



QUALITY MANAGEMENT BULLETIN - DECEMBER 2025

Target Audience - Qualified Vendors and Providers

Transmittal Date - 12/30/2025

QMU Technical assistance

As part of the DDD Quality Management Unit's (QMU) ongoing commitment to ensuring high-quality care for DDD members, all Qualified Vendors are required to carefully review any notes documented by the DDD QM team within the AHCCCS QM portal. Understanding these notes and their potential indication of data entry error can help proactively address concerns. Qualified Vendors may contact the DDD QM team assigned to the District where the member resides if they have questions. The contact emails for these DDD staff are at the end of this bulletin.

Below are examples of the types of Notes Qualified Vendors can expect to see in the QM portal.

Note 1: As of December 15, 2025, the statement "This is the vendor's selection, this is an incorrect allegation" has been changed to "This reflects vendor's selection, and may be appropriately captured under a different category/sub-category. Please consider using (triage selected category and subcategory inserted here) or any other category that is deemed appropriate from the list of available options in the portal."

This statement is used when the DDD QM triage team identifies that another choice of allegation (category and subcategory in the portal) is more closely aligned with the incident information. Vendors are encouraged to re-review the incident within the quality management framework and select the most appropriate allegation that aligns with the necessary continuous improvement activities needed to reduce further incidents of the same kind. Incidents will continue to be triaged and may become a quality of care concern or ultimately be marked as "closed no action" or "closed with recs" indicating no immediate concern was identified. Only after the vendor's repeat review and if none of the provided categories are appropriate, the designation "Other/Other" may be used.

Note 2: "Closed with Recs" indicates that Technical Assistance (TA) information may be provided during QMU's continued partnership with the vendor. This TA might involve requests such as reviewing user guides or specific policies. In these cases, while the incident itself did not meet the threshold of a quality of care concern, it highlights possible opportunities for process improvement and enhanced procedural adherence.

Note 3: "Return to vendor" is utilized by the DDD QMU triage team when key required information is missing during the initial review process. The expectation is that vendors will respond with the necessary information within the given timeframe or proactively contact QMU with any questions prior to the deadline. Common reasons for returning incidents for further information include:

- Missing incident descriptions

- Missing the incident date or the date when the vendor became aware of the incident
- Incomplete submissions sent to the Health Plans
- Incorrect or missing responsible vendor name

The DDD QMU will continue to help streamline the portal entry process for vendors and appreciates the collaboration and feedback to make this a robust process.

A Message of Appreciation from the Quality Management Unit

As the year draws to a close, the Quality Management Unit (QMU) wishes to extend its sincere gratitude to its vendor partners for a year defined by successful continuous improvement and collaboration.

Reflections on a Year of Partnership

The past year has been marked by significant milestones achieved through a shared commitment to excellence:

- **Portal Integration:** The transition of incident entry to the online portal was successfully realized. The QMU recognizes the efforts made by vendors during this shift and remains dedicated to refining the system through ongoing feedback and technical support.
- **Strengthened Communication:** This has been a banner year for transparency and engagement. Through direct outreach, monthly QM/AAPPD meetings, and regular bulletins, the QMU and its vendors have established a more robust and open dialogue.
- **Process Refinement:** The unit appreciates the active role vendors have played in adopting new standards, ensuring that quality management remains a dynamic and evolving process.

Looking Toward 2026

The QMU looks forward to 2026 with the goal of further strengthening these professional bonds. The focus for the upcoming year will be continued partnership in enhancing investigative processes and maintaining the high standards of service that define this network.

The Quality Management Unit would like to thank all vendors for their dedication throughout the year and wishes everyone a successful and Happy New Year.

For all QM inquiries, please contact one of the following District emails.

- 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