

# DDD SHOUT

## VENDOR & PROVIDER NEWSLETTER

Volume XL- January 2023

### **New Contracts for Home and Community-Based Services (HCBS)**

The Request for Qualified Vendor Application (RFQVA) is the Division's contract for Home and Community-Based Services (HCBS). It is the Division's goal to end the current Agreement and implement the new Agreement in March 2024. Regular communication will be provided on the [Division's website](#) for existing Qualified Vendors and those interested in becoming a Qualified Vendor. During this transition, Qualified Vendors must maintain compliance with all agreement requirements for RFQVA DDD-710000 until the new agreement, RFQVA DDD-2024 is implemented.

Additionally, Qualified Vendors will need to take action to correct or complete information in the Division's Contract Administration System (CAS) or in the Vendor's FOCUS account. Failure to maintain compliance and take action timely on required activities will create barriers to a successful re-application and may result in the denial of a Qualified Vendor's new application.

The Division has created a [webpage specific to this project](#) that includes a PDF copy of the final [RFQVA DDD-2024 document](#) and the projected timeline to help Qualified Vendors and applicants plan for the implementation of RFQVA DDD-2024. The timeline is subject to change and will be updated as necessary. The Division has also posted a [summary of changes](#) between the current and future RFQVA for Qualified Vendor reference.

Stakeholders may submit questions via this [Google Form](#).

### **Changes in Solicitation for HCBS In RFQVA DDD-710000**

The Division has recently updated the status of some HCBS services it is soliciting for through the Request for Qualified Vendor Application (RFQVA DDD-710000). The Division has determined that as of January 31, 2023, it has a sufficient number of contracts and contract applications for the following services:

- Attendant Care
- Habilitation Services - Support - Hourly
- Individual Designed Living Arrangements (Hourly)
- Individual Designed Living Arrangements (Daily)
- Housekeeping - Chore/Homemaker
- Respite, Daily
- Respite Hourly
- Room and Board HBA/HBC
- Developmental Home Vendor Supported Adult

- Developmental Home Vendor Supported Child

Applications submitted prior to January 31, 2023, which include receipt by the Division of the hardcopy documents, will be accepted. Amendments to existing Qualified Vendor Agreements, to add one or more of the above services, submitted prior to January 31, 2023, will also be accepted.

For questions about this communication, please contact the Network Development & Recruitment Unit via email at [networkproviderrecruitment@azdes.gov](mailto:networkproviderrecruitment@azdes.gov).

## **AHCCCS Electronic Visit Verification (EVV)**

Electronic Visit Verification (EVV) tracks and monitors timely service delivery and access to care for members. EVV applies to all providers of these services, including paid family direct care workers. **EVV is a federal requirement and is a mandatory program.** All individuals who receive services from AHCCCS must participate. The hard claims edit for Electronic Visit Verification went into effect on Sunday, January 1, 2023. This means that Qualified Vendors cannot be paid for claims for services with dates of service on or after January 1, 2023, if all EVV requirements are not met. At a minimum, the EVV system must electronically verify the:

- Type of service performed
- Individual receiving the service
- Date of the service
- Location of service delivery
- Individual providing the service
- Time the service begins and ends

The DDD services impacted are:

- Attendant Care
- Homemaker/Housekeeping
- Habilitation Hourly
- Home Health (Nursing, Licensed Health Aid, Home Health Aid)
- Respite

**Services including Speech Therapy, Occupational Therapy, and Physical Therapy provided by a Qualified Vendor that is enrolled as a “Provider Type 39-Habilitation Provider” or as a “Provider Type 01 Group Biller” are not required to use Electronic Visit Verification when providing services.**

Additionally, EVV is only required for the following Place of Service (POS) codes:

- 12-Home
- 13-Assisted Living Facility
- 99-Other

Additional information about EVV can be found on the [AHCCCS EVV website](#) and in the [Division’s Provider Manual Chapter 62 Electronic Visit Verification](#).

