



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

POLICY UPDATE

Target Audience - Qualified Vendors and Providers

Transmittal Date - 09/22/2021

The DDD Policy Unit published new and revised policies on Wednesday, September 22, 2021. The policies are available on the Division's [Policy webpage](#).

NEW POLICIES

[Division Provider Policy Manual Chapter 62: Electronic Visit Verification](#)

This policy was developed to establish the requirements for the mandated use of an Electronic Visit Verification system for personal care and home health services pursuant to 42 U.S.C. 1396b(l). New related forms are available in the [DES Document Center](#).

[AdSS Medical Policy Manual Chapter 542: Electronic Visit Verification](#)

This policy was developed to establish the requirements for the mandated use of an Electronic Visit Verification system for personal care and home health services pursuant to 42 U.S.C. 1396b(l). New related forms are available in the [DES Document Center](#).

REVISED POLICIES

[Division Provider Policy Manual Chapter 26: Cultural Competency and Member and Family Centered Care](#)

This policy was updated to reflect a name change from Cultural Competency to Cultural Competency and Family and Member Centered Care. Additional updates were made to reflect recent AHCCCS policy updates.

[Division Provider Policy Manual Chapter 60: Notification to Qualified Vendors](#)

This policy was updated to reflect a name change from Provider Notifications to Notifications to Qualified Vendors. The following language was added:

- A change that would cause or is likely to cause more than 5% of the members in a GSA to change the location where services are received or rendered.
- A change impacting 5% or less of the membership but involving a provider or provider group who is the sole provider of a service in a service area or operates in an area with limited alternate sources of the service.

RETIRED POLICIES

Division Operations Policy Manual Chapter 2007: Case Closures

This policy is now obsolete and has been retired. The Division's policy on Case Closure is now located in the Division's [Medical Policy Manual Chapter 1620-N: Service Closure and Case Closure](#).