

DDD SHOUT

VENDOR & PROVIDER NEWSLETTER

February 2024

RFQVA DDD-2024 Application Deadlines

The Request for Qualified Vendor Agreement DDD-2024 will be implemented on July 1, 2024. Any Qualified Vendor that has an approved application for RFQVA DDD-710000, regardless of whether or not they have been through initial credentialing, **must submit an application for RFQVA DDD-2024 in order to provide services after June 30, 2024.**

In a [Vendor Announcement published on December 6, 2023](#), and in subsequent communications including vendor announcements, technical assistance sessions, provider meetings, and through targeted outreach, the Division has informed Qualified Vendors that the Division will begin transitioning members to alternate Qualified Vendors **for those Qualified Vendors who fail to submit their applications for RFQVA DDD-2024 by February 16, 2024.**

All Qualified Vendors who have submitted an **initial** application for consideration between September 1, 2023, and February 16, 2024, and who received a denial, the Division will continue to accept subsequent applications for review if they are submitted by March 18, 2024, at 11:59 pm. Any **initial** applications received by the Division after February 16, 2024, will be denied.

After March 18, 2024, the Division will process re-applications received for RFQVA DDD-2024 and render a decision on each application submitted prior to the contract's effective start date of July 1, 2024. Any Qualified Vendors who did not submit a timely application or who received an application denial after March 18, 2024, can apply for RFQVA DDD-2024 beginning on July 1, 2024.

The Division anticipates it will post the services that will be solicited under RFQVA DDD-2024 on its website no later than June 1, 2024.

2024 ARPA Attestation Process and Payments

AHCCCS is releasing a **FINAL** time-limited payment as part of the ARPA Directed Payment program for CYE 2024 as a way to incentivize individuals to enter or remain in the workforce. AHCCCS requires that all [eligible providers](#) complete this attestation form at the Tax Identification Number (TIN) level. An attestation of a provider's eligibility for payment must be completed prior to any payment. Inaccurate or false attestations may result in payment recoupment. Please note, that providers AHCCCS determines are ineligible for payments will be excluded, either before or after attestation.

Each eligible Qualified Vendor must submit an [ARPA Workforce Development Directed Payments DDD Qualified Vendor Attestation 2024](#) by March 4, 2024, to receive ARPA Directed Payment funding. **This form is not being sent from DDD to each vendor individually, it must be downloaded, completed, and submitted via email to DDDBusinessOperationsComments@azdes.gov.** Please visit the [DDD ARPA webpage](#) to download the form.

Vendors can also visit the [AHCCCS ARP Provider Payment Information website](#) for more information on how ARP payments were computed, including the percentage increase on claims paid for specific dates of service, eligible provider types, and eligible categories of service. Additional information on the website provides guidance for providers on how and by when the funding should be utilized, frequently asked questions, and attestation requirements.

Qualified Vendors with questions regarding the ARP attestation requirements and payment calculation should direct them to AHCCCSARPADIRECTEDPAYMENTS@mslc.com.

Network Reminders

Updating Quality Management Contact Information in Contract Administration System

As a reminder, please ensure that your agency's identified Quality Management (QA) contact person and their contact information (email, phone number) is up to date in the Contract Administration System (CAS)/Focus system. The Division's Quality Management department may need to speak with your Quality Management contact regarding an Incident Report, investigation, or other concern related to the quality oversight for our members. If you need assistance in updating this information please reach out to the Provider Network Support team at providernetworksupport@azdes.gov or the Focus help desk at (602) 364-4419. The [QVA FOCUS Manual](#) is also available as a resource.

Developmental Home Service Sites in Contract Administration System

There has been an increase in the number of service sites where an address in CAS does not match the address on a Developmental Home license. Please ensure that you update both your developmental home census and the developmental home service site address in CAS no later than 2 days from when a developmental home relocates to a different address. Instructions for how to do this can be accessed [here](#). If you have any questions or need any assistance please contact DDDresidentialunit@azdes.gov.

Respite Over 16 Hours

[Provider Manual Chapter 2 - Provider Responsibilities and Expectations](#) prohibits an individual Direct Support Professional (DSP) or Direct Care Worker (DCW) from providing care for more than 16 hours in a 24-hour period. When a member is assessed for more than 16 hours of Respite in a 24-hour period, at least two DSP or DCWs are required to provide care.

