



## DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*

# DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

## VENDOR CALL PROCESS SURVEY

Target Audience - Qualified Vendors and Providers

Transmittal Date - 09/03/2020

The Division is soliciting Qualified Vendor and provider feedback related to the Vendor Call process. The Division is working to improve the process and wants to better understand the user perspective in order to implement solutions designed to improve usability.

The information you provide will help us identify opportunities and system changes that will help to make improvements.

The Division believes improvements to the Vendor Call process will result in benefits for vendors/providers as well as members including:

- Increased usability of the Vendor Call process including upgrades to the Focus system
- Defined and consistent expectations
- Increased monitoring and oversight of the process to align with AHCCCS requirements
- Revised processes and procedures to ensure alignment

The survey can be accessed here: <https://forms.gle/Zm2rdonC3drjCu9E9>. Please complete the survey by close of business Thursday, September 17, 2020.