

DDD SHOUT

VENDOR & PROVIDER NEWSLETTER

Volume XXX - March 2022

Informal Public Comment Request for Article Revisions

The Department of Economic Security (Department) is in the process of rewriting multiple Articles that are part of Title 6 of the Arizona Administrative Code (A.A.C.) Chapter 6. These are the administrative rules that direct many Division activities. The Department is seeking informal input as we draft these rules. This will ensure stakeholders' comments and concerns are considered early in the rule writing process. There will be a formal public comment period after the rules are published in the Arizona Administrative Register pursuant to A.R.S. § 41-1023. Current Articles available for informal public comment are:

- [Article 10 - public comments will be accepted through March 21, 2022](#)
- [Article 15 - public comments will be accepted through March 21, 2022](#)
- [Articles 1, 6, 8, 12, 13, 16, 22 and 23 - public comments will be accepted through March 25, 2022](#)

The Public Notices linked above include details about the revisions for each Article, directions on how to submit comments and links to the draft revisions for each Article.

AHCCCS Differential Adjusted Payment Opportunities

The Arizona Health Care Cost Containment System (AHCCCS) intends to offer a Differential Adjusted Payment (DAP) opportunity for providers providing specific services. The Division has recently communicated these opportunities and the specific qualifying criteria for each through the Vendor Announcement process. Click the links below to learn more about these opportunities:

- [Electronic Visit Verification](#)
- [Employment Services](#)
- [Provider Workforce Development Plans](#)

Impacted providers are encouraged to read the specifics and complete the requirements in order to secure the differential adjusted payment(s).

Licensed Home Health Aide Service Specification Public Comment

The Division of Developmental Disabilities (DDD) is adding the Licensed Home Health Aide service to its Qualified Vendor Application. This is a new service and DDD has created a service specification for public review. This service specification outlines the:

- Service Requirements and Limitations
- Service Goals and Objectives
- Service Utilization Information

- Service Rate Basis
- Direct Service Staff and Agency Qualifications
- Record Keeping and Reporting Requirements

DDD is seeking public comment on this draft service specification. The draft can be found on the [Qualified Vendor System](#) page on the DDD website. Public comments can be submitted using this [online form](#). Public comments will be accepted through April 1, 2022.

Tribal Health Program Administration Change

On April 1, 2022, DDD will enter into an agreement with the AHCCCS Division of Fee for Service Management (DFSM) to administer the services available to THP members through the fee-for-service model. Under this agreement, [fee-for-service providers](#) delivering physical, behavioral, or other acute services will submit claims for services rendered and necessary prior authorization requests directly to AHCCCS using the [AHCCCS online portal](#). DDD will no longer be able to process claims or provide authorizations for physical, behavioral, or other acute services for services provided on or after April 1, 2022.

THP members will continue to be eligible for the same physical, behavioral, and other acute services using the same fee-for-service providers they currently utilize.

DDD Qualified Vendors and specialty contractors will continue to submit claims to the Division using existing claims submission processes. DDD Qualified Vendor and specialty contractor contracts are not impacted by this change, and they do not need to submit claims or request authorizations from AHCCCS. DDD will continue to provide all Home and Community Based Services using its network of Qualified Vendors and specialty contractors. DDD Support Coordinators will continue to provide the authorization for these services through the person-centered service planning process.

Current Tribal Health Program members have received a new healthcare ID card that includes updated contact information for fee-for-service providers to contact AHCCCS if necessary. The Division has created a [Frequently Asked Questions](#) document as a resource for Qualified Vendors and Providers.

Claims System Update

As announced earlier this year and as part of the Division's Current 2 Future Initiative, DDD is updating its claims system in order to be compliant with state and federal regulations and to resolve the AHCCCS HIPAA TCS Compliance Claims Processing System Notice to Cure.

The new system will utilize the Healthcare Common Procedure Coding System (HCPCS) and standard Centers for Medicare & Medicaid Services (CMS) claims forms when reimbursing Qualified Vendors for submitted claims. This will include the use of standardized Health Insurance Portability and Accountability Act (HIPAA) Transactions and Code Sets (TCS) in lieu of DDD proprietary codes currently being used by vendors when submitting claims. Qualified Vendors will be required to submit claims on official, nationally-recognized forms. The current DDD billing template will be replaced by these forms. Vendors will have three options for submitting claims:

- Submit a CMS 1500 form in paper form
- Submit an electronic 837 form
- Manually enter claims directly in Wellsky for each authorization

The Division is currently working with a group of Qualified Vendors through user acceptance testing. Once the system is determined to be fully functional, DDD will provide Qualified Vendors with 60-days notice before all they will be required to submit claims using the new system. Training sessions will be available once the system

is determined to be fully operational.