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

Dates Still Available For Positive Behavior Support Train-The-Trainer Sessions

As announced on [December 22, 2023](#), the Division began train-the-trainer sessions with Qualified Vendor training staff on a new Positive Behavior Support (PBS) curriculum. This training is designed to help Direct Support Professionals (DSPs) who care for the people DDD serves by training them on skills, tools, and resources they can use to assist in the behavior change process. This often leads to an improved environment for the individual receiving DDD services.

As outlined in the December vendor announcement, the Division is providing funding to Qualified Vendors that deliver this training to staff and members. The Qualified Vendors' trainers can then deliver the PBS training to DSPs. So far, the demand for the training has been high and sessions are filling quickly. Qualified Vendors who have not yet designated their training staff to attend one of the two-day training sessions should review the available dates on the [Qualified Vendor Training webpage](#) and follow the instructions to register that are on that page.

As a reminder, the Division is providing an incentive to Qualified Vendors of \$400.00 per person for their trainers to attend, complete the curriculum, and pass a competency assessment. Additionally, a \$400.00 incentive will be given for each DSP trained.

In order to be reimbursed, Qualified Vendors must submit detailed information regarding the training conducted, and that information is also outlined in the [December vendor announcement](#).

Please contact DDDBusinessOperationsComments@azdes.gov with any questions regarding the financial incentive related to PBS training.

Direct Support Professionals who complete the training have the opportunity to receive technical assistance from Raising Special Kids. Interested individuals can [register for a session](#) on the date and time of their choice.

Medication Reviews and Consistency in Behavior Plan Packets

When discussing the topic of medication reviews and the need for medication documentation consistency, it is important to first identify and understand the purpose of medication reviews. The primary purpose for a medication review submitted to PRC includes the following considerations:

1. To ensure that members have the right to be free from unnecessary and excessive medications, which includes regular meetings with the PCP or prescribing physicians to review and monitor medications;
2. To ensure that support teams are regularly reviewing the medications that are prescribed for members so they understand why those medications are prescribed, the schedule and dosage of medications, any possible side effects that might impact a member, and how to track the administration of medications;
3. To ensure that, per Article 9, members are not prescribed psychotropic or behavior modifying medications as a PRN, or “as needed.”

The intention of the medication review is to ensure and verify that there are no adverse medication side effects and that data is being reviewed with the prescribing physician to evaluate the possible reduction of behavior modifying medication.

In order to document this, the Qualified Vendor may provide a copy of the medical notes/progress notes from the office visit (in-person or telehealth) from the prescribing physician. This will eliminate the need for agency-created forms and duplication of work by the prescriber and avoid the issue of prescribers being reluctant to complete outside forms.

PRC Requirements of Medication Reviews:

- Medication Reviews need to be current within 3 months of the Behavior Plan submission.
- A current list of psychotropic medications with dosages, administration, and the reason why prescribed as well as their initial start date.
- Although it is considered best practice for signatures on medication reviews, it is not required.

PRC is responsible for reviewing the behavior plan packets for content, assuring all required plan components are included, consistent, and accurate, do not violate the member’s rights, are member focused, and provide an opportunity for behavior change.

If you need any support or would like technical assistance on this process, please contact your District PRC Chair or the [DDD PRC Administration via email](#).

Pipeline AZ Caregiver Career Pathways

[Pipeline AZ](#) is a career development and exploration platform designed to create more pathways to in-demand Arizona careers. As part of the ARPA-funded initiative, Pipeline AZ has been updated to include the fulfilling careers of Direct Support Providers. Pipeline AZ is a comprehensive platform for discovering job opportunities in direct care. It offers job seekers the opportunity to explore essential qualifications, and responsibilities, and gain insights into the critical nature of this work. Whether someone is starting their career or seeking a meaningful change, this site streamlines their job search and provides valuable information about making a positive impact in the lives of individuals with diverse needs.

Pipeline AZ has transformed how companies recruit in Arizona. This includes providing unlimited job postings, community-spanning learning initiatives, and skills-mapping technology that matches candidates to the right opportunities and makes it easier to find and develop a qualified workforce. The Division encourages Qualified Vendors to join Pipeline AZ, create an Employer Profile, and post jobs at no cost. Interested Qualified Vendors can learn more online about joining this [skill-based talent pipeline](#).

For additional information visit the Pipeline AZ [Direct Support Professional](#) and the [Healthcare Careers](#) web pages. You can also reach out to the [DDD Workforce Development Team](#) if you have any questions.

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.

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.