



Quality Management Bulletin - May 2026

Target Audience - Qualified Vendors and Providers

Transmittal Date - 05/27/2026

This month's Quality Management Bulletin covers QM Updates, AHCCCS QM Portal Updates, and a reminder about the State of the Workforce Survey.

QM Updates - Timely Coordination With Investigators Following Reported Incidents

To support thorough incident reviews and continued quality care for Division members, investigators may contact staff identified in incident reports to provide them with the opportunity to share their account of events. These conversations help us gain a clearer understanding of the circumstances leading up to an incident, what occurred during the incident, and what followed afterward, so we can work collaboratively to identify opportunities for improved care and prevention.

Investigators will notify staff members identified through reports submitted by the vendor or other involved parties of their intent to contact them. We ask for your assistance in connecting with identified staff members as soon as possible, at their earliest availability.

Whenever possible, investigators will make contact during regular working days and hours. However, in urgent or emergency situations, follow-up may need to occur sooner to ensure timely review while details remain fresh.

Managers are asked to provide the requested staff contact information promptly. If preferred, this information may also be included within the incident report as previously directed. Providing accurate and timely contact information helps ensure that investigators reach the appropriate individuals without delay.

When investigators initiate contact, they will provide their name and contact information. Please share this information with staff so they are aware of who will be contacting them and understand that they can also contact the investigator directly.

Timely communication is essential to ensure recollections remain as accurate and detailed as possible. We appreciate your partnership and cooperation in supporting these efforts and our shared commitment to providing high-quality care to Division members.

AHCCCS QM Portal Updates

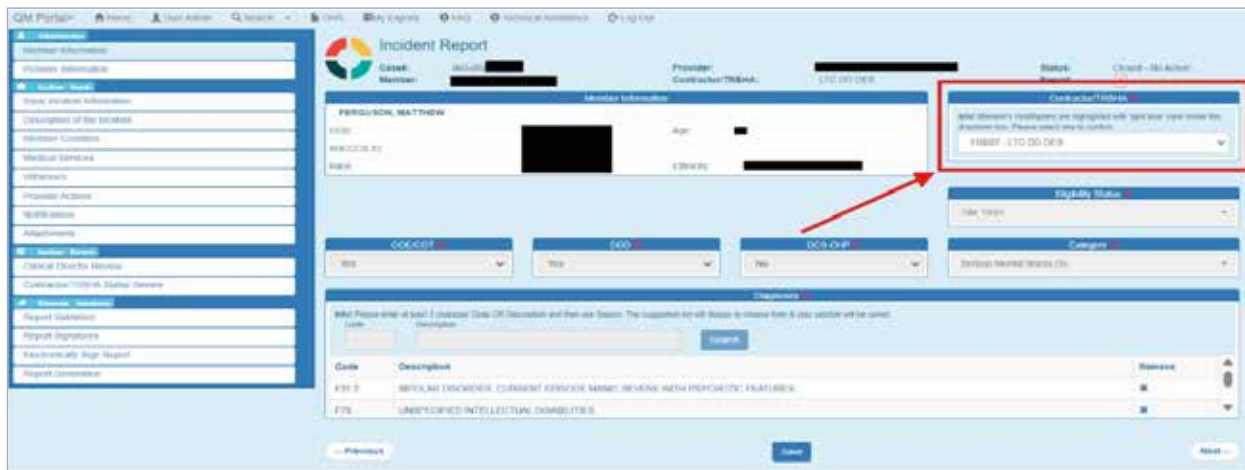
The Division has received feedback from the Vendor community, and as a result, released a revised version of the [Provider Quick Guide for Incident Reporting](#) on May 20, 2026. The guide includes

Equal Opportunity Employer / Program • Auxiliary aids and services are available upon request to individuals with disabilities • To request this document in alternative format or for further information about this policy, contact the Division of Developmental Disabilities Customer Service Center at 1-844-770-9500; TTY/TDD Services: 7-1-1 • Disponible en español en línea o en la oficina local

updates to align reportable events with [Provider Manual Chapter 70](#) and the Division's suggestions for the AHCCCS QM Portal Categories to be used for each reportable event. Qualified Vendors should now be using the suggested categories in the guide.

In the [March 2026 QM Bulletin](#), the Division included a reminder regarding the requirement to change the member's current physical/behavioral health plan in the "Contractor/TRBHA" field to the Division. AHCCCS recently updated the AHCCCS QM Portal to add a pop-up window that prompts entry staff to verify that the correct health plan is selected. Qualified Vendor staff should update the "Contractor/TRBHA" field to **110007 - LTC DD DES** so the incident is sent correctly to the Division.

As a reminder, the AHCCCS QM Portal automatically populates the member's current physical/behavioral health plan in the "Contractor/TRBHA" field. Either **010158 - UnitedHealthCare** or **010306 - Mercy Care Plan** will appear for DDD members who are ALTCS eligible. This section must be updated to **110007 - LTC DD DES** for the IAD to be sent to the Division.



National Core Indicators: State of the Workforce Survey

URGENT! Get your surveys completed today! The deadline for the 2025 NCI-IDD State of the Workforce Survey is June 30, 2026. Surveys were sent to Qualified Vendors via email from staffstability@hsri.org.

The State of the Workforce Survey (formally Staff Stability Survey) is an online survey for Provider agencies that employ direct support professionals and support adults with ID/DD in residential, employment, day service, and other in-home or community inclusion programs. The survey captures information about wages, benefits, and turnover of the direct care professional workforce hired by agencies.

Qualified Vendors with questions about the State of the Workforce Survey can contact the [Division's NCI Liaison](#).

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