ARIZONA DEPARTMENT OF ECONOMIC SECURITY | DIVISION OF DEVELOPMENTAL DISABILITIES

INCIDENT REPORTING PROCESS CHANGE REMINDER

Target Audience - Qualified Vendors and Providers

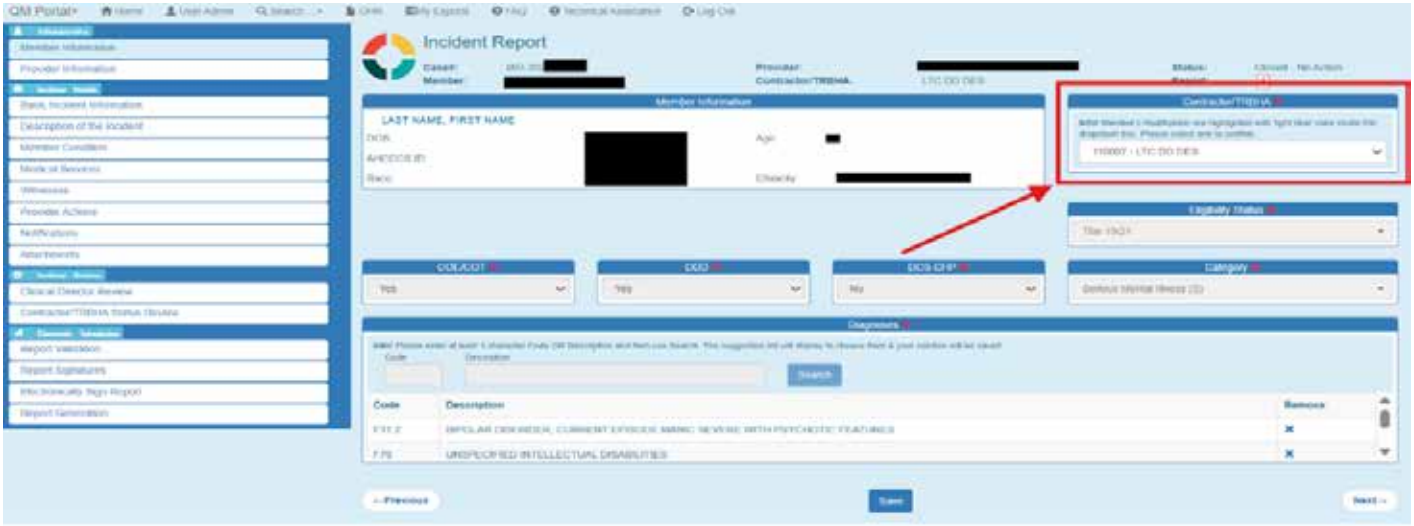
Transmittal Date - 11/05/2025

On November 1, 2025, the Division implemented a new process requiring Qualified Vendors to enter incident reports directly into the AHCCCS QM Portal. Since implementation, the Division has identified that the "Contractor/TRBHA" option is not being updated to route incident reports to the Division as outlined in the User Guide. Below is an excerpt detailing the required process. Qualified Vendors must ensure that staff entering incidents complete this required step for all entries into the AHCCCS QM Portal.

Member Information Setup

The AHCCCS QM Portal automatically populates the Member's current physical/behavioral health plan in the Contractor/TRBHA field. For DDD members, you will see either **010158 - UnitedHealthCare** or **010306 - Mercy Care Plan**. This section must be updated for the IAD to be sent to the Division.

REQUIRED: Use the drop-down to update the Contractor/TRBHA field to: **110007 - LTC DD DES**.



Qualified Vendors with questions should contact the Division's Chief Quality Officer.