

DDD SHOUT

VENDOR & PROVIDER NEWSLETTER

November 2024

WellSky System Update

In November 2024, the WellSky system was updated to resolve a nursing code billing error that had been identified. Qualified Vendors should use the LPN and RN codes as outlined in the Professional Services Section of the DD Rate Book on the same dates of services when billing without the use of modifiers. Previously, the system would deny one of the claims as a duplicate. The system has been updated to no longer deny claims as duplicates when using LPN and RN codes on the same day for the same member.

RFQVA DDD-2024 Assistance with Transitioning Members

The RFQVA DDD-2024 project team has developed a transition process to assist impacted members in identifying alternative Qualified Vendors for those members being served by a Qualified Vendor without an approved contract for RFQVA DDD-2024. This process incorporates the current procedures for transitioning members when a Qualified Vendor is no longer available to provide services.

The Division continues transitioning impacted members, with the goal of transitioning all members to alternative Qualified Vendors before January 1, 2025. The Division is issuing vendor calls and asking Qualified Vendors to review and consider responding to them as outlined in the Division's Provider Manual Chapter 50 Vendor Call Requirements for Qualified Vendors.

Qualified Vendors that will not be providing services under DDD-2024 must continue providing service(s) to the member until the member has transitioned services to a new Qualified Vendor. As previously communicated, the project team is monitoring the status of applications and the impact on the provider network. This will be incorporated into the analysis that will inform which services will be posted for solicitation under RFQVA DDD-2024 on the Division's website on or before December 1, 2024.

Behavior Support Manual Updates - Chapter 100 Applicability, Definitions, and Guiding Principles

The updated [DDD Behavior Support Manual](#) went into effect on August 28, 2024. In the next several editions of the Shout, the changes will be highlighted to provide Qualified Vendors with additional insight.

This month's update focuses on two additional guiding principles, trauma-informed care and understanding behavior, that must be considered when developing Members' behavior plans.

Trauma-Informed Care

Trauma-informed care shifts the focus from "What's wrong with you?" to "What happened to you?" A trauma-informed approach understands the need to have a complete picture of a member's life, past and present, in

order to provide effective services with a healing orientation.

Trauma-informed care seeks to:

- Realize the widespread impact of trauma and understand paths for recovery;
- Recognize the signs and symptoms of trauma in patients, families, and staff;
- Integrate knowledge about trauma into policies, procedures, and practices; and
- Actively avoid re-traumatization.

For more information on trauma-informed care, visit [SAMHSA's Six Principles of Trauma Informed Care](#).

Understanding Behavior

Planning Teams continuously assess the role of medical factors and how they may influence a Member's behavior. If a Member begins displaying a new target behavior, the Member's planning team must consider the following questions:

- Is the behavior a symptom of pain or a medical condition?
- Is the behavior resulting from a lack of skills?
- Is the behavior resulting from something occurring in the immediate environment?
- Is the Member's quality of life meaningful? (How is their relationship with others? What is their living situation like? Are they making their own personal choices?)
- What is the function of the Member's behavior?

Behavior is everything a person does. It refers to all behavior and is not exclusive to challenging or unsafe behavior. Behavior includes events that are observable and measurable by others.

There are four **principles** of behavior

1. Almost all human behavior is learned.
2. All behaviors occur for a reason and serve a purpose for the person.
3. Behaviors continue to occur if they are effective.
4. Behaviors stop occurring because they are ineffective.

There are four **functions** of behavior

1. Escape/Avoidance: To escape something that is currently happening or to avoid something that is aversive to the person and that is about to happen.
2. Attention: To gain attention from others, can be positive or negative.
3. Tangible/Access: Access to items, activities, environments, or people.
4. Sensory/Automatic/Pain Attenuation: Because it "feels good" or alleviates pain.

Behavior plans should be developed incorporating the four guiding principles of Person-Centered Planning, Positive Behavior Support, Trauma-Informed Care, and Understanding Behavior.

Qualified Vendors with questions about the Behavior Support Manual or who would like to request technical assistance regarding a behavior plan, should email the [PRC Administration](#).

For Technical Assistance on plan submission requirements, please contact your PRC team for assistance. See links [PRC District Chair](#) or the [Administrative Assistants](#).

Are you looking to get more involved in the Developmental Disabilities Community? We need YOU! The DES Division of Developmental Disabilities (DDD) is looking for volunteers to serve on the Program Review Committees (PRC) and the Independent Oversight Committees (IOC). DDD has five districts throughout the

state. Each district has an IOC and PRC that meet virtually. These committees review behavioral plans and incident reports to ensure the protection of member's rights, prevention of abuse, neglect, and exploitation, and that best practices are being followed. If you'd like to learn more, contact the DDD Volunteer Team at DDDVolunteers@azdes.gov, or fill out the Express Interest Form: <https://forms.gle/uRCUn3Dko5rW6FLd9>.

How to Register for Foster Parent College

Foster Parent College is a mandatory training required for Child Developmental Home (CDH) license applicants. Foster Parent College provides interactive online courses.

Agencies interested in registering their applicants for Foster Parent College should follow these steps to obtain an agency account that will allow them to register applicants.

