



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

DDD Policy Notification - August 9, 2024

Target Audience - Qualified Vendors and Providers

Transmittal Date - 8/9/2024

The Division of Developmental Disabilities Policy Unit has four new policies and seven revised policies to report this week. Policies may be viewed by accessing the [Policies screen](#) located on the Division's external website.

NEW POLICIES

[Division Provider Policy Manual Chapter 71 Life Safety Inspection](#)

This new policy has been developed to clarify the Division's Life-Safety Inspection (LSI) standards to ensure services are provided in a safe and healthy environment. This policy establishes the Division's Life-Safety Inspection (LSI) standards to ensure services are provided in a safe and healthy environment and outlines the requirements for Providers to apply these standards to Developmental Homes, Therapy Services, Day Services, Center-Based Employment, Group Supported Employment Services, and In-Home Respite Services in the provider's home.

[Division Operations Policy Manual 409 Office of Individual and Family Affairs](#)

This new policy outlines responsibilities for the Division's OIFA Administrator position.

The Division is responsible for:

- Developing and maintaining an OIFA department; and
- Naming an OIFA Administrator to lead the department.

The OIFA Administrator is responsible for taking an overarching approach to incorporate the perspective of lived experience with behavioral health challenges in all programs, policies, and procedures. These responsibilities include:

- Participation in OIFA Alliance activities;
- Activities to support Member and Family Involvement;
- Ensuring oversight of the provision of Peer Support services and Family Support Services within the Division's contracted GSAs; and
- Requiring Administrative Services Subcontractors contract with Peer Run Organizations and Family Run Organizations, as specified in Contract.

AdSS Operations Policy Manual 409 Office of Individual and Family Affairs

This policy outlines the position of the Office of Individual and Family Affairs Administrator.

The AdSS is responsible for:

- Developing and maintaining an OIFA department; and
- Naming an OIFA Administrator to lead the department.

The OIFA Administrator is responsible for taking an overarching approach to incorporate the perspective of lived experience with behavioral health challenges in all programs, policies, and procedures, these responsibilities include:

- Participation in OIFA Alliance activities;
- Activities to support Member and Family Involvement;
- Ensuring oversight of the provision of Peer Support services and Family Support Services within the AdSS's contracted GSAs; and
- Requiring Administrative Services Subcontractors contract with Peer Run Organizations and Family Run Organizations, as specified in Contract.

Division Operations Policy Manual 490 Determining Support Coordination Service Staffing Needs

This policy was created to outline how the Division identifies:

- The staff categories needed to perform Support Coordination services
- The staff positions that are required to have a license to provide those services
- How the number of staff in each category needed to perform those services is determined.

This documented process is part of the Division's continuous improvement efforts and will ensure it has appropriate staffing levels and that staff are qualified to perform their job responsibilities associated with the Support Coordination program.

REVISED POLICIES

Division Medical Policy Manual 450 Out-of-State Placement for Behavioral Health Treatment

This policy has been revised with the following:

- Minimal revisions made to this policy in preparation for the Operational Review.
- Definition of Tribal Health Program added and minor updates to other definitions.
- Language added in Section D, "The Division Behavioral Health Administration shall monitor the AHCCCS QM Portal for notifications and monthly progress reports for out-of-state placement for behavioral health treatment."
- New Section was added regarding Division Oversight and Monitoring of Administrative Services Subcontractors.

AdSS Medical Policy Manual 450 Out-of-State Placement for Behavioral Health Treatment

This policy has been revised with the following:

- Minimal revisions made to this policy in preparation for the Operational Review.
- Minor updates to definitions.
- Language added in Section D, “The Division Behavioral Health Administration shall monitor the AHCCCS QM Portal for notifications and monthly progress reports for out-of-state placement for behavioral health treatment.”

Division Medical Policy Manual 540 Electronic Visit Verification

This revised policy outlines the Division’s requirements regarding the mandated use of an Electronic Visit Verification (EVV) system for personal care and home health services pursuant to 42 U.S.C. §1396b(l).

Description of changes:

- This policy was previously titled “Other Care Coordination Issues” but this policy has been revised to cover the Electronic Visit Verification (EVV) policy to align with the AMPM 540
- Ensures that all Providers who are subject to EVV utilize the AHCCCS procured system or an AHCCCS approved Alternate EVV System to electronically track the defined data specifications available on the AHCCCS website.
- Outlines the requirements for the use of paper timesheets.
- Requires the providers to have at least two EVV modalities available to the Responsible Person and allows the Responsible Person to choose their preferred EVV modality.
- Outlines the requirements for the Contingency/Backup plan.
- The Division will monitor Provider responsibilities specified in this policy as part of annual monitoring to ensure compliance with the roles and responsibilities of the Provider required to utilize EVV.
- A Supplemental Information section has been added.

Division Provider Policy Manual Preface Intended Users of the Provider Manual

The Provider Preface has been updated with the following:

- Revised table to remove State-Contracted Developmental Home
- Removed the word “Individual” from “Individual Independent Providers” which now reads “Independent Providers”
- Updated table to add: Chapter 71 Life Safety Inspection

Division Provider Policy Manual Chapter 9 PCP Assignments

Chapter 9 has been revised to include:

“The AdSS shall allow Providers to request a PCP assignment roster and make the roster available within 10 business days of receipt of the request, and include, at a minimum:

- a. Assigned members’ names,

- b. Assigned members' date of birth,
- c. Assigned members' AHCCCS ID,
- d. AHCCCS ID of the assigned PCP, and
- e. Effective date of member assignment to the PCP"

Division Provider Policy Manual Chapter 10 Referrals to Specialists

Provider Manual Chapter 10 Referrals to Specialists was updated to include the following:

- Formatting was updated to meet Division standards
- Removed Behavioral Health Referrals section
- Updated information on Coordination of Care for Behavioral Health Medication Management
- Coordination of Care information referred to Division Medical Policy Manual Chapter 510.

Division Provider Policy Manual Chapter 24 Americans with Disabilities Act

This policy previously consisted of a brief statement and has been expanded to provide better clarification of expectations for the Division's Qualified Vendors in compliance with the Americans with Disabilities Act. New sections include:

Reasonable Modifications

Provides guidance for the QV to develop ADA policies and processes that support compliance with the ADA, including:

- Provision of information to Responsible Persons on how to make a request for a Reasonable modification to the QV
- How requests made to the QV shall be tracked, to include how the QV responds.
- What to do when the QV determines a request is not reasonable.
- Requirement that the QV designate one staff person to coordinate ADA concerns, when the QV employs 50+ employees.

Communication Support

Provides guidance on how QVs are expected to provide support to Members who need communication aids and supports.

Accessibility of Programs and Services

Advises QVs to ensure Division Members are not excluded from any program, service, or activity because existing buildings and facilities are inaccessible.

Mobility

Discusses permitting use of wheelchairs and manually-powered mobility aids, such as walkers, crutches, canes, braces, or other similar devices designed for use by Members with mobility disabilities.

New Construction and Alteration of Existing Facilities

Overviews guidance for making facilities physically accessible.