DDD CAS - Qualified Vendor Contract

(QVC Online Application)

User Manual

DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Division of Developmental Disabilities

Table of Contents

INTRODUCTION

Welcome to the *Department of Economic Security, Division of Developmental Disabilities (DES/DDD)* **Qualified Vendor Contract (QVC)** application. This system allows vendors who provide services to people with developmental disabilities to register for a **Qualified Vendor Agreement (QVA)** to provide those services through the State of Arizona Department of Economic Security, Division of Developmental Disabilities. The website may be used to register, create and submit an application for a QVA, and manage the awarded QVA contract as you provide services to those in need. You will be viewing information that explains the coordination and efforts of **DES/DDD**, **Arizona Health Care Cost Containment System (AHCCCS)**, **The Office of Licensure, Certification, and Regulation (OLCR)**, and other governmental and regulatory bodies.

The **Qualified Vendor Contract** application is used for the creating of a QVA application and the management of the awarded QVA contract. The beginning of the QVA application process starts with the QVC. In order to complete the application process, applicants must use the QVC to enter information for submittal to the Division's website as well as to generate the hardcopy application that must be signed and sent (with supporting documentation) to the Division. The completed agreement will consist of the following three key elements. It is important that each applicant understands and completes ALL of the following:

- ✓ **A completed on-line application.**
- ✓ **All printed sections of the Application Submittal Checklist. (See section 4.2)**
- ✓ **All responses to the 'Assurances page'. (See section 4.2)**

Provider Resources

Note: You will need *ADOBE ACROBAT READER* in order to view and print these files. Acrobat reader is a free downloadable program available at *www.adobe.com*.

Accessing the DES/DDD website

To reach the DES/DDD Home Page, click the link below or cut and paste the following information into your web browser's Address bar:

https://des.az.gov/services/disabilities/developmental-child-and-adult

The Developmental Child & Adult section has many helpful links in the dark blue TOP TOPICS box located halfway down the page. Click on any of the links for more information about DDD.

Qualified Vendor Contract application

The Division has provided access to the electronic Qualified Vendor Agreement (QVA) application and contract through the Qualified Vendor Contract (QVC) external user portal, or website. The QVC is for vendors to submit an application or amend an existing QVA contract. The QVC manual is intended to assist you in starting, completing, submitting and updating a Qualified Vendor Application. *Learn more about the QVC later in the manual.*

Published Rates

This section provides detailed information about the Division's Published Rates.

- ✓ **Fair & Equitable Rates**, including the advantages
- ✓ July 1, 2010 Rate Book (1.1 MB PDF)
- ✓ Division Rate Look Up File (6.73 MB XLS)

Billing Information

This section provides detailed Division billing information.

- ✓ The Uniform Billing template (733 KB XLS) for provider billing includes all formulas to calculate totals, units, and total amounts due. To aid your transition when using this template version, please do not:
  - Copy & paste from previous versions of this template or from old documents
  - Change the formatting of any cells
  - Use any linked formulas

Supporting documents include:

- ✓ Document specifications (153 KB PDF)
- ✓ Waiver Request Form (21 KB XLS)
- ✓ Rounding amendment to the template
- ✓ Training Opportunities page.
- ✓ Send questions to DDDVendorSupport@azdes.gov.

Additional Resources

- ✓ The Arizona W9 (735 KB PDF) for ALL vendors , including instructions
- ✓ Department of Administration's Sole Proprietor Waiver (24 KB PDF)

Application Submittal Checklist

To prepare for the actual application process, print and follow the Application Submittal Checklist. Review all of the sections listed before submitting an application. The individual sections are provided in *MS Word* and *Adobe Acrobat* file format. It is strongly recommended that you download these individual files onto your computer for ease of review.

1 Vendor Registration

The Qualified Vendor Application is accessed through the QUALIFIED VENDOR CONTRACT application within the FOCUS management system. To access the QVA and submit an application to DDD, you must have an active registered FOCUS account with the QVC application added and available.

1.1 Accessing the FOCUS Vendor Manual

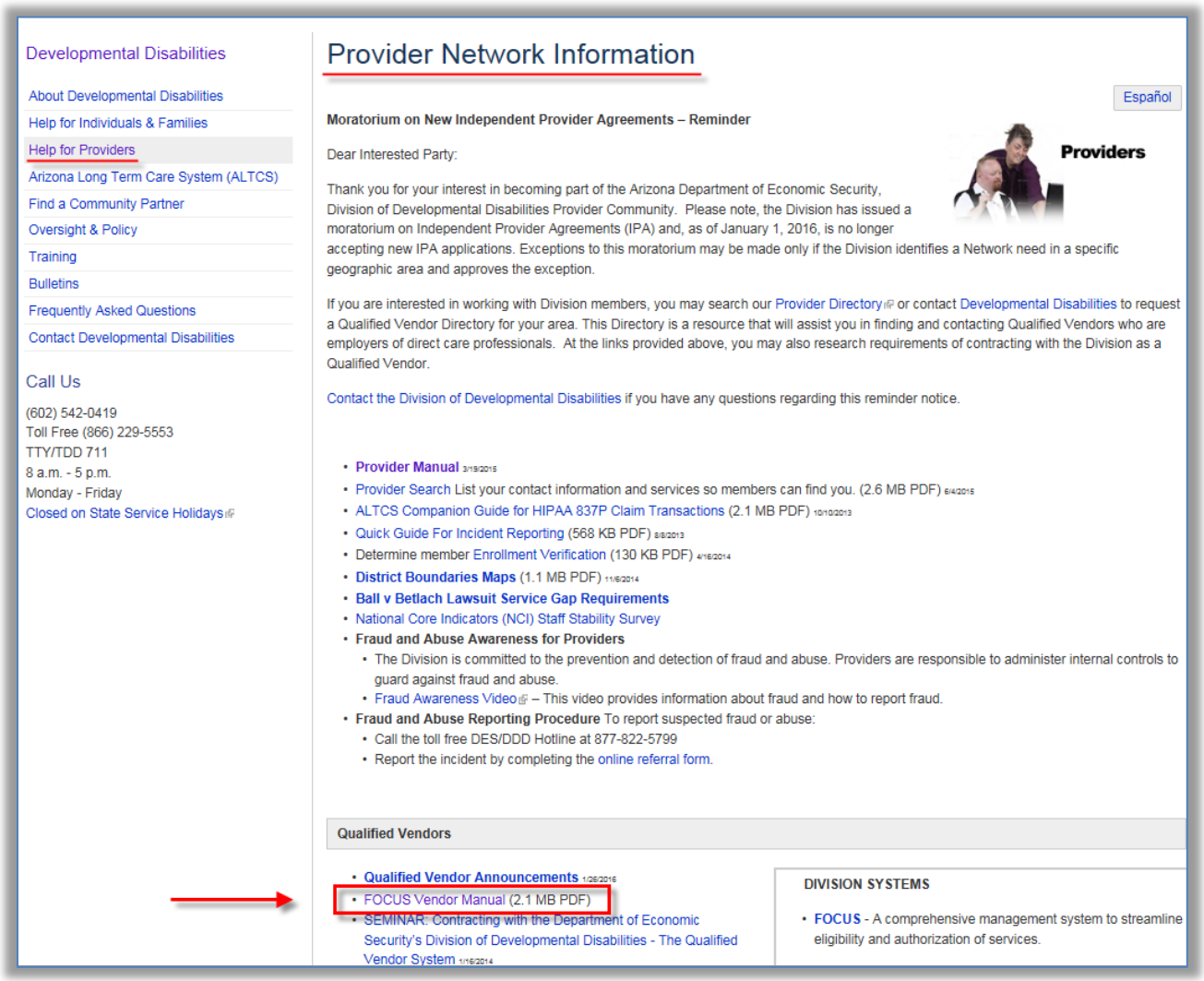
Access the manual directly (1) or locate the manual on the DES.az.gov website (2).

