



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

*Sent on Behalf of DES/DDD Business Operations
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TRANSMITTAL DATE: April 11, 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 Qualified Vendor Portal (QVP), formally known as QVADS. It is not sufficient for a Qualified Vendor to notify the Division's District staff regarding changes to contact information; the Qualified Vendor is required to update the information in the QVP. **This includes the after-hours contact numbers.** The Division uses the information in the QVP 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 QVP (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 the Division 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 have any questions about this requirement, please contact Chhoden Tshering, DES/DDD Deputy Assistant Director's Office, at Tshering@azdes.gov.

Thank you