

# DDD SHOUT

## VENDOR & PROVIDER NEWSLETTER

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### **Temporary Incentive Rate Funding Extension**

DDD continues to address the challenges presented by the COVID-19 pandemic and its impact on DDD members, vendors, and direct care workers. This effort has required additional expenses, including Personal Protective Equipment (PPE), Sanitation Supplies, and Overtime Costs. In addition, certain services like Day Treatment Programs, Employment and Transportation services had to close temporarily, and upon reopening, had fewer individuals participating in their programs. Although these service providers are delivering services to fewer members, they still pay fixed costs like rent, utilities, and vehicle payments. Considering these financial challenges, DDD implemented a funding strategy that has evolved over the course of the past year and will continue to evolve in 2021.

On April 1, 2021, DDD published a temporary incentive rate book intended to assist Qualified Vendors in retaining and recruiting direct care staff during the COVID-19 public health emergency. This rate book was in effect for services provided through June 30, 2021. DDD is extending the temporary incentive rate book to be effective for services provided on or after April 1, 2021 through September 30, 2021. The temporary rate book includes the same level of incentive funding in the amount of \$1.22 per hour. The Temporary Incentive Rate Book and the accompanying Temporary Incentive Rate Book Lookup File will be available on the Division's website later this week.

For services that are not included in the Temporary Rate Book, the Division is continuing to issue lump sum incentive payments in response to survey information collected from responding Vendors.

### **Qualified Vendor Agreement Changes**

DDD has been working with Burns & Associates (a Division of Health Management Associates) and the Human Services Research Institute since September 2019 on a project to improve the quality of services our members receive. Over the last year and a half, with the input of various stakeholders including vendors, providers, members and families, improving the Qualified Vendor Agreement (QVA) was identified as one way to support vendors in delivering the best services.

A meeting was held for [Qualified Vendors and Providers on April 8, 2021](#), to outline the work done to develop these changes and to explain how the public comment process works. The proposed changes were posted on the [Division's website](#) on Monday, June 28, 2021, and public comments will be accepted for 60 days through August 27, 2021. All Qualified Vendors and Providers are encouraged to provide feedback on the proposed changes. Input from all stakeholders is critical to this process.

## New Claims System

DDD has been working with a small vendor group in testing and identifying improvements to the new claims system announced earlier this year. The Division is very appreciative of the time commitment and feedback from the vendor group. The testing session was successful and accomplished the goals of identifying issues in order to address prior to implementation. The Division is working with WellSky to resolve the issues identified.

**More communication will be forthcoming regarding revisions to the timeline and implementation schedule.**

The new claims system will include the use of the Healthcare Common Procedure Coding System (HCPCS) and standard Centers for Medicare & Medicaid Services (CMS) claims forms. This will include the use of standardized Health Insurance Portability and Accountability Act (HIPAA) Transactions and Code Sets (TCS) in lieu of DDD proprietary codes currently being used.

Once implemented, vendors must submit claims on official, nationally-recognized forms. The current DDD billing template will be replaced by these forms. Vendors will have three options for submitting claims:

- Submit a CMS 1500 form in paper form
- Submit an electronic 837 form
- Manually enter claims directly in WellSky for each authorization

Vendors who choose to submit claims via the CMS 1500 or 837 must have the necessary software and/or official forms to ensure claim submission compliance. All Vendors will have access to two WellSky accounts they can use to submit claims billings. The Vendor's contract main point of contact or designee must designate these WellSky billing users by identifying them in the FOCUS system. See the [vendor announcement from June 1, 2021](#), for more information.

## Data Sharing Agreements

The Division has launched a project to ensure that all Qualified Vendors have a completed Data Sharing Agreement (DSA) on file with the Division. A DSA is contractually required because vendors have access to DDD's Focus web application. Through that application, authorized users have access to confidential information which may be downloaded, printed, or copied as part of routine business operations. The Division expects that all Qualified Vendors are properly accessing and storing the information.

