

DDD SHOUT

VENDOR & PROVIDER NEWSLETTER

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DDD No Longer Accepting New Qualified Vendors Under Existing Contract

What this means for Qualified Vendors

DDD is changing its contract with Qualified Vendors in 2024 to improve care while adding more high-quality services for DDD members.

Because DDD has sufficient contracts for Home and Community-Based Services right now, DDD will stop adding Qualified Vendors to its network under the existing contract. The Division wants Qualified Vendors to know it's supporting the provider network in other ways by:

- Providing robust technical support to vendors for services under the current and new contracts, including vendor orientations for new and existing qualified vendors
- Continuing to collaborate with current Qualified Vendors regarding the expansion of their current contracted Home and Community-Based Services (HCBS) based on member needs, and helping them to develop strategies to recruit and retain qualified Direct Support Professionals (DSP)
- Monitoring the network to identify services that may need recruitment efforts
- Providing information to current Qualified Vendors about services that are needed in a specific geographical area
- Continuously monitoring the re-contracting of existing Qualified Vendors under its new contract (RFQVA DDD-2024)
- Enhancing its Workforce Development webpage to include additional tools and resources to support Qualified Vendors in developing their workforce. Planned content includes information on the Division's and AHCCCS' American Rescue Plan Act (ARPA) initiatives and links to various programs that can help connect employers with employees.

When members need a provider during this transition, a DDD Support Coordinator can help them find one.

On March 1, 2024, the new Qualified Vendor contract will begin. At that time, new Qualified Vendors can apply to join DDD's network.

Qualified Vendors should also review this document, "[Important Information Related to the Application Process for Existing Qualified Vendors](#)." DDD thanks its Qualified Vendors for understanding during this time of transition. In the end, the new contract will improve the care and quality of services members receive.

Changes in Ownership Involving the Qualified Vendor Agreement

In accordance with the Standard Terms and Conditions of the existing contract RFQVA DDD-710000 and upcoming RFQVA DDD-2024, a proposed merger, reorganization, affiliation, or change in ownership of the

Qualified Vendor Agreement shall require prior approval and written consent of the Division. This means that although a Qualified Vendor is free to sell their business, they cannot sell, transfer or delegate the Qualified Vendor Agreement (also known as the “contract” and QVA) without the prior approval and written consent of the Division.

As of March 31, 2023, the Division is no longer adding contracts/QVAs to the current RFQVA DDD-710000 AND is not accepting amendments to add services to the existing QVAs. As of November 1, 2023, the Division will no longer accept amendments to make changes to a Qualified Vendor Agreement, including changes in signatories, that require Division review and approval. Qualified Vendors planning to sell or restructure their business should consider this information and obtain legal advice when making decisions about the type of purchase agreement they will enter into. This information will also need to be disclosed to the buyer. The Division will be unable to consider requests for approval of the sale, transfer or delegation of an existing Qualified Vendor Agreement to a buyer who will be using a different FEIN than the one on the seller’s contract/QVA. Additionally, the potential buyer MUST have an approved QVA application or an existing QVA for DDD-710000.

For more information on the new Agreement, please go to: <https://des.az.gov/services/disabilities/developmental-disabilities/vendors-providers/qualified-vendor-agreement>

Call for Volunteers! DDD Seeking Volunteers to Support I/DD Community

As a DDD Qualified Vendor, you’re probably already passionate about supporting those with intellectual and developmental disabilities. Therefore, we’re asking for your help in expanding our volunteer network.

If you have friends or family who want to volunteer, DDD is asking you to put out the word and help fill its need for volunteer opportunities. The list of opportunities is available here: <https://des.az.gov/how-do-i/volunteer/volunteer-opportunities>.

If you have any questions, or have loved ones who want to volunteer, please reach out to DDD Volunteer Coordinator Liz Perez at elizabethperez@azdes.gov.

Requests for Release: When to Contact DDD Customer Service

DDD Customer Service has seen an influx of “Requests for Release” from Qualified Vendors recently. However, not all circumstances require vendors to contact Customer Service for this request.

When the team or responsible person mutually agrees with the Request for Release, the DDD Support Coordinator will automatically facilitate an authorization end date. DDD will also document the agreement in the plan and progress notes.

Only when the team or responsible person disagrees with the Request for Release does the Qualified Vendor need to contact DDD Customer Service for a decision.

Here is what the Provider Policy Manual Chapter 50 states, verbatim:

REQUEST FOR RELEASE FROM SERVICE AUTHORIZATION FOR RESIDENTIAL SERVICES 1. If the Planning Team does not mutually agree upon a request for release, the vendor may submit a request for release from service authorization to the DDD Customer Service Center (CSC).

