



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

QUALITY MANAGEMENT BULLETIN - DECEMBER 2023

Target Audience - Qualified Vendors and Providers

Transmittal Date - 12/14/2023

Hello to the last month of 2023! As we hurtle toward the holidays and the new year, Quality Management looks forward to continued collaboration with the vendor community and the continual improvement of the lives of the people we serve. Today's bulletin will focus on advanced directives and the benefit of mail-order pharmacies.

Advanced Directives (AD)

The importance of established advanced directives is crucial, especially for the medically fragile in our community. Within the Division, the resources available around advanced directives are found in [Provider Manual Chapter 68, Medical Policy Manual 310HH](#). Information is also available in [AHCCCS Medical Policy Manual 640](#).

Preparing an AD gives the member or member's guardian the opportunity to become educated on the member's conditions, allows the opportunity for the member to express their end-of-life wishes, and provides a written record of how much intervention must be taken at the end of life. This AD is signed by a medical professional and, if needed, the guardian.

These policies commonly state the AD should be available to all family, caregivers and direct workers, especially when emergency services must be called or the member must be taken to the hospital. This information should be shared with emergency and hospital personnel.

However, if the advanced directive is not easily found, and if a person is in need of CPR during an emergency, CPR must be performed until medical personnel can verify the advanced directive and whether it explicitly states "Do Not Resuscitate" or "no CPR." This is stated in the [CMS Requirements 483.24 Quality of Life section a.3](#):

Personnel provide basic life support, including CPR, to a resident requiring such emergency care prior to the arrival of emergency medical personnel and subject to related physician orders and the resident's advance directives.

Please note that on the incident report form, there is a question that needs to be marked regarding advanced directives. In this space, be sure to explain if the DDD member had an advanced directive.

Utilizing Mail-Order Pharmacies

Recently, it has been reported that there are widespread staffing shortages at pharmacies. This has had an impact on DDD members getting their medications and refills in a timely manner.

Using a mail-order pharmacy allows medications to be delivered directly to the member's home. Most chronic medications can be ordered through these kinds of pharmacies; exceptions can include controlled substances and medicines for acute conditions. Most mail-order pharmacies offer a 90-day supply of the medications. Check with the member's health plan to see if this is an option.

Both United Healthcare and Mercy Care offer mail-order pharmacy options.

- Learn more about Mercy Care's pharmacy option [by clicking here](#).
- The UnitedHealthcare Community Plan uses OptumRx for its mail-order pharmacy option. Visit optumrx.com for more information.

Thank you for continuing to care for the DDD community and for your continued collaboration, and have a great Holiday Season.

If you have any questions, please reach out to one of the District emails below.

- District Central - DDDCentralIR@azdes.gov
- District East - DDDEastIR@azdes.gov
- District North - DDDDistrictNorthIncidentReports@azdes.gov
- District South - DDDD2IR@azdes.gov
- District West - DDDWestIR@azdes.gov