



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

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TRANSMITTAL DATE: January 25, 2018

TOPIC: Provider Manual – Vendor Call Requirements for Qualified Vendors

Target Audience – All Qualified Vendors Update (Excluding Residential Vendor)

Vendor Call Requirements for Qualified [non-residential] Vendors are posted to the Provider Manual. These Requirements are effective on **February 5, 2018**.

Changes to the vendor call system are necessary to: 1) provide more timely service delivery; 2) establish standard work procedures; 3) establish Qualified Vendor standards for responding to vendor calls; and 4) align Division procedures with requirements in Article 21, R6-6-2107.

Vendor calls will now be issued through the FOCUS Client Application. The Division will evaluate vendor response against the member's assessed needs, and provide matched responses to the member/member's responsible person.

Highlights of Vendor Call requirements include:

- Directs interested Qualified Vendors, with available and qualified staff, to respond using the Division's FOCUS vendor call process.
- Provides an opportunity for the vendor to request additional information about the member prior to the vendor call closing.
- Outlines the minimum content required of a completed Vendor Response through FOCUS.
- Establishes that Vendor Calls will be open for up to five (5) calendar days.
- Requires the Division to apply random auto-assignment of a qualified vendor "yes" response if a member has not chosen a vendor within three (3) business days to ensure timely provision of assessed services.
 - This timeline may be extended by member request for up to five (5) additional days.
 - Requires a Qualified Vendor to follow the release process outlined in AAC R6-6-2107 (P) *Selecting a Provider - Individual Consumer* if the vendor determines that they cannot meet the needs of a member who was placed with the vendor through auto assignment.
- Describes the Direct Referrals/Call process to be used when there are no responses to a vendor call. This provision allows the Division to call vendors that provide the service in the member's geographic area, and allows the Division to extend the search to proximal areas or statewide solely at the discretion of the Division.
- Requires voicemails and emails to Qualified Vendors be returned to the Division within one (1) business day.

A Webinar for Qualified Vendors will be held via WebEx on **Wednesday, January 31, 2018 from 1:00 pm to 3:00 pm** and will include a two-part presentation:

- Demonstration of the FOCUS application.
- Vendor Call Process for Qualified [non-residential] Vendor Services PowerPoint, including questions and answers.

To view the Webinar please click the link:

<https://azgov.webex.com/azgov/j.php?MTID=m13db42644bf7f710f84f0e4b68e5d862>

For this Webinar, participants will need to have access to a computer and a phone. To avoid long distance phone charges, please follow the instructions below:

- When you log-in to the computer, an Audio and Video Connection pop-up will appear.
- Select **Call Me** under **Choose Audio Option**.
- Enter your contact phone number.
- Click the green **Call Me button**.
- The system will generate a phone call to you.
- Select #1 to be connected to the meeting.

Questions may be sent to Customer Service Center at DDDCustomerService-Providers@azdes.gov or 1-844-770-9500.

Thank you!