



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

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TRANSMITTAL DATE: January 3, 2018

TOPIC: Provider Manual – Vendor Call Requirements for Qualified Vendors

TARGET AUDIENCE: ALL Qualified Vendors

Vendor Call Requirements for Qualified Vendors has been posted to the Provider Manual. These Requirements will become effective: **February 5, 2018**

Changes to the vendor call system were necessary to provide more timely service delivery, establish standard work to ensure all Division staff use the same procedures, to establish Qualified Vendor standards for responding to vendor calls, and to align Division procedures with requirements in Article 21, R6-6-2107.

Vendor calls will now be issued through the FOCUS Client Application. The Division will evaluate the response against the member's vendor call and provide match responses to the member/member's responsible person.

Highlights of Vendor Call requirements include:

- Directs interested Qualified Vendors with qualified staff available to provide service(s) to respond using the Division's FOCUS vendor call process.
- Provides for requesting additional information about the member prior to the vendor call closing.
- Outlines the minimum content of a Vendor Response through FOCUS.
- Establishes that Vendor Calls will be open for up to five (5) calendar days.
- Requires that vendor responses received by the Division be utilized in random auto-assignment if a member has not chosen a vendor within three (3) business days, unless an extension has been requested, to ensure timely provision of assessed services.
- Requires a Qualified Vendor to follow the release process outlined in AAC R6-6-2107 (P) *Selecting a Provider - Individual Consumer* if it determines it cannot meet the needs of a member placed with the vendor through auto assignment.
- Describes the Direct Referrals/ Call process used when there are no responses to a vendor call including that the Division may call vendors that provide the service in the geographic area of the member and may extend the search to proximal areas or statewide solely at the discretion of the Division.
- Requires voicemails and emails to Qualified Vendors be returned to the Division within one (1) business day.

A Webinar for Qualified Vendors will be held via WebEx on **January 18, 2018 from 9:00 am to 11:00 am** to review the new requirements and answer any questions.

To view the Webinar please click the link:

<https://azgov.webex.com/azgov/j.php?MTID=mf95f731d556819126729972f9e7d18e7>

To avoid long distance phone charges please follow the instructions below:

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Questions may be sent to Customer Service Center at DDDCustomerService-Providers@azdes.gov or 1-844-770-9500.

Thank you!