



QUALITY MANAGEMENT BULLETIN - JUNE 2025

Target Audience - Qualified Vendors and Providers

Transmittal Date - 06/27/2025

Happy Summer everyone! I hope everyone is staying cool and using sunscreen! Today we are highlighting some of the recent announcements from the QMU.

QM updates

Please review the [Incident Reporting Process Change Effective November 1, 2025](#) vendor announcement sent by the Division on June 11, 2025. This communication announces the Division's intention to require vendors to report incidents utilizing the AHCCCS Portal starting November 2025. The announcement further explains the reason for the timeline, the initial information on how to submit incidents and the Division's intention to schedule future technical assistance meetings and provide written guidance. More information will be made available in the months leading up to implementation.

Also sent on June 11, 2025, [Disability Rights Arizona COMIT Program Update](#), provided an update on the current results of the Disability Rights Arizona (DRAZ) Compliance, Oversight, Monitoring, and Investigations Team (COMIT) project and the Division's collaboration with DRAZ. As it states:

The Division implemented an initiative to enhance collaboration with the Qualified Vendor network by sharing specific findings from each group home monitoring visit completed by COMIT. The Division's Quality Management Unit will coordinate this initiative through direct vendor communications, sharing member-specific results and recommendations, providing necessary technical assistance, and conducting additional virtual and onsite monitoring to ensure the case-specific and systemic trends are resolved.

Credentialing Corner

As part of the Division's ongoing commitment to streamlining the credentialing process and minimizing delays, all vendors and provider agencies are reminded to closely follow the Credentialing Guidelines outlined below. Failure to do so may result in significant processing delays.

Key Reminders

- **Submit All Requested Items Promptly:** All requested documents and information should be submitted in full as missing items can cause significant delays in application processing.
- **Follow-Up is Critical:** After submission, follow up to confirm receipt and verify the submission is complete. Don't assume "no news is good news."
- **Use the checklist provided by the Credentialing Unit via email:** All applications must include a fully completed checklist, including required identifiers (e.g., NPI, AHCCCS ID, license #) and applicable dates. Omissions will delay processing.
- **Check Document Validity:** Ensure all uploaded documents are current and not expired. Submitting outdated documents, such as expired licenses or insurance, halts the process entirely.

- AHCCCS IDs for Group Home Service Site: Each service location for Group Homes must have its own unique AHCCCS Provider ID. Applications for locations cannot be processed without this requirement met.
- Avoid Common Credentialing Mistakes:
 - Incomplete applications (missing licenses, work history, etc.).
 - Expired documents (licenses, insurance certificates).
 - Inconsistencies across documents (numbers or dates vary by document).
 - Not submitting required documents related to each correct service(s) code(s).
 - Delays in following the timelines communicated by the Credentialing Unit via email.
 - Typos or errors in critical data (NPI, dates, etc.).
 - Unverified or unsubstantiated information.
 - Lack of a monitoring process to identify what unit(s) at DDD each document has been sent to as multiple compliance units require similar documentation.

Why This Matters

Credentialing is not just a formality—it's directly tied to timely reimbursement, regulatory compliance, and an agency's ability to deliver services. By addressing these areas and applying due diligence throughout the process, risks are reduced to ensure efficient credentialing for all service locations.

Qualified Vendors with questions or who need assistance should contact the [Credentialing Unit](#) or visit our website at [DDD Credentialing Unit](#).

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

Qualified Vendors with questions should 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