



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 - 12/23/2021

The DDD Policy Unit published revised and new policies on Wednesday, December 22, 2021. The policies are available on the Division's [Policy webpage](#).

REVISED POLICIES

[Division Operations Policy Manual Chapter 6001-I Management and Maintenance of Records](#)

This policy has been revised to align with AHCCCS requirement to retain grievance/appeal records for 10 years and includes the following revisions:

- The title of the policy changed from Management and Maintenance of Records Related to the Medicaid Line of Business to Management and Maintenance of Records.
- References were updated.
- The retention of Grievance and Appeal Records changed from five years to ten years.
- General formatting and sentence structure revisions as needed, throughout the policy.

[Division AdSS Operations Policy Manual Chapter 436 Network Standards](#)

This policy has been revised to align with AHCCCS and Division requirements and includes the following revisions:

- Reporting requirements were updated.
- County and District zip code tables were added.