## DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

# POLICY UPDATE

Target Audience - Qualified Vendors and Providers

Transmittal Date - 07/26/2023

The DDD Policy Unit published new and revised policies on Wednesday, July 26, 2023. The policies are available on the [Division's Policy webpage](#).

**REVISED POLICIES**

[Provider Policy Manual Chapter 26 Cultural Competency and Member and Family Centered Care](#)
- Updates include clarification of requirements for provision of Interpretation and Translation services to Members, to support compliance with state and federal policies.
- The guidance includes a description of how services are to be delivered for Prevalent Non-English Languages and addresses guidance regarding interpretation provision when adults and minors accompany Members.
- Emphasis is placed on the need for Translation of documents to only be provided by a Qualified Translator.
- Guidance has also been clarified for provider workforce training and ongoing education.

[AdSS Operations Policy Manual Chapter 438 Administrative Services Subcontracts Evaluations](#)

This policy has been revised to align with the AHCCCS Contractor Operations Manual (ACOM) 438 as follows:
- Added new definitions and updated existing definitions.
- Updated Approval of Subcontracts, Monitoring and Reporting, Evaluation Report, and Additional Requirements sections.
- Removed ACOM 438 Attachment A, Administrative Services Subcontract Checklist and ACOM 438 Attachment B, Administrative Services Subcontractor Evaluation Report Template sections.
- Added Supplemental Information section.
- Updated formatting and language throughout the policy to reflect current Policy Unit standards.

[Division Medical Policy Manual Chapter 1630  Administrative Standards](#)
- This policy establishes administrative responsibilities related to Support Coordination for Division Members who are eligible for the Arizona Long Term Care System (ALTCS) or Targeted Support Coordination (TSC). Policy updates include:
- Alignment with AHCCCS requirements.
- Alignment with Division formatting requirements.
- The Support Coordinator qualifications have been updated to better align with AHCCCS policy.

- A section regarding the Division's role in monitoring the Support Coordination program has been added.

**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](https://forms.gle/4MGCsdyKTRPJna3m9), can be used to submit public comments.