV

Reporting Gaps in Critical Services

The Division of Developmental Disabilities (DDD) requires Qualified Vendors (QVs) to report all gaps in critical services. Critical services are identified as Attendant Care (ATC), Housekeeping/Homemaker (HSK), Respite (RSP) and Individually Designed Living Arrangement (IDLA) as well as Nursing (HN1, HN9, HNR). A gap in a critical service is defined as the difference between the number of hours of critical services scheduled in each member's Service Plan and the hours of the scheduled type of critical services that are actually delivered to the member. This reporting aligns with AHCCCS requirements found in [AHCCCS Contractor Operations Manual Chapter 413](#) and [DDD Provider Policy Manual Chapter 62](#). Policy requires QVs to monitor authorized hours for critical services and report gaps in critical services monthly. A "Gap in Critical Service Log" must be submitted to the designated District Lead by the **fifth (5th) calendar day of each month** as specified in the Qualified Vendor Agreement and Provider Policy Manual Chapter 62.

The reporting template log(s) and instructions are located on the Division's website on the [Providers & Vendors web page](#). Expand the "Critical Services Gap Reporting", tab to show links for the instructions and Gap in Critical Care Services logs.

- **Gap Log #1** applies to Attendant Care (ATC), Housekeeping (HSK) and Respite (RSP) services.
- **Gap Log #2** applies to Individually Designed Living Arrangement (IDLA) and Nursing (HN1, HN9, HNR) services.

QVs who do not have any gaps in critical services during the reporting month are **still required to report** to the DDD District Lead using the reporting template and documenting "None" or "N/A."

Qualified Vendors are required to implement specific policies and procedures that address gaps in critical services. All QVs that provide in-home ATC, HSK, RSP, IDLA and/or Nursing services must:

- Implement policies and procedures to identify, resolve, and track gaps in critical services to ensure that appropriately trained additional direct care workers are available within two hours of reporting when the primary direct care worker is unavailable.
- Ensure that each member's service preference level (back-up plan) is met as outlined in the member's planning document.

Medical Marijuana and CBD Oil Products

DDD revised the Division Medical Policy Manual Chapter 320-M, Medical Marijuana and CBD Oil Products on January 15, 2020.

Purpose for the revision:

1. To clarify the payment, administration and storage of CBD Oil products (regardless of plant derivation).
2. To better align DDD's Medical Marijuana/CBD Oil policy with AHCCCS' Medical Marijuana policy in terms of the terminology used to describe the policy.

Policy 320-M defines that *"under no circumstance shall any employee of the Department and any owner, director, principal, agent, employee, subcontractor, volunteer, and staff of the Division's service providers administer or store medical marijuana or CBD Oil products (regardless of the plant) for Division members."*

This policy **only** affects medical marijuana and CBD Oil products. Examples of medical marijuana products are cannabis products requiring a medical marijuana card sold in a Marijuana Dispensary or a CBD Oil store such as marijuana plants, pre-rolled marijuana cigarettes, marijuana edibles, marijuana vaping products etc. This policy **does not** affect the storage or administration of FDA approved medications that may include marijuana or its components.

Under Federal Law, there are currently two prescription medications commercially available that contain cannabidiol ingredients. Those two products are **Epidiolex** and **Marinol**. Epidiolex and Marinol are allowed because they are FDA approved products, requiring a prescription and dispensed by a **pharmacy** licensed in the State of Arizona.

Vendor Profiles

Vendor Profiles are now published on the Division’s website as specified in previous vendor announcements. The information is accessible on the DDD web pages listed below:

- [DDD home page](#) under “News and Announcements”
- [Member Resources](#) page
- [Current Qualified Vendors and Providers](#) page

Delivery of Therapy Services and Group Home Compliance will not be updated until the July 2020 vendor profile update. The Business Operations Metric will include the same financial and insurance requirements as well as completion of a new survey which will be sent to all Qualified Vendors in March 2020. If you have a question about your Vendor Profile results, please contact the DDD Customer Service Center at DDDCustomerServiceCenter@azdes.gov.

FTP Account Access

The FTP server used to upload bills/claims, progress reports and other deliverables recently had a technical issue that limited user and data access. The folder structure within the FTP server and the majority of user accounts have been restored. However, some users may get an error message when trying to access the FTP. Any vendor who receives an error when trying to access the FTP will need to request access through the Division.

Vendors should call the DDD Customer Service Center at 1-844-770-9500 ext. 1 to request that their access be restored. The Customer Service Specialist will need the following information:

- The vendor’s 4-character PBS code
- All usernames for which access will need to be restored (No Passwords)
- The name/s of the folder(s) being requested
- A single contact name, phone number, and email address for follow-up once access is restored

The Customer Service Specialist will then work with an internal team to restore the requested access. Once it has been restored, the Customer Service Specialist will contact the vendor.

