



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

QUALIFIED VENDORS REQUESTING RELEASE FROM AUTHORIZED SERVICES

Target Audience - Qualified Vendors and Providers

Transmittal Date - 07/28/2020

The Division is sending this vendor announcement as a reminder of the process Qualified Vendors (QV) must follow to request release from authorized services. Article 21, Chapter 6, defines the process QVs must follow to seek a review by the Division in situations where the QV believes it can no longer meet a member's needs and the planning team disagrees about releasing the authorization. This process is the same for all services, including requests for release for residential services. Group Home release requests **should no longer be submitted via the Program Staffing Application**. This function is being removed from the application.

In order to ensure timely responses to requests, any QV that requests to be released from authorized services for a member should submit its request to the District Program Manager via the DDD Customer Service Center by email at DDDCustomerServiceCenter@azdes.gov. The Customer Service Center will then forward the request to the appropriate District Program Manager or designee. This process allows for better tracking and reporting on the process for requesting release from authorizations.

The specific language found in [Article 21, Chapter 6, Section R6-6-2107, Sub-section P](#) is as follows:

If the Qualified Vendor determines, subsequent to its selection, that it cannot meet the consumer's needs, the Qualified Vendor may request an informal review by the Division.

- The party requesting a review shall submit a written request to the District Program Manager via the DDD Customer Service Center at DDDCustomerServiceCenter@azdes.gov. This request will be forwarded to the appropriate Division District Program Manager.
- The Division District Program Manager shall review the facts and provide the final decision in writing to the Qualified Vendor within 21 days of the request for a review from the Qualified Vendor.
- If the District Program Manager rejects the Vendor's request, the District Program Manager shall provide the Qualified Vendor with the reason for the decision.
- A Qualified Vendor who disagrees with the decision of the Division District Program Manager may file an appeal with the Office of Administrative Review provided by R6-6-1801 et seq. and R6-455 6-2201 et seq.