

DDD SHOUT

VENDOR & PROVIDER NEWSLETTER

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RFQVA Electronic Signatures

In order to reduce the administrative burden on Qualified Vendors submitting applications for RFQVA DDD-2024, the Division has made the application a fully electronic process. Paper documents will not be accepted. ALL uploaded application documents must be PDF, other document formats will not be accepted. Hand-signed DDD documents uploaded as part of the application will be rejected during review.

Digital Signatures are a type of Electronic Signature that uses a certificate-based Digital ID, obtained either from a cloud-based trust service provider or from the signer's local system. A digital signature, like a conventional handwritten signature, identifies the person signing a document. Unlike a handwritten signature, a certificate-based signature is difficult to forge because it contains encrypted information that is unique to the signer. It can be easily verified and informs recipients whether the document was modified after the signer initially signed the document.

Below are some basic steps Qualified Vendors should follow to ensure their documents are electronically signed and accepted in review. Complete the following steps to electronically sign the required documents:

1. Ensure that you have Adobe Acrobat or Acrobat Reader software on your computer.
2. Log into CAS and start the application process.
3. Review the description/instructions for each document required for submission.
4. Download each document to your computer.
5. Complete the document by answering any questions, check boxes, and add text.
6. Add an E-signature by clicking the "Add signature" icon (pen) at the top of the document.
7. View the document to ensure that it is correct and has a date and time stamped signature.

Documents required for submission that must be signed electronically are:

- A. RFQVA Assurance and Submittals Attestation
- B. Background Check Authorization for Qualified Vendor Application
- C. Qualified Vendor Application Approval
- D. Business Associate Agreement (BAA)
- E. Debarment, Suspension, Ineligibility, and Voluntary Exclusion Lower Tier Covered Transaction
- F. Forced Labor of Ethnic Uyghurs Ban
- G. Participation in Boycott of Israel
- H. Policy Development Tool Attestation

Questions about the application for RFQVA DDD-2024 can be submitted using [this Google Form](#).

New Positive Behavior Support Training for Direct Support Professionals

The Division is working on a new project to provide Positive Behavioral Support (PBS) training. The training will be for families/caregivers and Direct Support Professionals (DSPs). This PBS training will help family members and Direct Support Professionals support people who the Division serves. It will also help people who may have challenging behaviors.

What is Positive Behavior Support (PBS) training?

PBS training offers new skills, tools, and resources. It helps family members and DSPs who support the people the Division serves. It also helps people who may have challenging behaviors.

PBS is person-centered. It improves relationships between members and their caregivers. It lessens challenging behaviors by teaching new skills. It also teaches caregivers how to improve the person's environment.

PBS is not a "treatment." Instead, it teaches new ways to respond to challenging behaviors.

Who will be able to receive PBS training?

- All Direct Support Professionals (DSPs) employed by the Division.
- Qualified Vendors who employ DSPs. The vendors will be offered incentives.
- Families/Caregivers who are interested in PBS. They will be able to receive the training at no cost.

What are the benefits of PBS training?

PBS training helps people who receive services from DDD, their families/caregivers, and the community.

Member Benefits

- More independence, dignity, self-esteem, and value.
- Better family and caregiver relationships.
- Less crisis contacts, emergency department visits, and hospital admissions.
- Members staying in their own homes and communities.
- Improvement in quality of life for members and caregivers.
- More safety for members and others in the family home.

Family/Caregiver Benefits

- Better relationships.
- Skills and confidence in supporting loved ones when they are struggling.
- Stronger family bonds to keep loved ones in the home.

Stakeholder and Community Benefits

- More resources for DDD members and their families or caregivers.
- More chances for members and families to engage with the community.
- Better safety for members and others in the community.

Staff Benefits

- More confidence for DSPs.
- Wider set of skills for DSPs supporting members.
- Better relationships between members, families and providers.
- Incentives for completing PBS training.

What is the timeframe for this project?

The Division is planning to start the training in 2024 and will keep you posted on the project as it progresses.

Where can I leave feedback?

If you have any questions, you may submit the question(s) or feedback using this Google Form.

Program Review Committee (PRC) Monthly Update - Rights Restrictions

“Rights Restriction” means a limitation to the rights of a member due to the team identifying a specific need in order to support the health, safety, and well-being of the member or others. Rights restrictions are noted as a “YELLOW LIGHT” technique in Article 9 and require review and approval by the PRC/IOC prior to implementing the restriction.

