



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

RATE BOOK REVISION - SIGN LANGUAGE OR ORAL INTERPRETIVE SERVICES ADDITIONAL DETAILS

Target Audience - Qualified Vendors and Providers

Transmittal Date - 10/22/2021

As communicated on Thursday, October 21, 2021, DDD posted an updated rate book to its website that includes the addition of rates for Sign Language or Oral Interpretive Services in alignment with [Division Provider Policy Manual Chapter 26](#).

Qualified Vendors are encouraged to recruit and hire Direct Support Professionals who speak the member's primary language to deliver direct care services. When this is not possible, Qualified Vendors may bill the Division separately for non-prevalent languages (languages other than English/Spanish/Navajo) provided by qualified interpreters employed by an interpreting agency. The need for these services must be identified by the member's planning team and documented in the member's planning document.

The basis of payment for all Sign Language or Oral Interpretive Services is 15-minute increments of direct service time. Direct service time is the period of time spent with the member during the delivery of approved HCBS services. Qualified Vendors can submit claims for member absences where the cancellation occurred within 48 hours of the scheduled appointment. Vendors must maintain documentation for audit review. The new Rate Book and Rate Book Lookup can be found in the Rates section of the [Authorization, Rates and Billing Information](#) section of the website.