

CHAPTER 47 MANAGING VENDOR CALL LISTS, PROVIDER DIRECTORIES, SCOPE OF SERVICES AND REPORTING REQUIREMENTS

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EFFECTIVE DATE: April 28, 2017

REFERENCES: A.A.C. R6-6-2103-2106

This policy addresses the process by which a Qualified Vendor notifies the Division of Developmental Disabilities (Division) of its intent to amend or make changes to its scope of services. This includes the intent to reduce the type of service the Qualified Vendor is willing or able to provide and/or the specific geographical area the Qualified Vendor is willing to serve.

This policy does not address a Qualified Vendor's intent to request termination of its contract with the Division. For termination of services refer to Division's Provider Policy Manual, Chapter 41, Termination of the Qualified Vendor Agreement Upon Request of the Qualified Vendor.

A. Background

1. The Division maintains vendor call lists and provider directories for each District to help match members needing service with available providers.
2. The provider directories must identify the provider's:
 - a. Type of service(s), location of offices and service site, and contact information;
 - b. Cultural and linguistic capabilities, including all languages (including sign language) offered by the provider; and
 - c. Special accessibility features, including physical access, accessible equipment, and/or reasonable accommodations for members with physical or cognitive disabilities (sensory room, noise-cancelling headphones, patient lift assisted devices, etc.).
3. After a Qualified Vendor has been awarded an agreement with the Division, the Qualified Vendor may amend and/or make subsequent changes to its scope of service. These changes may involve:
 - a. Adding a new service;
 - b. Expanding the geographical area/district the vendor will serve; or
 - c. Reducing the amount capacity of service provided or changing the geographical area served. A reduction in the service offered and/or the specific geographical region to be served is referred to as "Diminishing Scope of Service."

B. Adding a New Service

1. To add a new service to an existing Qualified Vendor Agreement/contract,

the Qualified Vendor signatory(ies) must document the request in writing and send the request to the designated Contract Management Specialist. The Contract Management Specialist will review the request and assist the signatory(ies) in amending the agreement to reflect the change.

2. Once the Qualified Vendor has finalized the amendment with the Division's Contracts Unit, the District Network Manager/designee will ask the Qualified Vendor to complete and submit a *Qualified Vendor Ready to Provide Services* form (Form DDD-1821A). This form will indicate the service(s) to be provided, the geographical area(s) in which the vendor will provide the new service(s), the cultural and linguistic capabilities, and special accessibility features.
3. The Network Manager/designee will:
 - a. Update the District provider directories to include the service type(s) and geographical area(s) in which the services will be made available by the vendor;
 - b. Update all applicable vendor call lists for the District(s) to include all new services;
 - c. Issue an announcement to District Support Coordination personnel informing them of changes made to the District's provider directories and vendor call lists. The notice will include the new vendor, service(s) to be provided, geographical area(s) to be served, the cultural and linguistic capabilities, and special accessibility features; and
 - d. Forward the *Qualified Vendor Ready to Provide Services* form to each Network Manager for each District identified on the announcement form.

C. Expansion in Geographical Area

1. When the Qualified Vendor wants to expand the geographical area in which it currently provides contracted services:
 - a. The Qualified Vendor signatory(ies) must notify the District Network Manager/designee, in writing, of the intent to expand service delivery to that District or a geographical area within that District.
 - b. The District Network Manager/designee may schedule a District specific readiness review meeting with the Qualified Vendor to provide District specific information regarding points of contact.
2. Upon completion of the readiness review meeting and/or receipt of the revised *Qualified Vendor Ready to Provide Services* form the District Network Manager/designee will:
 - a. Update the District provider directories to include the vendor, service type(s), geographical area(s), the cultural and linguistic capabilities, and special accessibility features that are made available by the vendor;

- b. Update all applicable vendor call lists;
- c. Issue an announcement to District Support Coordination personnel informing of changes made to the District's provider directories and vendor call lists. The notice will include the vendor service(s) to be provided and geographical area(s) to be served; and
- d. If applicable, Network will send out the *Qualified Vendor Ready to Provide Services* form to all other Districts that the Qualified Vendor has designated as willing to serve.

D. Diminishing Scope of Service

1. Diminishing scope of service may involve:
 - a. A decision by a Qualified Vendor not to accept any new referrals statewide, within a specific District or geographical area; or
 - b. Consideration or decision by a Qualified Vendor to discontinue a contracted service statewide, within a specific District or geographical area.
2. Under those circumstances the Qualified Vendor must notify the Division's Contracts Unit, in writing, of its intent to reduce the scope of its services. The written notification must include the reason and must be signed by the authorized signatory(ies) for the Qualified Vendor's agreement.
3. Upon notification of a Qualified Vendor's intent to discontinue services statewide, within a specific District or geographical area, the District Network Manager/designee will immediately notify the Division's Contracts Unit. If needed, the District Network Manager will notify the other District Network Units of the Qualified Vendor's intent.
4. Upon notification of a reduction in scope of service(s) by a Qualified Vendor, the following will occur:
 - a. If directed by the Contracts Unit, the District Network Manager/designee will develop a transition plan that outlines the steps and associated timelines for the service(s) to be transitioned to an alternative vendor.
 - b. The District Network Manager/designee will send a letter to each member or responsible person notifying him/her of the pending change in network. A copy of the letter will be sent to the member's Support Coordinator.
 - c. The District Network Unit will work with Support Coordination to identify alternative vendor options to meet each member's identified service/support need.
 - d. If appropriate, the District Network Manager/designee will request that the Qualified Vendor complete and submit a revised *Qualified*

Vendor Ready to Provide Services form that reflects the service(s) and/or geographical area(s) that the vendor will serve.

5. As needed, the District Network Manager/designee will:
 - a. Update the District Provider directories to reflect the service type(s) and geographical area(s) the vendor will continue to serve.
 - b. Update applicable vendor call lists.
 - c. Issue an announcement to Support Coordination informing them of the changes made to the District provider directories and vendor call lists to reflect the vendor's diminishing scope of service.
 - d. If appropriate, the District Network Manager/designee will send out the *Qualified Vendor Ready to Provide Services* form to the other Districts that the Qualified Vendor has designated as willing to serve.

E. Home and Community Based Services (HCBS) Provider Search

1. The online Provider Search application is located on the DDD website.
2. Qualified Vendors must update and maintain the HCBS Provider Search Directory when they make changes to services, scope of services, cultural and linguistic capabilities, or special accessibility features. Directions to update this information is located in the *Qualified Vendor Application and Directory System (QVADS) Provider Instructions – Provider Search Maintenance (DDD-PS-000-002)*.

F. Maintenance Timeframes

1. The Qualified Vendor must notify the District Network Manager/designee at least 15 calendar days preceding any changes the Qualified Vendor intends to make which affects the Division's vendor call lists or provider directories, including changes in linguistic capabilities and special accessibility features; and
2. Update the HCBS Provider Search on the Division's website within 10 calendar days prior to a change in scope of services.