



## DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

# DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

## Policy Notification - June 20, 2024

Target Audience - Qualified Vendors and Providers

Transmittal Date - 6/20/2024

The Division of Developmental Disabilities Policy Unit has ***nine revised policies*** to report this week. Policies may be viewed by accessing the [Policies screen](#) located on the Division's website.

### REVISED POLICIES

#### [Division Operations Policy Manual 100 Management of DDD Policies and Procedures](#)

Division Operations 100 has been updated to include provisions for when and how documents approved by PRT, but not yet published, may be utilized for demonstrating compliance during audits.

#### [AdSS Operations Policy Manual 205 Ground Ambulance Transportation Reimbursement Requirements for Non-Contracted Providers](#)

AdSS Operations 205, Ground Ambulance Transportation Reimbursement Requirements for Non-Contracted Providers was revised with the following changes:

- Updates the definitions section for alignment with state and federal regulations.
- Updates the policy to align with ACOM 205.
- Updates the document to align with DDD's policy formatting standards.

#### [Division Operations Policy Manual 435 Telephone Performance Standards and Reporting](#)

This policy applies to the Division of Developmental Disabilities (Division) Customer Service Center (CSC). This Policy establishes the Division's standards and reporting requirements regarding the Division's performance when handling telephone calls received by the CSC.

- Updated Purpose statement.
- Updated definitions and removed definitions for Provider Grievance, Provider Inquiry, Member Grievance and Member Inquiry.
- Add new provisions, removed unnecessary provisions, and updated existing language throughout the policy to align with ACOM Policy 435.
- This policy previously contained duplicative statements and some unclear language that was either removed or made to be more clear.

- Supplement Information was removed that is found in other policies.
- Updated formatting, and style throughout the policy to align with the Division’s Policy Format Manual.

### **Division Operations Policy Manual 439 Material Changes: Provider Network and Business Operations**

Division Operations 439, Material Changes: Provider Network and Business Operations was revised with the following changes:

- Updates the definitions section of the policy.
- Updates the requirements for identifying, evaluating and reporting Material Changes.
- Updates the document to align with DDD’s policy formatting standards.

### **AdSS Operations Policy Manual 439 Material Changes: Provider Network and Business Operations**

AdSS Operations 439, Material Changes: Provider Network and Business Operations was revised with the following changes:

- Updates the definitions section of the policy.
- Updates the requirements for identifying, evaluating and reporting Material Changes.
- Updates the document to align with DDD’s policy formatting standards.

### **Division Operations Policy Manual 6003-J Arizona Long Term Care Services State Fair Hearing Process**

This policy has been revised to update the address for the Division’s Office of Administrative Review.

### **Division Medical Policy Manual 970 Performance Measures**

This policy has been revised to better align with AHCCCS updates. Changes include added definitions and NCQA language in addition to updated language to increase readability of material.

### **AdSS Medical Policy Manual 970 Performance Measures**

This policy has been revised to better align with AHCCCS updates. Changes include added definitions and NCQA language in addition to updated language to increase readability of material.

### **Division Medical Policy Manual 1620-N Services Closure and Case Closure**

Reason for changes:

This is a revised policy that identifies the reasons covered service(s) may be closed and outlines the criteria that are required for the Division to close a Member’s case file.

Description of changes:

- This policy has been written and formatted to meet current policy standards.
- Information within the policy has been rearranged or reworded to improve clarity and readability.
- The Definitions section has been updated to include additional and revised terms.

- Information pertaining to the Electronic Member Change Report (eMCR) has been removed from this policy.