AHCCCS Electronic Visit Verification (EVV) Funds

Vendors who completed the AHCCCS Electronic Visit Verification Provider survey in the Spring of 2019 are eligible for a 1% Differential Adjusted Payment (DAP) for services subject to EVV. This DAP applies to service dates between October 1, 2019 and September 30, 2019. Some eligible Qualified Vendors may not have received the DAP payments for services provided during October and November 2019. An email was issued to affected vendors in January of 2020 by the DES Financial Services Administration alerting them to the issue and that the Division was working on a resolution. Payments are reflected in the “PAID AMOUNT” field on your Billing Detail Report. Eligible services where the DAP was applied will reflect the 1% increase between the “BILLED AMOUNT” and “PAID AMOUNT.” See the below image for reference.

v. 08/04/2014

Arizona Department of Economic Security
Division of Developmental Disabilities

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Billing Detail Report

Vendor: _____ Vendor FEISSN: _____
Bill ID: _____ Vendor AHCCCS ID: _____

ASSISTS PROV. LOC.	SVC	START DATE	END DATE	DLVD UNITS	ABSENT UNITS	BILLED UNITS	UNIT RATE	TPL AMOUNT	BILLED AMOUNT	INTEREST AMOUNT	PAID AMOUNT	TRANS NUMBER	PAID DATE	VENDOR CONTROL NUMBER	ERROR DESCRIPTION LIST	AHCCCS PROVIDER ID	PROVIDER OF SERVICE NPI	CLAIM LINE ID	ADJUSTME NT DATE
CLAIMS STATUS: PAID																			
CLIENT NAME:																			
CLIENT ID:																			
AA	ATC	01/01/20	01/01/20	12.00	0.00	12.00	18.72	0.00	224.64	0.00	226.89	25001013448				153152536			2/10/2020
AA	RSP	01/01/20	01/01/20	2.00	0.00	2.00	18.28	0.00	36.56	0.00	36.93	25001013448				153152563			2/10/2020
AA	ATC	01/02/20	01/02/20	12.00	0.00	12.00	18.72	0.00	224.64	0.00	226.89	25001013448				153152537			2/10/2020
AA	RSP	01/02/20	01/02/20	2.00	0.00	2.00	18.28	0.00	36.56	0.00	36.93	25001013448				153152564			2/10/2020
AA	ATC	01/03/20	01/03/20	11.50	0.00	11.50	18.72	0.00	215.28	0.00	217.43	25001013448				153152538			2/10/2020
AA	RSP	01/03/20	01/03/20	2.00	0.00	2.00	18.28	0.00	36.56	0.00	36.93	25001013448				153152565			2/10/2020
AA	ATC	01/04/20	01/04/20	11.50	0.00	11.50	18.72	0.00	215.28	0.00	217.43	25001013448				153152539			2/10/2020
AA	RSP	01/04/20	01/04/20	2.00	0.00	2.00	18.28	0.00	36.56	0.00	36.93	25001013448				153152566			2/10/2020
AA	ATC	01/05/20	01/05/20	8.00	0.00	8.00	18.72	0.00	149.76	0.00	151.26	25001013448				153152540			2/10/2020
AA	RSP	01/06/20	01/06/20	12.00	0.00	12.00	18.72	0.00	224.64	0.00	226.89	25001013448				153152541			2/10/2020
AA	ATC	01/06/20	01/06/20	2.00	0.00	2.00	18.28	0.00	36.56	0.00	36.93	25001013448				153152567			2/10/2020
AA	RSP	01/07/20	01/07/20	12.00	0.00	12.00	18.72	0.00	224.64	0.00	226.89	25001013448				153152542			2/10/2020
AA	ATC	01/07/20	01/07/20	2.00	0.00	2.00	18.28	0.00	36.56	0.00	36.93	25001013448				153152568			2/10/2020
AA	RSP	01/08/20	01/08/20	12.00	0.00	12.00	18.72	0.00	224.64	0.00	226.89	25001013448				153152543			2/10/2020
AA	ATC	01/08/20	01/08/20	2.00	0.00	2.00	18.28	0.00	36.56	0.00	36.93	25001013448				153152569			2/10/2020
AA	RSP	01/09/20	01/09/20	12.00	0.00	12.00	18.72	0.00	224.64	0.00	226.89	25001013448				153152544			2/10/2020
AA	ATC	01/09/20	01/09/20	2.00	0.00	2.00	18.28	0.00	36.56	0.00	36.93	25001013448				153152570			2/10/2020
AA	RSP	01/10/20	01/10/20	11.50	0.00	11.50	18.72	0.00	215.28	0.00	217.43	25001013448				153152545			2/10/2020
AA	ATC	01/10/20	01/10/20	2.00	0.00	2.00	18.28	0.00	36.56	0.00	36.93	25001013448				153152571			2/10/2020

Vendors who do not believe they have yet received the DAP for services provided in October and November 2019, should contact the Customer Service Center via email at DDDCustomerServiceCenter@azdes.gov.

