

DDD SHOUT

VENDOR & PROVIDER NEWSLETTER

March 2024

Arizona Centralized Background Checks Web Portal Coming Soon

As [announced on February 16, 2024](#), the State of Arizona is launching the Arizona Centralized Background Checks (CBC) web portal. The CBC will allow applicants and employees working in direct service positions with (or providing care for) children or vulnerable adults in Arizona to request background checks from the following sources:

- The Arizona Department of Child Safety (DCS) Central Registry
- The Arizona Department of Economic Security (DES) Adult Protective Services (APS) Registry
- Fingerprint Clearance Cards through the Arizona Department of Public Safety (DPS) [Status checks only]

The CBC will replace the current process for DCS Central Registry checks initiated through the following forms:

- DCS-1083A: Non-DES Direct Service Central Registry Clearance Form
- CSO-1083C: DES Only (English and Spanish)
- CSO-1058A: Prospective Caregiver Central Registry Check (English and Spanish)
- CSO-2040: Individual Central Registry Request

Prospective employees will create an account in the CBC and submit their information for required background checks. Employers will be able to obtain the background check results from the sources above through the CBC portal. The new platform will not only streamline the process for organizations with the addition of automated re-checks and prompts for annual reviews but will also lead to more efficient screenings through automation and stronger collaboration between agencies. User guides and videos related to the new portal will be published on a dedicated web page in the coming weeks.

Providing Out of State Services

The [Provider Manual Chapter 65 - Providers Out of State Services](#) was recently updated. The policy provides guidance to Qualified Vendors for providing Medicaid services to Members who are ALTCS eligible and need Medicaid services to support them while temporarily out of state.

The updated policy includes Qualified Vendor responsibilities when a member notifies them that they want to travel out of state with paid supports. In this situation, the Qualified Vendor must:

- Notify the member's Support Coordinator, and
- Inform the Responsible Person to notify the member's Support Coordinator.

If the member requires nursing services while out of state, the Qualified Vendor must ensure the nursing provider(s) is licensed in the state(s) they are traveling to with the member.

The Division has additionally updated the procedure that Support Coordinators will use when assessing for

services while temporarily out of state. In the updated procedure, the Support Coordinator will conduct a meeting with the Responsible Person, the Qualified Vendor, and the District Nurse or other representatives from Health Care Services when the member has skilled nursing needs to do an assessment to approve or deny the request for services while out of state. **This meeting must be completed prior to the member traveling. Qualified Vendors should not allow the DSP to provide paid supports when the member travels out of state without this meeting occurring.** Discussion and agreements will be documented in the PCSP and Qualified Vendors will receive a copy of the PCSP directly from the Support Coordinator. A separate form will no longer be required to document approval for paid support while a member is out of state.

Summer 2024 Day Services, Child Updates

The Division is announcing changes for Summer 2024 Day Services, Child to allow all teams to plan accordingly to meet the service needs of members who are under age 18.

The RFQVA DDD-2024 start date is July 1, 2024, the Division has updated procedures on how authorizations will occur for Summer Programs through this transition period from DDD-71000 to DDD-2024.

- For vendors with DTT and DTS on their contracts, the authorizations will be entered as DTT for the duration of the summer program.
- For vendors that have DTS only on their contract, member authorizations will be entered as DTS for June 1, 2024, through June 30, 2024, only. Authorizations will be updated to DTT starting July 1, 2024.

Additionally, in the first week of March, the Division sent a survey to all Qualified Vendors providing day treatment services seeking to identify those who will be operating a DTT/DTS during summer 2024 along with location, hours of operation, and point of contact. Impacted Qualified Vendors are asked to complete the survey by March 22, 2024, so the Division can build its list for Support Coordination and distribute it by April 1, 2024.

Please email any questions related to Summer Day Services to networkdistrictresource@azdes.gov.

Additional Dates Added For Positive Behavior Support Train-The-Trainer Sessions

The Division began train-the-trainer sessions with Qualified Vendor training staff on a new Positive Behavior Support (PBS) curriculum in January 2024. 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.

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. The demand for the training has been high and all originally scheduled sessions were full, so the Division has made the decision to add additional sessions in March and April. 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 web page](#) and follow the registration instructions 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.

Workforce Development Updates

ARIZONA@WORK Virtual Employer Outreach Meetings

ARIZONA@WORK helps businesses, partner agencies, and job seekers receiving services through DES Vocational Rehabilitation connect to Arizona employment resources. Monthly, on every third Tuesday at 10:00 AM, ARIZONA@WORK hosts a virtual employer outreach meeting. At this meeting, employers can share job opportunities/resources while job seekers learn how to connect to employment and community resources. ARIZONA@WORK aims to connect vendors with qualified job seekers through these virtual meetings. The Division encourages Qualified Vendors to actively participate in these meetings as a recruitment resource to match with job seekers who meet their hiring needs and utilize ARIZONA@WORK space for impactful hiring events and candidate connections.

