



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

POLICY UPDATE

Target Audience - Qualified Vendors and Providers

Transmittal Date - 05/01/2023

The DDD Policy Unit published new and revised policies on Thursday, April 27, 2023. The policies are available on the Division's [Policy web page](#).

NEW POLICY

[Division Operations Policy Manual 102 DDD Administrative Forms and Other Written Material](#)

This is a new policy that establishes the standards for the development and revision of:

- DDD Administrative Forms
- Supplemental Job Aides and Desk Aides
- Standard Work
- Other written materials

REVISED POLICIES

[Division Operations Policy Manual 436 Network Standards](#)

This policy has been revised to align with the ACOM 436 as follows:

- Updated "References" section.
- Added "Purpose" section.
- Added new definitions, updated existing definitions, and removed outdated definitions.
- Added details regarding the Division's responsibilities to ensure compliance with ACOM 436, to develop and maintain a provider network, and to have a network of providers in place to meet the minimum network standards.
- Removed "Statewide Time and Distance Network Standards," "Other Statewide Network Standards," and "Network Oversight Requirements" sections.
- Added "Statewide Network Definitions and Standards" and "Network Standard Request for Exception Process" sections.
- Revised "County and District Definitions" section.
- Updated formatting and language throughout the policy to reflect current Policy Unit standards.

[AdSS Operations Policy Manual 436 Network Standards](#)

This policy has been revised to align with the ACOM 436 as follows:

- Updated "References" section.

- Clarified “Purpose” section.
- Added new definitions, updated existing definitions, and removed outdated definitions.
- Removed “County and District Definitions” and “Other Statewide Network Standards” sections.
- Added “General Network Standards Requirements” section.
- Revised “Statewide Time and Distance Network Standards,” “Network Standards Request for Exception Process,” and “Network Oversight Requirements” sections.
- Updated formatting and language throughout the policy to reflect current Policy Unit standards.

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

This policy has been revised, updates include:

- Clarified expectations for the provision of Interpretation and Translation services to Members.
- Updates to definitions.
- Guidance regarding Interpretation provided by adults accompanying Members.
- Guidance that a minor shall not be relied upon for interpretation in any circumstance unless there is an imminent threat of danger.
- Translation shall only be provided by a Qualified Translator, not by an accompanying adult.
- Clarification of CCP requirements for workforce education, including the requirement to track training participation.

[Division Medical Policy Manual 310-DD Covered Transplants and Related Immunosuppressant Medications](#)

This policy was reopened to make the following revisions:

- Formatting throughout the document to align with the policy standard.
- Added a section about Hematopoietic Stem Cell Transplants when outlining transplant types for Members aged 21 and older.
- Deleted the phrase “as a part of the Second Level Review” when outlining the Division’s role in reviewing the quality and outcome data published for the Out-of-Network facility.
- Deleted the word “requests” and inserted the word “denials” when outlining the Division Medical Director completing a Second Level Review for any transplant services and transplant-related immunosuppressant medications for Members.

[AdSS Medical Policy Manual 310-DD Covered Transplants and Related Immunosuppressant Medications](#)

This policy was reopened to make the following revisions:

- Formatting throughout the document to align with the policy standard.
- Deleted the word “approving” when outlining the submission of a Second Level Review to the Division for any transplant services and transplant immunosuppressant medications
- Included a statement outlining that any AdSS network provider who requests authorization for a service shall be notified of the option to request a peer-to-peer discussion with the AdSS Medical Director.

[AdSS Medical Policy Manual 310-D1 Emergent Dental Services for Members 21 Years of Age and Older](#)

This policy establishes the requirements for the provision of medically necessary dental services for Members of the Division of Developmental Disabilities (Division) who are age 21 and older to include:

- Covered dental services by a licensed dentist for Members aged 21 and older.

- Emergency dental services up to \$1,000 per Member per contract year.
- Coverage of services related to treatment of acute pain, infection or fracture of the jaw.
- Coverage of services after a transplant evaluation determines that the Member is an appropriate candidate for organ or tissue transplantation.
- Coverage of cleaning for Members who are in an inpatient hospital setting.
- Coverage of medically necessary emergency dental care and extractions for members age 21 and older who meet the criteria for a Dental Emergency.
- Adult Emergency services limitations for Members aged 21 years and older
- AdSS and FSS Program responsibilities to include coordination of covered dental services, documentation of valid contracts with dentists, referrals to dentists when emergency dental services are needed, and monitoring and reporting the provision of dental services.
- Ensuring dental services provided to American Indian/Alaska Native Members within IHS/638 Tribal facility are not subject to the \$1,000 adult emergency dental limit.
- Notification requirements for charges to Members.
- Facility and anesthesia charges.
- Informed consent and treatment plans for Members.

[AdSS Medical Policy Manual 310-D2 Arizona Long Term Care System Adult Routine Dental Services](#)

This policy has been developed to establish the requirements for the provision of medically necessary routine dental services for Members enrolled in the Arizona Long Term Care System (ALTCS) to include:

- Medically necessary dental benefits up to \$1,000 per Member per contract year for ALTCS Members aged 21 and older.
- AdSS responsibilities for the coordination of dental services, documentation of valid contracts, monitoring of the provision of services, and assurance that dental policies and procedures have been provided to contracted dentists.
- Ensure dental services provided to American Indian/Alaska Native Members within an Indian Health Service (IHS) or 638 Tribal Facility are not subject to the ALTCS dental benefit \$1,000 limit.
- Facility and anesthesia charges.
- Informed consent and treatment plans for Members in order to provide quality and consistent care.
- Notification requirements for charges to Members.

RETIRED POLICY

Division Operations 6003-H Arizona Long Term Care System Notice of Adverse Benefit Determination

This policy is being retired as the information it contained may now be found in Division Operations 414 Requirements for Service Authorization Decision and Notices of Adverse Benefit Determination.

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.