



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

May 2024 - Quality Management Bulletin

Target Audience - Qualified Vendors and Providers

Transmittal Date - 5/31/2024

Hello May! Summer is creeping in for us in Arizona, but we can still enjoy cool evenings for a while. In a recent meeting with vendors, there were many questions regarding credentialing processes, timelines, and the differences between contracting and credentialing. Please review the following.

*Please note that when the Division refers to "days" in any of the charts below, it's referencing calendar days, not business days.

CONTRACTING VS. CREDENTIALING INFORMATION

Table with 3 columns: Definitions, Contracting, and Credentialing. It compares the processes of contracting and credentialing, including their purposes and definitions.

	Contracting	Credentialing
<p>Documents - Ex. Same that need to be sent to each department directly:</p>	<ul style="list-style-type: none"> • State of Arizona Substitute W-9 • Certificate of Insurance and Endorsement Pages • Valid Government Issued Photo ID • Arizona Corporation Commission (ACC) Entity Information • EVV, if applicable • Central Registry Clearance Background Check 	<ul style="list-style-type: none"> • W9 • Insurance • License • AZ Corporation Commission • EVV • Lexis Nexis, Accurint, Background Check Verifications
<p>Documents - Ex. Different that need to be sent to each department directly:</p>	<ul style="list-style-type: none"> • Data Sharing Agreement • Business Plan, Contingency Plan • Business Associate Agreement • Financial Statements • Assurances & Submittals • Participation in Boycott of Israel 	<ul style="list-style-type: none"> • NPDB • QOC Concerns • Complaints • Court Cases • OIG
<p>Language in document: examples.</p>	<p>The application approval does not grant the Qualified Vendor the authority to begin providing services. Before beginning services, the Qualified Vendor must complete a readiness review for each contracted service, be approved by the Division of Developmental Disabilities' Credentialing Committee, and receive a service start date from the Division. Arizona Approved this Date:</p>	<p>The Credentialing Committee has reviewed Vendor Services, LLC's request to provide the following service(s): i.e ATC, DTA, HAB, and RRB are approved and effective April 25, 2024.</p>

	Contracting	Credentialing
Roles and Responsibilities:	<ul style="list-style-type: none"> • Refer new or existing QVs who have added new services to the Credentialing Unit for credentialing. • Review applications against the qualifications as outlined in the RFQVA to determine whether the applicant will be awarded a QVA. • Monitor and manage the QVA to ensure compliance with the requirements as outlined in the RFQVA. 	<ul style="list-style-type: none"> • Review of Credentialing and Recredentialing application. • PSV - Primary Source Verification (Documents we can only get from Vendor or Licensing Agency). • Approval/Denial of Application. • Recredentialing next three years. • Terminations if applicable.

	Contracting	Credentialing
<p>Terminations:</p>	<ul style="list-style-type: none"> • In the event the QVA is terminated, in whole or in part, with or without cause, or expires, the Qualified Vendor shall assist the Division in the transition of all affected Members to other Qualified Vendors in accordance with applicable rules and policies. • Prior to terminating either its entire QVA or any services provided thereunder, the QV shall notify the Division of its intent in writing and receive the Division's approval. • Before the Division will release the QV from the QVA, all Member authorizations shall be transitioned to other QVs and/or services completed. The QVs shall continue services for authorized Members until the transition is complete. 	<ul style="list-style-type: none"> • Vendors may take appropriate steps to terminate with DDD for a variety of reasons. Ex. No longer able to keep the agency open for financial reasons. • DDD may terminate, for example, if the vendor has an Adverse Action, FWA - Fraud, Waste, and Abuse, License Suspension, etc. • The Credentialing Committee may deny recredentialing for various reasons. For example, too many QOC Issues, Adverse Actions, Suspensions, etc.

	Contracting	Credentialing
Workflow:	Once an agency/entity has an approved contract; has completed a Readiness Review, per service, with DDD Network; and has provided the Contracts Administration Unit the appropriate documents, depending on the type of service(s); the QV will be referred to the Credentialing Unit.	<ul style="list-style-type: none"> • Credentialing does not start until after the Contracting Department has completed its portion of the application to become a Vendor for DDD. • Credentialing cannot start the process any sooner than the notification coming from the Contracting Department. • Once the credentialing process is complete, we send it back to the Contracting Department to close the loop and allow authorizations to be created for the Vendor.

VENDOR TIMELINES

Process	Vendor Timelines
Initial Credentialing:	Vendor Initiates Application Date
Recredentialing:	Every 3 Years on Month and Year of Initial Approval Date
1s Notice for Recredentialing:	30 Days to Return
2nd Notice for Recredentialing:	14 Days to Return
3rd Notice for Recredentialing:	1 Day to Return
Non-Response - Recredentialing:	After 45 Days of Non-Response - Submit to CAU and follow-up
Approval/Denial Notification:	Sent to Vendor within 10 Days of Committee Meeting

CREDENTIALING DEPARTMENT TIMELINES

Process	Timelines	Notes
Temporary/Provisional:	14 Days from receipt of a complete application	The clock does not start until the Division receives a <i>complete application</i> . A complete application means every single item on the checklist has been received. There is a common misconception it means once the Division receives the email from the vendor or the Contracting Department.

Process	Timelines	Notes
Initial Application Process:	60 Days from the date of receiving a complete application	The clock does not start until the Division receives a <i>complete application</i> . A complete application means every single item on the checklist has been received. There is a common misconception it means once the Division receives the email from the vendor or the Contracting Department.
Recredentialing Process:	3 Years from Initial Approval Date and subsequently every 3 years on the month and year of the cycle	The clock does not start until the Division receives a <i>complete application</i> . A complete application means every single item on the checklist has been received. There is a common misconception it means once the Division receives the email from the vendor or the Contracting Department.
Notification Letters of Approval/Denial:	Sent to Vendor within 10 Days of Credentialing Committee Meeting	Notification Letters are also sent to Network Development, Contracting, Provider Network, Etc.
Load Times into Wellsky for Billing:	30 Days of Credentialing Committee Approval Date	Recredentialing does not have load times since Vendors are added only upon Initial Credentialing.
Adverse Actions:	1-Day Submission to AHCCCS Upon Receipt of Notification	Various Agencies Submission Examples: License Suspension, Termination from HP, Etc.
Terminations:	Sent to Vendor within 10 Days of Credentialing Committee Meeting	Sent to AHCCCS within 1 Day of Receipt of Notification.

LINKS TO CHECKLISTS AND POLICY

- [AMPM 950 Policy - Credentialing and Recredentialing](#)
- [Initial Credentialing Checklist](#)
- [Recredentialing Checklist](#)

CONTACT INFORMATION - CREDENTIALING DEPARTMENT

- Email: DDDCredentialing@azdes.gov
- Phone: 1-877-867-6443

As always, thank you for continuing to care for the DDD community and for your continued collaboration.

If you have any questions for Quality Management, please reach out to one of the District emails below:

District Central: DDDCentralIR@azdes.gov

District East: DDDEastIR@azdes.gov

District North: DDDDistrictNorthIncidentReports@azdes.gov

District South: DDDD2IR@azdes.gov

District West: DDWestIR@azdes.gov