



DDD SHOUT

QUALIFIED VENDOR AND PROVIDER NEWSLETTER

October 2025

Incident Reporting Process Change – Effective November 1, 2025

As [announced on June 11, 2025](#), beginning November 1, 2025 the Division will require Qualified Vendors to enter incident reports directly into 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 is hosting a Question and Answer session at which representatives from both the Division and AHCCCS will be available to answer questions to further prepare Qualified Vendors for this change.

- Tuesday, October 14, 2025 from 9:00 am to 10:30 am
 - [Join by Google Meet](#)
 - Join by Phone - +1 657-221-7039 PIN: 14 381 466#
- Thursday, October 16, 2025 from 1:00 pm to 2:30 pm
 - [Join by Google Meet](#)
 - Join by Phone - +1 331-725-0720 PIN: 556 935 077#

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

PPCG Program Billing/Claims Requirements

The Division is providing the following billing guidance for Qualified Vendors when submitting claims rendered by a paid parent caregiver under the Parents as Paid Caregiver (PPCG) service model after October 1, 2025.

The following definitions will assist Qualified Vendors in submitting their claims with the proper modifier(s):

- CG – Policy criteria applied (PPCG Program)
- U4 – Family member, non-spouse, not residing in member's home
- U5 – Family member/non-spouse residing in member's home

Additionally, the following questions and answers are designed to ensure Qualified Vendors properly submit claims for services by a paid parent caregiver under the Parents as Paid Caregiver (PPCG) service model.

Question - When will Qualified Vendors be required to send the U4/U5 and CG modifiers?

Answer - As communicated via [vendor announcement on August 20, 2025](#), PPCG claims for dates of service (DOS) beginning October 1, 2025 are required to append CG and U4 or U5.

SERVICE and LOCATION	MODIFIERS
ATC	UN – Two members served
S5125	UP – Three members served
Attendant care services; per 15 minutes POS 03 – School; POS 12 – Home; POS 13 – Assisted Living Facility; POS 16 – Temporary Lodging; POS 21 – Inpatient Hospital; POS 23 – Emergency Room; POS 99 – Other	TN – Flagstaff CG - Parent as Paid Care Giver [required] U4 or U5 - PPCG [required] U3, U4, U5 – Rendering Provider U7 – Agency with Choice UF, UG, UH, UJ – Time of day

SERVICE and LOCATION	MODIFIERS
HAH	UN – Two members served
T2017	UP – Three members served
Habilitation, residential, waiver; 15 minutes	CG - Parent as Paid Care Giver [required] U4 or U5 - PPCG [required] TN – Flagstaff U4 – Family member, non-spouse, not residing member’s in home U5 – Family member/non-spouse residing in member’s home U7 – Agency with Choice
POS 12 – Home; POS 16 – Temporary Lodging;	UF, UG, UH, UJ – Time of day Telemedicine available [GT]

Question - Where will claims be denied if these modifiers are not included?

Answer - PPCG edits will be applied to DDD claims by Focus. Focus will deny claims submitted without the required modifiers.

AHCCCS will apply PPCG edits to Encounters (claims adjudicated by DDD, then submitted to AHCCCS). AHCCCS will deny encounters submitted without the required modifiers.

Question - Does the guidance to roll up claims into a single line item for each client/service code combination still apply, or is the expectation now that vendors split the claim into two separate lines if a member receives services from both a PPCG and a non-PPCG on the same day?

Answer - Service codes S5125 (Attendant Care) and T2017 (Habilitation) are Electronic Visit Verification (EVV) services. EVV services must match the number of units for each verified visit. These services cannot be combined into a single line for all units rendered on a single DOS. Those claims are denied for EVV.

When applying modifiers, the modifier/s must be applicable to all service units. If the modifier does not apply to all service units, the units must be separated into different claims. [Time of Day modifiers are the only exception for applicability to all service units.]

EXAMPLE Claims: 3 hours PPCG plus 4 hours non-PPCG for Attendant Care

SERVICE CODE	DATE	UNITS
S5125:CG:U5	10/01/2025	12
S5125:UF	10/01/2025	16

Question - Is the distinction between U4 and U5 essentially whether the parent caregiver providing services

lives with the member?

Answer - Yes, Arizona Medicaid (AHCCCS) defines modifiers U1 – U9.

- U4 – Family member, non-spouse, not residing in member’s home
- U5 – Family member/non-spouse residing in member’s home

Question - Is an updated 837 companion guide available that shows where these new modifier segments are located?

Answer - The current [WellSky 837P Companion Guide](#) shows Loop 2400, segment SV1 as the location for modifiers. The national standard is up to 4 modifiers per claim line or SV1 segment.

EXAMPLE Claims: 3 hours PPCG plus 4 hours non-PPCG for Attendant Care, Rate \$6.21/unit

SV1*HC:S5125:CG:U5*74.52*UN*12*12**1~

SV1*HC:S5125:UF*99.36*UN*16*12**1~

Prevention And Support Training Update

As [announced on September 8, 2025](#), the Division is modifying the current Prevention & Support training curriculum that has been in place for nearly a decade. The Division’s Office of Professional Development, in collaboration with a group of Qualified Vendor trainers, is revamping the training to include updated content that incorporates current industry best practices. As a reminder, Prevention and Support (P&S) training is a requirement outlined in Article 9 ([Arizona Administrative Code 6-6-901 through 6-6-909](#)) and is required for all direct support professionals providing paid care to members who may exhibit unsafe behavior as documented in the member’s planning document and behavior plan. Qualified Vendors with questions about training requirements should review the [Division Behavior Supports Manual Chapter 600 Training](#).

Changes to the curriculum include:

- Updated physical intervention techniques
- Increase in de-escalation skill acquisition
- Increase in activities to understand Behavior and Trauma

Certified Prevention & Support Instructors are required to be recertified annually. As the training curriculum is new, these Instructors will need to attend an in-person four-day training clinic rather than the expected observation completed by the Division training staff.

The schedule for recertification clinics will be posted on the Division’s training website later this year. Each Instructor must complete the revised Instructor application prior to attending the clinic.

PRC Process Improvements

Last year, in July 2024, the Program Review Committee (PRC) hired an additional statewide PRC team. This ‘floater’ team has successfully supported all five existing PRC district teams in reducing the wait times for scheduled PRC reviews as well as in responding swiftly to Emergency PRC requests.

One year later, PRC is again facing a substantial increase in Behavior Plan submissions, and the Division has approved the addition of two new PRC teams. Both additional PRC teams, consisting of a Chairperson and an Administrative Assistant, will be assigned to District West (DW) and District South (DS), the districts with the highest number of submitted Behavior Plan packets. Both DW and DS will each have 2 PRC teams available to review submitted Behavior Plan packets. This will shorten the wait times on a consistent basis.

Along with increased PRC Reviews, the need for PRC volunteers is also growing. Individuals interested or who

know somebody who would be interested in volunteering while supporting DDD members should contact the [DDD Volunteer Coordinators](#), who can assist them.

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.