As a reminder, all Qualified Vendors will have access to two accounts that will be used to submit claims billings. The Vendor's contract main point of contact or designee must designate these billing users by identifying them in the FOCUS system. Contract main points of contact or designee can assign these users following these three steps:

1. Login in to the Focus and select the Admin Tools application.
2. Choose "Users" at the top of the page.
3. Click the "Assign" button in the column labeled "Access to WSHS" for up to two individuals who will be able to access the claims system.

The Division has [published a page](#) on its website where information about this project, including Frequently Asked Questions, are available for review. If you have questions about the project, please submit them using this form, <https://forms.gle/qZ5KWjZryEa2NfRY7>.

Residential Vendor Call Update

As [previously communicated](#), the Division is revising the residential vendor call process to help match members with vendors more efficiently, standardize the process for all residential services statewide, and automate the tracking and monitoring of data. The Division implemented these changes on March 7, 2022. The Division held four virtual meetings in February for Qualified Vendors to learn more about the process updates. Qualified Vendors that were unable to attend, can access a [recording of one of the sessions](#) and the Division has also published an [updated user guide](#). The Division is hosting sessions at which Qualified Vendors and Providers can ask and have answered any questions they have related to the process changes. These sessions will be held on:

- Tuesday, March 29, 2022, from 10:00 a.m. to 11:00 a.m.
 - Join via Internet: <https://azgov.webex.com/azgov/j.php?MTID=mf077d3f2545685d4e262804e1ad2cc38>
 - Join by phone: 1-877-309-3457
 - Meeting access code: 2469 525 1363
 - Meeting password: heTkzY7rQ53
- Tuesday, April 5, 2022, from 2:00 p.m. to 3:00 p.m.
 - Join via Internet: <https://azgov.webex.com/azgov/j.php?MTID=m30a6258aa772082013789cb59f4fc3a9>
 - Join by phone: 1-877-309-3457
 - Meeting access code: 2462 967 1422
 - Meeting password: hhWjWfud873

For more information about the changes, visit the project's [Frequently Asked Questions \(FAQs\)](#) page. Qualified Vendors and Providers with questions regarding the changes being made to the residential vendor call process, may submit them [using this form](#).

Vendor Calls for In-Home Services

[Provider Policy Manual Chapter 50 - Vendor Call Requirements for Qualified Vendors](#) outlines Qualified Vendor responsibilities relating to vendor calls. Section I(A)5 provides direction to Qualified Vendors regarding responding "yes" or "no" to open vendor calls. Vendors should not respond "Yes" to a vendor call unless a

potential provider has already been identified. Qualified Vendors should not respond “Yes” to the vendor call and then ask the family to provide the service. Qualified Vendors should change their response from “yes” to “no”, if subsequent to their response, they are no longer able to meet the member’s needs including when a Qualified Vendor loses the potential provider.

Policy Public Comment

The Division is currently accepting public comments regarding these Division policies:

- Division Medical Policy Manual 920 QMPI Administrative Requirements
- Division Medical Policy Manual 961 Incident, Accident and Death Reporting
- Division Medical Policy Manual 966 Immediate Jeopardy
- AdSS Medical Policy Manual 920 QMPI Administrative Requirements
- AdSS Medical Policy Manual 961 Incident, Accident and Death Reporting

Public comments are being accepted until March 31, 2022. The policy revisions can be found on the [Policy page](#) of the Division’s website. Members and families can use this form, <https://forms.gle/4MGCsdyKTRPjNa3m9>, to submit public comments if they are interested in providing feedback.

COVID-19 Updates

Mask Guidance

On Friday, February 25, 2022, the Centers for Disease Control and Prevention (CDC) updated its guidance on when to wear a mask. They have developed an online tool to show the guidance based on the county based on the level of COVID-19 in the community. This tool can be found on the [CDC website](#) as well as on the [DDD Actions Related to COVID-19](#) web page.