Rights Restrictions may include limitations to privacy, limitations to movement (ex. Protective Devices designed to reduce the likelihood of injury from self-injurious behavior), or limitations to access (ex. residence, mail, personal possessions, food/drink, activities, family, friends, and children). However, these examples do not cover everything that might be considered a restriction to an individual’s rights.

All rights restrictions are temporary and teams must take steps to reduce the need for the rights restriction over time. It is not permitted to use a rights restriction to address a risk without helping the member gain skills needed to reduce or eliminate the rights restriction. Most importantly, it is critical for member’s self-determination and dignity that they are provided opportunities to develop the skills that will support the removal of a restriction.

Included in the behavior plan template is a rights restriction section that details the necessary components of the background and protocol. Please ensure that all details are completed prior to PRC submission.

Rights Restriction	Details
Proposed Restriction	
Reason for Proposed Restriction	
Previous (lesser intensive) Intervention	
Supports in Place	
Estimated Time of Restriction	

Proposed Restriction: Elaborate on the background information, such as when did the concern last occur, how often, etc. Provide a clear description of what the rights restriction looks like in the daily life of the person (how and when it is used).

Reason for Proposed Restriction: Explain why the restriction is necessary to maintain the health/safety of the member and others, will cause no harm to the individual, and is the least-intrusive option at this time.

Previous(lesser intensive) Interventions: Explain which less intrusive supports/strategies have been tried in the past, any progress that was made, any barriers the team encountered, etc.

Supports in Place: Explain the current support the member receives, such as services, skills training, classes, and/or education that will allow for the gradual fading of the restriction over time as the person gains healthier and/or safer skills.

Estimated time of restriction: Provide an estimate of when the person will have made enough progress with the offered support and will be able to make healthier and safer choices. Provide a description of the data that will be collected to monitor the member’s progress. How often will the Rights restriction be reviewed to make data-based decisions on when it will be best to fade the restriction?

PRC offers technical assistance to planning teams and behavior plan writers. To request a technical assistance meeting, please contact your District PRC Chair or by emailing DDDPRCAdministration@azdes.gov.

Reminder: New Quick Reference Guides Now Available for People DDD Supports

DDD recently launched its first five [Quick Reference Guides](#) in a new online library to improve plain-language communication and education for the people it supports.

The Quick Reference Guides are short PDF documents—mostly one to two pages long—covering specific topics that are relevant to the DDD community.

The guides can be found on [DDD’s webpage for Members and Family Resources](#) under “Member Manuals and DDD Policies.”

Currently, the Division published five Quick Reference Guides, with more in development:

- [Parents as Paid Providers for Their Minor Children](#)
- [Getting the Most from Your Pharmacy Benefits](#)
- [AHCCCS Eligibility Redeterminations](#)
- [Arizona’s Achieving a Better Life Experience \(ABLE\) Program](#)
- [Naloxone to Treat Opioid Overdose](#)

Informational Videos Also Available

Over the past four years, DDD also developed and published several [educational and informational videos](#).

They cover topics ranging from Planning Meetings and Assessments to What to Do When You Have a Complaint. Find the videos on the [DDD website](#).

The Division encourages all Qualified Vendors to share these Quick Reference Guides and informational videos with the people DDD supports.

Reminder: New Form for Central Registry Background Checks

This is a reminder that Qualified Vendors are now required to use a new form to complete Central Registry background checks.

The Department of Child Safety (DCS) and the Department of Economic Security (DES) worked in collaboration to update the Direct Service Central Registry Clearance Process and [Form \(CSO-1083C\)](#). The new form is now posted on the DCS website. **DCS stopped accepting the old 1083B form on August 1, 2023.**

It’s important to carefully complete the new form in its entirety, select the box for DDD as the DES Division, and enter your contract number and the email addresses to receive the result of the background check.

After conducting the search, DCS will send out the communication of results to the following:

- The Employer
- The Employee or prospective employee
- The Division/Agency selected by the Qualified Vendor on the form

This communication of results is considered confidential and should be kept in a secure location with your contract file for audit purposes.

For questions about these changes please contact DESCanRegistryChecks@azdcs.gov.

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.