1. **FOCUS Vendor Manual (PDF):**

   https://des.az.gov/sites/default/files/DDD-FOCUS-Security-Rewrite-2016-User-Manual.pdf

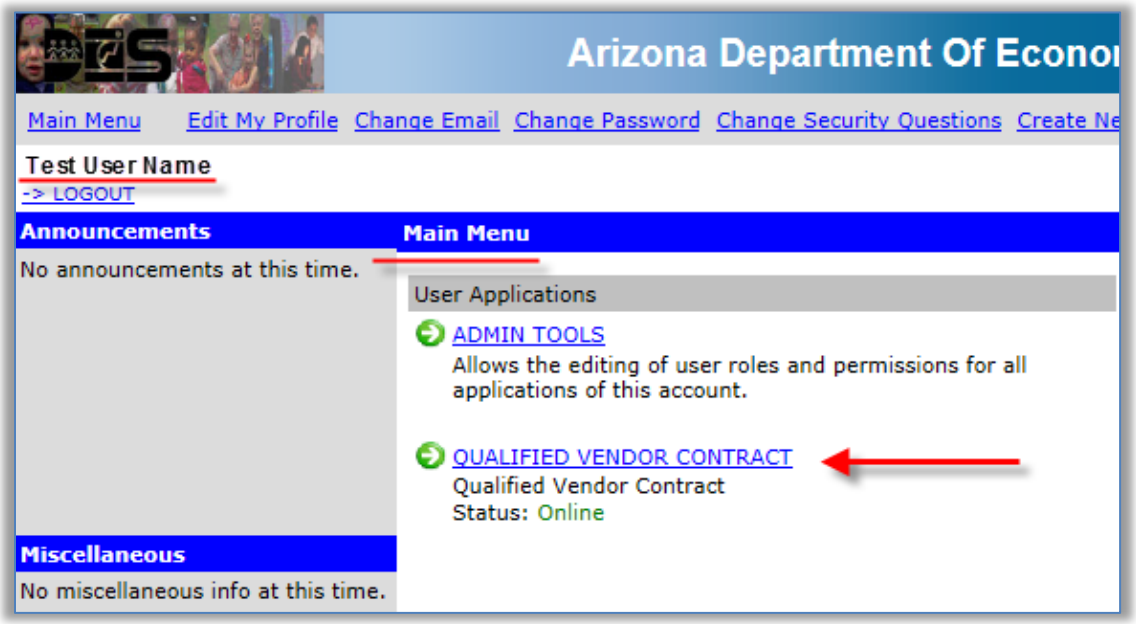
2. **FOCUS Website with FOCUS Vendor Manual (link):**

   https://des.az.gov/services/disabilities/developmental-child-and-adult/help-providers



1.2 Registered FOCUS user with the QVC application available

If you already have an active FOCUS account with the QUALIFIED VENDOR CONTRACT application added to your FOCUS account, please move on to chapter **2 Begin Application**.



1.3 Registered FOCUS user without the QVC application available

To add the QUALIFIED VENDOR CONTRACT application to your FOCUS user account, please refer to the **FOCUS Vendor Manual** for instructions…

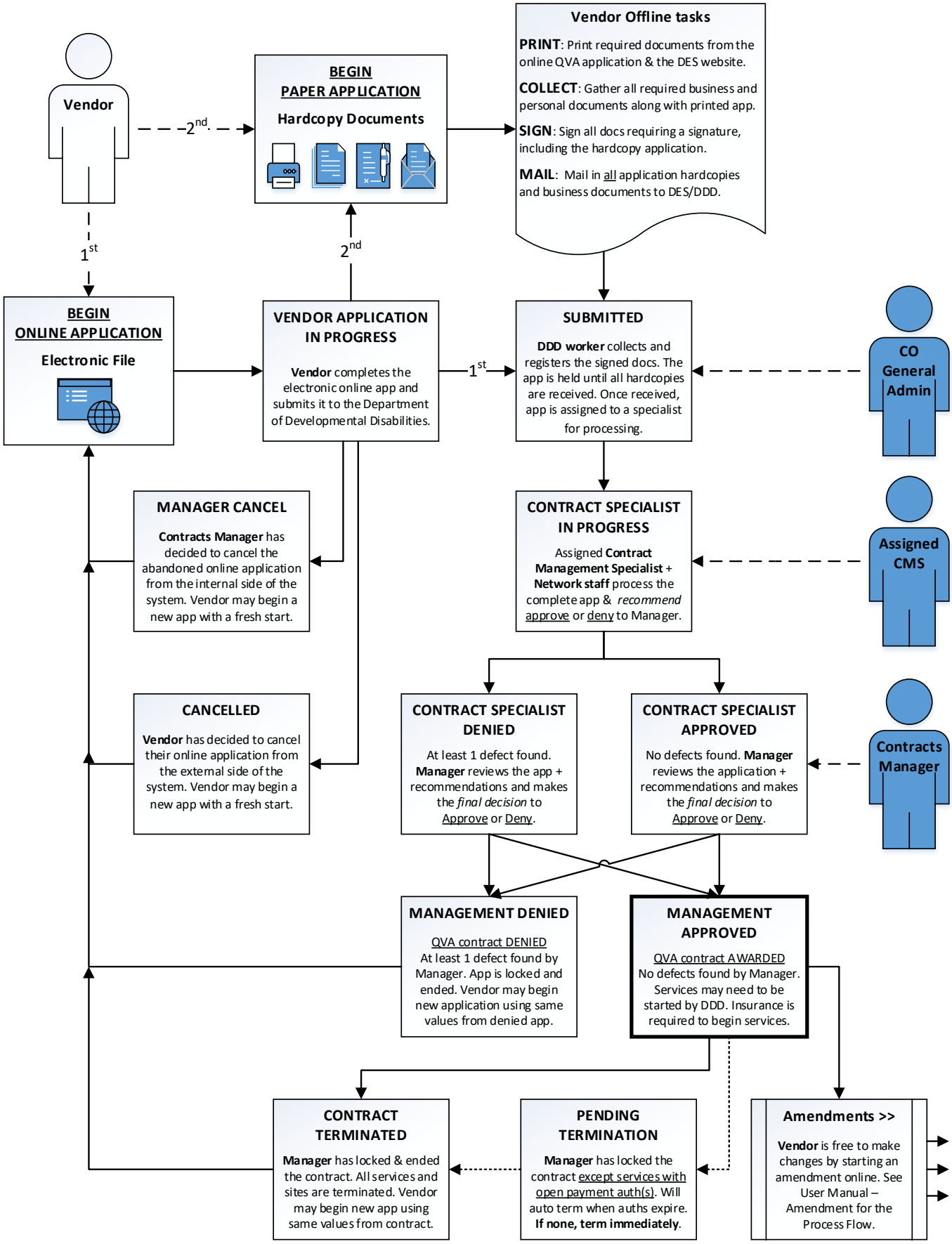
- **Chapter XII (12)**

1.4 Unregistered FOCUS user

To register for and activate a new FOCUS account, then add the QUALIFIED VENDOR CONTRACT application to that new FOCUS user account, please refer to the **FOCUS Vendor Manual** for instructions…

- **Chapter III (3)**
- **Chapter IV (4)**
- **Chapter XII (12)**

2 Application Process Work Flow by Contract Period



3 Begin Application

Now that you have completed your registration as a vendor with the State of Arizona, you may now begin a new Qualified Vendor Agreement application through the QVC. Read over the important points below before starting the application process. You may contact DDD Customer Service for assistance at any time (FOCUS Helpdesk: 602 771 1444).

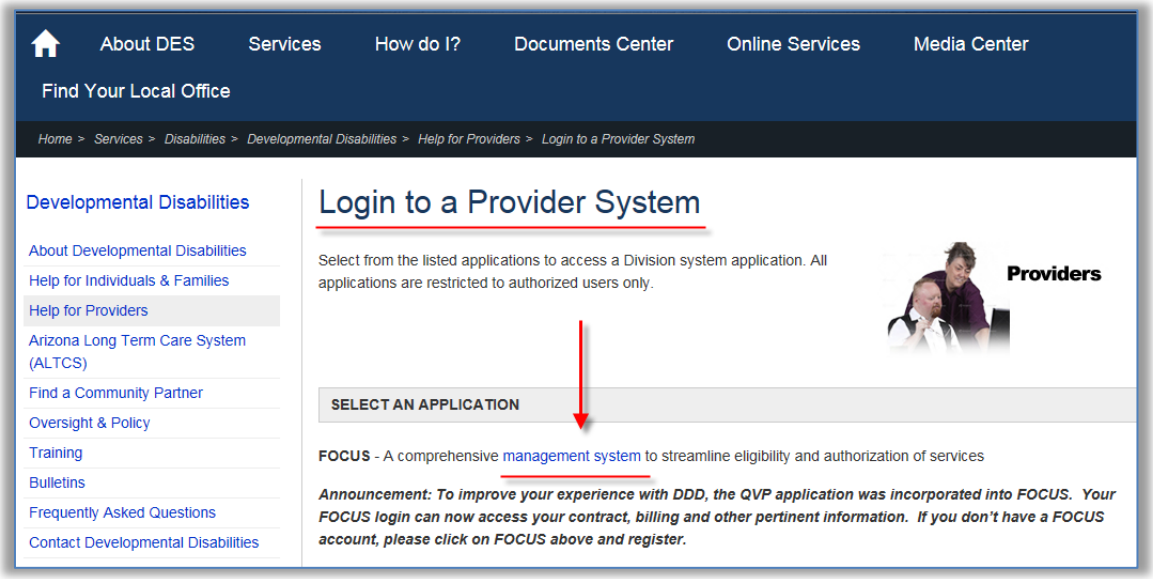
IMPORTANT:

- ✓ Only 1 QVA application/contract per Federal Employee ID Number (FEI) is allowed.
- ✓ Once a QVA application has been started, the DDD Contracts Team will be able to view all pages of the application and monitor it during the process.
- ✓ Once the application is submitted by the vendor, changes to the application will no longer be permitted. The DDD Contracts Team will process the application as is.
- ✓ Starting a QVA application does not mean that you have a contract with the State of Arizona. The QVA application must be submitted, processed and the contract must still be awarded.
- ✓ **All questions must be answered fully and honestly in order for your application to be considered. The answers will be used by the DES/DDD in deciding whether or not to award a contract.**

3.1 Login to the FOCUS management system

To login to the FOCUS management system, follow the steps below …

1. Visit https://des.az.gov/content/providers-login-division-developmental-disabilities-system.
2. Scroll down to the **Login to a Provider System** section.
3. Click on the management systems link to access the FOCUS Login Page.



