

DDD SHOUT

VENDOR & PROVIDER NEWSLETTER

November 2023

AHCCCS Receives Temporary Extension to Pay Parents as Caregivers of Their Minor Children

Note: The following is a press release from AHCCCS

PHOENIX - The Arizona Health Care Cost Containment System (AHCCCS) has received a temporary extension of federal approval to pay parents for providing direct care to their minor children enrolled in the Arizona Long Term Care System (ALTCS).

The Centers for Medicare and Medicaid Services (CMS) granted the temporary extension of the State's existing COVID-19 Appendix K authority to allow the State and CMS to continue negotiations over the demonstration amendment application submitted on September 27, 2023 that proposes to allow AHCCCS to continue the program permanently. The COVID-19 Appendix K authority will now expire March 29, 2024 or once the proposal is approved, whichever may come first.

The letter from CMS, and more information and documents, are posted on the [Parents as Paid Caregivers web page](#).

The Department of Economic Security Wants to Hear from DDD Members, Families for NCI Survey

The Division is currently selecting DDD members and families to take part in the National Core Indicators® (NCI) survey. The survey will ask about the person's experiences with services from DDD.

The Division is mailing out three surveys:

- Adult Family Survey
- Family Guardian Survey
- Child Family Survey

Members or guardians of people who receive DDD services will be selected. Additionally, a total of 4,500 people who receive DDD services will be randomly selected to participate.

Here are a few things to know:

- The survey is VOLUNTARY: This is a survey to improve the quality of services in Arizona. Families and people who receive services are asked to complete the survey. It is the family's or member's choice to participate.
- The survey is ANONYMOUS: Members and families do not need to put their names on the survey, and their personal information will not be collected.

- The survey will improve QUALITY: This is an opinion survey to improve the quality of services for DDD members. It is not for planning one's personal services. The way members and families answer the survey questions will not directly affect their services.
- Individuals will have the option to complete the survey online or on paper and mail it back to the Division. To complete the survey online, there will be information included on the survey cover letter, along with the survey and return envelope.
- If the DDD member is selected to participate, the survey and cover letter will be mailed out via USPS. Surveys are scheduled to be mailed out by December 1, 2023. The due date for survey completion is June 30, 2024.

To learn more about NCI, visit www.nationalcoreindicators.org.

New ALTCS Handbook Now Live on DDD Website

The updated [Arizona Long-Term Care System \(ALTCS\) Handbook](#) is now published online via the DDD website. DDD members and their families, staff, and Qualified Vendors can access the ALTCS Handbook by going to the [DDD Member and Family Resources web page](#). Scroll down to the section titled, "Member Manuals and DDD Policies," and click to expand the menu. From there, you can access the updated ALTCS Handbook.

New Positive Behavior Support Training for Families, Caregivers

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 whom 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.
- Fewer 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](#).

2024 Provider Meeting Schedule

The Division has updated the Provider Meeting Schedule for 2024. The schedule is below and also available on the Division's website.

In-Home Services - January 11, 2024, 10:00 a.m. – 12:00 p.m.

- Join ZoomGov Meeting: <https://azdes.zoomgov.com/j/1606409081>
- Meeting ID: 160 640 9081
- Dial In: 1 669 254 5252

Home Health Services - February 8, 2024, 10:00 a.m. - 12:00 p.m.

- Join ZoomGov Meeting: <https://azdes.zoomgov.com/j/1613249838>
- Meeting ID: 161 324 9838
- Dial In: 1 669 254 5252

Day Program/Employment/Transportation Services - March 14, 2024, 10:00 a.m. - 12:00 p.m.

- Join ZoomGov Meeting: <https://azdes.zoomgov.com/j/1608781983>
- Meeting ID: 160 878 1983
- Dial In: 1 669 254 5252

Therapy Services - April 11, 2024, 10:00 a.m. - 12:00 p.m.

- Join ZoomGov Meeting: <https://azdes.zoomgov.com/j/1604613548>
- Meeting ID: 160 461 3548
- Dial In: 1 669 254 5252

Developmental Home/All Group Home Services - May 9, 2024, 10:00 a.m. - 12:00 p.m.

- Join ZoomGov Meeting: <https://azdes.zoomgov.com/j/1606951305>
- Meeting ID: 160 695 1305
- Dial In: 1 669 254 5252

In-Home Services - June 13, 2024, 10:00 a.m. - 12:00 p.m.

