



## DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*

# DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

## Policy Notification - June 26, 2024

Target Audience - Qualified Vendors and Providers

Transmittal Date - 6/26/2024

The Division of Developmental Disabilities Policy Unit has two revised policies to report this week. Policies may be viewed by accessing the Policies screen located on the Division's external website.

### REVISED POLICIES

#### [Division Medical Policy Manual 920 Quality Management and Performance Improvement Program Administrative Requirements](#)

This policy has been revised to apply to the Division's Administrative Services Subcontractors (AdSS) and specifies the Quality Management and Performance Improvement (QM/PI) Program administrative requirements to include:

- Added a definition for Best Practice.
- Deleted the definition for Outcomes and Quality of Care.
- Added a policy statement requiring the Division to incorporate monitoring and evaluation activities for the services and services sites specified in the AHCCCS QM/PI Program Plan Checklist.
- Added a policy statement requiring the Division to include the AHCCCS Performance Measure Monitoring Report & Work Plan/Work Plan Evaluation Template and AHCCCS Performance Measure Monitoring Report & Work Plan/Work Plan Evaluation Attachment.
- Added a policy statement requiring the QM/PI Program Plan attestation that indicates whether there were changes in the AdSS QM/PI Program scope from the previous year, the applicable populations for the QM/PI Program Plan being submitted, and confirmation of whether the AdSS QM/PI Program Plan and any applicable updates related to changes in the QM/PI Program scope have been reviewed by the governing or policy making body prior to submission to AHCCCS.
- Added a policy statement requiring the QM/PI Program Plan include a clear outline of which lines of business or populations each activity applies to and activities intended to meet the unique needs of each line of business or population for which it serves when the Division holds a contract for multiple lines of business or population.
- Added a policy statement requiring the QM/PI Program Work Plan that specifies the line of business or population being reported and contains detailed, written set of specific measurable goals and objectives related to clinical and non-clinical care areas that are utilized to determine if the QM/PI Program meets or exceeds established goals and complies with QM/PI requirements in contract and

AMPM Chapter 900.

- Added a policy statement requiring Engaging Members Through Technology (EMTT) – Executive Summary that specifies the strategic plan for the upcoming calendar year to engage and educate its membership, as well as improve access to care and services, through telehealth services and web-based applications.
- Added a policy statement requiring the Division to submit a completed AMPM Policy 920 QM/PI Program Plan Checklist to AHCCCS, including any Division or AdSS policies relevant to the QMPI Program that are new or have been substantially changed, along with its QM/PI Program Plan.
- Added a policy statement requiring the Division to submit the Health Disparity Summary & Evaluation (HDS&E) Report as a standalone document in accordance with the AHCCCS Contract Chart of Deliverables.
- Added a policy statement requiring the Division to ensure Rapid Cycle PIP reports include updates based on the frequency specified within the contract Chart of Deliverables.
- Added a policy statement requiring the Division to submit a PIP Initiation Notification for AHCCCS review and approval once a PIP is identified.
- Added a policy statement requiring the Division to submit a PIP Closure Request for AHCCCS review and approval for self-selected PIP submissions serving as the final PIP report.

#### **AdSS Medical Policy Manual 920 Quality Management and Performance Improvement Program Administrative Requirements**

This policy has been revised to apply to the Division’s Administrative Services Subcontractors (AdSS) and specifies the Quality Management and Performance Improvement (QM/PI) Program administrative requirements to include:

- Deleted the definition for Assess or Evaluate, Outcomes, and Quality of Care
- Added a policy statement requiring the AdSS to ensure a completed QM/PI Program Plan Checklist and QM/PI Program Plan Attestation is accompanied by the submission of the written QM/PI Program Plan.
- Added a policy statement requiring the AdSS to incorporate monitoring and evaluation activities for the services and services sites specified in the AHCCCS QM/PI Program Plan Checklist.
- Added a policy statement requiring the AdSS to include the AHCCCS Performance Measure Monitoring Report & Work Plan/Work Plan Evaluation Template and AHCCCS Performance Measure Monitoring Report & Work Plan/Work Plan Evaluation Attachment.
- Added a policy statement requiring the QM/PI Program Plan attestation that indicates whether there were changes in the AdSS QM/PI Program scope from the previous year, the applicable populations for the QM/PI Program Plan being submitted, and confirmation of whether the AdSS QM/PI Program Plan and any applicable updates related to changes in the QM/PI Program scope have been reviewed by the governing or policy making body prior to submission to AHCCCS.
- Added a policy statement requiring the QM/PI Program Plan include a clear outline of which lines of business or populations each activity applies to, and activities intended to meet the unique needs of each line of business or population for which it serves when the AdSS holds a contract for multiple lines of business or population.
- Added a policy statement requiring the QM/PI Program Work Plan that specifies the line of business or population being reported and contains detailed, written set of specific measurable goals and

objectives related to clinical and non-clinical care areas that are utilized to determine if the QM/PI Program meets or exceeds established goals and complies with QM/PI requirements in contract and AMPM Chapter 900.

- Added a policy statement requiring Engaging Members Through Technology (EMTT) – Executive Summary that specifies the strategic plan for the upcoming calendar year to engage and educate its membership, as well as improve access to care and services, through telehealth services and web-based applications.
- Added a policy statement requiring the AdSS submitting to AHCCCS the QM/PI Program Plan accompanied by a completed AMPM Policy 920, QM/PI Program Plan Checklist.
- Added a policy statement requiring the AdSS to submit the Health Disparity Summary & Evaluation (HDS&E) Report as a standalone document in accordance with the AHCCCS Contract Chart of Deliverables.
- Added a policy statement requiring the AdSS shall ensure Rapid Cycle PIP reports include updates based on the frequency specified within the contract Chart of Deliverables.
- Added a policy statement requiring the AdSS to submit a PIP Initiation Notification for AHCCCS review and approval once a PIP is identified.
- Added a policy statement requiring the AdSS to submit a PIP Closure Request for AHCCCS review and approval for self-selected PIP submissions serving as the final PIP report.