

Quality Management Bulletin - March 2026

Target Audience - Qualified Vendors and Providers

Transmittal Date - 03/30/2026

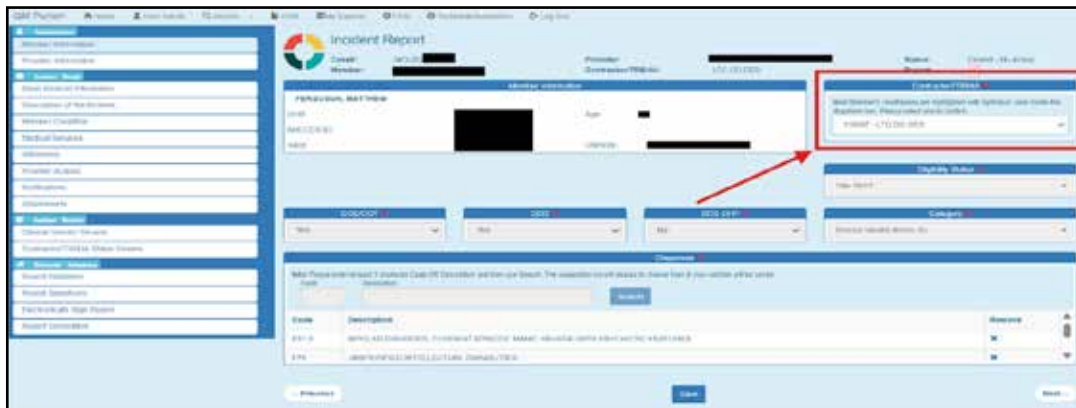
This month's Bulletin covers AHCCCS Portal reminders and the Credentialing Corner.

AHCCCS QM Portal Reminders

Please ensure all staff who complete incident entry in the AHCCCS QM Portal are following the guidance provided in the [AHCCCS Quality Management Portal User Guide](#) posted on the Division's website. Below are a few key reminders when entering an IAD into the QM Portal:

Change the Contractor/TRBHA to the Division

There continues to be a significant volume of incidents entered into the AHCCCS QM Portal that are incorrectly directed to the Member's assigned DDD Health Plan. As a reminder, the AHCCCS QM Portal will automatically assign the incident to the Member's DDD Health Plan, either **010158 - UnitedHealthCare** or **010306 - Mercy Care Plan**. In order for the incident to be correctly sent to the Division, the "Contractor/TRBHA" field in the Member Information Setup section must be updated to **110007 - LTC DD DES**.



Law Enforcement, APS, and DCS Notifications

As mandated reporters, your employees and subcontractors are required to make appropriate notifications to law enforcement or other protective service agencies, such as Adult Protective Services or the Department of Child Safety, as applicable to the event being reported. These notifications must be identified in the QM Portal under the "Notifications" tab.

Please note that, in addition to identifying if a protective service agency was notified, [Provider Manual Chapter 70](#) requires the following information to be documented within the IAD submission:

- Name and title of the person submitting the report;
- Name of regulatory agency report was made;

- Name and title of regulatory agency taking the report;
- Date and time of the report; and
- Tracking and report number from the regulatory agency, as applicable.

Date Notified of the Incident

Please be sure your agency completes the “Date Reported to Provider” section when submitting an IAD. This is a required field and is used to capture the date your agency was notified or became aware of the event.

This date may differ from the actual date of the incident, which was entered earlier in the “Incident Information” tab. For example, while providing attendant care services on September 10, the Member reports being punched while at the hospital on August 31. You would enter August 31 in the “Incident Information” tab and then September 10 in the “Date Reported to Provider” field.



Credentialing Corner

The DDD Credentialing Unit has identified ongoing issues with Qualified Vendors submitting “new” emails about a previous email communication without sufficient identifying information (e.g., “STAT Request”), resulting in missed deadlines, processing delays, vendor onboarding, and a risk to compliance requirements.

To mitigate these risks and ensure accountability, the credentialing team is implementing the following requirements for vendors submitting documentation, responding to requests, or communicating with the DDD Credentialing Unit:

- All responses must be submitted by replying directly to the original email thread. Even if it includes multiple replies.
- All communications must include the Vendor Name and Focus ID number.
- New email threads should only be initiated when no prior communication exists.

Failure to follow this process may result in processing delays and a potential negative impact on vendor credentialing timelines.

Maintaining communication within a single email chain ensures complete documentation, supports audit readiness, and allows for the timely and accurate processing of all requests.

We appreciate your immediate attention to this requirement and your continued partnership.

As always, thank you for your time, attention, and continued commitment to the members we serve.

For all QM inquiries, please contact one of the following District emails.

- District Central - DDDCentralIR@azdes.gov
- District East - DDDEastIR@azdes.gov
- District North - DDDDistrictNorthIncidentReports@azdes.gov
- District South - DDDD2IR@azdes.gov
- District West - DDDWestIR@azdes.gov