

## CHAPTER 50 – VENDOR CALL REQUIREMENTS FOR QUALIFIED VENDORS

EFFECTIVE DATE: February 5, 2018

REFERENCES: A.A.C. R6-6-2101 et seq.; Qualified Vendor Agreement

### Responding to Vendor Calls

- A. Qualified Vendors must maintain at least one email address on file with the Division of Developmental Disabilities (Division) to receive vendor calls. The Division may send vendor calls to the designated email address. (See Provider Policy Manual Chapter 47, Maintenance of Vendor Call Lists.)
- B. Qualified Vendors must designate staff to respond to vendor calls.
- C. Interested Qualified Vendors that have qualified staff available to provide service as outlined in the vendor call must respond using the Division's vendor call system.
- D. Qualified Vendors may request additional information about the member prior to the vendor call closing.
  1. If the Division has a signed HIPAA release, Division staff will send a secure email with the member's additional information. If not, the Division will send a secure email with the member's personal identifiable information redacted.
  2. Once the Qualified Vendor has reviewed the additional information and available staff have the necessary qualifications based on the member's needs, the Qualified Vendor must send a response as directed in the vendor call, by the close date.
  3. The vendor response, at minimum, must include the following in order to be considered:
    - a. Date provider can start services
    - b. Name of Qualified Vendor
    - c. Contact Name
    - d. Contact Phone Number
    - e. Contact Email
    - f. Confirmation that the vendor can meet the member's needs as outlined in the vendor call.
- E. Vendor calls will be open for up to five calendar days.

### **Random Auto-Assignment**

- A. All vendor responses received by the Division may be used in random auto-assignment, as necessary. Qualified Vendors should not express interest to vendor calls if they do not have staff currently available that are qualified to provide the identified services.
- B. If a member/member's responsible person has not chosen a vendor, the Division will randomly auto-assign a Qualified Vendor from the vendor responses received.
  - 1. Vendor responses will be entered into a randomizer and one will be identified. The Division uses RAT-STATS 2010 V4: a statistical program designed and used by the U.S. Department of Health & Human Services Office of Inspector General or Focus.
  - 2. Support Coordination will notify the member/member's responsible person and the qualified vendor of the selection within one business day.
  - 3. If the Qualified Vendor determines, subsequent to its selection, that it cannot meet the member's needs, the Qualified Vendor must follow the release process outlined in A.A.C. R6-6-2107(P). *Selecting a Provider - Individual Consumers.*

### **Direct Referrals (Calls)**

- A. When there are no responses to a vendor call, the Division will send Direct Referrals to Qualified Vendors.
- B. The Division will contact Qualified Vendors that provide the service in the geographic area of the member and may extend the search to proximal areas or statewide solely at the discretion of the Division.
- C. If there is no answer to the telephone call, the Division will send a voicemail and email to the Qualified Vendor. The Qualified Vendor must return the voicemails and emails to the Division within one business day.
- D. The Division may continue to call the Qualified Vendor until contact has been made and the Division has verified the vendor's availability to provide the service.

### **Vendor Selection**

- A. The Division must notify the responding Qualified Vendors within 14 calendar days after the due date for Vendor Call Responses as to whether the response meets the needs of the member.
- B. The selected vendor must contact the member/member's responsible person within one business day.
- C. The Vendor must acknowledge the service authorization in Focus prior to providing services.