

Direct Support Professional (DSP) Reminders

Target Audience - Qualified Vendors and Providers

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Direct Support Professional (DSP) Care Restriction

[Division Provider Manual Chapter 2 Provider Responsibilities and Expectations](#) prohibits an individual Direct Support Professional (DSP) from providing care for more than 16 hours in a 24-hour period. Qualified Vendors (QV) are responsible for having processes in place to prevent total paid services provided to members by an individual DSP from exceeding 16 hours in a 24-hour period. Allowing an individual DSP to exceed 16 hours of paid service in a 24-hour period is considered fraudulent. Any additional authorized service hours exceeding 16 in a 24-hour period must be provided to the member by an alternative caregiver.

Parents Utilizing the Parents As Paid Caregivers Service Model Weekly Hour Limit

[ARS 36-3311](#) limits parents who provide paid care to their minor children under the Parents as Paid Caregiver service model to no more than 40 hours of paid care per week.

The Division is using Electronic Visit Verification (EVV) data to identify QVs who may have parents providing more than 40 hours of paid care to their minor children under the Parents as Paid Caregiver service model. The Division's Provider Network Support (PNS) team is reaching out to the identified QVs requesting:

- Confirmation of the QV's work week, and
- A plan to ensure compliance with the 40-hour limit, to include alternative caregivers to provide coverage of any service hours over the 40-hour limit to the member(s).

QVs can refer to the [AHCCCS Parents as Paid Caregivers of Minor Children FAQs](#) for additional information.

Qualified Vendors with questions about either of these topics should contact [Provider Network Support](#).