Qualified Vendors are responsible for helping members set up their weekly schedule in EVV. This schedule helps DDD know if members are usually getting the services the way they discussed with their planning team. The reasons for the variation if some visits start or end at different times from the weekly schedule must be recorded. Qualified Vendors should be prepared to assist the members and families they serve if they have questions about their agency’s EVV system.

## **In-Person Planning Meetings**

The flexibility to hold planning meetings virtually has been in place since April 2020. Planning meetings are the core of the work DDD does in helping its members live self-directed, healthy, and meaningful lives. The personal connection developed between a Support Coordinator and member is key to helping each member achieve their goals and live the life they want to live. In-person planning meetings are necessary to ensure Support Coordinators can truly assess each member's health and well-being in their living environment. This includes seeing their entire living situation to ensure they have what they need to meet their essential needs and are free from abuse, neglect, or exploitation. This is difficult to do through a virtual medium. Beginning April 1, 2023, Support Coordinators will resume in-person planning meetings to align with Division policies.

## **Parents as Paid Caregivers for Their Minor Children**

Parents as paid caregivers for their minor children is a flexibility that was implemented at the start of the federal COVID-19 PHE. This reduced the number of people members had to be in contact with from outside their homes. This flexibility is set to expire at the end of the COVID-19 PHE. However, this flexibility was included in the AHCCCS American Rescue Plan Act (ARPA) spending plan. This plan was approved by the Centers for Medicare and Medicaid Services (CMS). Under ARPA funding, this flexibility will be available through September 30, 2024. The ARPA plan will take effect when the federal COVID-19 PHE expires. The Secretary of the Department of Health and Human Services renewed the federal COVID-19 public health emergency on January 11, 2023. The federal government plans to give states 60 days notice prior to termination of the federal COVID-19 PHE.

Parents will not be allowed to provide more than 40 hours of total paid care per ALTCS member in any given week after the federal COVID-19 PHE expires. This applies even if they are employed by multiple agencies. The member may be assessed for more than 40 hours based on their needs. However, any hours greater than 40 must be provided by a non-parent direct support professional.

Each ALTCS member who is under the age of 18 can receive paid care from a parent for up to 40 hours a week. In cases where two parents are paid caregivers, they can provide up to 40 hours of combined services per week per ALTCS member.

## **Network Updates**

### **Policy Development Tool Reminder**

Qualified Vendors must ensure they maintain policies that include required components as outlined in the [Policy Development Tool \(PDT\)](#) to meet Division rules and policies. The Division frequently updates the PDT and recommends that Qualified Vendors establish a process to review the PDT on a regular basis to ensure their policies continue to meet requirements. The PDT will also be updated in the future to align with requirements in the RFQVA DDD-2024. Please refer to the PDT Frequently Asked Questions for additional information. Please email any questions about the Policy Development Tool to [providernetworksupport@azdes.gov](mailto:providernetworksupport@azdes.gov).

### **Pre-Service Provider Orientation Form**

The Division has updated the [Pre-Service Provider Orientation form \(DDD-0097A\)](#) and created a Spanish version of the form, [DDD-0097A-S](#). Changes were made to identify additional member preferences to provide improved member care by direct support professionals. These forms can also be found in the [DES Document Center](#). Qualified Vendors must use the current version of this form or ensure the forms they are using include, at a minimum, the same information that is on the Division's Pre-Service Orientation form. Questions about the Pre-Service Provider Orientation form can be emailed to [providernetworksupport@azdes.gov](mailto:providernetworksupport@azdes.gov).

