



DDD SHOUT

QUALIFIED VENDOR AND PROVIDER NEWSLETTER

September 2025

Required Claims Modifiers and EVV Indicators for Parents as Paid Caregivers

The Division is required to comply with all state and federal laws and rules. On April 25, 2025, Governor Hobbs signed [House Bill \(HB\) 2945](#) into law. One part of the legislation requires that, beginning October 1, 2025, the Division require a unique modifier on claim submissions that delineates that a Parent is providing their child Attendant Care and Habilitation, hourly. A Parent is defined as “Parents who have formal physical and/or legal custody of their minor child, including guardians of minor children.” Qualified Vendors will be required to add the “CG” modifier to claims they submit for which the service was provided to a minor child by a paid Parent caregiver, with dates of service 10/1/25 or later. This modifier is in addition to the U4 or U5; therefore, 2 modifiers will be used on claims submitted by a Qualified Vendor for care provided by a Parent.

Additionally, Qualified Vendors must ensure that they implement the use of the live-in caregiver data elements in EVV no later than October 1, 2025, as outlined in the [Alt EVV Live-In Caregiver Specifications Webinar Now Available](#) communication sent by DDD on July 17, 2025.

Rendering Provider Affiliation Requirements

The Division will require rendering providers with individual AHCCCS IDs to be affiliated with their group biller ID in the [AHCCCS provider enrollment portal \(APEP\)](#). The billing edit will verify that the Billing Provider’s AHCCCS ID is listed under the Rendering Provider ID on PMMIS PR045 (Provider Billing Associations Table). The affiliation date must be prior to any dates of service. Rendering Providers must give their permission for an agency to bill on their behalf. Permission to bill for an individual is done by affiliating the individual with the Group Biller or Agency. Every individual with an AHCCCS ID must be affiliated with the Agency that bills for their services.

Individuals included in this edit are:

- Type 13 – Occupational Therapist
- Type 14 – Physical Therapist
- Type 15 – Speech Language Pathologist
- Type SA – SLP-Assistant
- Type 26 – MIPS Speech Therapist/Audiologist
- Type 18 – Physician’s Assistant
- Type 19 – RN-Practitioner
- Type 39 – Habilitation Provider
- Type 40 – Attendant Care Provider

Rendering Providers can utilize the AHCCCS Provider Enrollment Portal to update this information. Rendering providers need to ensure that the Agency Tax ID shows in their individual provider profile under the Payment (P) section.

Incident Reporting Process Change – Effective November 1, 2025

On December 5, 2024, the Division released the [Incident Reporting Process Change Survey](#) to solicit feedback on the Division's change to the incident reporting process. This change would require Qualified Vendors (QV) to submit all reportable incidents as defined in Division Medical Manual 961 and Division Provider Manual Chapter 70 directly into the AHCCCS QM Portal. After careful consideration, the Division **will require Qualified Vendors and Providers to enter all reportable incidents into the [AHCCCS QM Portal](#) beginning November 1, 2025.**

The Division established this implementation date of November 1, 2025 to allow time for Qualified Vendors and Providers to train staff and make any necessary changes to their processes, as QVs indicated was necessary in the survey results. Incidents being reported on or after November 1, 2025 must be submitted directly to the AHCCCS QM Portal. Qualified Vendors must continue using existing processes to submit incident reports directly to the Division through October 31, 2025.

Qualified Vendors and Providers must review the AHCCCS QM Portal User Guides (below), which detail the steps required to enter, review, and approve reportable incidents within the AHCCCS QM Portal.

- [Incident Accident Death Submission User Guide](#)
- [Incident Accident Death Return User Guide](#)
- [Incident Accident Death Approval User Guide](#)

The Division has created a [User Guide](#) and [Frequently Asked Questions](#) to assist Qualified Vendors.

The Division will communicate a schedule for virtual Question & Answer and technical assistance sessions in the coming weeks to further prepare QVs for this change.

Qualified Vendors with questions about this change should contact the [Division's Chief Quality Officer](#).

WellSky Training

Qualified Vendor contract signatories or their designees should designate at least one staff member to attend a WellSky training session. WellSky training is a prerequisite for claims submission, and not attending training and gaining access to WellSky will cause a delay in claims payment. These designated users can be identified in FOCUS using the following steps, as outlined in the [User Selection for WellSky in Focus](#) document:

Log in to Focus and select the "Admin Tools" application.

