

# DDD SHOUT

## VENDOR & PROVIDER NEWSLETTER

May 2025

### **Qualified Vendor Action Required-Compliance for the Parents as Paid Caregiver for Minor Members Service Model**

On April 24, 2025, the state Legislature passed House Bill 2945, which was [signed into law by Governor Hobbs on April 25, 2025](#). Along with providing needed supplemental funding for the DDD program, HB2945 also conveyed several requirements related to the Parents as Paid Caregiver (PPCG) service model including that **a parent may only be employed by a single service provider agency to provide services under the PPCG service model. If more than one parent supports a minor member, both parents must be employed by a single Qualified Vendor agency. This requirement will be in force no later than July 1, 2025.**

As announced several months ago, there is also a **limit of 40 hours of service delivery by a PPCG per member per week, which will also take effect on July 1, 2025. The 40-hour limit is any combination of parents and any combination of Habilitation (HAH) or Attendant Care (ATC).** If more than 40 hours of care are needed, then an alternate caregiver must be identified to deliver the care.

Qualified Vendors must work with parents utilizing the Parents as Paid Caregivers service model to identify the one Qualified Vendor agency the parent provider(s) would like to continue working with for no more than a combined 40 hours per member per week. Please note that other Qualified Vendor(s) may continue delivering care to the member with an alternate, non-parent provider.

Qualified Vendors are responsible for providing all authorized service hours and must develop a plan before July 1, 2025 and share it with the Division, to identify alternate caregivers for coverage of any combined hours (any combination of parent(s) and any combination of Attendant Care and Habilitation over 40 currently being provided by parents utilizing the Parents as Paid Caregivers service model.

Qualified Vendors must ensure their employees/subcontractors who are parents utilizing the Parents as Paid Caregivers service model do not work for another Qualified Vendor while providing services under the Parents as Paid Caregivers service model. Qualified Vendors must implement corrective and preventative measures to ensure they are compliant with [HB 2945](#).

To support Qualified Vendors in recruiting required alternate caregivers the Division has also developed a [Provider Workforce Development toolkit](#) with some helpful information regarding the Provider Development Workforce efforts to help with provider recruitment efforts and individual workforce development for members with live-in caregivers. For more information, refer to the April 3, 2025 vendor announcement, [Workforce Development - 2025 Arizona Healthcare Workforce Goals And Metrics Assessment](#).

Refer to the [FAQs for AHCCCS Parents as Paid Caregivers of Minor Children](#) for additional information regarding the Parents as Paid Caregivers service model.

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

## **Artificial Intelligence Prohibited from Planning Team Participation**

As outlined in Section C.4.A of Provide Manual Chapter 2 - Provider Responsibilities and Expectations, providers are required to “Actively participate in the Member’s Planning Team by Attending Planning Team meetings at the date, time, location, and method when requested by the Responsible Person.” Planning meetings are a critical part of the person-centered planning process and include discussion of information protected by HIPAA. Providers need to be in the meeting, whether in person or virtually, to properly support the member. The Division has seen a rise in instances in which a provider tries to send an Artificial Intelligence (AI) meeting assistant (bot) to the meeting to take notes rather than attending themselves. **The Arizona Department of Administration prohibits the use of AI bots in meetings conducted by state personnel which includes person-centered planning meetings which are facilitated by DDD Support Coordinators.** Meetings that include AI meeting assistants will be canceled and rescheduled.

## **AHCCCS Parents as Paid Caregivers Policies Open for Public Comment**

AHCCCS and DES/DDD are proposing revisions to their policies that impact the Parents as Paid Caregiver (PPCG) service model. These revisions include commitments made to CMS in the 1115 Waiver proposal. They also include terms and conditions of the state’s authority approval and recent legislation (HB 2945).

On Friday, May 9, 2025, AHCCCS opened its impacted policies for public comment. The DES/DDD policies will be open for public comment on June 9, 2025. Both agencies are collecting public comments to streamline the process for stakeholders. AHCCCS and DES/DDD will also host two public forums during the public comment period.

The document [AHCCCS and DDD Joint Agency Communication](#) provides details on how to submit public comments and the public forums. It also has guidance on how to streamline the review of the proposed policy changes and how to share feedback with both agencies.

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

### **Evacuation Fire Drill**

[Division Provider Policy Manual Chapter 71](#) and [Chapter 51](#) require that Developmental Home Licensed Providers complete and document a fire evacuation drill at least once every six months. At least once per licensing year, the licensing worker is required to observe and document that the fire drill evacuation is completed in under 3 minutes. Applications that have been received that do not include this documentation will require an Additional Information Request (AIR), which may delay the application process. To ensure the timely issuance of an application providers should include this information in their application documentation.

### **Applications**

OLCR is currently implementing an email reminder process to Qualified Vendors to assist with issuing licenses in a timely manner. An email reminder will be sent 2 weeks after an additional information request (AIR) has been sent. Qualified Vendors should respond within 3 days of this second request. When this response has not been received, an email will then be sent to the Licensing Worker and their supervisor. Qualified Vendors have 60 days from the additional information request (AIR) request to respond; however, responding sooner than 60 days when possible will allow for a more efficient licensing process.

