

CHAPTER 46 – AGENCY WITH CHOICE

REVISION DATE: 4/3/2019

EFFECTIVE DATE: April 1, 2015

REFERENCES: [AMPM Chapter 1300 Member Directed Options](#)

FORMS:

[Agency with Choice: Individualized Representative](#) (DDD-1658A)

[Agency with Choice: Individual Representative](#) (Spanish) (DDD-1658S)

[Agency with Choice: Partnership Agreement](#) (DDD-1659A)

[Agency with Choice: Partnership Agreement](#) (Spanish) (DDD-1659S)

[ALTCS Service Model Options \(Decision Tree\)](#) (DDD-1626A)

[ALTCS Service Model Options \(Decision Tree\)](#) (Spanish) (DDD-1626S)

Agency with Choice (AWC) is a member-directed service delivery option available to Division members receiving Homemaker (HSK), Habilitation, Individually Designed Living-Hourly (HAI), Attendant Care (ATC), and/or Habilitation-Hourly Support (HAH). In this model, Qualified Vendors and members enter into a Partnership Agreement and share responsibilities for choosing, managing, and supervising direct care workers.

Division Provider Policy Manual *Appendix A QVADS Agency with Choice Selection* instructions provides guidance to "Opt-In" as an AWC vendor.

- A. The Qualified Vendor agency may opt-in anytime for any or all AWC services.
- B. If the Qualified Vendor agency opts-in to AWC, the services identified as AWC will be available to members who select the AWC service delivery option.
- C. Once the Qualified Vendor agency has opted-in to AWC, it may opt-out for any or all AWC services **ONLY** after closure of authorizations for members who selected AWC service delivery option.

Division Provider Policy Manual *Appendix B DDD Agency with Choice User Guide – FOCUS Vendor* instructions, provides guidance for billing as an AWC vendor.

- A. Once a new authorization has been received, the Qualified Vendor **MUST** either acknowledge or deny the authorization within three business days.
- B. Upon acknowledgement, the Qualified Vendor will be reminded to use a Healthcare Common Procedure Coding System (HCPCS) U-7 modifier when submitting claims for services provided under the AWC service delivery option.

Any authorization that is not acknowledged or denied within three days of receipt will be automatically terminated and removed from the agency Focus screen. The Support Coordinator will contact the member to select an alternate agency.

For questions about Opting-In to AWC in QVADS, please call 844-770-9500.

For questions about DDD Policy for AWC, please contact DDDPolicy@azdes.gov.

For questions about AWC billing, please contact DDDClaims@azdes.gov.