## IDLA Service Sites and Staffing Schedules Reminder

Qualified Vendors who provide IDLA services are required to maintain service sites in the Contract Administration System (CAS) for settings that provide HAI and HID service. These service sites are visible in the Program Staffing Application (PSA) and cannot contain Protected Health Information (PHI). Beginning November 1, 2022, Qualified Vendors are also required to submit initial HID staffing schedules and any updated staffing schedules into PSA. If an initial staffing schedule has not been submitted, a member of the Residential team will be contacting Qualified Vendors that have not submitted an initial staff schedule to identify and work through any barriers they are experiencing in completing this requirement. Questions can be submitted via email to [DDDresidentialunit@azdes.gov](mailto:DDDresidentialunit@azdes.gov).

## Developmental Home Providers

Qualified Vendors who provide Developmental Home Services must maintain service sites in the Contract Administration System (CAS) for settings that have current licenses for HBA, HBC or are certified as CDCH. These service sites are visible in the Program Staffing Application (PSA) and vendors should respond to vendor calls with a service site that has the existing approved capacity and can meet the member's needs. Vendors should not use the AA site to respond to vendor calls.

Vendors are not permitted to provide service to a member for a probationary period. The Division may require the responding Qualified Vendor to meet with the member or member's representative before final selection and authorization. Once the member or member's representative has selected a vendor, the vendor will receive the authorization and will need to continually provide the service as outlined in [Provider Policy Manual Chapter 50 - Vendor Call Requirements for Qualified Vendors](#). A planning meeting should be convened if barriers are identified so additional support can be identified as needed.

## Program Review Committee Monthly Update

The Division's Program Review Committee (PRC) will provide monthly updates and information on a variety of topics that relate to the PRC process, behavior plans, positive behavior support, and other topics of interest.

As of January 2023, all PRC email inboxes have been streamlined for uniformity. Qualified Vendors should update their information to reflect these new email addresses.

- District Central: [dddcentralprc@azdes.gov](mailto:dddcentralprc@azdes.gov)
- District East: [dddeastprc@azdes.gov](mailto:dddeastprc@azdes.gov)
- District North: [dddnorthprc@azdes.gov](mailto:dddnorthprc@azdes.gov)
- District South: [dddsouthprc@azdes.gov](mailto:dddsouthprc@azdes.gov)
- District West: [dddwestprc@azdes.gov](mailto:dddwestprc@azdes.gov)
- PRC Administration: [dddprcadministration@azdes.gov](mailto:dddprcadministration@azdes.gov)

Qualified Vendors must submit behavior plan packets and requests for technical assistance to their assigned district mailbox. Please contact the PRC Administrator for your district to elevate any concerns/questions to PRC management, suggest topics for future monthly updates, or request a licensed clinician to participate in a PRC review.

- Districts Central and West: Brent Seymour, [bseymour@azdes.gov](mailto:bseymour@azdes.gov)
- Districts East, North, and South: Katrien Filez, [kfilez@azdes.gov](mailto:kfilez@azdes.gov)

## Group Home Monitoring Pilot Program - House Bill 2865

House Bill 2865 (HB 2865) was passed by the Arizona Legislature and signed into law in June 2022. The legislation requires the Division to contract with the Arizona Center for Disability Law (ACDL) to implement a 3-year pilot program, beginning January 1, 2023, which includes:

- ACDL monitoring group homes that serve members with complex behavioral needs, and
- ACDL conducting quality of care complaint investigations for group homes.

The Division will establish a process to identify group homes that support members with complex behavioral needs and refer those homes to ACDL for monitoring. For purposes of the Group Home Monitoring Pilot Program, members with complex needs are defined as members:

- with dual disorders (I/DD and psychiatric/behavioral health disorders), AND
- who also engage in challenging behaviors that impact the member's daily functioning or quality of life such as physical aggression, self-injurious behavior, elopement, property destruction, danger to self, or danger to others.

ACDL will monitor the following areas during the Group Home Monitoring Pilot Program:

- If the members received services identified in their person-centered service plans, including medication monitoring and habilitation treatment, as applicable.
- If the provision of services identified in the person-centered service plan has been effective in addressing the member's complex needs.
- If the services have resulted in a reduction in behaviors that interfered with the ability of members to live safely in the community.
- If all physical interventions used by the group home staff complied with the member's Behavior Plan and applicable state laws.

