

# DDD SHOUT

## VENDOR & PROVIDER NEWSLETTER

Volume XXXV - August 2022

### Provider Rate Increase Virtual Forums

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Governor Doug Ducey and the Arizona State Legislature approved funding in the most recent Legislative session for the Arizona Department of Economic Security (DES) Division of Developmental Disabilities (DDD) to increase rates paid to Qualified Vendors for Home and Community Based (HCBS) services.

A series of virtual forums are being hosted by DDD in August 2022. We encourage members, families, vendors and providers to attend. DDD will talk about its proposed plan for provider rate increases. Attendees can provide input about the services they feel are in most need of rate increases as DDD develops provider rate increases using funding provided in the SFY2023 budget.

The remaining forum schedule is listed below. Qualified Vendors and providers who cannot attend a forum can review the presentation and proposed rate sheets on the [DDD website](#) and submit comments using this [online form](#).

#### Providers

Wednesday, August 24, 2022 from 10:00 a.m. to 12:00 p.m.

- Join by Internet - <https://azdes.zoomgov.com/j/1612668603>
- Join by Phone - 1-669-254-5252, Meeting ID 161 266 8603

#### Members, Families and Providers

Wednesday, August 24, 2022 from 6:00 p.m. to 8:00 p.m.

- Join by Internet - <https://azdes.zoomgov.com/j/1615317433>
- Join by Phone - 1-669-254-5252, Meeting ID 161 531 7433

#### Members and Families

Tuesday, August 23, 2022 from 10:00 a.m. to 12:00 p.m.

- Join by Internet - <https://azdes.zoomgov.com/j/1611077218>
- Join by Phone - 1-669-254-5252, Meeting ID 161 107 7218

### WellSky Claims System Implementation

As [communicated on July 25, 2022](#), DDD has been continuously assessing vendor readiness for the implementation of the WellSky claims system. Over 97% of vendors have been through WellSky Interface Training and Claims Technical Guidance Training. Vendors who will utilize the 837 electronic format are progressing through the next step to be certified. Vendors who will use the Single Claim Entry process in WellSky are being cleared for parallel testing. In order to ensure Qualified Vendor readiness, the Division moved the implementation date from August 1, 2022 to September 1, 2022.

In addition, DDD and WellSky have allowed access to two authorized users (per vendor) to the WellSky platform. It is critical that usernames and passwords are not shared and are only used by the authorized user. The Division has updated its [C2F - HIPAA TCS Compliance Claims Processing System web page](#) with a new Frequently Asked Questions expandable section. This new section includes a link to a frequently asked questions document that is divided into specific categories. It also contains a schedule for virtual Question and Answer sessions that will be held in August and hosted by DDD's provider relations unit.

The schedule for the Single Claim Entry sessions is as follows:

- Monday, August ~~1, 8~~, 15, and 22 from 10:00 a.m. to 12:00 p.m.
  - Join by Google Meet: <https://meet.google.com/xtf-dtab-rrk>
  - Join by Phone: 1-832-680-4502 | PIN: 288 610 579
- Wednesday, August ~~3, 10~~, 17, and 24 from 12:00 p.m. to 2:00 p.m.
  - Join by Google Meet: <https://meet.google.com/qen-wmvv-ai0>
  - Join by Phone: 1-314-666-1060 | PIN: 894 315 175

The schedule for the 837P sessions is as follows:

- Friday, August ~~5, 12~~, 19, and 26 from 2:00 p.m. to 4:00 p.m.
  - Join by Google Meet: <https://meet.google.com/obr-peah-vbz>
  - Join by Phone: 1-252-376-1511 | PIN: 838 819 133

## **WellSky and Electronic Visit Verification Clarification**

The new HIPAA-TCS compliant claims system is a DDD change going live on September 1, 2022. Electronic Visit Verification (EVV) is a AHCCCS requirement and the policy hard claims edit date for EVV implementation is November 1, 2022. These are two separate systems with two different implementation dates. Qualified Vendors and providers need to plan accordingly to be ready for both implementation dates.

### **DES/DDD and AHCCCS Hosting Q & A for Electronic Visit Verification**

DES/DDD and AHCCCS will host a virtual forum for Qualified Vendors to hear Questions & Answers about the [Electronic Visit Verification System and the hard edit date implementation November 1, 2022](#). Please submit your questions using this [Google Form](#). There will also be the option to ask questions in the chat and verbally during the meeting, time permitting.