4. Once on the FOCUS Login Page, enter in your FOCUS **User Name** + **Password**.

5. Click the **[Login]** button

3.2 Main Menu

Once logged in, the first page that opens in FOCUS is the **Main Menu**. From the Main Menu, you will be able to access the QUALIFIED VENDOR CONTRACT (QVC) system. You can either create a new QVA application, or manage an existing QVA application or QVA contract. To be able to create a *new* QVA application, you must meet one of the following criteria:

- ✓ <u>You have not already started a QVA application under the current FEI</u>
  (*The status listed in header of your QVA contract application = N/A*)

- ✓ <u>Your past QVA application was cancelled by you BEFORE being submitted</u>
  (*The status listed in header of your QVA contract application = CANCELLED*)

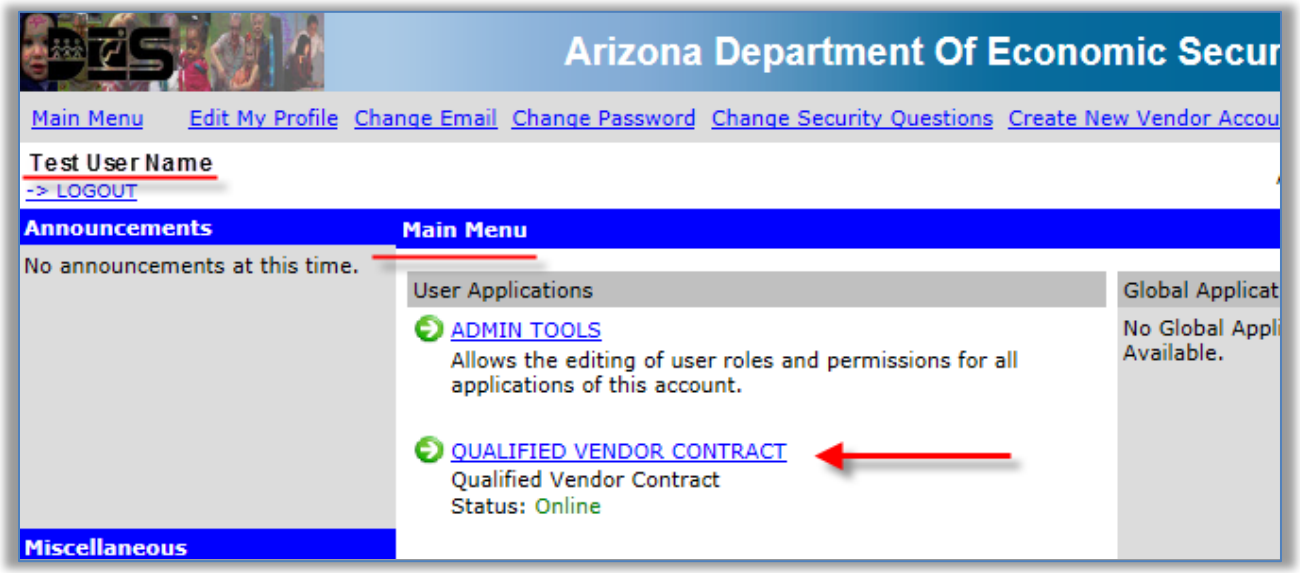
- ✓ <u>Your past QVA application was cancelled by a DDD Manager BEFORE being submitted</u>
  (*The status listed in header of your QVA contract application = MANAGER CANCEL*)

- ✓ <u>Your past QVA application was denied by a DDD Manager AFTER being submitted</u>
  (*The status listed in header of your QVA contract application = MANAGEMENT DENIED*)

- ✓ <u>Your past QVA contract was terminated by a DDD Manager AFTER being awarded</u>
  (*The status listed in header of your QVA contract application = CONTRACT TERMINATED*)

To create a new QVA application, follow the steps below …

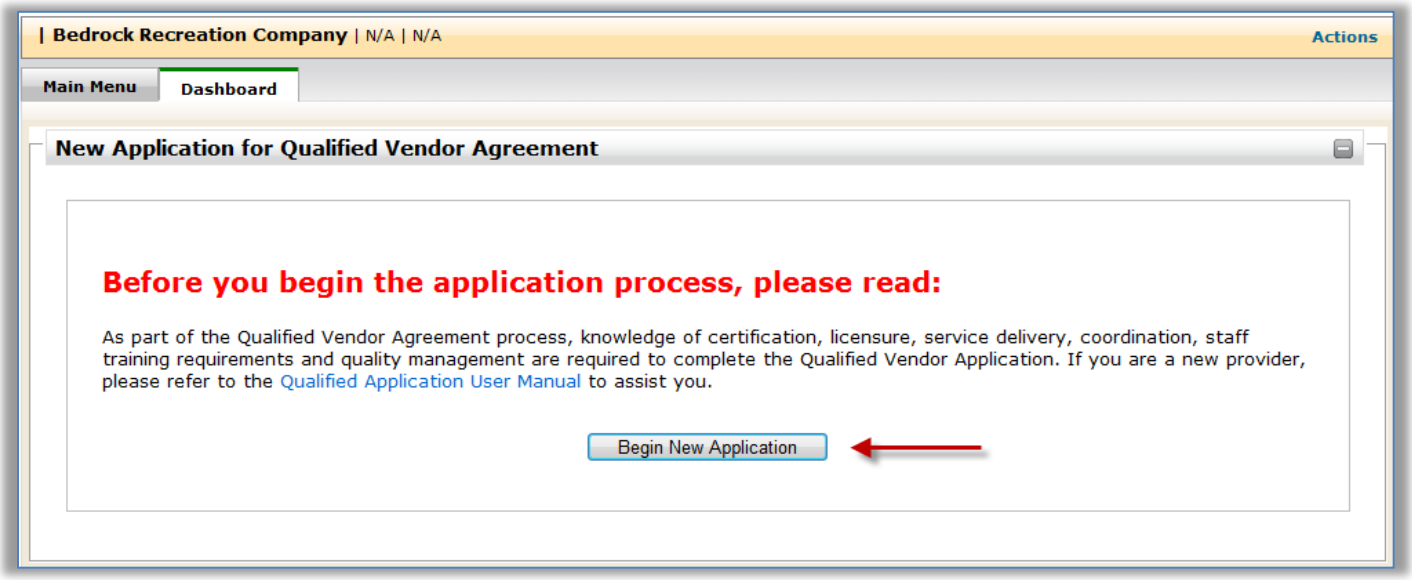
1. Click on the **QUALIFIED VENDOR CONTRACT** link on the FOCUS Main Menu.



>>> RESULTS: You are taken to the Dashboard tab of the Qualified Vendor Agreement application of the user logged into FOCUS**.**

NOTE: If you already have an existing active QVA application, or active QVA contract, then the first link on the Main Menu will read '**Manage QVA Application**' or '**Manage QVA Contract**', depending on which one you have. Clicking on either of those links will take you into your current application or contract.

2. Click on the **[Begin New Application]** button on the Dashboard tab.



>>> RESULTS: A new QVA application is created under the current vendor logged in. You are now taken to the Information tab of your new QVA application.

