



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

VENDOR CALL PROCESS UPDATE RESOURCES

Target Audience - Qualified Vendors and Providers

Transmittal Date - 03/03/2021

As communicated in the [January](#) and [February](#) editions of the Shout newsletter, the Division continues its work on the Current 2 Future Initiative related to the Vendor Call Process. The Division is making changes and improvements including:

- Enhancements to the Vendor call system (FOCUS) to make it easier for vendors to use.
- Additional member information available in “Member profile”, reducing the need to ask for more information about service needs or member and family contact information.
- Enhanced data analytics and tracking.

These changes will take effect on Monday, March 22, 2021. DDD has published a [web page specifically for the Vendor Call project](#) that includes [Frequently Asked Questions](#). The Division has also published training materials designed to help vendors understand the changes to the process and how they will impact them.

These materials include the following:

- [Training Video: Reviewing the Vendor Call Process, Policies, and Procedures](#)
- [Training Video: How to Use Focus Vendor Calls](#)
- [Vendor Call User Guide](#)

DDD is hosting four virtual meetings so vendors can ask questions about the new process. These sessions will be held on the following dates **from 12:00 p.m. to 1:00 p.m.:**

- Tuesday, March 9, 2021
- Tuesday, March 16, 2021
- Tuesday, March 23, 2021
- Tuesday, March 30, 2021

Qualified Vendors can join these session via Google Meet, <https://meet.google.com/zus-xcdg-ttb>, or by phone using 1-562-232-9095 and PIN 100 064 982#.

DDD strongly recommends Qualified Vendors review all of the published training materials prior to attending a Q&A session. Vendors can submit any questions they have about the changes to the Vendor Call process directly to the project team using this form, <https://forms.gle/mDDMTXXFRgr3jhqs7>.