



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

Policy Notification May 29, 2024

Target Audience - Qualified Vendors and Providers

Transmittal Date - 5/29/2024

The Division of Developmental Disabilities Policy Unit has one new policy, eight revised policies, and two retired policies to report this week. Policies may be viewed by accessing the Policies screen located on the [Division's website](#).

NEW POLICIES

[Division Operations Policy Manual 7010 Business Associate Agreements](#)

This new policy has been developed to outline the requirements of the Business Associate Agreement as required by the Health Insurance Portability and Accountability Act of 1996 (HIPAA). This policy:

- Requires that the Division's contracted or out-of-network agreement Business Associates ensure appropriate safeguard of the Protected Health Information (PHI).
- Requires that the Division enter into a Business Associate Agreement before PHI is used, created, or disclosed between the covered component and the entity or contractor.
- Outlines the contents of the Business Associate Agreement.

REVISED POLICIES

[Division Operations Policy Manual 414 Requirements for Service Authorizations Decisions and Notice of Adverse Benefit Determination](#)

Reason For Changes:

The Division reviewed and revised this policy to provide more clarity throughout the policy and to include an additional policy statement.

Policy Description:

This policy sets forth Division requirements for Notices of Adverse Benefit Determination relating to Title XIX/XXI coverage and authorization of services.

Details:

- This policy previously contained duplicative statements and some unclear language that was either removed or made to be more clear.

- A policy statement was added to indicate the Division shall allow the provider sufficient time for a peer-to-peer review to occur before the Division issues a Notice of Adverse Benefit Determination.

AdSS Operations Policy Manual 414 Requirements for Service Authorizations Decisions and Notice of Adverse Benefit Determination

Reason For Changes:

The Division reviewed and revised this policy to provide more clarity throughout the policy and to include an additional policy statement.

Policy Description:

This policy sets forth Division requirements for Notices of Adverse Benefit Determination relating to Title XIX/XXI coverage and authorization of services.

Details:

- This policy previously contained duplicative statements and some unclear language that was either removed or made to be more clear.
- A policy statement was added to indicate the AdSS shall allow the Provider time for a peer-to-peer review to occur before the AdSS issues a Notice of Adverse Benefit Determination.

Division Operations Policy Manual 426 Children's Rehabilitative Services Application, Designation and Coverage

This policy has been revised to define the processes used to accept and process applications for a Children's Rehabilitative Services (CRS) designation and delineates the responsibility for coverage and payment of CRS Conditions, as well as other services that are the responsibility of the Division of Developmental Disabilities (Division) to include:

- Developed a policy statement
- Added a definition for Active Treatment, Children's Rehabilitative Services, CRS Application, CRS Condition, Member, Provider, and Responsible Person
- Developed a section outlining the responsibilities for CRS services
- Developed a section outlining the CRS application
- Developed a section outlining Member turning 21
- Developed a section outlining the monitoring of the CRS designation
- Developed a section outlining the AdSS oversight and monitoring
- Formatting and punctuation according to Policy Standards

AdSS Operations Policy Manual 426 Children's Rehabilitative Services Application, Designation and Coverage

This policy has been revised to define the processes used to consider and submit applications for a Children's Rehabilitative Services (CRS) designation and delineates the responsibility for coverage and payment of CRS Conditions and related services that are the responsibility of the Administrative Services Subcontractors (AdSS) to include:

- Added a definition for Children’s Rehabilitative Services. Member, Provider, and Responsible Person
- Changed Division of Member Services (DMS) to Division of Member and Provider Services (DMPS) throughout the policy
- Removing the statement about the AdSS requirements when AHCCCS DMPS Processing processes a CRS application
- Removing the statement about the AdSS requirements for Determination and Notification of a CRS application
- Removed the section for AdSS Responsibilities for CRS Services
- Removed the section for Termination of the CRS Designation
- Removed the section for Request for Removal of the CRS Designation
- Added a statement about the AdSS submitting the CRS Completed Treatment Reports to the Division monthly as required
- Formatting and punctuation to align with Policy Standards

Division Medical Policy Manual 910 Quality Management and Performance Improvement Program Scope

This policy has been revised to:

- Establish the requirements of the Division of Developmental Disabilities (Division) regarding the administration, management, and implementation of the Quality Management and Performance Improvement (QM/PI) Program.
- Set forth roles and responsibilities of the Division to provide oversight and ongoing evaluation of the Administrative Services Subcontractors’ (AdSS) compliance with QM/PI Program requirements.
- Add new provisions, removed unnecessary provisions, and updated existing language throughout the policy to align with AMPM 910.
- Update language, formatting, and style throughout the policy to align with the Division’s Policy Format Manual.

Division Medical Policy Manual 950 Credentialing and Recredentialing Processes

This policy has been revised to:

- Establish the requirements for Initial Credentialing, Temporary/Provisional Credentialing, and Re-credentialing of individual and Organizational Providers contracted with the Division of Developmental Disabilities (Division) and oversight of the Credentialing responsibilities delegated to the Administrative Services Subcontractors (AdSS).
- Update Purpose statement.
- Update Definitions.
- Add new provisions, removed unnecessary provisions, and updated existing language throughout the policy to align with AMPM 950.
- Update language, formatting, and style throughout the policy to align with the Division’s Policy Format Manual.

AdSS Medical Policy Manual 950 Credentialing and Recredentialing Processes

This policy has been revised to:

- Establish the requirements for Initial Credentialing, Temporary/Provisional Credentialing, and Recredentialing of Individual and Organizational Providers conducted by the Division of Developmental Disabilities' (Division) Administrative Services Subcontractors (AdSS).
- Update Purpose statement.
- Add new provisions, removed unnecessary provisions, and updated existing language throughout the policy to align with AMPM 950.
- Update language, formatting, and style throughout the policy to align with the Division's Policy Format Manual.

Division Provider Policy Manual Preface Intended Users of the Provider Policy Manual

The preface has been updated to remove Chapter 21 False Claims Act, which is being retired.

RETIRED POLICIES

Division Operations Policy Manual 6002-N Fraud and False Claims

Division Operations 6002-N is being retired. As information is duplicative, information can be found in Division Operations 103.

Division Provider Policy Manual Chapter 21 False Claims Act

Provider Manual Chapter 21 is being retired. As information is duplicative, information can be found in Provider Chapter 20.