When an AIR is submitted in Quick Connect, it is important to email the OLCR Liaison and update them that Screen 50 has been completed. The OLCR Liaison does not receive a notification when this is completed, and

an email will ensure the license is issued as quickly as possible.

## Linked Licenses

[Provider Manual Chapter 51](#) defines a “Linked License” as a license that is held by two adults who live together to provide Developmental Home services at the same address. If a cohabitating couple wishes to apply for a license and both will provide care, then both individuals must be licensed, and those licenses will be linked. When only one of the individuals will be providing care, the other individual will be listed as a “Household Member.”

## Concerns

The OLCR Concerns Unit has a new email address, [dddolcrconcerns@azdes.gov](mailto:dddolcrconcerns@azdes.gov), to which all APS and DCS Reports, Incident Reports, Licensing Investigation Reports, and concerns communication should be submitted.

OLCR is now issuing Developmental Home Renewal Licenses when there is an open Licensing Concern to maintain the required timelines for Developmental Home Renewal Applications. OLCR will notify the provider that the Licensing Concern remains open and no new members can receive services in the home until the concern is closed.

## Behavior Plan Performance Improvement Project

DDD would like to acknowledge and thank all of the Qualified Vendors who have demonstrated diligence in writing and implementing effective Behavior Plans (BP). Many Qualified Vendors have engaged in Positive Behavior Support training, attended the Behavior Plan Writing Course, and/or participated in technical assistance meetings with the Program Review Committee (PRC) Teams and Administrators. The PRC team has observed an increase in the number of plans submitted as well as an improvement in the quality of the plans.

The Behavior Plan Performance Improvement Project, or BP PIP, is a 5-year project the Division is working on with AHCCCS to address the backlog of overdue behavior plans for DDD members. The project is now in its third year.

Per [Article 9](#) and the [DDD Behavior Support Manual](#), each DDD member who requires a behavior plan must have one in place that is current and approved by the PRC. The BP must show evidence of effectively addressing the member’s maladaptive behaviors due to the risk of potential harm to themselves as well as to staff or caregivers, and describe the methods that will be used to teach appropriate positive alternative behavior strategies.

The Division has identified deficiencies within the process of identifying the requirement of a BP, creating a BP, and submitting a BP packet to PRC for review.

The Division is in the process of identifying members without compliant BPs and will begin contacting the Qualified Vendors supporting members who need a current Behavior Plan starting in June 2025. As identified in the Behavior Supports Manual, Qualified Vendors are responsible for writing behavior plans in most cases. Failure to write and keep these behavior plans current may be considered a performance violation or contractual non-compliance that may result in contract action as outlined in RFQVA DDD-2024.

Qualified Vendors who have questions about any of the following can contact the PRC District Chair or the Administrative Assistants from the [Statewide PRC Contact Information list](#).

- A specific member’s plan should contact that member’s Support Coordinator.
- PRC scheduling, modifications, or status updates, should send an email to the DDD PRC inbox for their respective district, and a PRC Chair or Admin Assistant will respond at their earliest availability.

- A Letter of Concern they have received should contact the [Provider Network Support Team](#).

Contact the [PRC Administration](#) if technical assistance is needed.

Available Resources:

- PRC Monthly Update in [Vendor and Provider Shout newsletter](#)
- Behavior Plan Writing Workshop [Course Schedule](#)

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

On August 28, 2024 the updated [DDD Behavior Support Manual](#) went into effect. This month's update focuses on the Request for Emergency Review of Restricted Techniques.

In situations where an immediate health or safety risk requires the use of a restricted technique not on the approved behavior plan, planning teams shall contact the PRC chair and PRC administrator and request an emergency review of a rights restriction by emailing the PRC District inbox and copying [DDDPRCAdministration@azdes.gov](mailto:DDDPRCAdministration@azdes.gov).

For emergency reviews, the planning team must include the following documentation or information that supports the immediate health or safety risk and need for an emergency review:

- Completed [PRC Emergency Review Protocol](#)
- Data for target behaviors, if available
- Incident reports, if applicable,
- Team agreement from the Planning Team (included as a document in the PRC Emergency Protocol)
- The most recent copy of the PCSP
- Physician or Behavioral health provider order, if applicable

Requests for Emergency PRC are scheduled for review within two business days of receipt of the required information and are reviewed by:

- A PRC Chairperson
- A licensed clinician from the Behavioral Health Administration (Behavior Analyst, Psychologist, Psychiatrist, Medical Director)
- A member of the Independent Oversight Committee (IOC)

Approval of Emergency PRC is time-limited, for 90 calendar days. The planning team is responsible for complying with the policies in Chapter 500 Planning Team Responsibilities and Chapter 800 Behavior Plan Developing and Monitoring to ensure that a completed behavior plan is submitted to the PRC within 90 days of the emergency request.

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.

## **National Core Indicators State of the Workforce Survey**

The deadline for the 2024 NCI-IDD State of the Workforce Survey is June 30, 2025. Surveys were sent to Qualified Vendors from [staffstability@hsri.org](mailto:staffstability@hsri.org). Get your surveys completed today! The State of the Workforce Survey (formally Staff Stability Survey) is an online survey for Provider agencies that employ direct support professionals and support adults with ID/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. Qualified Vendors with questions can submit them to the [NCI Coordinator](#).

## 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).