To participate in the next meeting, please contact Timothy Stump, Vocational Rehabilitation Employer Liaison, to be added to the invitation list, at tstump@azdes.gov.

Additional employment workshops are offered throughout the year, along with many in-person and virtual hiring events. View upcoming activities on the [ARIZONA@WORK events page](#). You can also contact the DDD [Workforce Development Team](#) with any questions.

2024 Arizona Healthcare Workforce Goals and Metrics Assessment - AHWGMA

Developing a qualified, competent, and sufficiently staffed workforce continues to be a priority issue that impacts members, families, direct support professionals, providers, and Qualified Vendors. The Arizona Workforce Development (WFD) Coalition is launching the 2024 Arizona Healthcare Workforce Goals and Metrics Assessment (AHWGMA) survey to help MCOs understand the workforce needs.

The AHWGMA is a statewide data collection tool used to help the Arizona Network by gathering information, analyzing data, and assessing the current and future needs of the workforce. The results of this assessment will give insight into future workforce development resources, highlight where support is needed, and assist with the prioritization of initiatives/projects across the network.

The Division is requesting all Qualified Vendors participate in this survey. In addition to using the collected data to drive future initiatives/projects across the state, the survey also supports the Qualified Vendor Workforce Development requirements as outlined in the Division's Provider Manual 63.

The assessment period is scheduled to commence on April 16, 2024, and will conclude on May 31, 2024. An announcement with a link to the survey, a link to AzAHP 2024 AHWGMA webpage, and a how-to guide will be sent in April.

For inquiries related to the Workforce Development requirements, please reach out to the [DDD Workforce Development Team](#).

Program Review Committee Contacts and Resources

Your District PRC Team is here to help!

Each DDD district has an email address managed by staff responsible for assisting Qualified Vendors in that district. Qualified Vendors should use this email address to submit:

- Questions related to required forms
- Plan submission requirements
- Scheduling
- Feedback on the disposition of and requests for technical assistance

The district PRC email addresses are:

- dddnorthprc@azdes.gov
- dddsouthprc@azdes.gov
- dddeastprc@azdes.gov
- dddcentralprc@azdes.gov
- dddwestprc@azdes.gov

Contact the PRC Administration

Qualified Vendors should contact the PRC Administrator to:

- Request technical assistance or clinical review
- Elevate questions or concerns
- Request to have a Behavior Analyst or BCBA present during the review
- Request a PRC/BP presentation tailored to your team

PRC Administration Contacts:

Katrien Filez, M.S., BCBA, Licensed Behavior Analyst

PRC Administrator- Districts East and North

kfilez@azdes.gov

928-607-7778

Brent Seymour, M.A., BCBA Licensed Behavior Analyst

PRC Administrator- Districts Central, South, and West

bseymour@azdes.gov

623-268-1882

DDDPRCAdministration@azdes.gov

Other Available Resources

[PRC Resource Folder](#)

- Includes flowcharts, visuals, templates, forms, and other useful information
- Located in the signature line of the PRC team

Behavior Plan Writing Workshop

- This training teaches the requirements, components, and content of behavior plans for submission to the Program Review Committee (PRC).
- See the course schedule on the [Qualified Vendor Training web page](#).

Positive Behavior Support Training

- The Division is providing train-the-trainer opportunities for Qualified Vendors to have their staff learn the curriculum.
- Positive Behavior Support, frequently referred to as PBS, is a person-centered approach that can improve relationships between members and their caregivers. It's a set of research-based practices

used to reduce challenging behavior while improving quality of life.

- See the course schedule on the [Qualified Vendor Training web page](#).

The Division is working on and intends to release soon a Behavior Plan Writer's Guide that Qualified Vendors can use as a reference when writing Behavior Plans.

If you would like to volunteer or know somebody who would be interested in volunteering with the PRC, please contact DDDvolunteers@azdes.gov.

Policy Public Comment

The Division is currently accepting public comments for new and revised policies. Policies posted include a few from the Division Medical and Operations Policy Manuals as well as all of the policies in the Division's Behavior Supports Policy Manual. The policy revisions can be found on the [Policy page](#) of the Division's website and this form, <https://forms.gle/4MGCsdyKTRPjNa3m9>, can be used to submit public comments.

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.