

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

DDD POLICY UPDATE

Target Audience - Qualified Vendors and Providers

Transmittal Date - 07/28/2021

The DDD Policy Unit revised and published three policies on Wednesday, July 28, 2021. The policies may be viewed on the [Division's Policies page](#) on the website.

REVISED POLICIES

[Division Operations Policy Manual, Chapter 6002-N, Fraud and False Claims](#)

Revisions include:

- Terminology and definitions updated to reflect current practice
- Civil penalties for violating the False Claims Act updated to reflect current dollar amounts.
- General formatting and sentence structuring throughout the policy for clarity and ease of reading.

[Provider Policy Manual, Chapter 26, Cultural Competency and Member and Family Centered Care \(formerly known as Cultural Competency\)](#)

This policy applies to Qualified Vendors and establishes the requirements for Qualified Vendors to have a comprehensive Cultural Competency Plan and to provide services in a culturally competent manner. The policy has undergone significant revisions and should be reviewed by all staff and providers. Revisions include:

- Definition section added
- Policy section added
- Policy title changed from "Cultural Competency" to "Cultural Competency and Member and Family Centered Care"

[AdSS Operations Policy Manual, Chapter 414, Service Authorization and Notice of Adverse Benefit Determination \(formerly known as Requirements for Service Authorization Decisions and Notices of Adverse Benefit Determination\)](#)

Revisions include:

- New section added regarding NOA Self-Monitoring Requirements
- Policy title changed from "Requirements for Service Authorization Decisions and Notices of Adverse Benefit Determination" to "Service Authorization and Notice of Adverse Benefit Determination."
- General formatting and sentence structuring throughout the policy for clarity and ease of reading

Please direct any questions, comments, or suggestions regarding these policy updates to the DDD Policy Unit at dddpolicy@azdes.gov.