

# DDD SHOUT

## VENDOR & PROVIDER NEWSLETTER

April 2025

### Qualified Vendor Member Communications

Per [Division Provider Policy Manual Chapter 34 – Provider Publications](#) and RFQVA DDD-2024 section 6.3.5.2, all vendor presentations, brochures, and other member materials including notifications related to changes in service delivery are required to be submitted to the Division for review to ensure compliance with [Division Operations Policy Manual Chapter 404](#).

These materials must be submitted via email to [dddproviderpublications@azdes.gov](mailto:dddproviderpublications@azdes.gov) a minimum of 30 calendar days before the anticipated date of delivery or publication. The DDD Provider Publications Manager will review the submitted documents and respond with either required edits or document approval. Qualified Vendors and Providers should not publish any documents or send general communication to members without approval from the Provider Publications Manager.

### Behavior Support Manual Revisions- Chapter 400 Program Review Committee

On August 28, 2024 the updated [DDD Behavior Support Manual](#) went into effect. Chapter 400 includes information on Requesting an Exception from the PRC Annual Review.

In situations where a member is stable on psychotropic medications and does not require restrictive techniques to manage behavior, teams may request an exception to the annual review. This does not mean the member does not require a behavior plan, it simply means that the behavior plan for the member includes positive behavior support strategies only and that the planning team is in agreement to approve the plan without full panel review. The Qualified Vendor is still required to monitor and implement the behavior plan.

Requests for Program Review Committee (PRC) Annual Review must be submitted annually. If at any point during the review year, the member no longer meets stability criteria, the planning team must reconvene, update the behavior plan, and submit it to the PRC for a full review. Members must demonstrate stability for 12 months before becoming eligible for an exception, and they must have a previously approved behavior plan.

Member stability is defined as having met all of the criteria listed below for the previous 12 months:

- The member has participated in programs, Activities of Daily Living (ADL), and chosen leisure/community activities without any inappropriate behaviors
- The member did not require the use of Emergency Measures
- There were no changes in the members prescribed psychotropic medications as a direct result of inappropriate/unsafe behavior
- Through a review of all incident reports, there were no incidents that resulted in the following due to inappropriate/unsafe behavior:
  - Crisis calls

- Emergency psychiatric intakes or evaluations
- Emergency department visits or holds due to a psychiatric or behavioral episode
- Inpatient psychiatric admission
- New court order for treatment (COT)
- Amended order for COT
- Police involvement
- The member takes psychotropic medications as prescribed
- The behavior plan does not include any restricted techniques or strategies outlined in Chapter 200 - Restricted Techniques.

To request an annual exception to the PRC Review Process, the planning team must submit the following to the assigned PRC District:

- PRC Exception form ([DDD-2311A](#))
- A copy of the member's current PCSP
- A copy of the member's current Behavior Plan, with data and information that meets the criteria for an exception
- Other documents demonstrating eligibility criteria
- Documentation that there are ongoing, quarterly medication reviews and laboratory testing as needed

PRC Exception requests are reviewed by the PRC or designee. If further information is needed during the review process, the PRC will reach out to request further information. Once the review is complete, the PRC will fill out the bottom of the PRC Exception request form and indicate the due date of the next request for annual exception.

If any of the following occur, the member is no longer eligible for an exception and the planning team must notify the PRC by completing the Loss of PRC Annual Exception Form ([DDD-2309A](#)), reconvene the team, and work toward updating the behavior plan to submit to PRC review within 90 days of loss of exception.

- The Member has demonstrated unsafe/inappropriate behaviors while participating in their program, activities of daily living, or chosen leisure/community activities;
- The Member demonstrated unsafe/inappropriate behavior that required the use of Emergency Measures
- The Member's prescribed Psychotropic Medications were changed as a direct result of unsafe/inappropriate behavior, or
- Any of the following incidents occurred due to unsafe/inappropriate behavior:
  - Crisis calls
  - Emergency psychiatric intakes or evaluations
  - Emergency department visits or holds due to a psychiatric or behavioral episode
  - Inpatient psychiatric admission
  - New court order for treatment (COT)
  - Amended order for COT
  - Police involvement
  - Member is not compliant with taking prescribed psychotropic medications
- The member requires a restricted technique as part of their behavioral plan strategy.

If the member continues to meet the criteria as outlined in the policy, and a continued exception is desired, the Planning Team must submit a Request for PRC Review Exception form annually and before the expiration of the current approval.

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

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

## Rate Book Update

On April 4, 2025 the Division published a new Rate Book. The new version includes instructions for billing Pathways to Employment. The new [Rate Book](#) and [Rate Lookup File](#) are available on the [Division's Authorization, Rates and Billing Information webpage](#).

## Provider Manual Chapter 35 Reminder

As communicated in the [March 25, 2025 vendor announcement](#), enhancements were made to the File Transfer Protocol (FTP) upload process for the documents identified in [Provider Manual Chapter 35 Reporting Requirements for Progress Reporting and Other Documentation](#). The new naming conventions for the FTP upload process became available on January 1, 2025, and effective April 1, 2025, must be used for documents to be accepted.

The Division has developed guides related to the new naming conventions and the upload process for Qualified Vendors to use as resources. These documents are on the [Qualified Vendors and Providers web page](#) under the Progress Report expandable section.

