



DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*

## DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

# RESIDENTIAL VENDOR CALL PROCESS UPDATE

Target Audience - Qualified Vendors and Providers

Transmittal Date - 12/09/2021

As communicated in [August](#) and [November](#), the Division is revising the residential vendor call process to help match members with vendors more efficiently, standardize the process for all residential services statewide, and automate the tracking and monitoring of data.

**Training for Qualified Vendors of residential services is scheduled for February 2022.** Additional information about the training will be communicated in late December 2021. The training will familiarize Qualified Vendors with the changes being made to the residential vendor call process, which include:

- Updates to Provider Policy Manual Chapter 50: Vendor Call Requirements for Qualified Vendors.
- The addition of the Residential Assessment Profile (RAP) tool to the Program Staffing Application (PSA). The RAP will help Qualified Vendors obtain information about members more efficiently by simplifying and centralizing the member profile.
- All residential vendor calls, residential services, and codes will be centralized, tracked, and managed in PSA.

These changes will benefit Qualified Vendors by simplifying the vendor call process and reducing repetitive tasks.

For more information about the changes, visit the project's [Frequently Asked Questions \(FAQs\)](#) page. Qualified Vendors and Providers with questions regarding the changes being made to the residential vendor call process, may submit them [using this form](#).