

# QUALITY MANAGEMENT BULLETIN - NOVEMBER 2025

Target Audience - Qualified Vendors and Providers

Transmittal Date - 11/26/2025

This month's bulletin is dedicated to providing additional advice and information about the incident reporting portal migration.

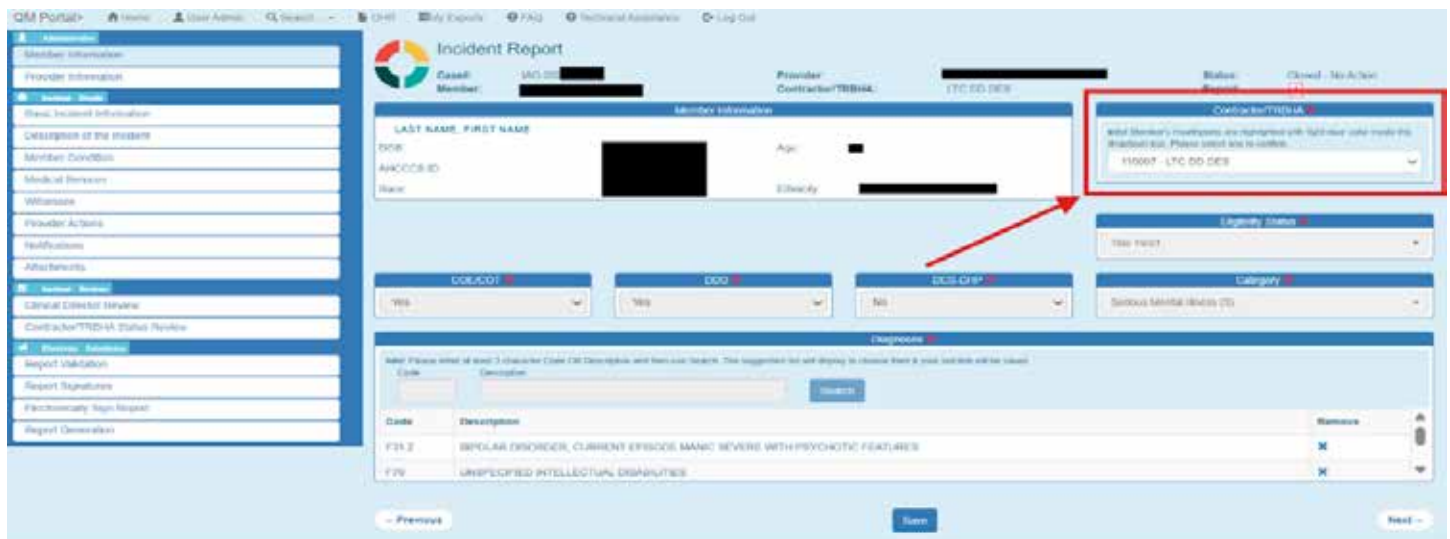
## Incident Report Submission Through the QM Portal

On November 1, 2025, the Division introduced a new process that requires Qualified Vendors to enter incident reports directly into the AHCCCS QM Portal. Since implementation, the Division has identified several common errors that are not in alignment with the requirements outlined in the User Guide. Below is an excerpt detailing the required processes.

### Member Information Setup Tab

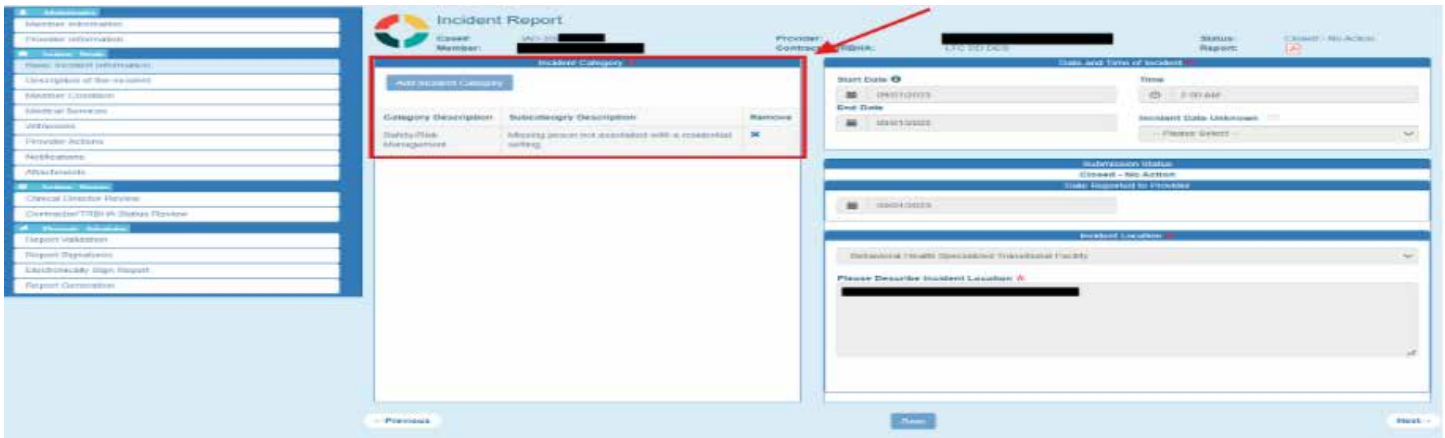
Use the drop-down to update the Contractor/TRBHA field to: 110007 - LTC DD DES

\*Please note that the submission must come to DDD with the above choice in the dropdown menu, NOT the member's medical health plan.