Additionally, the Division is hosting technical assistance sessions for any Qualified Vendors who need support uploading required documents to the FTP server. These sessions will continue on April 7, April 21, May 5, and May 19, from 11:00 a.m. to 12:00 p.m.

Technical assistance sessions can be joined using the information below:

- Join by [Google Meet](#)
- Join by phone: +1 585-491-9258 | PIN: 915 914 678#

Qualified Vendors with questions should contact the [DDD Provider Network Support Unit](#).

## Office of Licensing Certification and Regulation (OLCR) Reminders

### OLCR Tracking Application in Focus

The Division is in the process of updating the OLCR Tracking Application so it is more user-friendly. These updates are being made incrementally. The first updates were made on March 28, 2025 and included:

- Manuals - The "Manuals" heading in the black ribbon has been renamed "Resources". In the drop-down menu, users will find the:
  - User manual Certification Instructions,
  - Article 15,
  - Roster & BG Check Guide,
  - Criminal History Self-Disclosure Affidavit,

- Agency Excel Specifications, and
- Agency Roster Template for EXCEL upload and User Manuals
- Agency Roster tab - The “Agency Roster” tab has been renamed to “Agency Staff” which contains:
  - The Agency Roster of Employees, and
  - Background Checks
- Roster Excel template capacity - Now accepts up to 8000 entries.

## Life Safety Inspection Reminder

[Division Provider Policy Manual Chapter 71](#) requires that Qualified Vendor agencies providing Developmental Home, Therapy, Day Program, Group Supported Employment, Center Based Employment, or Respite services review the Life-Safety Inspection Manual with the Provider providing those services prior to the scheduled OLCR Life Safety Inspection appointment to help them identify issues that can be corrected before the appointment so they are able to pass the inspection.

Qualified Vendors with questions related to these updates should contact the [OLCR Unit](#).

## **Multiple Ways of Offering Language Support to Individuals with Limited English Proficiency (LEP)**

The Division continues improving the processes and overall quality of language services. As stated in the [March 2025 Shout Newsletter](#), Qualified Vendors have multiple ways to provide language support for individuals with Limited English Proficiency (LEP) including using Qualified Interpreters. Qualified Interpreters facilitate spoken or sign language communication between users of different languages in real-time. They are trained to interpret effectively, accurately, impartially, and expressively to and from such language(s) and English, using any necessary specialized vocabulary, terminology, and phraseology, considering cultural appropriateness.

Language Vendors may offer the following interpreting services:

- In-person Interpreting enables communication with a language interpreter who is physically present at a meeting site to facilitate communication between people who speak different languages.
- In-person interpreting can also be utilized for American Sign Language (ASL). These licensed interpreters communicate between hearing individuals and those who are deaf or hard of hearing. When securing a licensed ASL interpreter, ensure they are licensed in the state of Arizona. It is recommended to schedule ASL interpreters in advance as there is a statewide shortage.
- Video Remote Interpreting (VRI) enables communication with a language interpreter who is not physically present at a meeting site to facilitate communication between people who speak different languages. This service can be provided via an online platform accessible through computers, laptops, tablets, or smartphones. It can be utilized for foreign languages and ASL.

Over-the-phone Interpreting enables communication with a language interpreter who is not physically present at a meeting site but can facilitate communication between people who speak different languages over the phone.

The Division has developed this [list of Interpretation and Translation Agencies](#) that Qualified Vendors may use to subcontract interpreting services. This list is updated regularly and can be located on the DDD website under the Cultural Competency and Language Accessibility Tab. Qualified Vendors do not need to secure an interpreter from this list, they can identify any language vendor they choose to work with.

## 2025 Arizona Healthcare Workforce Goals And Metrics Assessment

The 2025 Arizona Healthcare Workforce Goals and Metrics Assessment (AHWGMA) survey is now open. This assessment 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 process will be used to inform on the state of the workforce, highlight where support is needed, assist with the development of resources/tools, and help prioritize initiatives/projects across the network.

### Survey Details

The survey is open until **May 31, 2025**.

The [AHWGMA Toolkit](#) includes:

- Link to [2025 AHWGMA JotForm](#)
- List of the [2025 AHWGMA Questions](#)
- [Webinar Presentation](#)
- [AHWGMA FAQ](#)

The results will be shared amongst all AHCCCS contracted MCOs therefore, it is only necessary for each agency to complete the survey ONCE.

### Technical Support

These Q&A sessions are designed to provide an opportunity to ask questions regarding the 2025 AZ Healthcare Workforce Goals and Metrics Assessment (AHWGMA).

- [Register for April 16, 2025 @ 10-10:30 am AZ](#)
- [Register for April 24, 2025 @ 2-2:30 pm AZ](#)
- [Register for May 20, 2025 @ 10-10:30 am AZ](#)

## Volunteer Opportunities

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. Individuals who would like to learn more should contact the [DDD Volunteer Team](#) or fill out the [Volunteer Express Interest Form](#).

## Report Fraud, Waste, Abuse and Misconduct

Report to DDD:

- Call DDD at 1-877-822-5799
- Send an email to [dddfwa@azdes.gov](mailto: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](mailto:AHCCCSFraud@azahcccs.gov).