



DIVISION OF DEVELOPMENTAL DISABILITIES

*Sent on Behalf of DES/DDD Provider Relations
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TRANSMITTAL DATE: October 20, 2016

TOPIC: After-Hours Contact Numbers and Response Time

All Qualified Vendors

The Qualified Vendor Agreement (QVA) requires Qualified Vendors to keep all contact information up-to-date in the FOCUS system, formally known as the Qualified Vendor Portal - QVP. It is not sufficient for a Qualified Vendor to notify the DDD's District staff regarding changes to contact information; the Qualified Vendor is required to update the information in DDD's FOCUS system. **This includes the after-hours contact numbers.** DDD uses the information in the FOCUS system to implement quality control measures, including testing the responsiveness of Qualified Vendors to after-hours telephone calls, the results of which are reported to AHCCCS.

To ensure after-hours contact information is up-to-date, Qualified Vendors should review their information provided in the FOCUS system (Administrative and Services Sites). The after-hours contact information is used by callers to contact the agency during non-operating hours. Calls placed to a Qualified Vendor agency's after-hours telephone number must be returned to the caller within 15 minutes, as required by DDD and AHCCCS. The calls may be answered by a person or by a recording/answering machine. **However, if a recording/answering machine is used for those calls, the recording must direct the caller to a contact number which will be answered within 15 minutes.**

If you need assistance in updating your After-Hours information, please contact your Contract Management Specialist.

If you have any questions about this requirement, please contact Bobbie Tabor, DES/DDD Deputy Assistant Director's Office, and BTabor@azdes.gov.

Thank you!