Updated Guidance for Congregate Settings

On Thursday, March 2, 2022, DDD updated its [COVID-19 Guidance for Congregate Settings and Direct Care Workers](#) guidance document available on the [DDD Actions Related to COVID-19](#) web page. The new guidance aligns with recent updates from the Centers for Disease Control and Prevention (CDC) and the Arizona Department of Health Services. See Appendix 6 for the summary of changes.

Arizona Coalition to End Sexual and Domestic Violence Training

The Arizona Coalition to End Sexual and Domestic Violence (ACESDV) is hosting training focused preventing, recognizing, and responding to sexual violence in the Intellectual and development disability (I/DD) community. Participants will discuss the dynamics and traumatic impact of sexual violence, how to recognize abuse specifically in non-verbal populations, as well as explore strategies for a trauma-informed response to survivors. Three sessions are scheduled:

- Thursday, March 31, 2022 - 12:00 p.m. to 4:00 p.m.
- Wednesday, April 20, 2022 - 9:00 a.m. to 1:00 p.m.
- Monday, May 23, 2022 - 12:00 p.m. to 4:00 p.m.

Interested participants can register online at <https://acesdv.coalitionmanager.org/eventmanager/trainingevent/seriesdetails/18>.

Program Integrity Education

The Division’s Program Integrity Unit (PIU) hosted education sessions for Qualified Vendors and Providers in mid-2021 to communicate standards and guidelines as well as other aspects of the Division’s compliance

programs. The PIU will again host a series of **voluntary**, virtual sessions for interested Qualified Vendors and Providers to discuss the aspects of program integrity and provide information related to staff roles and compliance responsibilities. The educational sessions, which are specific to each service type, have been scheduled as follows:

- Home and Community Based Services
 - Completed the week of March 7, 2022
- Group Homes, Day Treatment Services and Employment Services
 - Monday, March 14, 2022
 - Tuesday, March 15, 2022
 - Friday, March 18, 2022
- Developmental Home Services
 - Monday, March 21, 2022
 - Tuesday, March 22, 2022
 - Friday, March 25, 2022
- Therapy Services
 - Monday, March 28, 2022
 - Tuesday, March 29, 2022
 - Friday, April 1, 2022

All sessions will be held from 2:00 p.m. to 3:00 p.m. and will be accessible via Google Meet, <https://meet.google.com/zby-xiam-ans>, or by phone, 1-320-322-1271, using PIN 144899641#.

These sessions are not mandatory; rather, they are intended to provide valuable information and allow all Qualified Vendors and Providers to ask questions of the Division's PIU manager, Elanie Estrada. Staff whose main responsibilities are related to compliance/ethics and accounting/claims are highly encouraged to attend at least one of the sessions.

Town Hall Meetings

The Office of Individual and Family Affairs (OIFA) continues to host town hall meetings for members, families and providers. **The next town hall meeting will be held on Thursday, April 7, 2022, from 6:00 p.m. to 8:00 p.m.** DDD will present updates and announcements.

Please share this information with the members and families you serve and encourage them to participate. The town hall schedule and instructions to join via the Internet or phone can be found at bit.ly/dddtownhall.

Get Caught Up

Did you know the Division posts vendor announcements and editions of the Shout on the web? Get caught up and stay informed on all of the recent vendor communications, <https://des.az.gov/services/disabilities/developmental-disabilities/vendors-providers/vendor-announcements>.

Report Fraud, Waste, Abuse and Misconduct

Report to DDD

- Call DDD at 1-877-822-5799
- Send an email to dddfwa@azdes.gov
- Send a letter to DES/DDD
Attn: Corporate Compliance Unit
1789 W Jefferson St.

Mail Drop 2HA1
Phoenix, AZ 85007

- Complete this [online form](#).

Report to AHCCCS

- Call the Office of the Inspector General at 602-417-4193
- Report Online at the [AHCCCS Website](#)
- Report Provider fraud by calling:
 - Maricopa County: 602-417-4045
 - Outside Maricopa County: 1-888-487-6686
- Report Member fraud by calling:
 - Maricopa County: 602-417-4193
 - Outside Maricopa County: 1-888-487-6686
- Submit general questions via email at AHCCCSFraud@azahcccs.gov