

DDD SHOUT

VENDOR & PROVIDER NEWSLETTER

January 2025

Services Open for Procurement Through the Request for Qualified Vendor Application (RFQVA) and Qualified Vendor Amendments to Active Contracts Beginning January 1, 2025

On November 30, 2024, the Division posted the list of services that would be open for solicitation on January 1, 2025. These services will be procured through the Request for Qualified Vendor Application (RFQVA) DDD-2024 and Qualified Vendor-initiated amendments to active DDD-2024 contracts. The service list is located on the [Contract Information for Qualified Vendors webpage](#) in the Services Contracted under the RFQVA section. Note that not all services are open for solicitation.

Required Certificate of Insurance Tracking Program

On June 3, 2024, DDD announced the implementation of a new Certificate of Insurance Tracking Program in partnership with myCOI. This program satisfies the insurance requirements outlined in the Division's agreements. It serves as DDD's primary Certificate of Insurance (COI) partner in obtaining and verifying insurance. MyCOI will work directly with contracted Qualified Vendor Agency insurance agents to obtain a compliant certificate. myCOI does not dictate policy terms. Every Qualified Vendor Agency should consult with their insurance agent to determine if their current insurance policy needs to be amended.

Under RFQVA DDD-2024 Section 6.8.2.8, Qualified Vendors are required to comply with DDD policies, including the Provider Manual. The [Provider Manual Chapter 40 Insurance Requirements for Qualified Vendors](#) paragraph A(2) states, "the Qualified Vendor shall submit all required liability insurance coverage documentation and insurance agent's contact information to the Department's insurance tracking and monitoring system portal".

Qualified Vendors with questions regarding myCOI should review and bookmark myCOI's [Vendor Registration Process user guide](#). Additionally, Qualified Vendors should add the following email addresses to their safe sender's list to ensure all email communications from myCOI are received, registration@myCOItracking.com and certificaterequest@myCOIsolution.com. myCOI can be contacted directly at 317-759-9426 Ext 105 or via e-mail at support@myCOItracking.com.

Service Authorizations in Focus

When the Qualified Vendor Agreement (QVA) DDD-2024 became effective on Wednesday, January 1, 2025, all existing authorizations were automatically associated with the new contracts.

Many existing and some new authorizations span the two contract periods, the one ending on 12/31/24 and the new one beginning on 1/1/2025. Any of these authorizations **that require revision or updating** by the

Division will be end-dated on 12/31/2024 and a new authorization will be entered beginning 01/01/2025. The total number of units authorized will remain unchanged but will be divided between the two contract periods. Contact the [District Resources unit](#) with any questions.

Cultural Competency, Family/Member-Centered Care and Language Access Plan 2024-2025

The Division recently published its Cultural Competency, Family/Member Centered Care, and Language Access Plan 2024-2025. This Plan describes all ways in which the Division strives to deliver support to individuals with intellectual/developmental disabilities in a culturally competent manner. This includes individuals of diverse cultural, racial, ethnic, geographic, social, spiritual, and economic backgrounds, including those with Limited English Proficiency (LEP) and medical, developmental, educational, emotional, cultural, environmental, and financial needs, and regardless of sex, gender, sexual, orientation, gender identity, national origin or age.

DDD and Qualified Vendors have contractual obligations to provide language services and must follow state and federal laws, including the Civil Rights Act of 1964 Public Law § 88-352, 45 CFR 92.4, which prohibits discrimination by agencies that receive federal funding. Not offering adequate language services is considered a form of discrimination.

As outlined in [Provider Manual Chapter 24 Americans with Disabilities Act](#), Qualified Vendors must make Auxiliary Aids and services available when needed to communicate effectively with a responsible person who has communication disabilities, beginning with the point of initial contact, and throughout the provision of service delivery. Additionally, per [Provider Policy Manual Chapter 26 Cultural Competency and Member and Family Centered Care](#), Qualified Vendors must provide translation and interpretation services that are accurate, timely, and that protect the privacy and independence of the individual with LEP.

The Plan provides member demographic data including a breakdown of DDD membership race/ethnicity, age, binary gender, and languages spoken by DDD members/families, and divided by District. Through the completion of the Cultural Competency Plan, the Division identifies opportunities for improvement and establishes goals using a framework that encompasses Culturally and Linguistically Appropriate Services (CLAS). The goals are meant to address health equity and disparities within the Division. The plan outlines the cultural competency goals the Division has set for the upcoming year and evaluates goals from the previous year.

The Plan also demonstrates how the Division monitors and evaluates its programs via Cultural Competency surveys for members/families, Qualified Vendors, and Division staff. The results of those surveys can also be found in the plan. The Division creates initiatives annually based on the survey results. The Plan provides detailed information about our contractual obligations to provide language services.

All Qualified Vendors are encouraged to review the plan, which provides an opportunity to learn more about the Division's ongoing efforts and process improvements to become more culturally competent. This plan can also assist Qualified Vendor agencies in creating or revising their own policies on Cultural Competency. The [Cultural Competency, Language Access, and Family/Member Centered Care Plan CYE 2024-2025](#) is available on the [Division's website](#).

Behavior Support Manual Revisions - Chapter 400 Program Review Committee

The updated [DDD Behavior Support Manual](#) went into effect on August 28, 2024. This month's update focuses on the Program Review Committee (PRC).