AHCCCS APEP Update – Provider Enrollment New Paper Application

AHCCCS has been sharing updates regarding the launch of the new AHCCCS Provider Enrollment Portal (APEP) that will allow providers to:

- Enroll as an AHCCCS provider
- Re-validate as an existing AHCCCS provider
- Update contact information
- Upload and/or update licenses and certifications

Under the current system, DDD's Office of Licensing, Certification and Regulation (OLCR) submits enrollment and revalidation paperwork to AHCCCS. The change to APEP will require Qualified Vendors and Providers to enroll or re-validate with AHCCCS directly, as OLCR will no longer be able to complete this step.

The change from a manual process to the new automated system will streamline and help to expedite the provider enrollment process. The portal is expected to be available June 1, 2020. In order to follow the alignment of the APEP system, AHCCCS has updated the Provider Enrollment paper application. Although the changes are minor, they will ensure all required information is captured. The updated Provider Enrollment paper application can be found online at <https://www.azahcccs.gov/PlansProviders/NewProviders/packet.html>.

For questions, please contact AHCCCS Provider Enrollment:

- 602-417-7670 select option 5 (In Maricopa County)
- 1-800-794-6862 (In State - Outside of Maricopa County)
- 1-800-523-0231 (Out of State)
- Call Center Hours: Mon-Fri., 8:00 a.m. – 12:00 p.m. and 1:00 p.m. – 4:00 p.m.
- Email PRNotice@azahcccs.gov

Implementation updates will be: emailed to AHCCCS newsletter subscribers, posted on the AHCCCS website and published in the monthly AHCCCS Claims Clues newsletter.

To become a subscriber to AHCCCS newsletters, please visit www.azahcccs.gov/PlansProviders/AHCCCSlistserve.html.

DDD Statewide Town Hall Meetings

The Division is committed to empowering Arizonans with developmental disabilities to lead self-directed, healthy and meaningful lives. With a focus on increased collaboration and communication with our members, families and providers, the Division is hosting Town Hall meetings throughout the state on a monthly basis. The goal is to allow the Division to communicate improvements and changes that have been implemented as a result of previous Town Hall feedback and other information important to our stakeholders. Additionally, the Division will solicit feedback regarding new ideas for continuous improvement. Time will also be allotted for open discussion during which attendees can present ideas, concerns and feedback to the Division. All town hall meetings will be held from **6:00 p.m. to 8:00 p.m.**

The schedule for 2020 is listed below:

- March 5, 2020: Casa Grande Community Recreation Center, Community Room 106, 1905 N Peart Road, Casa Grande, AZ 85122
- April 2, 2020: TBA, Avondale, AZ
- May 7, 2020: TBA, Show Low, AZ
- June 4, 2020: TBA, Scottsdale, AZ
- July 8, 2020: TBA, Tucson, AZ
- August 6, 2020: TBA, Mesa, AZ
- September 3, 2020: TBA, Surprise, AZ
- October 1, 2020: TBA, Flagstaff, AZ

Locations will be updated on the [DDD website](#) and [DDD Facebook](#) page as details are finalized.

National Core Indicators (NCI) Surveys

National Core Indicators (NCI) is a collaborative effort between the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute (HSRI). NCI uses a series of surveys and in-person interviews to measure member satisfaction and efficacy of DDD programs and services. All surveys are 100% confidential and the results are returned to Pilot Parents of Arizona, for entry into the NCI's ODESA System. The final report published by NCI includes aggregated data with no member-specific information.

In-person assessments for 400 adult DDD members (also administered by Pilot Parents of Southern Arizona) are also being scheduled. If you are aware of a member who has been selected to participate in the in-person survey process, please facilitate the ability for the representative from Pilot Parents of Southern Arizona to meet with them to complete the survey if necessary. If you support a member whose family member receives a survey in the mail, please encourage them to complete the survey and return it to NCI. Please contact DDD's NCI Coordinator Michelle Pollard at mpollard@azdes.gov if you have questions.

Member Monthly Email

DDD uses Constant Contact to email the monthly member update to members and their families. Constant Contact is an established opt-in email marketing service, so members or their family members who would like to receive these updates must opt-in.

Please share this information with the members and families you serve. They can opt-in using this link, http://bit.ly/ddd_news, or the "Sign-Up" button on the top of the [DDD Facebook](#) page. Both link to the Constant Contact sign up page.

Get Caught Up

Did you know the Division posts PDF versions of vendor announcements and editions of the Shout on the web? Get caught up and stay informed on all of the recent vendor communications, <https://des.az.gov/services/disabilities/developmental-disabilities/vendors-providers/vendor-announcements>.

If you have any information that you would like to place in the *DDD Shout*, please email the information to DDDCommunications@azdes.gov.

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