

DDD SHOUT

VENDOR & PROVIDER NEWSLETTER

February 2025

Office of Licensing Certification and Regulation (OLCR) Reminders

Qualified Vendor HCBS Certification - Immediate Relative Fingerprint Clearance Card (FCC) Requirement

[A.R.S. 36-594.01. Fingerprinting of contract providers and home and community based service providers](#) requires any person providing care to or applying to be licensed or certified to provide services to a DDD Member to have a Fingerprint Clearance Card FCC). The statute also provides for one exception to allow “Immediate Relatives” who provide Attendant Care to a Member they live with to be exempt from the FCC requirement. Section D reads:

“This section does not apply to Home and Community Based Service Providers who provide Attendant Care and who are Immediate Relatives with whom the person with developmental disabilities resides.”

A.A.C. 6-6-1501 (13) defines “Immediate Relative” as a natural parent, step-parent, adoptive parent, natural child, natural sibling, adoptive child, adoptive sibling, step-child, step-brother, step-sister, spouse, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, grandmother, or grandfather.

An “Immediate Relative” can now be listed on the HCBS Roster with no requirement for an FCC as long as the provider lives with the Member and is only providing Attendant Care.

Developmental Home Qualified Vendors - Timely submission of a renewal application when a Licensing Concern is Open

As a reminder, timely submission of a renewal application is required for any Developmental Home License assigned to the Qualified Vendor (QV) in the Quick Connect system. This includes when a Licensing Concern is open on the license. When a timely renewal is not submitted, the license expires. Allowing a license to expire when the licensee wishes to submit a renewal application takes away their appeal rights. The Division will also be unable to pay for member(s) who may be receiving Developmental Home services in an unlicensed home. When a licensee wishes to apply for the renewal, the QV must apply on their behalf. The QV has the responsibility to make recommendations regarding future licensing decisions within the home study and contact notes. This will assist OLCR in making appropriate licensing decisions

An open Licensing Concern does not prevent the submission of a renewal application. The expectation to submit a renewal in a timely manner remains in effect.

Qualified Vendors with questions about either of these topics should email them to the [Office of Licensing, Certification, and Regulation](#).

Electronic Visit Verification Reminders

EVV 2.0

AHCCCS has made a decision to bring EVV in-house and build an EVV aggregator. This means that AHCCCS will not be re-soliciting for an EVV vendor after our contract with Sandata expires as of October 1, 2025. AHCCCS is currently contracted with Sandata to serve as both an EVV vendor and also to perform EVV aggregator services. The decision included considerations related to streamlined EVV oversight and management, the long-term sustainability of a single EVV aggregator, and provider choice of EVV vendors.

AHCCCS has not required providers to use Sandata; however, we recognize that many do.

For providers who **do not use** Sandata as an EVV vendor, they **will not** have to make any changes. Your EVV vendor will send data to AHCCCS instead of sending it to Sandata. AHCCCS will continue to use the same technical specifications that EVV vendors use to send data to Sandata. EVV vendors will have to test with AHCCCS to ensure the successful submission of data. More information on the testing process with AHCCCS is forthcoming.

For providers **who use** Sandata as their EVV vendor, you **will need** to contract directly with Sandata or another EVV vendor of your choice, and will be responsible for the cost. Only a small number of providers currently use Sandata. The majority of providers use their own selected EVV vendor and pay for their service.

This transition is planned for October 1, 2025. A more specific timeline will follow. AHCCCS wanted to share this information with the provider and EVV vendor community as soon as possible to support timely preparation for the transition.

Tools and Resources

Alternate Vendor Review Tool - The tool is designed to assist provider agencies in evaluating their chosen or prospective alternate vendor's compliance with AHCCCS policy. Ultimately, the provider agency is directly responsible for overseeing their direct contract with their chosen vendor and ensuring compliance with EVV. The review tool may also be used by provider agencies as part of a vetting process when choosing a new EVV vendor. The tool comes complete with a companion instructional resource and links to AHCCCS policy and guidance documents. The tool, instructions, and a recorded webinar with information on how to use the tool have been posted to the [AHCCCS EVV webpage](#).

Webinar - AHCCCS has scheduled a webinar to provide preliminary information on the transition and begin to answer questions. AHCCCS intends to hold multiple informational webinars leading up to the transition.

Webinars will be recorded and posted to the [AHCCCS EVV webpage](#).

- Webinar Title: EVV 2.0
- Date: Tuesday, February 18, 2025
- Time: 3 PM (MST)
- [Registration Link](#)

Frequently Asked Questions (FAQs) - AHCCCS is preparing an FAQ document that will be updated throughout the transition process as information becomes available. We encourage you to use [Google Form](#) to submit your questions so they can be cataloged and posted to the [AHCCCS EVV webpage](#) with a response. It is important to note that we may not be in a position to answer every question right away, but your questions will help prioritize planning and communications based on your informational needs. Please make sure to [sign up for EVV notices](#) for updates to the FAQs.

Live in Caregiver Data

AHCCCS is requiring all provider agencies to identify direct care workers who are live-in caregivers. The information will be used to monitor the implementation of the new parents as a paid caregiver service model option and support general workforce development data collection. Administrators of provider agencies that utilize the Sandata EVV system, have been notified and asked to identify all existing live-in caregivers by March 31, 2025. In the near future, providers who use alternate vendors will have to also comply with these same requirements. More information is forthcoming on the timeline for compliance.

