

# DDD SHOUT

## VENDOR & PROVIDER NEWSLETTER

January 2024

### **Why Volunteer with the Program Review Committee?**

Currently, the Program Review Committee (PRC) is looking for individuals within DDD and the community to assist and volunteer for PRC Reviews. Your assistance and involvement with PRC are extremely valuable to PRC and the DDD Members we serve.

As a new PRC volunteer, training and guidance is free and an ongoing process provided by PRC staff and materials provided to you. Your involvement as a PRC volunteer is highly appreciated and valued!

**PRC cannot truly operate without our volunteers!**

With busy lives, it can be hard to find time to volunteer. However, the benefits of volunteering can be enormous.

Volunteering offers vital help to people in need, worthwhile causes, and the community, but the benefits can be even greater for you – the volunteer. The right match can help you to find friends, connect with the community, learn new skills, and even advance your career.

#### **Benefits to Volunteering**

Volunteering connects you to others.

One of the more well-known benefits of volunteering is the impact on a community. Volunteering allows you to connect to your community and make it a better place. Even helping with the smallest tasks can make a real difference in the lives of people, agencies, communities, and organizations in need.

Volunteering helps you advance your skills.

Volunteering with PRC is a great way to further develop skills in writing behavior plans and learning more about the PRC review process. Furthermore, volunteering with PRC provides an opportunity to discuss and review the important concepts of Positive Behavior Support, a foundational approach for supporting vulnerable individuals with behavior change and helping to improve their quality of life.

Volunteering can bring fulfillment to your life.

Volunteering is a great way to explore your interests and passions. Doing volunteer work you find meaningful and interesting can be a relaxing, energizing escape from your day-to-day routine of work, school, or family commitments. Volunteering can also provide you with renewed creativity, motivation, and vision that can carry over into your personal and professional life.

#### **How do you join the PRC Volunteer Community?**

If you are interested in learning more about how to join the PRC volunteer community, please reach out to

[dddvolunteers@azdes.gov](mailto:dddvolunteers@azdes.gov). We would love to hear from you and appreciate your support and commitment in advance!

## Reminder: RFQVA Q&A Sessions Coming Up

Remember that the Division is hosting [virtual question-and-answer sessions](#) for Qualified Vendors with existing contracts under RFQVA DDD-710000 to assist with questions related to completing the application for RFQVA DDD-2024. Qualified Vendors are strongly encouraged to join at the beginning of the meeting in order to ensure their questions can be answered by Division staff in attendance. Meetings will end when there are no longer questions from the vendors in attendance.

For a full list of the upcoming sessions, please visit: <https://des.az.gov/services/disabilities/developmental-disabilities/vendors-providers/qualified-vendor-agreement>.

Below are upcoming sessions at the end of January and throughout February.

Day	Dates	Time	Google Meet Link	Phone Number
Wednesday	January 31, 2024	2:00 p.m. - 3:00 p.m.	<a href="https://meet.google.com/iyy-ibia-tps">meet.google.com/iyy-ibia-tps</a>	1-240-428-7922 PIN 915637217#
Tuesday	February 6 & 13, 2024	10:30 a.m. - 11:30 a.m.	<a href="https://meet.google.com/sck-grgm-vmc">meet.google.com/sck-grgm-vmc</a>	1-513-788-2820 PIN 761095028#

## Staffing Schedules for Group Homes, Behavioral-Supported Group Homes, and Daily Supported Living Services

As a reminder, as outlined in the Division's Provider Manual Policy Chapter 52, all staffing schedules are due to the Division:

- Five business days prior to all known or planned events, including Members moving in or out, school breaks, and holidays; and
- Within two business days of all unplanned events, including Member hospitalizations or illness.

A new master staffing schedule is needed when any one of the following occurs:

- Changes in occupancy
- Changes in capacity
- Any modifications to the habilitation staffing schedule resulting in a change to the habilitation range exceeding 30 days, as outlined in the Division's Rate Book
- Home closure
- Any other event that changes the habilitation range with an unknown end date.

A new, temporary staffing schedule must be submitted for any modification to the staffing schedule for less than 30 days resulting in a change to the habilitation range, as outlined in the rate book, caused by events to include:

- Changes in the acute behavioral health need(s) of a Member residing in the home
- Changes in the acute physical health need(s) of a Member residing in the home
- School or holiday breaks that result in a change in staffing of the home
- A Member's short-term absence from a day or work program
- A Member's scheduled or unscheduled short-term absence from the home
- Any temporary relocation of a Member to another setting

- Any other event that changes the habilitation range with a known end date.

If you have any questions please contact the Residential Unit at [DDDResidentialUnit@azdes.gov](mailto:DDDResidentialUnit@azdes.gov).

## Reminders for Qualified Vendors

As outlined in the [Division's Provider Manual Chapter 2](#), it is the responsibility of the Qualified Vendor to notify the Member's support coordinator to request a Planning Team meeting whenever there is a significant change in the Member's status.

In addition, the [Division's Provider Manual Chapter 70](#) requires Qualified Vendors to notify the Member's Responsible Person when an incident occurs, unless otherwise specified in the Member's Planning Document.

If you have any questions, please contact the residential unit at [DDDResidentialUnit@azdes.gov](mailto:DDDResidentialUnit@azdes.gov).

## Extension of Direct Referral Pilot for Day Services, Employment and Transportation 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" response 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 February 12, 2024, the Direct Referral Pilot will be expanded to include Day Services (DTA, DTT, DTS) Employment Services (CBE, CPR, ESA, ISE, GSE), and Transportation Services (TRA, TRE).

Vendors will only be contacted by one Network Coordinator and follow-up will be scheduled at an agreed upon cadence. 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 their 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 when needed.

If you have any questions, please contact the District Resources team at [networkdistrictresource@azdes.gov](mailto:networkdistrictresource@azdes.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 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).