



DDD SHOUT

QUALIFIED VENDOR AND PROVIDER NEWSLETTER

December 2025

2026 Qualified Vendor and Provider Meeting Schedule

The Division continues to hold monthly meetings with Qualified Vendors, organized by the specific services provided, and with Independent Providers every 6 months. All meetings are held virtually, and participants can join via computer or phone. All meetings are recorded and published on the [Qualified Vendors and Providers web page](#) under the Qualified Vendor/Provider Meeting Schedule section. Login details are emailed to Qualified Vendors/Providers prior to the meeting. The 2026 schedule is:

- **In-Home Services:** January 8, 10:00 a.m. to 12:00 p.m.
- **Home Health Services:** February 12, 10:00 a.m. to 12:00 p.m.
- **Day Program/Employment/Transportation Services:** March 12, 10:00 a.m. to 12:00 p.m.
- **Therapy Services:** April 9, 10:00 a.m. to 12:00 p.m.
- **Developmental Home/All Group Home Services:** May 14, 10:00 a.m. to 12:00 p.m.
- **Independent Providers:** June 9, 10:00 a.m. to 11:00 a.m.
- **In-Home Services:** June 11, 10:00 a.m. to 12:00 p.m.
- **Home Health Services:** August 13, 10:00 a.m. to 12:00 p.m.
- **Day Program/Employment/Transportation Services:** September 10, 10:00 a.m. to 12:00 p.m.
- **Therapy Services:** October 8, 10:00 a.m. to 12:00 p.m.
- **Developmental Home/All Group Home Services:** November 12, 10:00 a.m. to 12:00 p.m.
- **Independent Providers:** November 17, 10:00 a.m. to 11:00 a.m.

Rate Book Notification

The Division is aware of the 2026 minimum wage increases for Flagstaff, Statewide, and Tucson. The Division has analyzed available funding and utilization data for DDD services and determined that implementing a minimum wage rate increase in 2026 will not be possible. The Division has also analyzed the rate models and determined that rates for all services in the rate book will remain above minimum wage after the January 1, 2026 implementation of the new minimum wage. This notice confirms that the rate book will not be updated, and current rates should be used through the end of the 2026 fiscal year (June 30, 2026).

Required Claims Modifiers and EVV Indicators for Parents as Paid Caregivers

As [communicated in an August vendor announcement](#), 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 required that, beginning October 1, 2025, the Division require a unique modifier on claim submissions that delineates whether a Parent is providing their child with Attendant Care and/or 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 are 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 of October 1, 2025, or later. This modifier is in addition to the U4 or U5; therefore, 2 modifiers should be used on claims submitted by a Qualified Vendor for care provided by a Parent. Additionally, effective October 1, 2025, Qualified Vendors must implement the use of the live-in caregiver data elements in EVV, as outlined during the [Alt EVV Live-In Caregiver Specifications Webinar communication](#) sent by DDD on July 17, 2025.

The Division will continue to monitor claims submissions and follow up with non-compliant vendors. The Division reserves all rights for claims recoupment and contract action for non-compliance.

Prevention And Support Training Update Implementation

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 DES Office of Professional Development, in collaboration with a group of Qualified Vendor trainers and DDD subject matter experts, has revised the training to include updated content that incorporates current industry best practices. As a reminder, Prevention and Support (P&S) training is 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
- Increased strategies in de-escalation and more testing for skill acquisition
- Increase in activities to better understand trauma and its impact on behavior
- An updated name for the training curriculum, to distinguish between P & S and the new required content.

Implementation

- Please refer to the Prevention and Support Instructor list on the [DDD Qualified Vendor Training web page](#) to view the current [certified instructor list](#) and their certification expiration dates, as some have been extended to accommodate recertification with the updated curriculum.
- Current Certified Prevention & Support Instructors are required to attend a four (4) day in-person training clinic to become certified in the updated curriculum.
- Multiple clinics will be held in March, April, May, and June 2026 to accommodate the anticipated increased demand for instructors to get certified.
- All Direct Care Workers/Direct Support Professionals with current Prevention & Support certification must be trained in the new curriculum by **December 31, 2027** unless the following applies:
 - All new Direct Care Workers/Direct Support Professionals hired after **July 31, 2026**, must be trained in the new curriculum.
 - All Direct Care Workers/Direct Support Professionals identified as needing retraining in member intervention techniques after **July 31, 2026**, as a result of corrective action, must be trained in the new curriculum.

Qualified vendors are encouraged to visit the [DDD Qualified Vendor Training web page](#) regularly to stay updated on training details, including the new clinic name, the dates and locations for the clinics, and the new application packet.

