



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 WITH FTP ACCESS REQUEST INSTRUCTIONS

Target Audience - Qualified Vendors and Providers

Transmittal Date - 08/29/2019

Qualified Vendors and Providers are required to submit progress notes and other documentation to the Division based on the type of service provided per *Division Provider Manual Chapter 35 - Progress Reporting Requirement*. The Division is making an adjustment to the current systems in order to streamline the process and reduce provider administrative time.

The systems currently in use 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 uploading progress reports and checking on the status of the progress report submissions. All progress reports will now be submitted utilizing the Division's FTP.
- A standardized progress report file naming convention to be used 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.

#### FTP Access (<https://ftp.azdes.gov>)

The File Transfer Protocol site (FTP) that is currently used to submit billing will also be used to upload monthly and quarterly progress notes. This will be based on the four-letter alpha code your agency's currently using to submit billing.

If your organization would like an additional staff member to access the FTP site to upload monthly and quarterly progress notes, the primary or secondary agency signatory will need to complete the information below and send directly to [DDDCustomerServiceCenter@azdes.gov](mailto:DDDCustomerServiceCenter@azdes.gov). The Customer Service Center will acknowledge receipt of the email request. Once the new account access has been completed, the access credentials for the new account will be emailed to the signatory and the staff member for whom the access is being granted.

The email request must include the following:

Organization/Company Name, DBA: \_\_\_\_\_

Organization/Company Address: \_\_\_\_\_

Four Character Provider Code: \_\_\_\_\_



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### Contact Information for Progress Note Additional Access

Name: \_\_\_\_\_

Contact Phone Number: \_\_\_\_\_

Contact Email Address: \_\_\_\_\_

Allowed Folder Access: /ProgressReports

Permissions: Upload, Download, Delete, Append

Guides for uploading progress reports via the FTP site are:

- [Progress Report Upload Printable Directions with FTP Information](#)
- [Connect to the FTP Site Using FileZilla FTP Client](#)
- [Connect to the FTP Site Using Windows File Explorer](#)

These guides are also available on the [DDD Provider website](#).

An overview video can also be viewed here: <https://vimeo.com/299981309/d30483cdb7>.

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](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](mailto:DDDCustomerServiceCenter@azdes.gov) or 1-844-770-9500 or contact your district Network Manager.