



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

CHANGES TO PROGRESS REPORT SUBMISSION PROCESS

Target Audience - Qualified Vendors and Providers

Transmittal Date - 08/05/2019

Per Division Provider Manual Chapter 35, [Progress Reporting Requirement](#), providers are required to submit progress notes and other documentation to the Division based on the type of service provided. In order to streamline the process and reduce provider administrative time, the Division is making an adjustment to the current systems.

The systems currently in use by Qualified Vendors are being replaced by a single, consistent process that will be used for all monthly and quarterly progress report submissions.

Changes in this process include:

- A simplified method for Qualified Vendors to upload progress reports and check on the status of the progress report submissions.
- A standardized progress report file naming convention to be used by all vendors to reduce the chance for encountering errors during processing.
- An automated process of notifying Support Coordinators and Supervisors when a member's progress report has been submitted.

A Webinar for Qualified Vendors will be held via WebEx to review the new progress report process and to ask any questions regarding the new process. Two WebEx sessions will be held and all Qualified Vendors and providers are encouraged to participate.

- [Wednesday, August 14, 2019, 2:30p.m. to 4:30p.m.](#)
- [Friday, August 16, 2019, 10:00a.m. to 12:00p.m.](#)

WebEx tips:

- When connecting audio, call from a telephone and follow the directions below:
- Click the link to join the meeting, and an Audio and Video Connection pop-up box will appear
- Select Call Me under Choose Audio Option
- Enter your phone number
- Click the green Call Me at the bottom of the page
- The system will generate a phone call and provide options to connect to the meeting

Detailed information regarding the new progress reporting process can be found here:

https://des.az.gov/sites/default/files/media/Prov-35-Progress_Reporting_Requirement.pdf.

Questions may be sent to Customer Service Center at DDDCustomerServiceCenter@azdes.gov or 1-844-770-9500 ext. 1.