The Division requests that **ALL** Qualified Vendors submit a completed DSA to the Division by no later than **Friday, August 6, 2021**. A copy of the DSA can be downloaded from the DES Document Center at <https://des.az.gov/sites/default/files/media/J-119.pdf?time=1620409590594>. The Division will provide a response informing the Qualified Vendor if the DSA is approved or if any additional information is necessary. The Division has received feedback from Qualified Vendors about the document and process. In response, the Division has created a [sample DSA to assist Qualified Vendors](#) submit all the necessary information to receive an approved DSA. Please submit all documents and any questions to the Contract Action Unit at [DDDContractAction@azdes.gov](mailto:DDDContractAction@azdes.gov).

## Person-Centered Service Plan

The Arizona Health Care Cost Containment System (AHCCCS) has revised the ALTCS Case Manager Standards to include a new Person-Centered Service Plan (PCSP). The Division has incorporated this important initiative into the Current to Future (C2F) strategic plan. The PCSP will help Support Coordinators and other Division staff effectively communicate expectations with members and their families. The goal is for members to talk about what they want and need to create the life they desire. Their strengths and vision will help determine what supports and services are needed. The new process will help members feel more in control of their decision-making and that their voices are being heard.

Support Coordinators are training on the Person-Centered Service Planning process and will begin using it at planning meetings after the completion of this training. The Division [has posted a web page](#) with additional information, including Frequently Asked Questions.

## **AHCCCS Provider Enrollment Process Change**

Effective August 1, 2021, the AHCCCS Division of Member and Provider Services, Provider Enrollment will no longer accept paper submitted updates/modifications by mail, email, or fax.

Provider Enrollment transitioned from a paper process to the [AHCCCS Provider Enrollment Portal \(APEP\)](#) in the summer of 2020 and continues to standardize enrollment processes to improve the overall processing time. As the online application system approaches its one year anniversary, the AHCCCS is moving toward an entirely electronic process that eliminates paper.

A modification, also known as an update or change request, is any type of change required to maintain the active provider ID. Modifications include changes to address(es), telephone number(s) demographics, license/certificate updates, etc.

At this time, the APEP system is unable to accept online modifications for Non-Emergency Transportation and Attendant Care providers who report employees. These must continue to be submitted via paper.

Providers will need the following items to submit the modification in APEP:

- A username and password, referred to as the Single-Sign-On (SSO),
- The temporary 14-digit application ID, (only needed if the re-registration has not been completed), and
- If the re-registration has already been approved, the user may need domain permission to submit the modification on behalf of the provider.

For assistance on creating the Single-Sign-On (SSO) or submitting a modification, please review the APEP training materials available on the AHCCCS website at [azahcccs.gov/APEP](http://azahcccs.gov/APEP).

For assistance on requesting the temporary 14-digit application ID or requesting domain permission, please contact AHCCCS Provider Assistance at 602-417-7670, option 5, or email AHCCCS Provider Enrollment at [APEPTrainingQuestions@azahcccs.gov](mailto:APEPTrainingQuestions@azahcccs.gov).

## **Policy Public Comment**

The Division is currently accepting public comments regarding two new Division policies:

- Division Provider Policy Manual Chapter 62 Electronic Visit Verification
  - Public comments are being accepted until July 30, 2021.
- Division AdSS Medical Policy Manual Chapter 542 Electronic Visit Verification
  - Public comments are being accepted until July 30, 2021.

The policy revisions can be found on the [Policy page](#) of the Division's website. Members and families can use this form, <https://forms.gle/4MGCsdyKTRPjNa3m9>, to submit public comments if they are interested in providing feedback.

## **Program Integrity Education**

The Division has established a Corporate Compliance Program as a means to detect, prevent and correct fraud, waste and abuse (FWA), and misconduct. In addition, the Corporate Compliance Program aims to promote a culture of compliance across the Division's program encouraging ethical conduct and commitment to compliance with contractual, state and federal rules and regulations.