### What Can Group Homes Do to Prepare?

- Ensure Direct Support Professionals (DSP) are aware of the pilot program.
- Ensure DSPs follow the agency's established protocols to verify the identity of any monitors or investigators prior to admission to any group home.
- Ensure Current Documentation: ACDL will need access to various documents during the Group Home Monitoring Pilot Program. Group Home vendors should ensure homes have current versions of the following documents available for the ACDL monitors:
  - Current Behavior Plans (Current/Approved)
    - Work with the Support Coordinator and Planning Team to ensure all members who need a Behavior Plan have an active and approved plan in place. See the Resource Highlights section below if assistance is needed.
    - Ensure staff members are trained on how to implement the Behavior Plans.
    - Ensure staff members are documenting the behavioral data related to the Behavior Plans.
  - Person-Centered Service Plans (including 90-day updates)
  - Behavioral Data/Tracking
  - Habilitation Goal Daily Documentation
  - Habilitation and Behavioral Monthly Progress Notes

## Resource Highlights

- The Division will host an optional educational forum on January 27, 2023, from 9:00 a.m. - 11:00 a.m. for interested Group Homes vendors. The educational session will be virtual using Zoom, <https://azdes.zoomgov.com/j/1613269381>. Please contact [providernetnetworksupport@azdes.gov](mailto:providernetnetworksupport@azdes.gov) for questions regarding the educational session. Educational objectives for this forum include:
  - Details regarding House Bill 2865
  - The role of ACDL and the Group Homes during Group Home Monitoring and Quality of Care investigations
  - Refresher training regarding the Program Review Committee process
  - Information about the Behavior Plan Writing Workshop training available to Qualified Vendors
  - To join the educational session via Zoom, <https://azdes.zoomgov.com/j/1613269381>  
Zoom Meeting ID: 161 326 9381  
+1 669 254 5252 US
- [House Bill 2865](#) is the authority outlining the pilot program.
- Behavior Plan Writing Workshops are available through the Division. Please email [dddstatewidetraining@azdes.gov](mailto:dddstatewidetraining@azdes.gov) for more information and registration.
- For an editable version of the Standardized Behavior Plan Template, additional resources are available in the [PRC Resource Drive](#).
- For questions or technical assistance related to writing Behavior Plans or the PRC process, contact your local PRC District.
  - District Central: [dddcentralprc@azdes.gov](mailto:dddcentralprc@azdes.gov)
  - District East: [dddeastprc@azdes.gov](mailto:dddeastprc@azdes.gov)
  - District North: [dddnorthprc@azdes.gov](mailto:dddnorthprc@azdes.gov)
  - District South: [dddsouthprc@azdes.gov](mailto:dddsouthprc@azdes.gov)
  - District West: [dddwestprc@azdes.gov](mailto:dddwestprc@azdes.gov)
- Questions about House Bill 2865 and this Pilot Program can be submitted via email to [DDDQMProgramMonitoring@azdes.gov](mailto:DDDQMProgramMonitoring@azdes.gov).

## 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, February 2, 2023, from 6:00 p.m. to 8:00 p.m.** Please share this information with members and families and encourage them to participate at the next event. The town hall schedule and instructions to join via the Internet or phone can be found [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

- Provider Fraud
  - In Arizona: 602-417-4045
  - Outside Arizona: 1-888-ITS-NOT-OK (1-888-487-6686)
- Report Member Fraud:
  - In Arizona: 602-417-4193
  - Outside Arizona: 1-888-ITS-NOT-OK (1-888-487-6686)
- If you have questions about AHCCCS fraud, abuse of the program, or abuse of a member, email the AHCCCS Office of Inspector General (OIG) at [AHCCCSFraud@azahcccs.gov](mailto:AHCCCSFraud@azahcccs.gov).