Alternate Vendor Technical Specification Updates

AHCCCS is in the process of updating the technical specifications for alternate vendors. One update will include the requirements related to the live-in caregiver designation noted directly above. The other updates will support compliance with scheduling and visit maintenance requirements. AHCCCS included some intent language on these forthcoming changes in the [“Business Requirements for Alternate EVV Data Collection Components”](#) posted to the [AHCCCS EVV webpage](#) in October 2022. Once the updates are posted and a deadline for development is determined, AHCCCS and Sandata will host a technical assistance webinar for providers and their alternate vendors. It is important to note, that this same (updated) version of the technical specifications will be used when vendors are required to submit data directly to the AHCCCS EVV aggregator later in 2025.

Differential Adjusted Payment Opportunity for all EVV Participating Providers

AHCCCS will offer a Differential Adjusted Payment (DAP) opportunity for EVV participating providers if they meet certain performance metrics outlined in the [DAP notice](#) related to auto-verified visits. If the metric threshold is met, the providers will qualify for a specific percentage increase for EVV service between October 1, 2025 through September 30, 2026. Providers may sign up to receive DAP notices on the [AHCCCS DAP webpage](#).

Stay Informed

Please [sign up for email notices](#) about EVV.

Staff Training Requirements for Qualified Vendors

The Division is providing clarification to Qualified Vendors regarding staff training and expiration dates based on recent feedback submitted to the Division. As required in [Provider Manual Policy Chapter 64 Qualified Vendors](#) shall provide staff training on identifying and reporting Member Abuse, Neglect, and Exploitation as follows:

- Newly hired staff shall receive instructor-led training within 90 days of the hire date, and
- All staff shall receive annual training.

Direct Support Professionals (DSP) with any expired training (more than 366 days since last completion) are not allowed to serve or bill for services rendered to Division members. There is no grace period and the Division may process recoupment. Please refer to the [Staff Training and Qualification Requirements Quick Reference Guide](#).

As outlined in the Prevention of Abuse, Neglect, and Exploitation Training Reimbursement Instructions section of the [Division’s rate book](#), reimbursement continues to be available to Qualified Vendors that provide residential and day services for providing this training to staff and interested members.

Claim Denials

Place of Service

The Division has seen an increase in vendor claims being denied for an invalid place of service. These claims have been denied by Ext. Payer (FOCUS) and show **Q0042** Place of Service (POS) is invalid. Qualified Vendors should review the [DDD Provider Coding Guide](#) to verify that the authorized service is permitted to be rendered at the POS identified on the claim. The Division has seen claims using *POS 02 - Telehealth Provided Other than in Patient's Home*. Consistent with AHCCCS, DDD expects the POS to reflect the AHCCCS member's location at the time the service is being furnished via telehealth. The Division has seen 837P claim submissions using two-digit codes not assigned a corresponding POS.

Invalid Procedure Modifier

The Division has seen an increase in vendor claims denying for invalid procedure modifiers. These claims have been denied by Ext. Payer (FOCUS) and show **Q0107** Invalid procedure modifier. Qualified Vendors should review the [DDD Provider Coding Guide](#) and use only appropriate modifiers for the service rendered as listed. The Division identified RSP-S5150 as the most frequently involved service. Respite (**RSP-S5150**) does not use U4 or U5 modifiers. Nursing Respite (**HNR-S5150**) requires modifiers U4 or U5 when rendered by an LHA family member.

The Division's ADA Title II Obligations

Per federal and state requirements, the Division and its Qualified Vendors must comply with Americans with Disabilities Act (ADA) laws when serving members/families and the public. The ADA is divided into five different titles. This article focuses on Title II which ensures equal opportunity for members, families, and individuals to access programs and services in state and local government. This applies to DDD's subcontracted Qualified Vendors.

The Division's Provider Policy Manual is available to its Qualified Vendors on the [Division's Policy Manual web page](#) under the Provider Manual section. [Provider Manual Chapter 28 Member Rights](#) informs Qualified Vendors of their ADA responsibilities when serving DDD members and their families. [Provider Manual Chapter 24 Americans with Disabilities Act](#) outlines specific requirements for the QV to be ADA compliant, such as offering reasonable accommodations. Qualified Vendors should read and familiarize themselves with these policies in their entirety to ensure their agency is providing members and their families with reasonable accommodations when needed. Non-compliance with ADA laws is a violation of an individual's civil rights.

Division staff are made aware of Division ADA policies that impact them as well as those impacting Qualified Vendors to ensure everyone serving members is complying with ADA laws. For any questions related to ADA Title II, Qualified Vendors can email DDDADArequest@azdes.gov.

Positive Behavior Support Summary Report Synopsis

In 2023, the Division launched a project to provide Positive Behavior Support (PBS) training to families, caregivers, and Direct Support Professionals (DSPs). The training aims to help family members, caregivers, and DSPs support the people the Division serves and help people who may have challenging behaviors.

The Division conducted train-the-trainer clinics, and 622 trainers from 327 agencies completed the clinic. Between January and September 2024, more than 12,000 DSPs from 165 Qualified Vendor Agencies statewide completed the PBS Training. The Division partnered with Raising Special Kids, which trained more than 200 families and caregivers and provided a Technical Support line for families and caregivers and Qualified Vendor

staff who needed additional assistance understanding course content. The Division has published a [complete PBS Training Summary](#) that includes additional information and insights about the training.

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.