



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

IMPORTANT REVISIONS TO PROVIDER POLICY MANUAL CHAPTER 37

Target Audience - Qualified Vendors and Providers

Transmittal Date - 11/08/2023

This notification informs all DDD Therapy Providers of revisions made to the Division's Provider Policy Manual Chapter 37 — Therapy Services - Occupational, Physical, and Speech-Language on May 24, 2023. This policy was revised to include the following requirements:

- The start date for all therapy treatment service authorizations will be the date the Certified Plan of Care (CPOC) is **received** by the Division.
 - Authorizations will not be backdated to the date of certification by the PCP.
- It is expected that the CPOC is provided to the Member's Support Coordinator by the Qualified Vendor Agency within 21 days of the certification by the Member's PCP.
- Services should not be provided without authorization by the Support Coordinator.
- When therapy services continue to be medically necessary for the Member, the Qualified Vendor must complete the following 30 days in advance of the service authorization end date to avoid a gap in service:
 - Provide the Member's PCP with an updated Plan of Care for recertification, and
 - Submit the updated CPOC to the Member's Support Coordinator via the Division's FTP site for service reauthorization.

For more information, please see our FAQs on the Division's [website](#) and [Provider Manual Chapter 37](#) and if you have any questions please contact Network District Resources at networkdistrictresource@azdes.gov.