3.3 Information

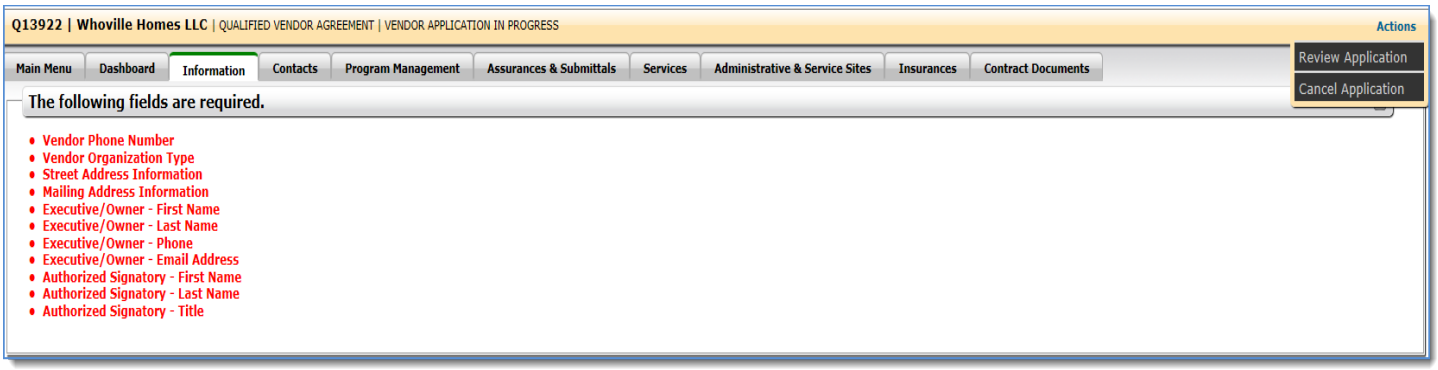
The **Information tab** contains information about the Vendor, the Executive/Owner and Authorized Signatories.

IMPORTANT:

- ✓ Some of the data provided during registration has carried over to the Information page.
- ✓ All required fields on this page (with red asterisks " * ") will need to be filled in before the application is able to be submitted to DDD.
- ✓ You may save unfinished work on this page at any point, and return to complete it at a later date without losing your place.
- ✓ The exceptions to the above point are the 'Legal Name' field and the 'FEI' field. The 'Legal Name' field and the 'FEI' field may not be left blank when saving this page.

The key items of the **Information tab** are pointed out on the next few pages. Take note of the sections and their descriptions before filling out the fields on the Information tab.

To complete the Information page, fill in and save all of the required fields on the page. Fill in any optional fields which apply.



A. The **QVA Application Number** is unique and is generated by the system. The number is displayed in the header next to the Vendor Name at all times. The 'Q' signifies a Qualified Vendor Agreement application. If the application is awarded a contract, the application number will be lengthened and updated to a QVA Contract Number.

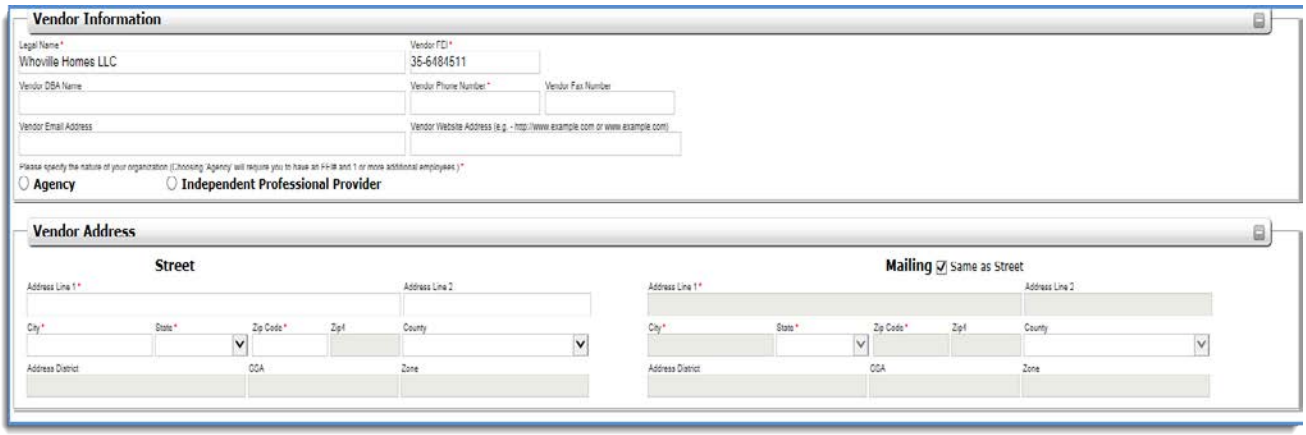
B. The **Contract Type** of the application is a "Qualified Vendor Agreement". The contract type will be displayed in the header at all times.

C. The **Status** of the application at this point is "VENDOR APPLICATION IS PROGRESS". This is the first status of the application. The status will update with each new phase of the application and contract process. The current status will display in the header at all times.

D. The **Actions menu** contains 3 actions at this point …

- Review Application = When all required fields have been filled out, the application may be submitted to DDD for processing.
- Cancel Application = The Application may be cancelled only when it is in the VENDOR APPLICATION IN PROCESS status.

E. The **Required Fields** section lists the name of any required field which has been left blank when the page is saved. It will also list invalid entries into any of the fields. The error message will be removed once the missing required field is populated and/or the invalid entry is corrected.



F. The **Vendor Information** section contains the following:

- Legal Name = the name listed on your W-9 tax form. This field cannot be left blank.
- Vendor FEI = number given during registration. This field cannot be changed.
- Vendor DBA Name = name doing business as. May be same as 'Legal Name'. Not required.
- Vendor Phone / Fax / Email / Website = the 'Vendor Phone' is required, the others are not.

G. The **Vendor Organization Type** is similar to the vendor's tax classification. QVAs are separated into 2 different types. Only 1 type may be selected and the type may be changed in the future to fit a change in the vendor's tax classification. The two QVA Vendor Organization Types are:

- *Agency* = an entity with 1 or more additional employees.
- *Independent Professional Provider* = an entity with 0 additional employees.

H. The **Vendor Address** section contains the vendor's Street Address (*or physical address*) & Mailing Address. A QVA requires both; however, they can be the same address.

I. A '**Same as Street**' checkbox is available in the Mailing Address area for convenience. Selecting the checkbox will automatically update the Mailing Address to match the Street Address, and make the Mailing Address fields read-only. Unselecting the checkbox will open the Mailing Address fields for editing.

J. The following fields are for DDD Admin use only. These fields will be populated automatically by the system when the page is saved, and they are based on the address provided…

- *Zip4 / Address District / GSA / Zone*

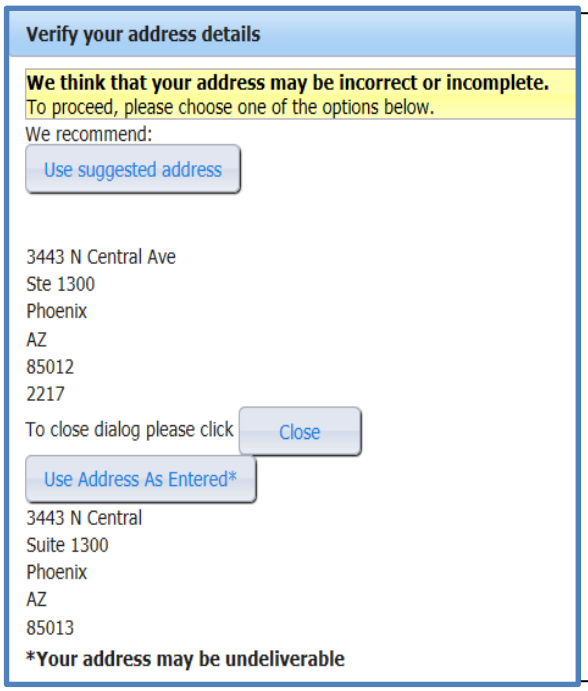
United States Postal Service (USPS) – Address Validation

The addresses in the QVA will be validated using the **USPS database**. Each time a completed address is saved, a pop up window will open with any give suggestions for those addresses not found exactly in the USPS database.

Any address in the database similar to the entered address will be listed in the pop up window for the vendor to consider.

