



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

DDD UPDATE

Target Audience - Qualified Vendors and Providers

Transmittal Date - 10/05/2021

Progress Report Submission Process Changes

[Division Provider Manual Chapter 35 – Progress Reporting Requirements](#) provides guidance for submitting progress monthly, quarterly or semi-annually based on the service being provided. Directions on how to submit the reports were communicated via [vendor announcement in May 2020](#). The Division began using the updated progress report submission process in August 2019.

The Division has received feedback from the Vendor community that Support Coordinators are reporting they are not receiving vendor submitted reports. As a result, the Division plans to further automate its progress reporting process by directly uploading them into the member's electronic OnBase file. Support Coordinators will be able to access all uploaded files electronically from the member record. This change is expected to go into effect October 31, 2021. The impact to Vendors is expected to be minimal. There are two limitations that Vendors will need to be aware of and comply with:

- File size
 - Files must be smaller than 25 MB
 - Files must be larger than 10 KB. (This is because our data shows that files this small contain errors and are not actually large enough to convey a progress report.)
- File type(s)
 - Allowable file types are .pdf , .doc, .docx, .xlsx, .xls, and .jpg
 - Security protocols prohibit the upload of macro files (such as XLSM, DOCM).
 - .xlsm - An XLSM file is a macro-enabled spreadsheet created by Microsoft Excel It contains worksheets of cells arranged by rows and columns as well as embedded macros
 - .docm - DOCM files are Microsoft Word 2007 or higher generated documents with the ability to run macros.

Please do not send progress reports to the current District Progress report mailboxes as these will no longer be monitored after Sunday, October 31, 2021.

The Division does not require a specific format to be used for progress reports; however, the revision of Provider Manual Chapter 35 includes the requirement that each progress report for services rendered include the following information:

- Member Name
- Member DOB

- Member ID
- Vendor Name
- Vendor ID
- Service provided
- Overall progress specific to planning document outcomes
- Performance data that identifies the member's progress toward achievement of the established outcomes
- Current and potential barriers to achieving outcomes
- A written summary describing specific service activities
- Additional service specific requirements as specified in Section B and D

Please ensure you are only submitting the progress reports to the designated Secured File Transfer Protocol (SFTP) site as required in the Provider Manual.

Vendor Timeliness Initiative Funding Update

On April 1, 2021, the Division began disbursing a differential adjusted payment (DAP) to eligible Qualified Vendors for qualifying claims as part of a vendor timeliness Initiative. The Division's goal is to have a quality metric that focuses on member outcomes where incentive funding is provided to vendors who meet or exceed the established standards. As of September 30, 2021, this DAP is no longer available. The Division is evaluating the effectiveness of the timeliness funding and impact to members receiving timely services. In addition, the methodology to calculate the metric is being reviewed to determine how to measure timeliness during the last 15 months of the pandemic. Additional updates and guidance will be communicated later this year.