

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

POLICY UPDATES - MARCH 5, 2025

Target Audience - Qualified Vendors and Providers

Transmittal Date - 03/05/2025

The DDD Policy Unit published new and revised policies on Wednesday, March 5, 2025. The policies are available on the Division's [Policy webpage](#).

NEW POLICIES

[Provider Manual Chapter 77 Qualified Vendors Supporting Members with Animals](#)

This new policy provides guidance for Qualified Vendors when supporting Members with animals, Service Animals, Support Animals, and Pets. Included are questions a Qualified Vendor may ask as well as guidance for when a Qualified Vendor may request the removal of an animal from a service setting.

REVISED POLICIES

[Division Operations Policy 111 Performance Monitoring](#)

Updated to clarify the timeline for semi-annual review and the templates and documents to be used in conducting all performance monitoring.

[Division Operations Policy 415 Change in Provider Network Development and Management Plan; Periodic Network Reporting Requirements](#)

Revised to align with AHCCCS Contractor Operations Manual (ACOM) 415. Revisions include:

- Updated the Definitions section.
- Updated the requirements for developing and maintaining the Division's Provider Network Development and Management Plan.
- Clarified the Division's requirement to report Provider changes due to rates.
- Formatted to align with current Policy standards.

[AdSS Operations Policy 415 Change in Provider Network Development and Management Plan; Periodic Network Reporting Requirements](#)

Revised to align with AHCCCS Contractor Operations Manual (ACOM) 415. Revisions include:

- Updated the Definitions section.
- Updated the requirements for developing and maintaining the AdSS's Provider Network Development and Management Plan.
- Clarified the AdSS's requirement to report Provider changes due to rates.
- Formatted to align with current Policy standards.

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.