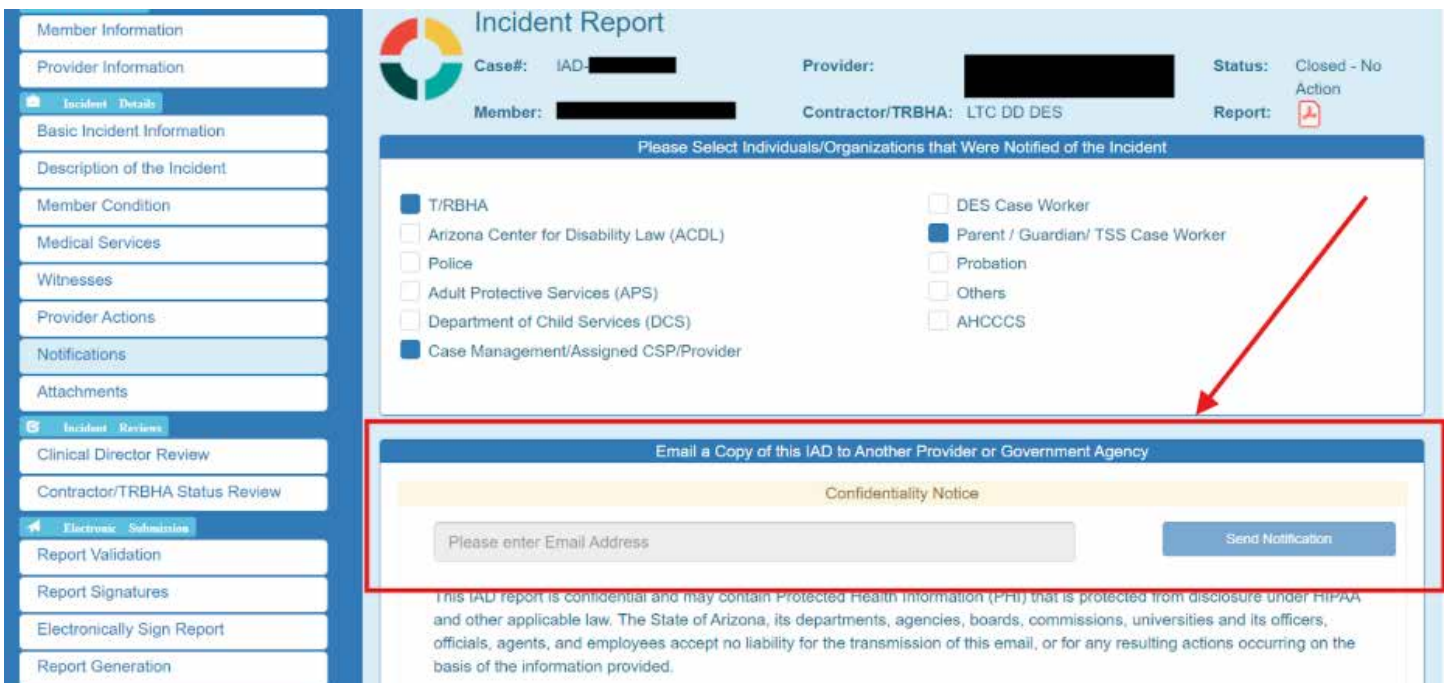
### Basic Information Setup Tab

The use of "Other / Other" should only be used as an exception when no other categories are applicable to the event. Please refer to the IAD Submit User Guide, Appendix A - Incident Categories and SubCategories.



## Notifications Tab

DO NOT USE the "Email a Copy of this IAD to Another Provider or Government Agency" field. Support Coordinators do not have access to the QM Portal and are unable to review or access the IAD.



## Guidance on Entering DDD Member Incidents Into the AHCCCS QM Portal

As part of QMU's ongoing commitment to ensuring high-quality care for DDD members, all vendors are asked to carefully review and follow the guidelines below when submitting incident reports through the AHCCCS QM Portal.

1. Include Accurate Incident Dates  
Ensure the correct incident date is entered. Accurate timelines assist the QM team to clearly understand the situation and determine whether a care concern requires further review.
2. Provide a Clear and Detailed Description  
Describe the incident as clearly and thoroughly as possible. A detailed account of what occurred helps the QM team avoid misinterpretation and supports timely, accurate assessments of the situation. Include all relevant facts.
3. Provide Involved Staff Contact Information  
When submitting incident reports, provide the best contact information for the agency IR contact

and the staff involved in the report.

4. Complete All Reporting Sections in the AHCCCS Portal

Be sure to use each section of the incident report form according to the prompts; supplying complete information in all areas helps clarify the circumstances and reduces the chance of missing or unclear details.

5. Verify Provider Information When Reporting on Another Provider

If the incident involves another provider, enter the correct provider name in the “second provider” field. Accurate entry prevents delays and ensures the appropriate parties are communicated with during the QM investigations.

6. Refer to the AHCCCS User Guide for Portal assistance

For help navigating or using any feature of the AHCCCS Portal, refer to the User Guide in addition to the Q&A information provided during prior meetings. The guide provides step-by-step instructions and can assist with the proper completion of incident reports.

As always, thank you for your time, attention, and continued commitment to the members we serve.

For all 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)