1. Click "Users" at the top of the page.
2. Click the "Assign" button in the column labeled "Access to WSHS" for up to two individuals who will then get access to the WellSky system. (Please ensure the designated email address includes the user's name. It cannot be a generic email address, such as "admin@".

Once the designations are made, the DDD WellSky training team will invite those designees to a WellSky training session, which is held every Wednesday. After the training session, each user who attended will gain access to WellSky's Sandbox and Production environments.

Behavior Plan Performance Improvement Project Focus Update

The Division is currently working on the Behavior Plan Performance Improvement Project, or BP PIP, to address the backlog in overdue behavior plans for DDD members.

Per Title 6, Chapter 6, Article 9 of the Arizona Administrative Code ([6 A.A.C. 6, Article 9 - Managing Inappropriate Behaviors](#)) and the DDD Behavior Support Manual, each DDD member who requires a behavior plan (BP) must have a current BP in place that is approved by the Program Review Committee (PRC). The BP must demonstrate evidence of effectively addressing the member's maladaptive behaviors, given 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 will update the Focus system on October 2, 2025, to automatically send service reminder emails to Qualified Vendors serving members with behavior plans. These emails will be sent to the Principal Contact/Signatory as identified in the Contract Administration System (CAS). Qualified Vendors will receive these service reminder emails in this order based on the pending expiration date of the member's behavior plan.

- Initial Reminder: Sent 45 days before the PRC expiration date.
- Second Reminder: Sent 30 days before the PRC expiration date.
- Third Reminder: Sent 15 days before the PRC expiration date.
- Final Reminder: Sent on the PRC expiration date.

As this update is launched, Qualified Vendors may not initially receive these service reminder emails in the order listed above. Depending on the due date for a member's behavior plan annual renewal, the Qualified Vendor may receive an email service reminder not in line with the order listed above. For example, when the update is implemented, if a member has a behavior plan that expires within 35 days of that go-live date, the Qualified Vendor will not receive a notification until 30 days before the expiration date.

*The Support Coordinator (SC) and Supervisor will also receive these notifications when a reminder email is sent to the vendor.

All Qualified Vendors providing services to Members supported by the Division are expected to be compliant with Article 9 and the Division's [Behavior Supports Policy Manual Chapter 300](#). Qualified Vendors are responsible and are required to meet all Behavior Plan submission deadlines and submit completed Behavior Plan packets to the Division's Program Review Committee for all Members who require a Behavior Plan. This Focus update is designed to assist Qualified Vendors with monitoring and maintaining Members' BPs.

Qualified Vendors who have questions about:

- The notice should contact the [PRC Administration](#).
 - If a behavior plan has been submitted, please provide the confirmation email with the date and time the PRC review is scheduled.
- 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.
 - District East: dddeastprc@azdes.gov
 - District West: dddwestprc@azdes.gov
 - District Central: dddcentralprc@azdes.gov
 - District North: dddnorthprc@azdes.gov
 - District South: dddsouthprc@azdes.gov

Failure to comply with the Division's request to update the member's behavior plan may result in referral to contract action, which may result in Demand for Assurance, Enrollment Suspense, Payment withhold, and/or Termination.

Behavior Support Manual Revisions- Chapter 600 Training

This month's Behavior Supports Manual update focuses on [Chapter 600 Training](#).

Purpose

This policy outlines training requirements with respect to Article 9 and Prevention and Support.

Policy

A. Article 9 Training Requirements

1. Service Providers shall ensure all direct support professionals, managers, and supervisors of direct support professionals successfully complete Article 9 training.
2. The Division shall ensure that all Division employees successfully complete Article 9 training.
3. All Article 9 training shall be taught by a Division-approved certified Article 9 Instructor.
4. Article 9 Trainers shall only provide Article 9 as an in-person and instructor-led training in a live classroom environment, to include a virtual setting.
5. The Division and Service Providers shall ensure that Article 9 training is completed by employees required by this policy to be trained in Article 9 as follows:
 - a. Initially within 90 calendar days of an employee being hired or before the employee works directly without supervision from an individual with a current certification in Article 9 with Members, whichever is earlier; and
 - b. Recertified as directed by the Division but not to exceed three years.
6. The Division shall ensure that Article 9 training includes:
 - a. The requirements, restrictions, and purpose of Article 9;
 - b. Intervention strategies, including those described in Article 9;
 - c. Legally mandated Members' rights;
 - d. Confidentiality requirements;
 - e. Abuse and Neglect; and
 - f. Division policies and procedures relating to Article 9.