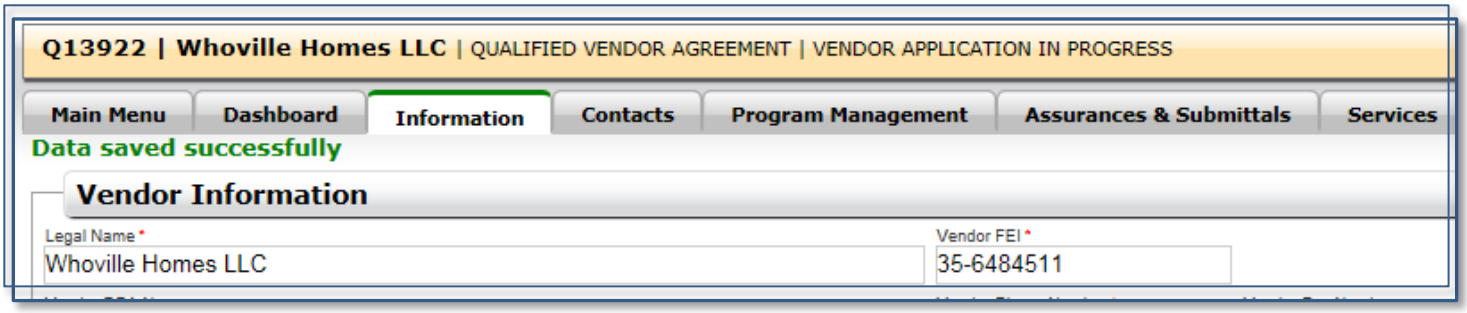
If the address entered is found exactly as is in the USPS database, then the address validation pop up window will not open and the address will be saved as is.

If there are no suggestions, then a [Close] button option will be displayed in the pop up window where the suggested addresses would normally be. (*Image not shown*)



1. The suggested address may be chosen by clicking the **[Use suggested address]** button. If this button is selected, the pop up window will close and the entered address will update to the suggested address automatically on the Information page.
2. The entered address may be kept by clicking the **[Use Address As Entered]** button. If this button is selected, the pop up window will close and the entered address will be saved to the Information page as entered.

Once the Information page is saved with all required fields filled in correctly, plus any desired optional fields, the message "**Data saved successfully**" will be displayed near the top of the page.



3.4 Contacts

The **Contacts tab** contains information about the different contacts for your organization. The contacts do not have to be unique. You may use the same information for multiple contacts. The contact information may be the same as the Executive/Owner contact. (Use the [Same as Owner] button to automatically add the same information.)

The QVA requires 4 different types of contacts. Take note of the contacts and their descriptions before filling out the fields on the Contacts page.

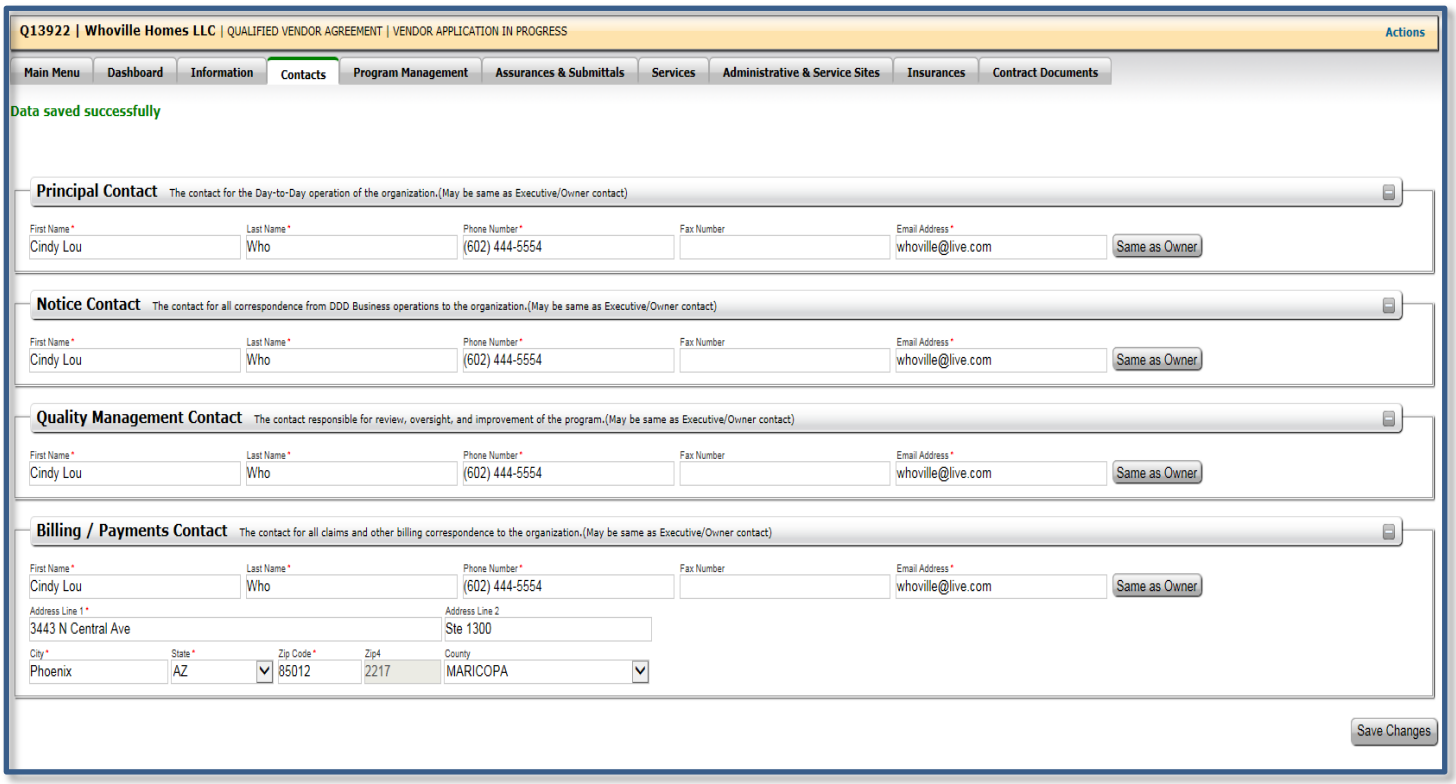
1. **Principal Contact** = the contact for the Day-to-Day operations of the organization.

2. **Notice Contact** = the contact for all correspondence from DDD Business operations.
   (*The Notice email address is prepopulated with the email address from vendor registration*)

3. **Quality Management Contact** = the contact responsible for review, oversight and improvement of your program.

4. **Billing / Payments Contact** = the contact for all claims and other billing correspondence.

To complete the Contacts page, fill in and save all of the required fields on the page. Fill in any optional fields which apply.

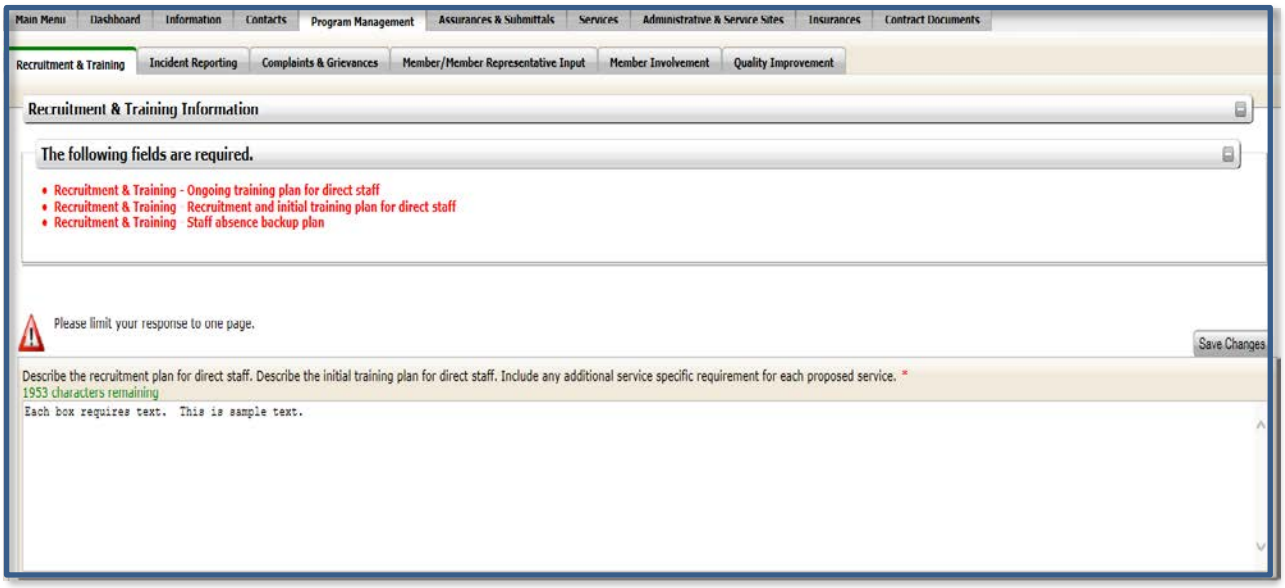


3.5 Program Management

The **Program Management tab** contains information related to the policies and procedures for your business as a whole. The information provided on the Program Management sub tabs will be viewed by DDD and will be used in the process of awarding a contract.

