

# QUALITY MANAGEMENT BULLETIN - OCTOBER 2025

Target Audience - Qualified Vendors and Providers

Transmittal Date - 10/30/2025

This month's QM bulletin covers portal migration reminders, a primer on falls, and a credentialing update.

## QM Updates

Reminder, as [announced on June 11, 2025](#), starting November 1, 2025, all Qualified Vendors are required to enter incidents into the AHCCCS QM Portal. In the last few months, information has been sent out to assist with this transition. The relevant FAQs, User guides, and other information are available on the [Qualified Vendors and Providers webpage](#) under General Information.

## Medical Corner

The Quality Management Unit (QMU) has seen a recent increase in incidents involving member falls and subsequent issues that have arisen from falls. On October 14, 2025, [QMU gave a presentation](#) on the subject with information about fall prevalence, risks of morbidity and mortality, as well as measures to prevent and mitigate further injury after falls.

## Credentialing Corner

This month's Credentialing Corner serves as an important reminder for all Qualified Vendors about the critical importance of timely and complete Recredentialing submissions. DDD maintains its internal processes with AHCCCS AMPM Policy 950, Division Provider Manual Chapter 48, and National Committee for Quality Assurance (NCQA) standards. It is essential that all Qualified Vendors actively participate in maintaining compliance across all systems and documentation.

## Why Timely Submissions Matter

Failure to submit requested documentation or respond to Credentialing requests within designated timelines can cause significant delays or result in credentialing denials, lapses, or referral to contract action.

Qualified Vendor participation in a proactive and timely manner ensures:

- Continuity of services to DDD Members
- Prevention of any disruption to their contract or billing
- Compliance with AHCCCS and DDD regulations
- Successful participation in quality and compliance reviews

## Vendor Action Items

To maintain an active credentialing status and remain in good standing, Qualified Vendors must:

- Respond promptly to all Credentialing Department requests.

- Ensure documentation is current and accurate, including Business Licenses, AHCCCS ID(s), AHCCCS Provider Enrollment Application (APEP) and Revalidation, Insurance Certificates, and Ownership information.
- Verify that all data matches across systems, including AHCCCS APEP and DDD relevant functional areas, including Contracts Management and DDD's Office of Licensing Certification and Regulation (OLCR)..
- Confirm that all service codes, addresses, and locations are consistent across platforms.

## Compliance Spotlight

As part of ongoing quality assurance, DDD credentialing is performing cross-validation reviews between DDD credentialing provider files, AHCCCS APEP, HCBS certifications, and AZDHS. If any discrepancies are found, Qualified Vendors will be required to submit corrections to both DDD credentialing and the contact administration system (CAS) as well as APEP to ensure alignment.

### Example

If a Qualified Vendor adds a new Group Home location, they must:

1. Submit the new location and service codes to DDD Credentialing.
2. Submit the same updates through AHCCCS APEP to tie the new location to the correct TIN and parent organization.
3. Ensure the HCBS Certificate for that location is active and matches the address and license number provided.

## Helpful Resources

AHCCCS APEP Contact Information:

- <https://azahcccs.gov/PlansProviders/APEP>
- Email: [APEPTrainingQuestions@azahcccs.gov](mailto:APEPTrainingQuestions@azahcccs.gov)
- Phone: (602) 417-4451

DDD Credentialing Contact Information:

- Email: [DDDCredentialing@azdes.gov](mailto:DDDCredentialing@azdes.gov)
- Phone: (602) 771-0320

DDD Office of Licensing Certification and Regulation (OLCR) Contact Information:

- Email: [HCBScertification@azdes.gov](mailto:HCBScertification@azdes.gov)
- Phone: (602) 220-0422

The DDD Credentialing Department thanks Qualified Vendors for their continued partnership and attention to compliance excellence that results in a consistent, quality-driven network that serves our Members safely and effectively.

For all other QM inquiries, please contact one of the following District emails.

- District Central - [DDDCentralIR@azdes.gov](mailto:DDDCentralIR@azdes.gov)
- District East - [DDDEastIR@azdes.gov](mailto:DDDEastIR@azdes.gov)
- District North - [DDDDistrictNorthIncidentReports@azdes.gov](mailto:DDDDistrictNorthIncidentReports@azdes.gov)
- District South - [DDDD2IR@azdes.gov](mailto:DDDD2IR@azdes.gov)
- District West - [DDDWestIR@azdes.gov](mailto:DDDWestIR@azdes.gov)

As always, thank you for continuing to care for the DDD community and for your continued collaboration.