B. Prevention and Support Training Requirements

1. The Division shall require Prevention and Support training and certification to be taken by all staff and providers providing direct care to Members who may exhibit Unsafe Behaviors as documented in the Member's Planning Document and the Member's Behavior Plan.
2. All Prevention and Support training shall be taught by a Division-approved certified Prevention and Support Instructor.
3. The Division and Service Providers shall ensure that Prevention and Support training is completed by employees required by this policy to be trained in Prevention and Support as follows:
 - a. Initially within 90 calendar days of an employee being hired or before the employee works directly without supervision from an individual with a current certification in Prevention and Support with Members, whichever is earlier; and
 - b. Recertified as directed by the Division but not to exceed three years.
4. The Prevention and Support trainer providing Prevention and Support training shall include instruction on the use of specific Physical Intervention techniques to be implemented by staff and providers during an Emergency Safety Situation to include hands-on application and competency testing.
5. Prevention and Support trainers shall ensure trainings provide the following requirements:
 - a. Use the least amount of Physical Intervention necessary to safely manage an Emergency Safety Situation;
 - b. Physical Intervention is to be used only when less restrictive methods are unsuccessful or are

inappropriate;

- c. Physical Intervention is to be used only when necessary to prevent the risk of serious harm or injury to the Member or others; and
- d. Physical Intervention techniques implemented during the Emergency Safety Situation are to be used for the least amount of time necessary to create safety.

C. Article 9 Instructor Training Requirements

1. The Division shall require successful completion of a Division-approved Article 9 Instructor Clinic conducted by a Lead Instructor from the Article 9/Prevention and Support Lead Advisory Committee for anyone to become an Article 9 trainer.
2. Article 9 trainers shall maintain compliance with the Article 9 Instructor Responsibilities and Requirements located in DDD-1691A.

D. Prevention and Support Instructor Training Requirements

1. The Division shall require the following for anyone to become a Prevention and Support Trainer: successful completion of a Division-approved Prevention and Support Instructor Clinic conducted by a Lead Instructor from the Article 9/Prevention and Support Lead Advisory Committee for anyone to become a Prevention and Support trainer;
2. Prevention and Support trainers shall maintain compliance with the Prevention and Support Instructor Responsibilities and Requirements located in DDD-1693A.

E. Training Documentation Requirements

1. Certified Instructors shall maintain training rosters and completed assessments of direct care staff for three years.
2. Certified Instructors shall submit completed training rosters to the Division within 30 days.
3. The Division shall maintain training documents related to Article 9 and Prevention and Support for a minimum of five years or as required by Records Retention policy.

Qualified Vendors who have questions about the Behavior Support Manual or need technical assistance with a behavior plan should email the [PRC Administration](#).

Qualified Vendors should contact their PRC team, [PRC District Chair](#), or the [Administrative Assistants](#) for Technical Assistance on plan submission requirements.

Office of Licensing Certification and Regulation (OLCR) Reminders

Developmental Home Licensing

Qualified Vendors (QV) are required to maintain a Developmental Home Licensee file as outlined in Division Provider Policy Chapter 51- Developmental Home Services Requirements. This includes the information contained in Quick Connect and the status of the Fingerprint Clearance Card (FPCC). When an FPCC shows a status of "Expired" in Quick Connect, the provider's license will be suspended. The licensee is required to maintain an FPCC at all times. The license will be reinstated when the FPCC shows as "Valid" in Quick Connect, but there will be a break in the license's effective dates. If a FPCC status is "Pending Decision by DPS" or "No Information Found," then OLCR will suspend the license until the issue is resolved. When the FPCC is valid with no breaks in the effective date, the license will not have a gap in effective dates. Arizona Revised Statutes (A.R.S.) § [36-594](#) and § [36-594.02](#), as well as [Arizona Administrative Code \(A.A.C.\) R6-6-1118](#) are the legal basis for OLCR managing the validity of developmental home licenses

If a Household Member's (HHM) FPCC status is "Expired," "Pending Decision by DPS," or "No Information

Found” in Quick Connect, the QV Licensing Worker and the licensee will receive an Immediate Action HHM FPCC Expired Notice. **This notice requires the HHM to vacate the premises.** The licensing worker must respond to that notification and submit documentation that the HHM is no longer living in the home until the FPCC is valid in Quick Connect. If the HHM has not been relocated within the 7-day timeframe, the license will be suspended.

