



POLICY UPDATE - JULY 9, 2025

Target Audience - Qualified Vendors and Providers

Transmittal Date - 07/10/2025

The DDD Policy Unit published new and revised policies on Wednesday, July 9, 2025. The policies are available on the Division's [Policy webpage](#).

NEW POLICIES

[AdSS Medical Policy 300-1 Covered and Non-Covered Services with Special Circumstances](#)

The policy lists services with special circumstances that are covered or not covered by the Division of Developmental Disabilities and do not have a specific policy addressing that service.

REVISED POLICIES

[Provider Manual Chapter 26 Cultural Competency, Family/Member Centered Care and Language Access Plan](#)

This policy has been revised to define the requirements for contracted Qualified Vendors to provide services in a Culturally Competent and linguistically appropriate manner. Revisions include:

- Changed the title.
- Updated the "Definitions" section.
- Added a statement outlining requirements Qualified Vendors need to ensure for the Cultural Competency plan
- Added a section outlining requirements for Language Assistant Services.
- Added a statement outlining Division requirements for sharing information with Qualified Vendors when identifying members requiring language supports.
- Added a statement requiring Qualified Vendors to always offer their bilingual staff or use a Qualified Interpreter to communicate with members.
- Added a statement requiring Qualified Vendors to ensure all documents submitted to the Division always be in English.
- Added a statement requiring Qualified Vendors using certain methods for providing ASL support to members with LEP.
- Added additional requirements for Qualified Vendors pertaining to Culturally Competent care services.
- Formatted to align with current Policy standards.

[Provider Manual Chapter 42 Electronic Monitoring in Program Settings](#)

This policy has been revised to enhance clarity of guidance for Qualified Vendors regarding Electronic Monitoring. Revisions include:

- Updated the "Definitions" section.
- Changed "Site" to "Settings" throughout the document.
- Formatted to align with current Policy standards.

[Division Operations Policy 314 Auto-Assignment Algorithm](#)

This policy has been revised to describe the method used by the Division to auto-assign members to an Administrative Services Subcontractor (AdSS) to include:

- Added definitions for Prior Period Coverage, Prior Quarter Coverage, and Member.
- Added a section to outline Enrollment and Disenrollment.
- Added a section for Enrollment Change Requests.
- Added a section outlining Prior Quarter Coverage.
- Added a section outlining Prior Period Coverage.
- Added a section for Newborns born to Mothers enrolled in ALTCS-DD Program.
- Formatted to align with current Policy standards.

[AdSS Operations Policy 314 Auto-Assignment Algorithm](#)

This policy has been revised to describe the Division's authority to assign members to an Administrative Services Subcontractor (AdSS) to include:

- Added definitions for Prior Period Coverage, Prior Quarter Coverage, and Member.
- Added a section to outline Enrollment and Disenrollment.
- Added a section for Enrollment Change Requests.
- Added a section outlining Prior Quarter Coverage.
- Added a section outlining Prior Period Coverage.
- Added a section for Newborns born to Mothers enrolled in ALTCS-DD Program.
- Formatted to align with current Policy standards.

[Division Operations Policy 3008 Electronic Monitoring](#)

This policy was revised to enhance clarity of Electronic Monitoring guidance, and overall flow of the document. Revisions include:

- Updated Definitions section.
- Added statement that Electronic Monitoring shall not be used in place of a Direct Support Professional.
- Updated language from "Qualified Vendor" to "Service Provider."

[Division Medical Policy 1020 Utilization Management](#)

The policy has been revised to align with AMPM Policy 1020 updates. Revisions include:

- Added requirement that the discharge of a Member who has a Serious Mental Illness (SMI) designation from inpatient behavioral health services is in accordance with A.R.S. §§ 36-2903.14 through 36-2903.16 and includes the planning, coordination, and management of care.
- Updated language to align with AMPM Policy 1020.

[AdSS Medical Policy 1020 Utilization Management](#)

The policy has been revised to align with AMPM Policy 1020 updates. Revisions include:

- Added requirement that the discharge of a Member who has a Serious Mental Illness (SMI) designation from inpatient behavioral health services is in accordance with ARS 36-2903.14 through 36-2903.16 and includes the planning, coordination, and management of care.
- Updated language to align with AMPM Policy 1020.

[Division Medical Policy 1240-C Community Transition Services](#)

This policy has been revised to outline the requirements for the Community Transition Service (CTS) and describes how this service can assist members eligible for the Arizona Long Term Care System (ALTCS) to reintegrate into the community by providing goods and services to move from an ALTCS Institutional Setting to a Private Residence. Revisions include:

- Added Purpose statement.
- Added Definitions.
- Added requirements for Community Transition Service (CTS).
- Specified the items that can be purchased with CTS funds.
- Removed unnecessary language.
- Formatted to align with current Policy standards.

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.