



Sent on Behalf of DES/DDD

QUALITY MANAGEMENT BULLETIN - MAY 2025

Target Audience - Qualified Vendors and Providers

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Welcome to May as we anticipate the end of Spring and the last school bell ringing until the new school year begins. We also celebrate nurses everywhere during National Nurses Month for their dedication and diligent work to support the individuals we serve. .

QM Topic

Quality Management (QM) is actively working on updating the Provider Quick Guide for Incident Reporting discussed at the last QM provider meeting. In the meantime, Qualified Vendors should continue to utilize [Provider Manual Chapter 70](#) and [Division Medical Policy Manual 960](#) as guides for the incident reporting processes. The Division appreciates your patience and understanding as it works to address this request.

Credentialing Corner - Credentialing Webpage is Now Live

The Credentialing Unit is excited to announce that the [Credentialing Unit's webpage](#) is now live. The page is a valuable resource designed to support providers, vendors, and partners with up-to-date and essential information related to credentialing and recredentialing requirements. The page will allow vendors and providers to stay informed and connected as the Division continues to enhance transparency and streamline processes.

Qualified Vendors and providers with questions or feedback about the webpage or credentialing in general can email the [Credentialing Unit](#).

Pharmacy Corner

As we head into the summer months in Arizona the risk of health-related illness increases. Dehydration can be a significant concern for the individuals we serve. In general, focusing on appropriate hydration and watching for signs and symptoms of dehydration are extremely pertinent, especially if a person is on antipsychotic or mood-stabilizing medications.

If a member is taking an antipsychotic medication or mood stabilizer, please ensure the member is staying sufficiently hydrated during the hot summer and fall months. These medications can impact the body's ability to regulate its temperature. In addition, some of these medications can cause dehydration or other side effects such as sleepiness which can cause the person to drink less. Some medications such as lithium can cause increased urination and may impact a member's electrolytes. Signs of dehydration include fainting, falls, and drug toxicity.

When a member sees their healthcare provider, please make sure they are checking the member's hydration status, electrolytes and temperature. If a member is dehydrated, they will exhibit the following signs such as decreased urine output, fatigue, dry mouth, and possibly confusion.

Dehydration can be prevented by limiting the member's outdoor activity during peak heat hours, keeping the air conditioner on and at a comfortable temperature, and encouraging the member to drink water throughout the day.

See this [dehydration health information fact sheet](#) for more information about the signs of dehydration.

nTIDE April Webinar Featuring NCI-IDD Employment Data Now Available

The [National Trends in Disability Employment \(nTIDE\) April webinar](#) featured guest speakers, Dorothy Hiersteiner and Lindsay DuBois, from the Human Services Research Institute (HSRI). The nTIDE webinar series occurs on the first Friday of every month and showcases the latest data on disability employment from the Bureau of Labor Statistics monthly jobs report. HSRI shared NCI-IDD employment data from the 2022-23 national survey, as well as additional analysis on unemployment, underemployment, and competitive integrated employment.

Thank you for continuing to support the members and for ongoing collaboration with the Division.

If you have any questions, please contact the DDD Customer Service Center at 1-844-770-9500 ext. 1 (TTY/TDD 711) or DDDCustomerService-Providers@azdes.gov.

Please send Incident Reports to the appropriate District email below:

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