IMPORTANT:

- ✓ There is no 'spell-check' feature in the major text areas. It is recommended to cut and paste your responses into the webpage from a word processing program (*i.e. MS Word, etc…*) to spell check your entries.
- ✓ <u>All fields in the Program Management sub tabs are required</u>. It is important to respond to each item. The electronic online application may not be submitted until all fields are properly filled in and saved.



A. Each sub tab has a section for missing required fields. When the page is saved, any required field left blank will be listed in the "**The following fields are required.**" section.

B. Each sub tab is saved independently. You will need to click the **[Save Changes]** button on <u>each individual sub tab page</u> to save your entries <u>for that specific page</u>.

C. Each major text area is limited to a <u>maximum of 2000 characters</u>. The character counter for each entry will show you the current character amount remaining.

To complete the Program Management tab, fill in all of the fields in the following **sub tabs**…

Recruitment & Training

Describe the recruitment plan for direct staff. Describe the initial training plan for direct staff. Include any additional service specific requirement for each proposed service.

- Recruitment plan should include position, qualifications, and how recruitment takes place.
- Initial Training plan should include what training is required and when/where/how the training will be conducted.
- Individual Providers should indicate they are either an Independent Professional Provider or a staffed Agency.

Describe the ongoing training plan for direct service staff, including any service specific training for each proposed service.

- Plan should include position, training required, and when/how the training will be conducted.
- Individual Providers should indicate what training they have had, and when/where/how the training was obtained.

Describe briefly the backup plan for direct service staff absences (preplanned and emergency absence). Please include the process for reporting NON-PROVISION of services for all services that apply.

- Preplanned absences & Emergency absences backup plans should include: Notification of client and family & Rescheduling or alternative staff coverage.

Incident Reporting

Which position in the organization is responsible for the final review of the incident prior to submission to the Division?

- Name of individual and should indicate individual's title.

Which position in the organization is responsible for notifying a member/member representative of incidents?

- Name of individual and should indicate individual's title.

Does the organization have written policies and procedures regarding the reporting of incidents of abuse, neglect and exploitation?

- A "Yes" response is required by Section 5 – Service Requirements in the Request for Qualified Vendor Application.

Are reporting protocols shared with members/member representatives?

- A "Yes" response is required by Section 5 – Service Requirements in the Request for Qualified Vendor Application.

How are incidents of abuse, neglect, exploitation or injury reported internally?

- Should reference existing agency policy.
- The response may also include the acceptance of client includes assessment for potential abuse, neglect, exploitation, or injury and prevention plan and periodic re-assessments.
- Should indicate who is responsible for reporting incidents.

- Should indicate who the incident is reported to. (i.e. agency administrator, immediate supervisor, etc.)
- Should indicate when the incident is reported (i.e., immediately, within 24 hours, etc.)
- Should indicate how notification will take place. (i.e. verbal and/or written, phone, e-mail, fax, mail)
- Verbal notifications followed up with a written report.
- Form to be used: Incident Report DD-191, Agency internal form.
- May indicate what action is taken on the member's behalf immediately and as a follow-up.

How are incidents of abuse, neglect, exploitation or injury reported externally?

- Should reference existing agency policy.
- The response may also include the acceptance of client includes assessment for potential abuse, neglect, exploitation, or injury and prevention plan and periodic re-assessments.
- Should indicate who is responsible for reporting incidents.
- Should indicate who the incident is reported to. (i.e. DES/DDD support coordinator, protective services, police, and family/guardian)
- Should indicate when the incident is reported (i.e., immediately, within 24 hours, etc.)
- Should indicate how notification will take place. (i.e. verbal and/or written, phone, e-mail, fax, mail)
- Verbal notifications followed up with a written report.
- Form to be used: Incident Report DD-191, Agency internal form.
- May indicate what action is taken on the member's behalf immediately & as a follow-up.

Describe the internal review process for incident reports, including trending, and how corrective action is implemented.

- Should include who will conduct an investigation. (i.e. staff, physician, other individuals.)
- Should indicate what outcomes will be determined. (i.e. need for performance improvement, continued monitoring, staff training, policy change.)
- Should indicate what follow-up treatment/action/preventative action will be implemented.
- Should indicate timeframe for completion of internal reviews.
- Should indicate how the completion of a correction is verified

Complaints & Grievances

Which position in the organization is responsible for resolving the complaint/grievance?

- Name of individual and should indicate individual's title.

Does the organization have a complaint/grievance form?

- If the business does not have a form, in the large text area at the bottom of the page, indicate if they are planning to develop a form and how complaint/grievances are filed or what procedure they are currently following.

Does the organization have written policies and procedures regarding the submission of complaints/grievances?

- If the business does not have written policies, in the large text area at the bottom of the page, indicate if they are planning to develop and implement written policies and what procedures they are currently following.

Are complaints/grievances shared with members and/or member representatives?

- In the large text area at the bottom of the page, indicate why or why not.

Who can file a complaint/grievance?

- Should indicate timeline including review time and response time.

Describe the complaints/grievances process.

- Should indicate who reviews complaints/grievances, what steps are included in the review processes, and what actions may be taken.

Member/Member Representative Input

How is input from members/member representatives gathered?

- Should provide an opportunity, at least an annual basis, for a consumer satisfaction survey.
- Should discuss collection of information and feedback from meetings with families, individuals, and groups.
- Should mention suggestion box, comment cards, etc.

Describe the process used to measure member/ member representatives' satisfaction with services.

- Should indicate who reviews formal and informal input/feedback.
- Should explain how formal and informal input/feedback is reviewed.
- Should indicate what follow-up action may be taken.
- Should outline how input is shared and utilized to improve service delivery.
- Should explain how improvement is measured or demonstrated (i.e. fewer complaints about a particular area of service, complements for service delivery method changes, etc.)

Describe how member/member representatives are involved in the hiring and/or evaluation of direct service staff.

- Should indicate if and how consumers/families/consumer representatives are formally involved in hiring of direct service staff. (i.e. if a family or consumer referred applicant meet requirements, the vendor may opt to hire them, if family or consumer is part of the interview committee, etc.)
- Should indicate if and how consumers/families/consumer representatives are formally involved in evaluation of direct service staff. (i.e. if input/feedback about specific staff members is directly solicited from consumers/families/ consumer representatives.)
- Should indicate if annual surveys and input/feedback are used in employee evaluations.

Which position is feedback forwarded to within the organization?

- Name of individual and should indicate individual's title.

Describe how members/member representatives are involved in improving overall quality of services provided by the organization.

- Should reiterate the responses in the questions above.

Does the organization provide an analysis of overall member feedback to members/member representatives who may be considering services with the organization?

- Should indicate if letters of reference and commendation are available to families upon request.
- Should indicate if licensing reports are available for review.
- Should indicate if interested parties are directed to DES/DDD or other governing entities for licensing reports, number and nature of unusual incidents, and related compliance issues.

Member Involvement

If your organization has a community advisory group and/or participates in any external advisory groups, describe your company's involvement. If none, describe your company's plans to develop, or participate in, a group in the future.

- Should list possible consumers/families/consumer representatives involvement similar to the following:
  - Recruit as vendor volunteers
  - Recruit as advisory representatives
  - Involve in planning and participating in events
  - Train to assist in conducting meetings/training
  - A resource for recruitment, interviewing, and recommendation of potential staff
  - Utilize feedback in the monitoring process
  - Provide opportunity to ask questions, make presentations, or comment at open agenda meetings
  - Request donations of furniture, appliances, vehicles, etc.

Describe any other method used by your organization to provide opportunities for members/member representatives to be actively involved in your organization's operations. (i.e. staff recruitment, staff training and development, monitoring, social events, etc.)

- Should name the advisory group and indicate its purpose, frequency of meetings, how participants are recruited and their role.

Quality Improvement

Describe the process used by the organization to monitor and evaluate the services provided as they relate to the service plan outcome.

- Should tell how monitoring and evaluation is conducted. (i.e. staff meetings, review of required staff reports addressing ISP goals and objectives, site visits, evaluations by families, etc.)
- Should indicate frequency of monitoring and evaluations.

Describe the overall organizational approach toward improving the quality of the services provided. (As part of your response, consider trending incidents, grievance and compliant processes, onsite monitoring and member feedback.)

- Should address method of assessing/re-assessing client needs, how it is determined if goals and objectives have been met, and approach to establishing appropriate services through the ISP.
- Should discuss staff evaluations and implementation processes of new procedures.
- Should address the types and frequency of managerial reports used to track practices and as tools for quality improvement.

