



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

POLICY UPDATE

Target Audience - Qualified Vendors and Providers

Transmittal Date - 12/21/2022

The DDD Policy Unit published revised policies on Wednesday, December 21, 2022. The policies are available on the Division's [Policy webpage](#).

NEW POLICY

[Division Operations Policy Manual 433 Member Identification Cards](#)

This policy has been developed to establish the Division of Developmental Disabilities (Division) requirements regarding the development, approval and distribution of Member Identification Cards (ID Cards) and replacement ID Cards. This policy includes:

- Programming requirements.
- Formatting of Member identification cards (ID Cards)
- Approval of Member identification cards and other compliance requirements.

REVISED POLICIES

[Division Operations Policy Manual 406 Member Handbook and Provider Directory](#)

This policy has been revised to reflect updates for Member Handbook content and distribution requirements. Updates were also made to reflect current formatting and language standards.

[AdSS Operations Policy Manual 406 Member Handbook and Provider Directory](#)

This policy has been revised to reflect updates for Administrative Subcontractor Member Handbook content and distribution requirements. Updates were also made to reflect current formatting and language standards.

[Division Medical Policy Manual 320-I Telehealth and Telemedicine](#)

This policy was revised to align with changes made to AHCCCS Medical Policy Manual (AMPM) 320-I. The formatting and language were updated to reflect current Policy unit standards. The language was updated for clarity. The purpose statement has been updated. The definition section was updated to add the definition for Synchronous and the definition for Telepresenter was removed. The names for subsections for Telehealth, Asynchronous Services, E-Consult, Remote Patient Monitoring and Audio Services were updated, a new subsection for Telehealth was added and the subsection for Telecommunications was removed to align with AMPM 320-I.

The information about conditions for e-consult visits was removed to align with a recent update to AMPM 320-I that is currently out for public comment. Supplemental information was added for the AHCCCS Telehealth code set for Teledentistry and Telehealth services.

[Division Medical Policy Manual 680-C Provider Qualifications and Provider Requirements](#)

This policy has been revised to outline the Division of Developmental Disabilities (Division) role in the Pre-Admission Screening and Resident Review (PASRR) requirements with the Intergovernmental agreement to include:

- Division requirements
- Resident review process
- Administrative review process

[AdSS Medical Policy Manual 320-I Telehealth and Telemedicine](#)

This policy was revised to align with changes made to AHCCCS Medical Policy Manual (AMPM) 320-I. The formatting and language were updated to reflect current Policy unit standards. The language was updated for clarity. The purpose statement has been updated. The definition section was updated to add the definition for Synchronous and the definition for Telepresenter was removed. The names for subsections for Telehealth, Asynchronous Services, E-Consult, Remote Patient Monitoring and Audio Services were updated, a new subsection for Telehealth was added and the subsection for Telecommunications was removed to align with AMPM 320-I.

The information about conditions for e-consult visits was removed to align with a recent update to AMPM 320-I that is currently out for public comment. Supplemental information was added for the AHCCCS Telehealth code set for Teledentistry and Telehealth services.

[AdSS Medical Policy Manual 963 Peer and Recovery Support Service Provision Requirements](#)

This policy has been updated to current language and formatting standards, as well as to reflect updated guidance for Administrative Subcontractors regarding training for the provision of Peer Support services within the Administrative Services Subcontractors Peer and Recovery Support Specialists programs, including qualifications, supervision, continuing education, and training/credentialing.

[AdSS Medical Policy Manual 964 Credentialed Parent/Family Support Requirements](#)

This policy has been updated to current language and formatting standards, as well as to reflect AHCCCS updates, including employment competency requirements.

[Provider Manual Chapter 3 Provider Customer Service and Network Support](#)

Revisions to this policy include:

Modifications to the purpose statement for clarity

- Removal of unnecessary definitions
- Updated information on the assistance offered by the DDD Customer Service Center and DDD Provider Network Support
- Added contact information for the DDD Network Development and Recruitment Unit and support provided
- Updated the document to align with DDD's current policy formatting standards

RETIRED POLICIES

The following policies have been retired from their respective policy manuals.

Division Operations 1006 Healthcare Directives/Advance Directives (AHCD)

- The information contained in this policy can now be found in [Division Medical Policy Manual 310-HH End of Life Care and Advance Care Planning](#)

Division Operations 2006 Arizona Long Term Care Non-Users

- The information contained in this policy can now be found in [Division Medical Policy Manual 1620-D Placement and Service Planning for ALTCS Eligible Members](#)

Division Operations 3002 Home and Community Based Service Delivery

- The information contained in this policy can now be found in [Division Medical Policy Manual 1302 Independent Provider Program](#)

Division Operations 6004-B Internal Oversight

- Updated policy information is now located in the Division Medical Policy Manual, Chapter 910, Quality Management/Performance Improvement Program

Division Operations 6004-C External Oversight

- Updated policy information is now located in the Division Medical Policy Manual, Chapter 900, Quality Management/Performance Improvement Program

Division Operations 6004-D Division Oversight Findings

- Updated policy information is now located in the Division Medical Policy Manual, Chapter 900, Quality Management/Performance Improvement Program

Division Medical 320-E Health and Behavior Intervention

- AHCCCS retired its policy and the CPT codes that make up the policy are no longer valid.

Division Medical 550 Member Records and Confidentiality

- Updated policy information is now located in the Division Operations Manual, Chapter 6001 Administrative Operations.

Division Medical 810 Retrospective Review

- Updated policy information is now located in the [Division Medical Policy Manual 1020 Utilization Management](#)

Division Medical 1240-H Home Health Aide

- Updated policy information is now located in the [Division Medical Policy Manual 310-I Home Health Services](#) and [AdSS Medical Policy Manual 310-I Home Health Services](#)

Eligibility Manual 100 Responsibilities

- The information contained in this policy can now be found in [Division Operations 1001-B Responsibilities of Individuals Applying for and/or Receiving Supports and Services](#)

AdSS Medical 680-C Pre-Admission Screening and Resident Review

- This policy has been retired as it does not apply to the AdSS.

POLICY PUBLIC COMMENT

The Division is currently accepting public comments regarding Division policies. The policy revisions can be found on the [Policy page](#) of the Division's website. This form, <https://forms.gle/4MGCsdyKTRPjNa3m9>, can be used to submit public comments.