



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

Network Reminders and Updates

Target Audience - Qualified Vendors and Providers

Transmittal Date - 6/18/2024

Electronic Monitoring Policy Reminder

[Provider Manual Chapter 42 ELECTRONIC MONITORING IN PROGRAM SITES](#) outlines that prior to a Qualified Vendor installing or using electronic monitoring devices in the common areas of a Group Home, Day Services service site, Employment Services service site, or a vehicle used for transportation, the Qualified Vendor must notify the Division's Provider Network Support at providernetworksupport@azdes.gov and provide a copy of the policy, procedures, and notices for approval. The Division must have an approved policy manual for the Qualified Vendor on file prior to installation.

Per Chapter 42, the Qualified Vendor's policy must:

- Specify in policy how Electronic Monitoring Device recordings, regardless of format, will be secured to protect the confidentiality of residents, including:
 - Which personnel may have access to the Electronic Monitoring Device recordings; and
 - Under what circumstances access to the Electronic Monitoring Device recordings may be allowed.
- Include requirements for the Qualified Vendor's personnel that:
 - Address disclosure, confidentiality, maintenance, monitoring, and training provisions of this policy
 - Outline training that will be provided to ensure personnel use Electronic Monitoring Devices appropriately
 - Outline the maintenance and distribution of records
 - Outline how the Qualified Vendor will ensure quarterly monitoring.

If you have electronic monitoring in place and need to confirm your policy manual is approved by the Division or have any questions, please reach out to providernetworksupport@azdes.gov.

Developmental Home Service Site Reminder

Please ensure you are adding developmental homes to your contract as a service site by the date the license is approved or when a home relocates. If the developmental home is not listed in your contract, the Support Coordinator cannot assign the authorization.

If you need assistance on how to add service sites to your contract, please reference the [FOCUS user manual](#).

If you have any questions, please contact DDDResidentialunit@azdes.gov.

Enhanced Staffing Ratio Prior Authorization Requests

The new [Division Medical Policy Manual 1621 Enhanced Staffing Ratios \(ESR\)](#) became effective on March 20, 2024.

This new policy marked the end of the Public Health Emergency flexibility, which temporarily suspended the requirement for prior approval to provide 1:1 and 1:2 rates for Day Treatment Services (Adult) and (Child After School). This new policy outlines the Division's requirements when assessing for and approving Enhanced Staffing Ratios (ESR) for Members who need increased support.

Requests to provide services with an ESR must be assessed, approved by the member's Support Coordinator, and documented in the member's Planning Document. The use of an ESR is meant to support the member in the least restrictive way possible, taking into consideration the member's basic human rights to participate in their daily activities.

Enhanced Staffing Ratio must include a reduction plan in the Planning Document that identifies proactive and preventative strategies that will be used to reduce the need for an ESR.

Qualified Vendors supporting members with an ESR must work with the planning team to ensure that the ESR is documented in the member's Planning Document and that the required reduction plan is in place. A separate form will no longer be required to document the enhanced ratio approval by the planning team.

If you have any questions please contact NetworkDistrictResource@azdes.gov.