

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

POLICY UPDATE - MARCH 12, 2025

Target Audience - Qualified Vendors and Providers

Transmittal Date - 03/13/2025

The DDD Policy Unit published new and revised policies on Wednesday, March 12, 2025. The policies are available on the Division's [Policy webpage](#).

NEW POLICIES

[AdSS Medical Policy 310-N Laboratory](#)

This policy has been developed to establish the requirements for the Administrative Services Subcontractors (AdSS) regarding medically necessary Laboratory services.

[Division Medical Policy 560 CRS Care Coordination and Service Plan Management](#)

This policy has been developed to establish the requirements regarding Children's Rehabilitative Services (CRS) care coordination for members eligible for the Arizona Long Term Care System (ALTCS) who are designated as having a CRS Condition and defines the process for developing and managing the Member's Service Plan.

[Division Medical Policy 581 Working with Birth Through Five Population: Integrated System of Care](#)

This policy has been developed to strengthen the capacity of Arizona's Integrated System of Care in response to the unique needs of children ages birth through five and to ensure the promotion of treatment is targeted at best practices for infants, toddlers, and preschoolers which is critical to the prevention and mitigation of mental and physical disorders throughout their lifespan.

[AdSS Medical Policy 581 Working with Birth Through Five Population: Integrated System of Care](#)

This policy has been developed to strengthen the capacity of Arizona's Integrated System of Care in response to the unique needs of children ages birth through five and to ensure the promotion of treatment is targeted at best practices for infants, toddlers, and preschoolers which is critical to the prevention and mitigation of mental and physical disorders throughout their lifespan.

[AdSS Operations Policy 6003-K Claims Disputes](#)

This policy has been developed to align with Division Operations Policy 6003-K.

REVISED POLICIES

[Division Provider Manual Chapter 2 Provider Responsibilities and Expectations](#)

This policy has been revised to outline the responsibilities and expectations for Division of Developmental Disabilities (Division) Service Providers. It applies to all Qualified Vendors of Division services to include:

- Updated Definitions section.
- Added additional requirements for Qualified Vendors and Service Providers in Section A.

- Added a requirement that the Qualified Vendor shall participate in heightened scrutiny monitoring as requested by the Division or AHCCCS.

[Division Medical Policy 310-N Laboratory](#)

This policy has been revised to establish requirements for medically necessary Laboratory services to include:

- Updated purpose statement
- Updated definitions
- Revised section on Clinical Laboratory, Radiological, and Medical Imaging Services requirements

[AdSS Medical Policy 560 CRS Care Coordination and Service Plan Management](#)

This policy has been revised to establish the Administrative Services Subcontractors (AdSS) requirements regarding Children’s Rehabilitative Services (CRS) care coordination for members eligible for the Arizona Long Term Care System (ALTCS) who are designated as having a CRS Condition and defines the process for developing and managing the Member’s Service Plan to include:

- Requirement for the AdSS to ensure an application is submitted to AHCCCS for CRS designation consideration for a Member who meets a qualifying condition(s) for CRS and who requires active medical, surgical, or therapy treatment for medically disabling or potentially disabling conditions.
- Requirement for the AdSS to educate the Responsible Person about the value and benefits of receiving services at an MSIC.
- Added a requirement for the AdSS to ensure a copy of the CRS-related Service Plan is provided to the Division upon initiation and with each revision.
- Formatted to align with current Policy standards.

[Division Medical Policy 969 Collaborating with Peers and Families](#)

This policy was revised to better align with updated guidance from AHCCCS. Changes include:

- Removed language regarding deliverables as the AHCCCS portal is now in use.
- Removed section on “Collaborating with Peer and Family Members”, as this language is duplicative of language in Division Operations Policy Manual Chapter 409.
- Added language supportive of services delivered by individuals with lived experience by maximizing the use of PROs and FROs.

[AdSS Medical Policy 969 Collaborating with Peers and Families](#)

This policy was revised to better align with updated guidance from AHCCCS. Changes include:

- Removed language regarding deliverables as the AHCCCS portal is now in use.
- Removed language in the “Collaborating with Peer and Family Members” section that was duplicative of language in AdSS Medical Policy Manual Chapter 409.
- Added language supportive of services delivered by individuals with lived experience by maximizing the use of PROs and FROs.

[Division Medical Policy 1240-I Home Modifications](#)

This policy was revised to align with the most recent version of AHCCCS Medical Policy Manual 1240-I.

Revisions include:

- Updated the Reference section.
- Added a Purpose statement.
- Added Definitions and Supplemental Information sections.
- Added “Request and Decision for a Home Modification”, “Home Warranty” and “When More Than One Member Resides In The Home” sections.

- Renamed the “Procedures” and “Review Procedures” sections.
- Removed outdated sections and moved relevant items to other appropriate sections.
- Formatted to align with current Policy standards.

[Division Medical Policy 1620-K Skilled Nursing Need Standard](#)

This policy was revised to align with AHCCCS Medical Policy Manual 1620-K.

[Division Operations Policy 405 Cultural Competency, Family/Member Centered Care and Language Access Plan](#)

This policy was revised to align with current AHCCCS guidance. Revisions include:

- Updated title.
- Added new and updated existing Definitions.
- Updated language for clarity related to the Cultural Competency Plan Assessment Reporting and Language Access Plan.

[AdSS Operations Policy 405 Cultural Competency, Family/Member Centered Care and Language Access Plan](#)

This policy was revised to align with current AHCCCS guidance. Revisions include:

- Updated title.
- Added new and updated existing Definitions.
- Updated language for clarity related to the Cultural Competency Plan Assessment Reporting and Language Access Plan.

[Division Operations Policy 409 Office of Individual and Family Affairs](#)

This policy was revised to align with current AHCCCS guidance. Revisions include:

- Added definition for OIFA.
- Updated definition for OIFA Alliance to align with ACOM 409.
- Added statement regarding collaboration with the Office of Human Rights and the Independent Oversight Committees

[AdSS Operations Policy 409 Office of Individual and Family Affairs](#)

This policy was revised to align with current AHCCCS guidance. Revisions include:

- Added definition for OIFA,
- Updated definition for OIFA Alliance to align with ACOM 409; and
- Added statement regarding collaboration with the Office of Human Rights and the Independent Oversight Committees

RETIRED POLICIES

Division Medical Policy 210 Working with Birth Through Five

- This policy has been retired as contents of this policy can now be found in Division Medical Policy 581.

AdSS Medical Policy 210 Working with Birth Through Five

- This policy has been retired as contents of this policy can now be found in AdSS Medical Policy 581.

Division Medical Policy 211 Psychiatric and Psychotherapeutic Best Practices Birth Through Five

- This policy has been retired as contents of this policy can now be found in Division Medical Policy 581.

AdSS Medical Policy 211 Psychiatric and Psychotherapeutic Best Practices Birth Through Five

- This policy has been retired as contents of this policy can now be found in AdSS Medical Policy 581.

Division Medical Policy 330 Children’s Rehabilitative Services

- This policy has been retired as contents of this policy can now be found in Division Medical Policy 560.

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.