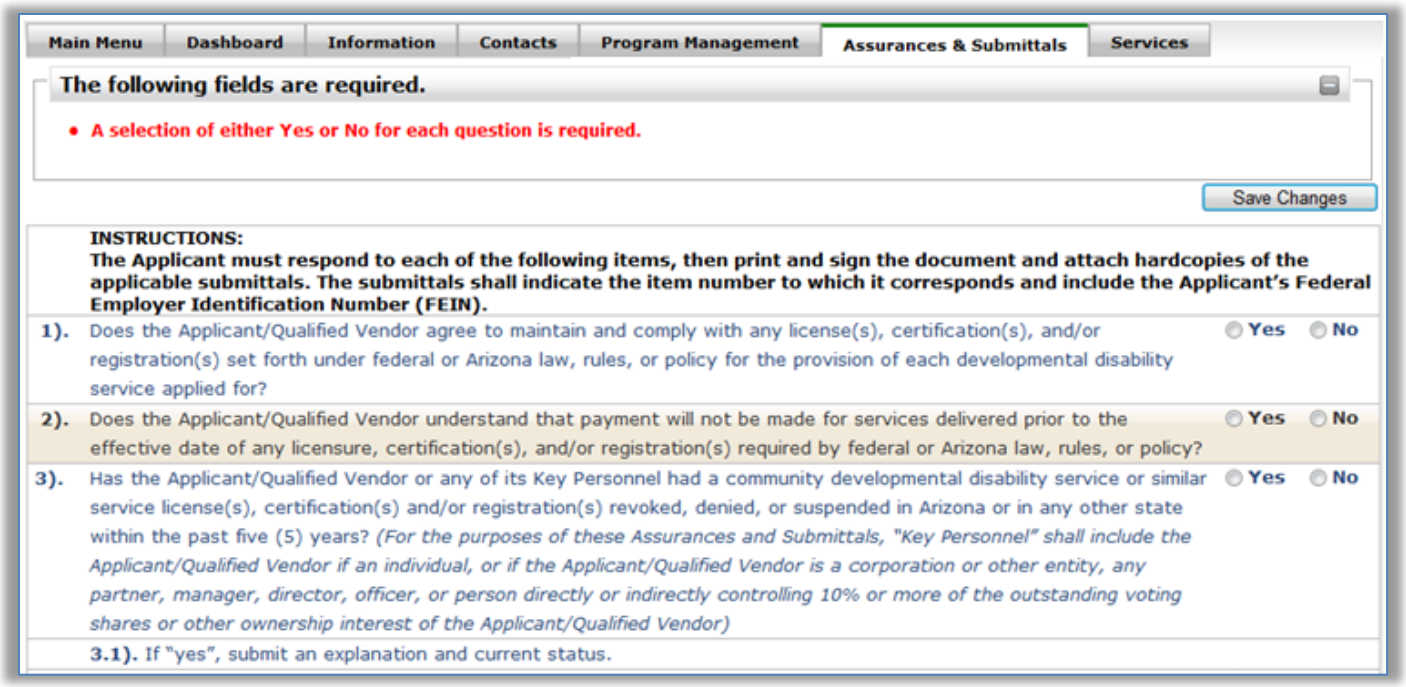
3.6 Assurances & Submittals

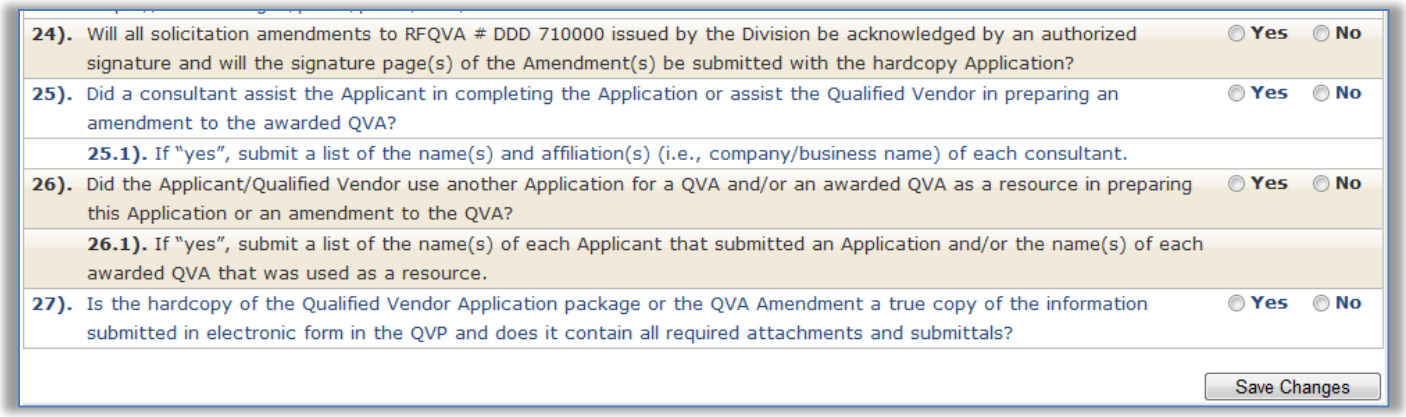
The **Assurances & Submittals tab** focuses or pertains to your disclosure of additional information related to your business operations and financial status, as well as your understanding of Arizona and DES/DDD laws, rules and policies.

IMPORTANT:

- ✓ Each of the assurances is required and must be answered.
- ✓ Depending on how you answer some questions, you may be required to submit additional attachments. Each attachment, needs to include, 1) the Assurance number to which it corresponds to and 2) the applicant's Federal Employer ID Number (FEI).
- ✓ Once the application is submitted, you will need to print and sign the Assurances document and attach hardcopies of all the applicable submittals.

To complete the Assurances & Submittals page, select 'Yes' or 'No' for each question on the page and then click the **[Save Changes]** button to save your entries.





3.7 Services

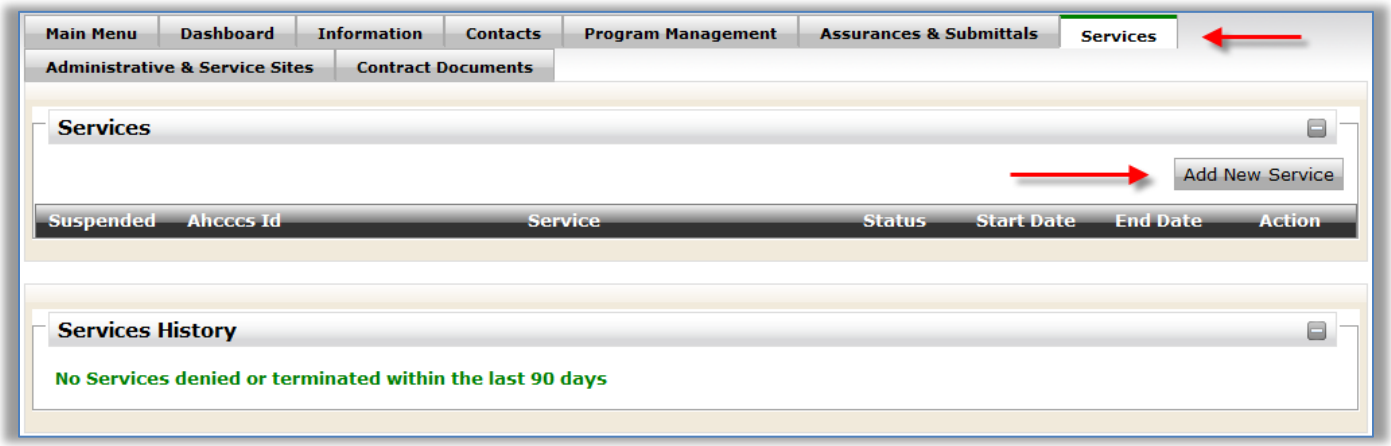
The **Services tab** contains information related to the services you wish to offer under your Qualified Vendor Agreement. Such information includes Service Description, Transportation and the business' policies & procedures for each service. To learn about the variety of services available, click here to view the service documents under the **"Section 7 - Service Specification"** section under **REQUEST FOR QUALIFIED VENDOR APPLICATION (RFQVA)**.