- Thursday, August 25, 2022 from 11:00 a.m. to 12:30 p.m.
  - Join by Internet - <https://azdes.zoomgov.com/j/16181633406>
  - Join by Phone - 1-669-254-5252, Meeting ID: 161 8163 3406

### **Provider Manual Chapter 2 Provider Responsibilities and Expectations**

On June 29, 2022 [Provider Policy Manual Chapter 2 Provider Responsibilities and Expectations](#) was updated. The Division has since received outreach from stakeholders about the need to clarify a change made regarding the number of hours a Direct Support Professional (DSP) or Direct Care Worker (DCW) may work. The Division is in the process of making policy edits and re-posting for public comment and stakeholder feedback. This communication is designed to clarify the intent of the language added to Chapter 2 and convey expectations for Qualified Vendors until the new policy public comment period is complete. Qualified Vendors must:

“Prohibit an individual Direct Support Professional (DSP) or Direct Care Worker (DCW) from providing care FOR more than 16 hours IN A 24 HOUR PERIOD.”

The policy change was made because a DSP or DCW who works more than 16 hours is at high risk for fatigue and burnout. This is not in the best interest of the worker's or member's health and safety. Industry best practices support this change. Members who need more than 16 hours of support in a given day must select another DSP to provide care for the remaining hours.

## **Fingerprint Clearance Services**

The Division was recently notified that beginning October 2022, Arizona electronic fingerprinting services will transition from the current contractor, Gemalto/Thales, to a new contractor, Fieldprint, Inc. Fieldprint will be connected to the AZ Department of Public Safety (DPS) Public Services Portal (PSP). Agencies will be able to set up billing accounts to pay for fingerprinting services directly via an invoice. During the transition, no electronic fingerprinting services will be disrupted and users will have access to the same functions they currently do under Gemalto/Thales after the transition. Any left over balance on Gemalto will be refunded to the Agency. Agencies that wish to create a billing account may contact Thomas Harrison at [tharrison@fieldprint.com](mailto:tharrison@fieldprint.com) or (888) 472-8918 x 2192. The Division will provide more specific guidance to its developmental home licensing agencies in the next few weeks.

## **Unwinding COVID-19 Flexibility: In-Person Supervisory Visits**

AHCCCS recently updated their [Frequently Asked Questions \(FAQs\) Regarding Coronavirus Disease 2019 \(COVID-19\)](#). Per AHCCCS Medical Policy Manual (AMPM) 1240A (Direct Care Services), Direct Care Worker (DCW) agencies are required to perform periodic supervisory/monitoring visits to assess the DCW's competency in performing the assigned duties in accordance with member's individualized service needs and preferences. As of June 1, 2022, AHCCCS is requiring all in-person supervisory visits, reviews of case notes/charts, and supervisory engagement with staff to resume. However, member choice must be considered; if members (or their family members) are not yet comfortable with in-person visits, supervisory visits may continue to be conducted electronically through the end of the federal COVID-19 public health emergency.

## **Qualified Vendor Cultural Competency Survey**

DDD values a competent, diverse vendor network and workforce capable of effectively addressing the cultural, ethnic, and language needs and preferences of its diverse membership. It is critical that Qualified Vendor operational and management staff as well as direct support professionals (DSP) acknowledge and understand the influences, cultures, life experiences, language differences, and values in order to support members with disability-specific person-centered care principles.

DDD is conducting a [Cultural Competency survey](#) in order to gather information about the current resources Qualified Vendor Agencies have in place to support both management and DSP staff as well as members and families to deliver Culturally Competent, person-centered care. This survey will assist the Division with identifying future resources and funding mechanisms to support this important component of service delivery.

The Division is requesting Qualified Vendors [complete the survey](#) by August 30, 2022 by 5:00 p.m. If you have any questions, please contact us at [networkculturalcompetency@azdes.gov](mailto:networkculturalcompetency@azdes.gov).

## **Arizona Healthcare Workforce Goals and Metrics Assessment (AHWGMA)**

The Division continues to work with the Managed Care Organizations (MCO) that support the ALTCS program to address workforce issues across Arizona. The Arizona Healthcare Workforce Goals and Metrics Assessment (AHWGMA) survey (formerly known as the ACOM 407 survey) is being utilized to collect data related to the number of licensed and unlicensed direct support professionals, the age of the workforce, difficult-to-fill positions, and retention and turnover rates. The MCOs will be holding webinars to further discuss this survey,

including the purpose and timelines later in August with the goal of launching the survey in September 2022.

## 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. Qualified Vendors can use this form, <https://forms.gle/4MGCsdyKTRPJna3m9>, to submit public comments if they are interested in providing feedback.

## 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, September 1, 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](http://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](mailto: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](mailto:AHCCCSFraud@azahcccs.gov)