

# DDD SHOUT

## VENDOR & PROVIDER NEWSLETTER

Volume XXVIII - August 2021

### Provider Rate Increase Virtual Forums

Governor Doug Ducey and the Arizona State Legislature approved funding in the most recent Legislative session for the Arizona Department of Economic Security (DES) Division of Developmental Disabilities (DDD) to increase rates paid to Qualified Vendors for Home and Community Based (HCBS) services.

A series of virtual forums will be hosted by DDD in August 2021. We encourage members, families, vendors and providers to attend. DDD will talk about its proposed plan for provider rate increases. Attendees can provide input about the services they feel are in most need of rate increases. As DDD develops provider rate increases using funding provided in the FY2022 budget, DDD will take into account:

- Feedback from these forums.
- Submitted written comments.
- An analysis of data including, but not limited to, services with wait lists, network adequacy, and changes in the minimum wage.

The forum schedule is listed below. At least one forum will be recorded. Qualified Vendors and providers who cannot attend a forum can review the presentation on the DDD website and submit comments using this [online form](#).

#### Providers

Wednesday, August 18, 2021 - 6:00 p.m to 8:00 p.m.

- Join online: <https://azdes.zoomgov.com/j/1613556199>
- Join by phone: 1-669-254-5252, meeting ID 161 355 6199

Tuesday, August 31, 2021 - 10:00 a.m to 12:00 p.m.

- Join online: <https://azdes.zoomgov.com/j/1619233601>
- Join by phone: 1-669-254-5252, meeting ID 161 923 3601

#### Member and Families

Wednesday, August 18, 2021 - 10:00 a.m to 12:00 p.m.

- Join online: <https://azdes.zoomgov.com/j/1602580937>
- Join by phone: 1-669-254-5252, meeting ID 160 258 0937

Thursday, August 19, 2021 - 6:00 p.m to 8:00 p.m.

- Join online: <https://azdes.zoomgov.com/j/1602620131>
- Join by phone: 1-669-254-5252, meeting ID 160 262 0131

## Members, Families and Providers

Monday, August 30, 2021 - 10:00 a.m to 12:00 p.m.

- Join online: <https://azdes.zoomgov.com/j/1605364618>
- Join by phone: 1-669-254-5252, meeting ID 160 536 4618

### 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, for public comment. **The last day public comments can be submitted is Friday, August 27, 2021.** Please encourage members and families to review this information and provide public comment. All staff are also welcome to provide feedback on the proposed changes. Input from all stakeholders is critical to this process.

### Preventing Member Abuse, Neglect & Exploitation

On Wednesday, July 14, 2021, the [Division Provider Policy Manual Chapter 64: Preventing Member Abuse, Neglect and Exploitation](#) was posted. This policy requires Qualified Vendors who provide residential and day services to train staff and offer training to interested members regarding the prevention of abuse, neglect and exploitation. All members living in licensed residential settings or attending day services should be offered this training annually by their Qualified Vendor. As communicated on July 15, 2021, Qualified Vendors are eligible for reimbursement for providing this training to interested members.

Additionally, the Division has published more information about preventing member abuse, neglect and exploitation as a result of the work done on recommendation 23 in Governor Ducey's Abuse & Neglect Prevention Task Force report. The information available was created with assistance from People First, a group of self-advocates, as well as other community stakeholders. Visit the [Prevent Abuse, Neglect and Exploitation webpage](#) to learn more and share this link with members and families.

### 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.

## Electronic Monitoring In Licensed Residential Settings Virtual Forum

DDD will host a virtual forum on Thursday, August 26, 2021, from 6:00 p.m. to 8:00 p.m. to discuss electronic monitoring in group homes, nursing supported group homes and intermediate care facilities. The feedback from this forum will assist DDD as it is currently working to post for public comment a revised version of Article 14 as well as develop a new policy for Qualified Vendors that will also be posted for public comment. All vendors and providers are encouraged to attend and share their feedback. Please share this information with members and families who may be interested in participating.

- Join online: <https://azdes.zoomgov.com/j/1617747974>
- Join by phone: 1-669-254-5252, meeting ID 161 774 7974

## 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 26 Cultural Competency and Member and Family Centered Care
  - Public comments are being accepted until September 7, 2021.
- Division Provider Policy Manual Chapter 60 Provider Notifications
  - Public comments are being accepted until September 10, 2021.

The policy revisions can be found on the [Policy page](#) of the Division's website. Vendors, providers, 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.

- 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.

## 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, September 2, 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](#).

If there are other individuals in your organization who would benefit from receiving DDD Vendor Announcements, please encourage them to sign up at <https://azdes-community.secure.force.com/subscribe/>.