The QV, the provider, or the HHM must contact the Department of Public Safety (DPS) to correct the information in the system. DPS will need to verify the correct spelling of the licensee’s or HHM’s name, the Social Security Number, and the Date of Birth. The licensee will also need to ensure that A.R.S. 36-594.02 is linked to the FPCC. If one or all of these are not correct, the FPCC will not show as valid in Quick Connect.

If an HHM is also a Division member, the Licensing worker is responsible for checking that option on screen 4 under the HHM and including the member’s ASSIST/AHCCCS ID.

Licenses will not be issued without all adult household members showing a valid FPCC.

Qualified Vendors with questions should contact Denice Roth at (928) 522-4312 or submit them to the [OLCR mailbox](#).

HCBS Certification Updates

OLCR has been working to enhance the HCBS Certification Agency Staff Roster and is planning to release the following changes by the end of September 2025:

1. Addition of 2 new Classifications
 - a. Music Therapist-Board Certified
 - b. Owner/Signatory/Licensed Professional
2. Update the existing classification Immediate Relative to show as “Immediate Relative-Attendant Care Only” and remove the requirement that the member receiving services be over age 18.
3. Addition of 4 new fields
 - a. License Provider Type
 - b. License Number
 - c. Music Therapist Certification ID
 - d. Music Therapist Certification Date

Qualified Vendors renewing their HCBS Certification will be required to complete the additional fields, as applicable, prior to OLCR issuing the HCBS Certification. Qualified Vendors not in their renewal cycle will be required to update the additional fields, as applicable, within 30 days of the fields becoming available.

The HCBS Certification Agency Staff Roster specification document will be updated with the new changes.

When a Qualified Vendor’s HCBS Certification expires or is withdrawn, OLCR will remove the Reactivation Application drop-down option. Instead, Qualified Vendors will have the option to create an initial HCBS Certification, which will allow a Qualified Vendor to apply for HCBS Certification.

OLCR is also working on a future enhancement to the HCBS Certification and HCBS Certification Focus application to remove the Qualified Vendor’s AHCCCS ID number. This information is no longer needed as AHCCCS manages AHCCCS IDs and registration. Instead, OLCR will be adding the Qualified Vendor’s FEIN to the HCBS Certificate. This change is planned to occur in late 2025 or early 2026.

Qualified Vendors with questions should contact Mia Dietrich at 480-881-9771 or submit them to the [OLCR mailbox](#).

Life Safety Inspection (LSI)

As a reminder, Qualified Vendors may obtain a copy of the LSI Report for Developmental Homes by contacting the Developmental Home Licensee and requesting the copy left on site by the inspector for the licensing worker. A copy of the report for an HCBS Service Site may be obtained within the HCBS Tracking Application in Focus by selecting the Service Site and then selecting Offline Forms.

Qualified Vendors with questions should contact Shannon Kirwan at 480-486-7151 or submit them to the [OLCR mailbox](#).

Holiday Gifts from the Heart Program

The Arizona DES Division of Developmental Disabilities is gearing up for its 35th annual Holiday Gifts from the Heart (HGFTH) program. The Holiday Gifts from the Heart Program is an opportunity for DDD members and their families who are in need of support to have a magical holiday season. The generous support of sponsors brightens the holidays throughout Maricopa County and the City of Tucson.

Holiday Gifts from the Heart sponsors are individuals, families, community groups, and businesses who are looking for a meaningful way to impact the lives of others. From gift cards to sponsoring multiple families with gifts, there are a range of giving opportunities available. The [HGFTH Sponsorship Information Sheet](#) has more information about the different ways to sponsor a member or family. Staff are asked to share this program with any people, organizations, businesses, or other entities they think would be interested in making a difference in a DDD member's life this holiday season. Anyone with questions should contact the Holiday Elves at dddholidayprogram@azdes.gov.

Interested sponsors can use one of the following forms to register.

- [Maricopa County Sponsor Form](#)
- [City of Tucson Sponsor Form](#)

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.