- Join ZoomGov Meeting: <https://azdes.zoomgov.com/j/1600668952>
- Meeting ID: 160 066 8952
- Dial In: 1 669 254 5252

Home Health Services - August 8, 2024, 10:00 a.m. - 12:00 p.m.

- Join ZoomGov Meeting: <https://azdes.zoomgov.com/j/1617676365>
- Meeting ID: 161 767 6365
- Dial In: 1 669 254 5252

Day Program/Employment/Transportation Services - September 12, 2024, 10:00am – 12:00pm

- Join ZoomGov Meeting: <https://azdes.zoomgov.com/j/1612342406>
- Meeting ID: 161 234 2406
- Dial In: 1 669 254 5252

Therapy Services - October 10, 2024, 10:00 a.m. - 12:00 p.m.

- Join ZoomGov Meeting: <https://azdes.zoomgov.com/j/1614373388>
- Meeting ID: 161 437 3388
- Dial In: 1 669 254 5252

Developmental Home/All Group Home Services - November 14, 2024, 10:00 a.m. – 12:00 p.m.

- Join ZoomGov Meeting: <https://azdes.zoomgov.com/j/1611001197>
- Meeting ID: 161 100 1197
- Dial In: 1 669 254 5252

The Division's Provider Network Support team will continue to send out email reminders and login details to Qualified Vendors prior to the applicable Provider Meeting. Agenda item requests can be submitted using this [Google Form](#). If you have any questions, please contact the Provider Network Support team at providernetworksupport@azdes.gov.

Authorizations to Administrative Sites and Service Sites

On December 1, 2022, the Division sent a [Vendor Announcement](#) regarding authorizations to Administrative and Service Sites. WellSky requires that vendors bill under the site to which the service authorization is assigned, either the "parent" site (Administrative AA site) or, if applicable, the "child" site (service location site).

It has come to our attention that some Qualified Vendors are not entering the Service Site from their contract into the Contract Administration System (CAS). This has prevented Division Support Coordinators from assigning necessary authorizations, therefore preventing Qualified Vendors from receiving payment for their services.

The 2022 Vendor Announcement identified which services require a Service Site in CAS and which services require a designated Administrative Site. Instructions on managing Administrative and Service Sites can be

found in the [DDD QVA User Guide and Manual](#).

If you have any questions, please contact Provider Network Support providernetworksupport@azdes.gov.

Abuse, Neglect, and Exploitation: Know How to Report

[Provider Manual Chapter 64 Preventing Member Abuse, Neglect, and Exploitation](#) and [Medical Manual 961 -Incident, Accident, and Death Reporting](#) provide guidance about preventing and reporting alleged Abuse, Neglect, and Exploitation.

Qualified Vendors providing residential or day services are required to post the DES/DDD approved sign, “Everyone Has the Right to be Safe,” in the service setting’s telephone location and/or near posted emergency numbers.

The signage is provided by the Division and can be found on the DES website, in the Document Center, available in English and Spanish. There are two versions: One for individuals younger than 18 years of age (child) and one for individuals 18 years of age or older (adult). The signage has the phone numbers for reporting to the Department of Child Safety (ADCS) 1-877-767-2445 and the DES Adult Protective Services (ADES/APS) at 1-877-767-2385.

- Vendors providing residential or day services must post child or adult signage appropriate for the age of the members receiving services in the setting.
- Qualified Vendors providing other types of services are encouraged to post signs at other service sites so members and stakeholders have easy access to the information.

Please Take the Arizona Community Services Survey

The Arizona Health Care Cost Containment System (AHCCCS) has asked the University of New Hampshire’s Institute on Disability (IOD) to conduct an evaluation of how the current service system in Arizona supports individuals with an Intellectual or Developmental Disability (IDD) and mental/behavioral health needs.

This survey is designed to look at the services currently available in Arizona, where they are working well, and where they might need to be strengthened or improved. Those running the survey are hoping to collect as many responses as possible from individuals working in any aspect of the service system (mental health, IDD, education, drug/alcohol treatment, hospitals, justice, child protection, etc.), as well as from family members and service users.

Please take a few minutes to [complete this survey](#). Then, please forward it to your networks, asking them to complete it and forward it as well. The survey takes approximately 15 minutes to complete. Even if you are not familiar with all the services listed, please review the entire survey to provide input on any services with which you have knowledge or experience.

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.