

DDD SHOUT

VENDOR & PROVIDER NEWSLETTER

Volume XLIII - April 2023

AHCCCS Opened New Award Program to Strengthen HCBS Services in Arizona on April 17

AHCCCS is introducing a new \$40 million award program to enhance the experience of people receiving Home and Community Based Services (HCBS) in Arizona. The AHCCCS ARP Program Award will provide eligible HCBS providers in the state with between \$10,000 and \$500,000 for programmatic or infrastructure projects to improve the experience, health, or safety of HCBS recipients in Arizona.

The application opened on April 17, 2023, and all applications must be submitted by 5 p.m. on May 16, 2023.

The following providers of HCBS in Arizona are eligible to apply:

- Behavioral Health Outpatient Clinics (Provider Type 77)
- Attendant Care (Provider Type 40)
- Integrated Clinics (Provider Type IC)
- Assisted Living Centers (Provider Type 49)
- Assisted Living Homes (Provider Type 36)
- Habilitation Providers (Provider Type 39)
- Community Service Agencies (Provider Type A3)
- Board-Certified Behavior Analysts (Provider Type BC)
- Adult Foster Care (Provider Type 50)
- Home Delivered Meals (Provider Type 70)
- Adult Day Health (Provider Type 27)
- Elderly and Physical Disability (EPD) HCBS (Provider Type 81)
- Area Agencies on Aging

Find more information, including a full list of eligible activities, on the [ARP Program Awards web page](#). Please submit any questions to AHCCCSARPAwardsHelp@pcgus.com.

We hope you'll participate in this exciting new opportunity to help AHCCCS members!

White House Announces April is Care Workers Recognition Month

Earlier this month, the White House announced April is Care Workers Recognition Month. The announcement said, "Our message this month to care workers across America is simple: The work you do matters. You are there for families when they need you most — providing comfort, strength, and compassion that inspire us all. Your devotion to the people and communities you serve represents the best of

America's character, and we will always stand with you, ensuring you are seen, valued, and rewarded fairly for the work you do." To all care workers, thank you for all that you do in service to DDD members.

To read the full proclamation, [click here](#).

Attention: Qualified Vendors to use New Incident Report Form Beginning May 1

Changes to the Incident Report form will increase information taken from the Incident Report Form in a standard way and will reduce the need to contact Qualified Vendors for details required by law.

Data reported in the form collects information as listed in House Bill 2865. The bill passed in June 2022.

These changes were suggested by AHCCCS and the Independent Oversight Committees (IOCs) and include:

- Three event types: Medication, Death, and Other. Vendors complete only the section that applies to the event being reported. Member injury events are reported in the section marked "Other." Vendors can skip the other event-type areas.
- More sections. These areas allow the form to collect detailed information about member demographics, required notifications and corrective actions already put into place by the vendor. These sections need to be filled out.

The Division asks Qualified Vendors to take time now to review the form and to train employees in its use.

Incidents reported on or after May 1, 2023, must be done using the new form.

AHCCCS Extends Parents As Paid Providers As-Is Until November 2023

The Parents as Paid Providers service flexibility began at the start of the COVID-19 Public Health Emergency. The goal was to ensure families had support during the emergency. AHCCCS worked with the Centers for Medicare and Medicaid Services to allow parents to become Direct Care Workers (DCW) for their children who receive DDD benefits. This let Qualified Vendors hire parents and stepparents to provide services for their minor children. Parents as Paid Providers was temporary during the COVID-19 Public Health Emergency. More information can be found on the Division's website in [English](#) and [Spanish](#).

AHCCCS recently updated its list of flexibilities. One update extends Parents as Paid Providers with no changes until Nov. 11, 2023. The Division will keep providing updates as November 2023 gets closer.

Nursing Direct Referrals Moving to Network

In October 2021, the Division's Vendor Call process was updated to allow for open and continuous vendor calls. If there are no "yes" responses by the seventh day, the vendor calls are automatically elevated to the Network District Resource team to conduct Direct Referrals to providers.