1. Apply for and obtain a contract as a Qualified Vendor to provide the Child Developmental Home service.
2. Email the agency name and Quick Connect ID (QCID) number to the [OLCR Training Unit](#) to request access to an account at Foster Parent College.
3. Once the account is set up, the Department of Child Safety (DCS) will send a confirmation email with further instructions.

Questions about Foster Parent College can be submitted by email to the [OLCR Training Unit](#).

DDD Vendor Information

The [DDD Provider Search](#) is a tool that members and families can use to search for Home and Community Based Service (HCBS) Qualified Vendors online. The tool allows members and families to search for a vendor near them. Vendors are grouped by "service type," facility-based or in-home/community based. After making that selection, members and families can select a specific service. They can then refine the results based on service area, language availability, vendor and facility name, or any combination of all the options. This is another way for Vendors to connect to members and families in need of service.

Qualified Vendors are responsible for updating and maintaining this information at the site-specific level. The Division updated [Provider Policy Manual Chapter 47, Managing Vendor Call Lists, Provider Directories](#) and the Scope of Services and Reporting in June 2021 to reflect this requirement and compliance with AHCCCS Contractors Operations Manual (ACOM) 406 – Member Handbook and Provider Directory, which includes requirements for identifying facilities with special accessibility features. It is critical that Qualified Vendors maintain their location listings in CAS to ensure correct information is displayed to members and families searching for a provider. This includes ensuring they have accurate office hours when a member or family could call to ask questions. Incorrect or outdated information may cause your agency to not appear in a member's search and result in a missed opportunity to support a member's service needs. Instructions to maintain site information in the Provider Search can be found in the [DDD Vendor Directory Application User Manual](#).

The Division uses an email marketing platform to send vendor announcements, newsletters, and other critical information to Qualified Vendors. The Division automatically pulls email address information directly from the Focus/CAS system and imports it into its email marketing system for Qualified Vendors. Recently, the Division has noticed an uptick in auto-generated messages notifying the sender that the email is either no longer in use or the person it was sent to is no longer with the agency. [Provider Manual Chapter 60 Required Notifications](#) requires that Qualified Vendors shall "ensure the Division's contracting system has updated contact information in order to receive the Division's notifications". The Division requests that all Qualified Vendors review the information in their CAS accounts to ensure all email addresses are up-to-date and monitored by

staff to ensure Division communications are received.

National Core Indicator-IDD (NCI-IDD) 101: NCI Basics

[National Core Indicators - Intellectual and Developmental Disabilities \(NCI-IDD\)](#) is a collaborative effort between the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute (HSRI). NCI uses a series of [surveys and in-person interviews](#) to measure member satisfaction and the efficacy of DDD programs and services.

In-Person Survey (IPS)

The In-Person Survey (IPS) is an interview-based survey of individuals who are 18 years of age or older and receiving at least one paid service from the state (in addition to case management). Before the survey, background information is collected using state administrative records, and often with additional information collected from Support Coordinators. Background information includes data like demographics, personal characteristics, health data, and data on employment status and wages.

The face-to-face portion (IPS Section I) of the IPS is conducted in person or through a secure video meeting (Zoom). IPS Section I can only be answered by the individual receiving state services, no proxy responses are permitted. In contrast, IPS Section II may be conducted in the presence of and with the assistance of a proxy respondent if deemed appropriate by the interviewer.

Three Family Surveys

The NCI-IDD Family Surveys are questionnaire-based surveys, self-administered by family members by mail or online. The family member with I/DD must be receiving at least one service from the Division, in addition to case management. Family surveys are sent to a sample of all eligible families/guardians.

- The Adult Family Survey (AFS) is for families who have an adult family member (age 18 and over) with I/DD living in their family's home.
- The Family/Guardian Survey (FGS) is for family members or guardians of an adult (age 18 and over) with I/DD living outside of the family home.
- The Child Family Survey (CFS) is for families who have a child (under age 18) with I/DD living in the family home.

State of the Workforce Survey (SoTW)

The State of the Workforce Survey (formally Staff Stability Survey) is an online survey of provider agencies supporting adults with I/DD in residential, employment, day services, and other in-home or community inclusion programs. The survey captures information about wages, benefits, and turnover of the direct care professional workforce, hired by agencies.

Providers receive the survey through an email invitation and providers respond directly online. This tool is not used for provider-level assessment as the data are de-identified and are reported aggregated at the state level.

2024 Holiday Gifts from the Heart Program Sponsors Needed

The Holiday Gifts from the Heart (HGFTH) Program is an opportunity for community members, organizations, and companies to provide holiday gifts to DDD members and their families who are struggling this holiday season. This year, the HGFTH program expanded to include the City of Tucson. Support Coordinators were asked to complete an application for members they felt would be a good fit for the program. This year, the Division received 409 total applications, 388 in Maricopa County and 21 in Tucson.

This program wouldn't be possible without the generosity of our sponsors including individuals, families, community groups, or businesses. There are many sponsorship tiers, from gift cards to supporting multiple members and families. As of November 13, 2024, the Division had received 52 sponsorship applications, 44 in Maricopa County and 8 in Tucson. If you, someone you know, or your organization is interested in sponsoring, please have them complete the [Maricopa County sponsor form](#) or [Tucson sponsor form](#) or email the [HGFTH team](#) directly.

Thank you for your support in making this Holiday Season magical for members and their families.

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.