The Program Review Committee, commonly referred to as "PRC", is a group of individuals who are responsible for:

- Reviewing behavior plans that meet the criteria in Article 9 and Behavior Support Manual.
- Approve, Approve with changes, or disapprove behavior plans.
- Complete a disposition with an explanation of any required changes, and include a statement of agreement that the interventions approved are the least intrusive, least restrictive intervention, and in compliance with Article 9.

The PRC includes a Division employee who acts as the PRC chairperson, a person directly providing habilitation services, a person qualified in the use of positive behavior support techniques, a parent or guardian of a person with an intellectual/developmental disability, and a person with an intellectual/developmental disability.

After the review is complete, the PRC determines one of three potential outcomes.

1. Approved - the behavior plan is approved for a period of one year. The plan must be resubmitted by the last day of the calendar month for the following year. (I.E. Plan was approved on 12/1/2024, the renewal/resubmission will be due no later than 12/31/2025). An approved, final disposition and the approved behavior plan are sent to the team members identified on the PRC contact information form. The Qualified Vendor will print and have available an approved BP and disposition.
2. Approved with changes - the panel reviewed the plan and there are minor changes or updates necessary. The plan has provisional approval, allowing all or part of it to be implemented, with required changes due within 10 business days. If changes are not completed, and submitted within this timeframe, and an extension is not requested or granted, the plan moves to Disapproved and must be resubmitted for a full panel review. For plans that are approved with changes, the PRC chair reviews the submitted changes and makes a determination. A full panel review is not required.
3. Disapproved —Substantial changes are required, and concerns with methodology or restricted techniques require further discussion. When plans are disapproved, plan authors are encouraged to contact the PRC Administrator and request technical assistance.

If the planning team is not in agreement with the outcome of the PRC review, they may request a second-level review by emailing DDDPRCAdministration@azdes.gov.

Qualified Vendors with questions about the Behavior Support Manual or who would like to request technical assistance regarding a behavior plan, should contact DDDPRCAdministration@azdes.gov.

For Technical Assistance on plan submission requirements, contact the PRC team for assistance, [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](#).

SMART Goals and Outcomes

The Division is seeking accreditation from the National Committee for Quality Assurance (NCQA) Case Management for Long Term Services and Supports (CM-LTSS). One outcome of this work has been the creation of detailed instructions for Support Coordinators to use when creating SMART Goals and outcomes for

members as part of the person-centered service planning process. Last month the Division provided definitions for goals and outcomes and how they should be written. This month, the Division is sharing the methodology behind SMART (Specific, Measurable, Achievable, Relevant, and Time-bound) goals.

Specific

- Goals and outcomes must be clear and well-defined and express exactly what the person wants to accomplish. What does the person want to do and why is the goal important to them?

Measurable

- Having measurable goals and outcomes, allows the person to track their progress and let them know when they have accomplished it. How will the person know how close they are to meeting their goal or outcome?

Achievable

- A person's goals and outcomes need to be realistic and attainable to be successful. They should stretch the person's abilities but still remain possible. Does the person have the necessary knowledge, skills, and resources to accomplish the goal or outcome?

Relevant

- Goals and outcomes should be meaningful and really matter to the person. Is the goal moving the person closer to their vision of a good life?

Time-bound

- Every goal and outcome needs a target completion date, so the person has a deadline to focus on and something to work toward.

Does the target date create a practical sense of urgency and motivation?

Creating SMART goals allows everyone on the planning team to support the member in the most person-centered fashion to help them achieve their life goals.

National Core Indicators Survey Update

The Division's National Core Indicator-IDD [NCI-IDD] Surveys vendor, Vital Research, LLC is in the process of contacting members, families, vendors, and Support Coordinators to schedule 2024-2025 In-Person Survey (IPS) interviews. Surveying will start in January 2025. Vital Research will send IPS notifications to schedule survey interviews and reminders to members and families of their scheduled survey interview appointments.

The Family Guardian Survey (FGS), Adult Family Survey (AFS), and Child Family Survey (CFS) are available to complete online or on paper. Vital Research mailed paper surveys to families with steps to complete the survey online and a postage-paid envelope.

Survey	Notification letter (with online survey link)	Mail survey
AFS	Mailed the week of 12/9	Mailed the week of 12/30
CFS	Mailed the week of 12/9	Mailed the week of 12/30
FGS	Mailed the week of 12/16	Mailed the week of 1/13

Note: All Family Surveys are only for the member identified on the cover letter included with the survey.

Each online survey is anonymous and comes with a unique survey code for the website. All paper responses will be mailed to Vital Research, LLC to be entered into the ODESA (Online Data Entry Survey Application) system.

Completed Family Survey Return Address

Vital Research, LLC
6300 Wilshire Blvd, Suite 860
Los Angeles, CA 90099

Vital Research will send notifications and reminders for the Adult Family, Child Family, and Family Guardian Surveys. They have also created an [Arizona NCI Project website](#) for members, families, and providers.

HSRI developed a [What to Know about the HSRI-DD In-Person Survey \(English\)](#)/[What to Know about the HSRI-DD In-Person Survey \(Spanish\)](#) video to explain some key details about the In-Person survey. The video explains the purpose of the NCI survey, the rights and risks of participation, how participant privacy is protected, and how the data from the survey is used.

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
- 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.