Effective April 17, 2023, Home Health Services Direct Referrals will transition to the Network District Resource team. Health Care Services (HCS) will initiate the Vendor Call for Home Health Services. If there are no "yes" responses by the seventh day, the vendor calls will automatically elevate to the Network District Resource team to conduct Direct Referrals to providers.

Any positive responses received for the Home Health Service(s) will be provided to the member's assigned Health Care Services Nurse to share with the responsible person. Qualified Vendors providing Home Health Services can expect to receive a call from a District Resource Network Coordinator to introduce themselves and discuss the direct referral process.

If you have any questions about this change, please do not hesitate to contact the Network District Resource team at NetworkDistrictResource@azdes.gov.

Direct Referral Pilot for Home Health and In-Home Services

The [Division's Provider Manual Chapter 50 - Vendor Call Requirements for Qualified Vendors](#) requires that Direct Referrals be conducted if a non-residential vendor call does not receive any "yes" responses within seven days of being issued. Currently, DDD District Resource Network staff have called or sent emails to vendors about all members with open vendor calls.

Beginning May 1, 2023, a Direct Referral Pilot will be launched for In-Home Services and Home Health Services (ATC, HAH, HSK, HAM, RSP, G0300, HNR, S9124). Vendors will only be contacted by one Network Coordinator and follow-up will be scheduled on at least a monthly basis. The goal is to provide Qualified Vendors with relevant information about service needs in a more efficient manner and get services started for DDD members as quickly as possible.

District Resource Network Coordinators will schedule a short meeting with each Qualified Vendor to discuss the current capacity to provide services within specific geographic areas, to provide information about any open vendor calls in the areas they have providers available or providers becoming available, and to provide information about vendor calls in different areas so Qualified Vendors can recruit in those areas if needed.

AHCCCS Differential Adjustment Payment (DAP) CYE 2024

Qualified Vendors with the Division of Developmental Disabilities (DDD) may be eligible for Differential Adjusted Payments (DAPs) offered by AHCCCS as outlined in the [DAP strategies](#) posted on the [AHCCCS website](#).

The DAPs are for the contract year Oct. 1, 2023 through Sept. 30, 2024 (CYE 2024) and will be available to select AHCCCS-registered Arizona providers who meet agency-established performance criteria.

The DAP rates will ensure payments are consistent with efficiency, economy, and quality of care. They are also sufficient to enlist enough providers to ensure services are adequately available to the general population in their geographic areas of residence.

The DAPs include:

- Provider Workforce Goal and Data Reporting (1.0%) - found on pages 35 - 36 of the [AHCCCS DAP](#)
- Pipeline AZ (1.0%) - found on pages 37- 38 of the [AHCCCS DAP](#)
- Electronic Visit Verification (EVV) Visit Status Compliance (0.5%) - found on page 32 of the [AHCCCS DAP](#)
- Electronic Visit Verification (EVV) Visit Status Compliance (2.0%) - found on pages 32 - 33 of the [AHCCCS DAP](#)

A full listing of available DAPs and specific criteria can be found here: [AHCCCS DAP](#).

New Visitors in Group Homes Might Ask for Interviews. Why? HB 2865

In 2022, a bill named HB 2865 became law. Now, in the coming weeks, staff working in some group homes might feel the effects of that law.

HB 2865 was passed to ensure people with complex behavioral needs get quality care to meet those needs. It requires the DDD to contract with the Arizona Center for Disability Law. The Center will help provide more information about Arizona group homes.

One of the ways the Center will do this is by interviewing people who live in the group homes, including DDD members. People from the Center might ask residents questions about the services they receive. They might also talk to the families of residents.

Representatives from the Center may also talk to staff at the group homes. Staff is required to answer questions from Center representatives.

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, May 4, 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 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 by visiting the [Vendor Announcements page](#) online.

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

- 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.

If there are other individuals in your organization who would benefit from receiving DDD Vendor Announcements, please encourage them to sign up at <https://azdes-community.secure.force.com/subscribe/>.