REQUEST FOR RELEASE FROM SERVICE AUTHORIZATION – Non-Residential Services 1. If a release is not mutually agreed upon, and no services have been provided yet, the Qualified Vendor may submit a request for release from service(s) to the DDD Customer Service Center.

For more information, please click here: https://des.az.gov/sites/default/files/media/Complete_Set_of_all_Division_Policy_Manuals.pdf?time=1683570937132.

Updates from the Office of Licensing, Certification and Regulation (OLCR)

HCBS Certification

All Qualified Vendors must register with AHCCCS by ensuring the information provided in the AHCCCS APEP portal matches what is on the agency's HCBS Certification. Information about which provider type to register can be found in the [AHCCCS Medical Policy Manual Chapter 610- AHCCCS Provider Qualifications](#) and [Attachment A of this policy](#). Most, but not all, agencies are registered as a Provider Type (PT) 39. Group homes must register as a PT 25. Most, but not all, therapy agencies register as a PT 01 or "group biller".

For more information, please review the [AHCCCS webpage for Provider Enrollment](#). For clarification, you can contact the AHCCCS Provider Services Unit at 602-417-7670 or APEPTrainingQuestions@azahcccs.gov.

Once a Qualified Vendor is assigned a new AHCCCS ID number for an agency or group home, please send it to hcbcertification@azdes.gov.

Developmental Home Licensing

Developmental Home Licensing Applications are processed in the order they are received. Therefore, the date requested may not always be possible. Please try to submit transfer requests to OLCR at least 21 business days in advance.

During the renewal process, an Additional Information Request (AIR) may be issued to the agency. If the agency does not submit the additional information by the 60th day, the application will be closed in Quick Connect and the agency will be required to submit a new application. If new applications are submitted and ultimately approved, licenses will not be backdated and will have a new effective date.

Members with access to unlocked medications or toxins must have a current Planning Document stating this. Please note that if one member has access to unlocked medications or toxins, all members in the home have access. OLCR must also be notified in order to restrict the license to members who can have unlocked medications or toxins. OLCR will be asking follow-up questions regarding members' access to medications and toxins during the renewal process to ensure safety and that licenses are set accordingly.

Please reach out to your assigned liaison for any clarification or assistance at any time.

PRC Monthly Update - Target Behaviors and Functions

What does 'function' mean?

The function of the behavior is the likely reason why a problem behavior is occurring and maintained over time. It can be thought of as the "trigger" for why a behavior is happening.

How to assess the function of a behavior

It is helpful to assess the function or reason of the problem behavior by describing the target behavior in terms of the context in which the behavior occurs:

- A. Antecedent: events that occurred right before the behavior began
- B. Behavior: actions of the person observed
- C. Consequence: events that occurred immediately following the behavior

Then look for patterns that play a role in forming and/or maintaining a behavior over time. For example:

- A. Jon was told it was shower time.
- B. Jon screamed and threw his phone to the ground.
- C. Jon's Caregiver gave him time to calm down.

In the above example, the function of the behavior would be to escape from a task. By screaming and throwing his phone, the instruction that was presented to Jon was not followed through and Jon was able to escape from completing the task.

Once the function is identified, a positive alternative replacement behavior with the same or similar outcome as the target behavior can be developed. For example, the caregiver will teach Jon a positive communicative response to request an escape such as saying, "Later please."

All human behavior can be sorted into four functions: Escape, Attention, Tangible and Sensory.

Function	Description	Examples
Escape	A person engages in a behavior to end or avoid something they do not like.	<ul style="list-style-type: none"> • Throw the phone on the ground because a task is presented. • Taking a different way home to avoid traffic.
Attention	A person engages in a behavior to receive attention.	<ul style="list-style-type: none"> • Raising a hand in class to get called on by the teacher. • Screaming so that someone comes over.
Tangible	A person engages in a behavior to get access to an item or activity.	<ul style="list-style-type: none"> • Completing work to get paid. • Hitting caregivers in order to get them to go on a walk.
Sensory	A person engages in a behavior because it physically feels good or it relieves something that feels bad or is painful. The behavior is displayed whether or not other people are present.	<ul style="list-style-type: none"> • Playing with saliva. • Head-banging to feel less dental pain.

Other resources regarding functions are offered in the PRC Guide and Resources folder. This folder can be found embedded in the PRC email signatures: https://drive.google.com/drive/folders/1kfr7YPfaF_k_mtbPidrQgs1jlqoiy08z.

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, June 1, 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/>.