There are 7 elements of an effective compliance program:

1. Written Standards
2. Compliance Oversight
3. Provision of Effective Education and Training
4. Reporting Mechanisms
5. Response and Discipline
6. Auditing and Monitoring
7. Investigation and Remediation

Over the next year, the Program Integrity Unit (PIU) will focus on the element, Provision of Effective Education and Training. In this element, PIU is taking steps to communicate in a practical manner standards and guidelines as well as other aspects of the Division's compliance program. PIU will host a series of virtual sessions for Qualified Vendors and Providers to discuss the aspects of program integrity and provide information related to staff roles and compliance responsibilities. The sessions will be specific to each service type and the schedule is as follows:

- Home and Community Based Services
  - July 6, 2021
  - July 8, 2021
  - July 9, 2021
- Group Homes, Day Treatment Services and Employment Services
  - July 20, 2021
  - July 22, 2021
  - July 23, 2021
- Therapy Services
  - August 3, 2021
  - August 5, 2021
  - August 6, 2021
- Developmental Home Services
  - August 17, 2021
  - August 19, 2021
  - August 20, 2021

All sessions will be hosted through Google Meet and can be accessed using this link, <https://meet.google.com/mre-tfgw-gdk>, or by phone, 1-225-522-1481 using PIN 246037571.

## **Workforce Development Survey and Webinars**

Maintaining a qualified, competent, and sufficiently staffed workforce continues to be a Division priority because of its critical impact on members and families. The Division participates with the Workforce Development (WFD) Administrations of all AHCCCS-contracted Managed Care Organizations (MCO). The goal of this group is to support Qualified Vendors and other Arizona Long Term Care (ALTC) and Medicaid providers to deliver the best care possible by identifying and implementing best practices to develop and maintain Arizona's direct care workforce. [AHCCCS Operations Manual Policy 407 Workforce Development](#), and [associated attachment](#), guide the AHCCCS MCOs in creating their workforce development plans in the same way DDD's [Provider Policy Manual Chapter 63](#) guides the plan of the Qualified Vendor Network. The WFD group, with support from the Arizona Association of Health Plans (AzAHP), has developed a survey based on the policy requirements to collect data about the current Arizona workforce. The survey data will help us identify where

improvements might be needed to ensure a healthy and robust workforce across the Medicaid network.

#### Informational Webinars:

Four webinars will be hosted to provide additional information about this survey and answer questions. Beginning the week of July 5, 2021, your Agency Chief Executive Officer (CEO) should have received an email from [workforce@azahp.org](mailto:workforce@azahp.org) asking you to register for one of the webinars through Eventbrite. Please select a session that best fits your schedule and save the information to your calendar.

- Monday, August 2, 2021 from 10:00 a.m. - 10:45 a.m.
- Tuesday, August 10, 2021 from 11:00 a.m. – 11:45 a.m.
- Thursday, August 19, 2021 from 1:00 p.m. - 1:45 p.m.
- Friday, August 27, 2021 from 2:00 p.m. - 2:45 p.m.

Thank you in advance for participating in this system wide survey to improve services and support to members and families.

### **Arizona Disability Voter Coalition (AzDVC) Meeting**

The Arizona Disability Voter Coalition (AzDVC) is holding a meeting to prepare for the 2022 Election. AzDVC works to ensure Arizonans with disabilities have an opportunity to vote independently and with privacy. This includes ensuring access to:

- Registering to vote
- Casting a vote
- Accessing the polling sites

The meeting will be held on Tuesday, August 17, 2021, from 9:00 a.m. to 11:00 a.m. Anyone interested in voting rights is encouraged to attend. Attendees can join the meeting via Zoom, <https://zoom.us/j/94967382883>, and any questions can be sent to Renaldo Fowler via email at [rfowler@azdisabilitylaw.org](mailto:rfowler@azdisabilitylaw.org).

### **DDD Town Hall Meetings**

The Office of Individual and Family Affairs (OIFA) continues to host town hall meetings for members, families and providers. The next town hall meeting will be held on Thursday, August 5, 2021, from 6:00 p.m. to 8:00 p.m.

Please share this information with the members and families you serve and encourage them to participate. The town hall schedule and instructions to join via the Internet or phone can be found at [bit.ly/dddtownhall](http://bit.ly/dddtownhall).

### **Get Caught Up**

Did you know the Division posts vendor announcements and editions of the Shout on the web? Get caught up and stay informed on all of the [recent vendor communications](#).