

DDD SHOUT

VENDOR & PROVIDER NEWSLETTER

April 2024

Big Change! OIFA Becomes CARES Administration

On April 1, 2024, the Office of Individual and Family Affairs (OIFA) at the Division of Developmental Disabilities (DDD) got a new name!

The Division rebranded OIFA as the “CARES Administration.” CARES stands for Community, Advocacy, Resolution, Engagement, and Support. The CARES Administration will have an Office of Individual and Family Affairs within it. OIFA staff will still support members who need behavioral health care supports and services.

A Little History

Over the years, DDD’s Customer Service Center and other member-facing units working out of the same office have been known by many names. This includes “Customer Service”, “the HERO Unit”, and recently, OIFA. All Managed Care Organizations contracted with AHCCCS have an OIFA. OIFA focuses on helping members access behavioral health supports and services.

Before rebranding to CARES, the DDD OIFA team supported more than behavioral health, such as:

- Customer Service
- Behavioral Health Advocacy
- Community Engagement
- Affordable Housing
- General Advocacy
- Benefits Coordination
- Justice Liaisons
- Department of Child Safety Liaison
- Independent Oversight Committee Liaisons
- Provider Relations

As a result, the Division rebranded the staff who support these functions as the CARES Administration to more accurately reflect the incredible and diverse work they do.

Upcoming Dates 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 next training sessions are on April 24 and 25, 2024. Visit 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 was 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.

Protective Devices and Program Review Committee (PRC)

When a planning team is recommending any type of protective device designed to reduce the likelihood of injury from self-injurious behavior (e.g. helmets, gloves, arm pads, etc), the team must develop a protective device protocol and submit it to the Program Review Committee (PRC) for consideration. Given the significant health/safety risks of the self-injurious behaviors, the DDD member should receive strong, clinical oversight to ensure a plan is in place to keep them safe, fade the use of the devices, and ensure the most appropriate, least intrusive method is used.

PRC can hold an emergency review to approve the use of the protective device on a time-limited basis (90 days) until a behavior plan can be developed and submitted to PRC. To schedule the emergency review, please submit a copy of the doctor's script for the protective device, the most recent planning document, and a written protocol.

[Click here](#) to review the Right Restriction Protocol you will need to submit. Please note that you may be prompted to request permission to view this document. DDD is aware of this prompt. Simply follow the prompt and request permission to receive access.

Once this information is compiled, please email the PRC Administration at DDDPRCAdministration@azdes.gov. An emergency review can be scheduled within two business days of receipt of the information.

For PRC to review the request to use a protective device, the following information must be included in the protocol:

- Description of less intrusive methods that have been tried and unsuccessful
- Current prescription or order from a qualified healthcare provider for use of the protective device
- Photo(s) of the device
- Indications/rationale for use of the device
- Parameters for use, including:
 - Baseline data on frequency of use (daily, weekly, bi-monthly)
 - Data for target behaviors
 - Clear description/measurable criteria when to utilize the protective device

- Clear description/measurable criteria for duration of use
- Clear description/measurable criteria for when to remove the protective device
- Clear description of data collection that will be utilized (frequency of incidents, duration of use)
- Clear plan to fade, gradually and safely, the use of the protective device.

If you need any support or would like technical assistance on this process, please contact your District PRC Chair or by emailing DDDPRCAdministration@azdes.gov.

If you would like to volunteer for the PRC or know somebody who would, please reach out to DDDvolunteers@azdes.gov.

Focus Updates - Network Ability to Change “Yes” Response to “No” in Vendor Calls

[Provider Manual Chapter 50](#) outlines the vendor call requirements for Qualified Vendors. The policy states that Qualified Vendors may change their response between “yes” and “no” in Focus at any time until the Vendor Call closes. It also states that after responding “yes” to a Vendor Call, if a Qualified Vendor determines that they can no longer meet the Member’s needs or no longer have qualified staff available, the Qualified Vendor shall change the “yes” response to a “no” response in Focus.

When a Qualified Vendor determines they can no longer meet the Member’s needs or no longer has qualified staff available and fails to update their vendor response from “Yes” to “No,” the Division’s Network will change the “yes” response to “no.”

The Support Coordinator will document the communication in progress notes from the Qualified Vendor when a Qualified Vendor determines they can no longer meet the Member’s needs or no longer has qualified staff available and requests Network to change the response for the Qualified Vendor.

Prior to changing the “yes” response to a “no,” Network will:

- Confirm the request from the Qualified Vendor has been documented in the Member’s progress notes, or
- Contact the Qualified Vendor to confirm the Qualified Vendor cannot provide the service.

Changing the response from “yes” to “no” will remove the Qualified Vendor response from inclusion in any auto-assignment of services for the member.

Please contact Networkdistrictresource@azdes.gov if you have any questions.

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.