Qualified Vendors with questions should contact the [Training Unit](#).

Join the Division of Developmental Disabilities Behavioral Health Administration Virtual Lunch and Learn Event

The Division of Developmental Disabilities is hosting monthly Lunch and Learn Sessions.

Next Session

- **Date:** Wednesday, December 17, 2025, from 12:00 p.m. to 1:00 p.m.
- **Topic:** Proof Positive: Advancing Wellbeing for the Autism Community - Thriving and Flourishing Together!
- **Presenter:** Paige Raetz, Ph.D., BCBA-D, LBA, Vice President of Implementation and Dissemination - Proof Positive
- [Register in advance](#)

Session Description

This Lunch and Learn Session will provide an overview of Positive Psychology and propose a framework for incorporating this discipline into current service models to increase the well-being of the autism community. The session will review specific evidence-informed practices that can be integrated into services for families, providers, and members. Finally, examples of implementation from multiple providers across the country will be shared.

Incident Report Submission Through the QM Portal

[On November 1, 2025](#), the Division introduced a new process that requires Qualified Vendors to enter incident reports directly into the AHCCCS QM Portal. Since implementation, the Division has identified several common errors that are not in alignment with the requirements outlined in the [User Guide](#). Below are examples of the most common errors occurring.

Member Information Setup Tab

Use the drop-down to update the Contractor/TRBHA field to: **110007 - LTC DD DES**. The submission must include this choice from the dropdown menu, not the member's medical health plan, for it to be properly routed to DDD.

Basic Information Setup Tab

The use of "Other / Other" should only be used as an exception when no other categories are applicable to the event. Please refer to the [IAD Submit User Guide](#), Appendix A – Incident Categories and SubCategories.

Notifications Tab

DO NOT USE the "Email a Copy of this IAD to Another Provider or Government Agency" field. Support Coordinators do not have access to the QM Portal and are unable to review or access the IAD.

Guidance on Entering DDD Member Incidents Into the AHCCCS QM Portal

As part of QMU's ongoing commitment to ensuring high-quality care for DDD members, all vendors are asked to carefully review and follow the guidelines below when submitting incident reports through the AHCCCS QM Portal.

Include Accurate Incident Dates

Ensure the correct incident date is entered. Accurate timelines help the QM team clearly understand the situation and determine whether a care concern requires further review.

Provide a Clear and Detailed Description

Describe the incident as clearly and thoroughly as possible. A detailed account of what occurred helps the QM team avoid misinterpretation and supports timely, accurate assessments of the situation. Include all relevant facts.

Provide Involved Staff Contact Information

When submitting incident reports, provide the best contact information for the agency IR contact and the staff involved in the report.

Complete All Reporting Sections in the AHCCCS Portal

Be sure to use each section of the incident report form according to the prompts; supplying complete information in all areas helps clarify the circumstances and reduces the chance of missing or unclear details.

Verify Provider Information When Reporting on Another Provider

If the incident involves another provider, enter the correct provider name in the “second provider” field. Accurate entry prevents delays and ensures the appropriate parties are communicated with during the QM investigations.

Refer to the AHCCCS User Guide for Portal assistance

For help navigating or using any feature of the AHCCCS Portal, refer to the [User Guide](#) in addition to the Q&A information provided during prior meetings. The guide provides step-by-step instructions and can assist with the proper completion of incident reports.

PRC Process Improvement - Behavior Plan Sample

The Program Review Committee (PRC) created a [Behavior Plan Sample](#) to support Plan authors in understanding the key elements the PRC Team looks for within each section of a behavior plan. While this sample offers structured direction and examples, authors should remember that every behavior plan must remain person-centered and fully individualized to meet the unique needs of each member. As always, PRC is available to provide technical assistance or clarification at any stage of the plan development process. The Program Review Committee (PRC) believes this sample will serve as a helpful tool in strengthening the behavior plan development process for teams across the DDD network.

Qualified Vendors that need technical assistance on plan submission requirements should contact their [PRC District Chair](#) or the [Administrative Assistants](#). Qualified Vendors can request technical assistance regarding a specific behavior plan by contacting the [PRC Administration](#).

Holiday Gifts from the Heart

The Division thanks all the Qualified Vendors, providers, and direct support professionals who supported the 2025 Holiday Gifts From The Heart program. Their generosity and kindness will positively impact the lives of many members and their families this holiday season. These gifts have brought joy into the homes of Arizonans supported by the Division of Developmental Disabilities. This year, the program supported 172 individual DDD members and 463 family members with holiday gifts.

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.