



# BEHAVIOR PLAN PERFORMANCE IMPROVEMENT PROJECT FOCUS UPDATE

Target Audience - Qualified Vendors and Providers

Transmittal Date - 09/05/2025

The Division is currently working on the Behavior Plan Performance Improvement Project, or BP PIP. This project addresses the backlog in overdue behavior plans for DDD members.

Per Title 6, Chapter 6, Article 9 of the Arizona Administrative Code ([6 A.A.C. 6, Article 9 - Managing Inappropriate Behaviors](#)) and the DDD Behavior Support Manual, each DDD member who requires a behavior plan (BP) must have a current BP in place that is approved by the Program Review Committee (PRC). The BP must demonstrate evidence of effectively addressing the member's maladaptive behaviors, given the risk of potential harm to themselves as well as to staff or caregivers, and describe the methods that will be used to teach appropriate, positive alternative behavior strategies.

The Division will update the Focus system on October 2, 2025, to automatically send service reminder emails to Qualified Vendors serving members with behavior plans. These emails will be sent to the Principal Contact/Signatory as identified in the Contract Administration System (CAS). Qualified Vendors will receive these service reminder emails in this order based on the pending expiration date of the member's behavior plan.

- Initial Reminder: Sent 45 days before the PRC expiration date.
- Second Reminder: Sent 30 days before the PRC expiration date.
- Third Reminder: Sent 15 days before the PRC expiration date.
- Final Reminder: Sent on the PRC expiration date.

As this update is launched, Qualified Vendors may not initially receive these service reminder emails in the order listed above. Depending on the due date for a member's behavior plan annual renewal, the Qualified Vendor may receive an email service reminder not in line with the order listed above. For example, when the update is implemented, if a member has a behavior plan that expires within 35 days of that go-live date, the Qualified Vendor will not receive a notification until 30 days before the expiration date.

\* The Support Coordinator (SC) and Supervisor will also receive these notifications when a reminder email is sent to the vendor.

All Qualified Vendors providing services to Members supported by the Division are expected to be compliant with Article 9 and the [Division's Behavior Supports Policy Manual Chapter 300](#). Qualified Vendors are responsible and are required to meet all Behavior Plan submission deadlines and submit completed Behavior Plan packets to the Division's Program Review Committee for all Members who require a Behavior Plan. This Focus update is designed to assist Qualified Vendors with monitoring and maintaining Members' BPs.

Qualified Vendors who have questions about:

- The notice should contact the [PRC Administration](#).
  - If a behavior plan has been submitted, please provide the confirmation email with the date and time the PRC review is scheduled.
- A specific member's plan should contact that member's Support Coordinator.
- PRC scheduling, modifications, or status updates should send an email to the DDD PRC inbox for their respective district, and a PRC Chair or Admin Assistant will respond.
  - District East: [dddeastprc@azdes.gov](mailto:dddeastprc@azdes.gov)
  - District West: [dddwestprc@azdes.gov](mailto:dddwestprc@azdes.gov)
  - District Central: [dddcentralprc@azdes.gov](mailto:dddcentralprc@azdes.gov)
  - District North: [dddnorthprc@azdes.gov](mailto:dddnorthprc@azdes.gov)
  - District South: [dddsouthprc@azdes.gov](mailto:dddsouthprc@azdes.gov)

Failure to comply with the Division's request to update the member's behavior plan may result in referral to contract action, which may result in Demand for Assurance, Enrollment Suspense, Payment withhold, and/or Termination.