



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

POLICY UPDATE

Target Audience - Qualified Vendors and Providers

Transmittal Date - 06/29/2022

The DDD Policy Unit published new and revised policies on Wednesday, June 29, 2022. The policies are available on the Division's [Policy webpage](#).

NEW POLICIES

[Division Medical Policy Manual 280 Transition to Adulthood](#)

This policy is specifically targeted to the Division's Behavioral Health Administration in relation to their role with oversight of the Administrative Services Subcontractors' delegated duties and the role of Support Coordination to ensure a smooth and seamless transition from the AHCCCS Children System of Care to the AHCCCS Adult System of Care.

[AdSS Medical Policy Manual 280 Transition to Adulthood](#)

This policy has been developed as a behavioral health tool for the Division's Administrative Services Subcontractors to use in order to provide a smooth and seamless transition from the AHCCCS Children System of Care to the AHCCCS Adult System of Care. The policy should be reviewed by all applicable staff.

REVISED POLICIES

[Division Medical Policy Manual 960 Quality of Care Concerns](#)

This policy has been revised and adds details about documenting, evaluating, and resolving Quality of Care (QOC) concerns, including more detail about when site visits must be conducted. It expands on requirements for staff training and provides more detail about inter-rater reliability (IRR) for incident review and QOC investigation. A section was removed regarding a behavioral health provider's duty to warn that does not apply to the Division.

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[Division Operations Policy Manual 449 Behavioral Health Services for Children in Department of Child Safety Custody and Adopted Children](#)

This policy has been developed to ensure the timely provision of behavioral health services to children eligible for Title XIX services who are residing with an out-of-home caregiver or children in out-of-home dependency with Department of Child Safety (DCS), and to adopted children in accordance with A.R.S § 8-512.01. The policy delineates the Division's roles and responsibilities with respect to oversight of the Administrative Services Subcontractors.

[Division Operations 6002-F Investigative Process](#)

This policy was revised to provide clarification regarding requirements for investigations of incidents reported to the Division and conducted by the Quality Management Unit. The title of the policy was changed to more accurately describe the content of the policy. It clarifies that investigations are conducted only by qualified staff that have been trained.

[Provider Manual Chapter 2 Provider Responsibilities and Expectations](#)

This policy was revised and establishes expectations for Qualified Vendors and providers. The updates include revised definitions to provide clarification, descriptions of the criteria for member health information disclosure, limitations on how many hours an individual provider can provide care, medical record standards, and code of conduct.

[Provider Manual Chapter 37 Therapy Services \(Occupational, Physical, and Speech-Language\)](#)

This policy was revised to provide information on how therapy services are delivered and establishes requirements for Qualified Vendors providing therapy services to DDD members. It also explains fiscal responsibility for providing habilitative/developmental and rehabilitative/restorative therapy services.

POLICY PUBLIC COMMENT

The Division is currently accepting public comments regarding Division policies. The policy revisions can be found on the [Policy page](#) of the Division's website. This form, <https://forms.gle/4MGCsdyKTRPJna3m9>, can be used to submit public comments.