DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

POLICY UPDATE

Target Audience - Qualified Vendors and Providers

Transmittal Date - 03/22/2023

The DDD Policy Unit published revised policies on Wednesday, March 22, 2023. The policies are available on the Division's Policy web page.

REVISED POLICIES

Division Operations Policy Manual Chapter 415 Provider Network Development and Management Plan; Periodic Network Reporting Requirements

This policy has been revised to align with the ACOM 415 as follows:
- Updated "References" section.
- Added "Deliverables" section.
- Clarified the Purpose statement.
- Revised "Network Development and Management Plan" and "Periodic Network Reporting" sections.
- Updated formatting and language throughout the policy to reflect current Policy Unit standards.

AdSS Operations Policy Manual Chapter 415 Provider Network Development and Management Plan; Periodic Network Reporting Requirements

This policy has been revised to align with the ACOM 415 as follows:
- Updated "References" section.
- Clarified the Purpose statement.
- Revised the "Network Development and Management Plan" section.
- Changed the title of "Provider/Network Changes Due to Rates Report" section to "Periodic Network Reporting" and revised the language.
- Removed "Therapeutic Foster Care and Adult Behavioral Health Therapeutic Home Report" and "Value-Based Providers/Centers of Excellence Report" sections.
- Updated formatting and language throughout the policy to reflect current Policy Unit standards.

Division Operations Policy Manual Chapter 417 Appointment Availability, Transportation Timeliness, Monitoring, and Reporting

This policy has been revised to align with the ACOM 417 as follows:
- Changed the title of the policy from "Appointment Availability, Monitoring and Reporting" to "Appointment Availability, Transportation Timeliness, Monitoring, and Reporting."
- Updated the "References" section.

- Clarified the Purpose statement.
- Added new definitions, updated existing definitions, and removed outdated definitions.
- Revised "Monitoring Appointment Standards", "General Appointment Standards", "Provider Appointment Availability Review", and "Tracking and Reporting" sections.
- Changed the title of the "General Behavioral Health Appointment Standards" section to "Psychotropic Medication Appointment Standards for AdSS Contractors" and revised the language.
- Added "Behavioral Health Appointment Standards for Persons in Legal Custody of the Arizona Department of Child Safety and Adopted Children in Accordance with A.R.S. § 8-512.01" and "Transportation Timeliness Review" sections.
- Updated formatting and language throughout the policy to reflect current Policy Unit standards.

Division Operations Policy Manual Chapter 435 Telephone Performance Standards and Reporting

This policy has been revised as a part of an annual policy review. Updates include clarification on the timeline and tools used for reporting and added definitions, as well as language and formatting changes to improve readability.

AdSS Operations Policy Manual Chapter 435 Telephone Performance Standards and Reporting

This policy has been revised as a part of an annual policy review. Updates include clarification on tools used for reporting, an added definition, as well as language and formatting changes to improve readability.

Provider Policy Manual Chapter 27 Peer Review and Inter-Rater Reliability

Updates to this policy include the following:
- Provider policy has been separated from provider information.
- Information was added to clarify that the Division has all Peer Review Committee members sign confidentiality statements and keeps those confidentiality statements on file.
- Formatting and style were updated to align with Division standards.

Provider Policy Manual Chapter 42 Electronic Monitoring in Program Sites

This policy expands on the requirements for Day Programs and Employment Services in regards to electronic monitoring devices as well as establishes a policy for electronic monitoring devices in Service Provider operated DDD Group Homes and DDD Nursing Supported Group Homes.

Provider Policy Manual Chapter 64 Preventing Member Abuse, Neglect, and Exploitation

Updates to this policy include the following:
- A general definition of "abuse" was added to align with the AHCCCS Contract and Policy Dictionary.
- The definition for "Abuse (of a member)" was removed.
- A definition for "Member" was added.
- Formatting and style were updated to align with Division 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.