IMPORTANT:

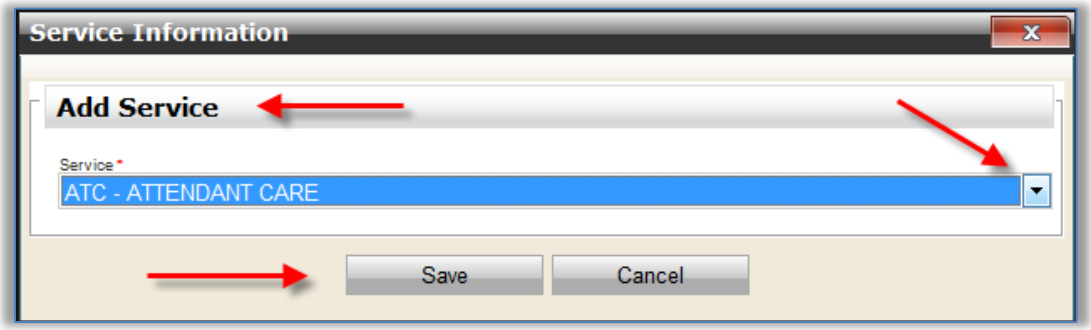
- ✓ Responses should reflect knowledge of service specifications and how you conduct business.
- ✓ Services added to the application will be individually approved or denied by DDD management.
- ✓ Services will start out as pre-approved when the contract is initially awarded. Once a Readiness Review has been completed, the service will be approved and activated after registering with AHCCCS and adding valid vendor insurance to the awarded contract. A denied service may be added again and re-submitted for a new approval process.
- ✓ Certain *Habilitation* services are dependent on corresponding *Room & Board* services. Meaning, if the particular Habilitation service is selected, the corresponding R&B service MUST BE selected and provided as well. Below is a list of the service dependencies:
  - **HAB** - GROUP HOME - WITH ROOM & BOARD **+ RRB** - ALL GROUP HOMES
  - **HAN** - NURSING SUPPORTED GROUP HOME- WITH ROOM & BOARD **+ RRB** - ALL GROUP HOMES
  - **HPD** - COMMUNITY PROTECTION/TREATMENT GROUP HOME - WITH ROOM & BOARD **+ RRB** - ALL GROUP HOMES
  - **HBA** - SUPPORTED DEVELOPMENTAL HOME (ADULT & FOSTER CARE CHILD) - WITH ROOM & BOARD **+ RRB** - DEVELOPMENTAL HOME
- ✓ An added service may be removed by the vendor before the application is submitted. Once the application has been submitted, the service may only be removed by DDD management.
- ✓ A vendor may request a service be removed from the awarded contract. However, the removal of the service will be determined by the Division based on need, and other factors.
- ✓ The **Service History** section displays only services which have been denied or terminated in the past **90 days**. (*Since this is a new application, the Service History will be empty.*)

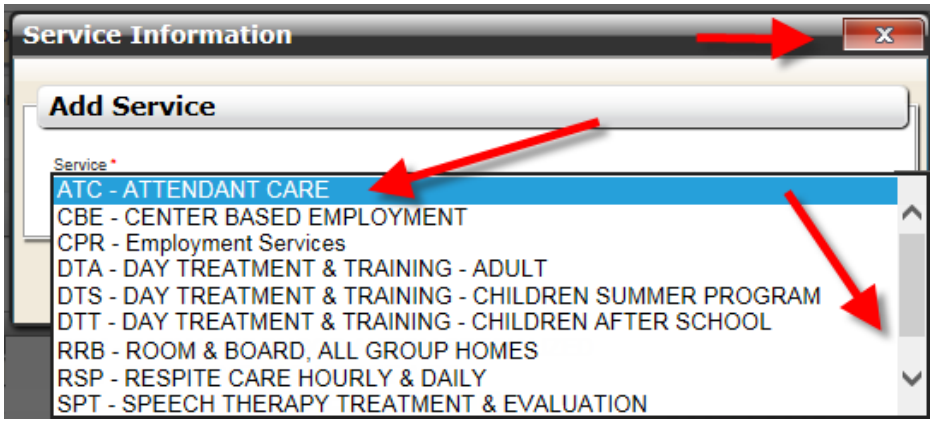
To add a service to the QVA application, follow the steps below…

1. From the **Services tab**, click the **[Add New Service]** button.



2. Select a service from the **Add Service** pop up window and then click the **[Save]** button.





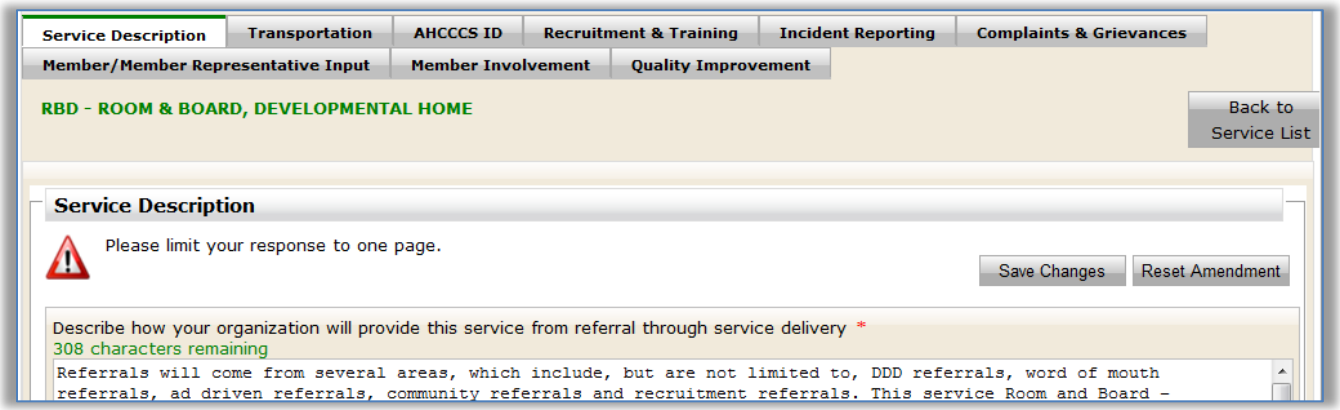
>>> RESULTS: The service detail sub tabs are created for the individual service. The default sub tab page is AHCCCS ID.

3. Fill in all required fields on each of the **Service sub tabs** mentioned below.

NOTE: *If the policies & procedures for the service match the policies & procedures for the business on the Program Management tab, then leave the matching sub tabs on the service tab blank and only fill in the following required sub tabs:* ***Service Description***, ***Transportation*** & ***AHCCCS ID (AHCCS ID not required)***.

Service Description

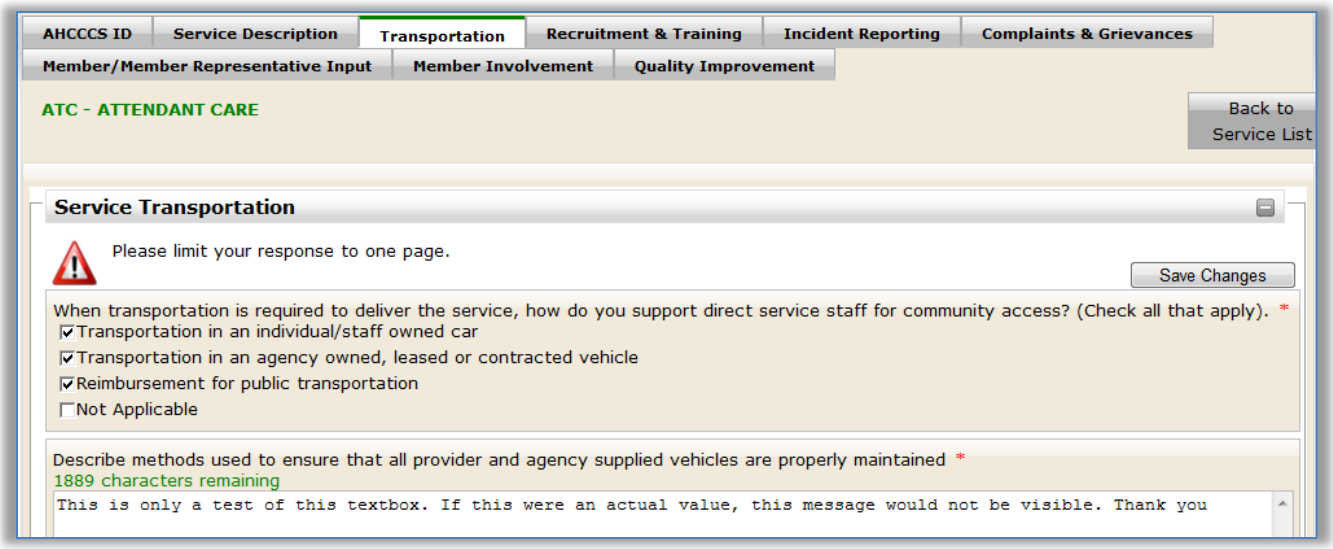
A single textbox is available to describe how the entire service process is handled by the business. This field is required and must be saved before submitting the application.

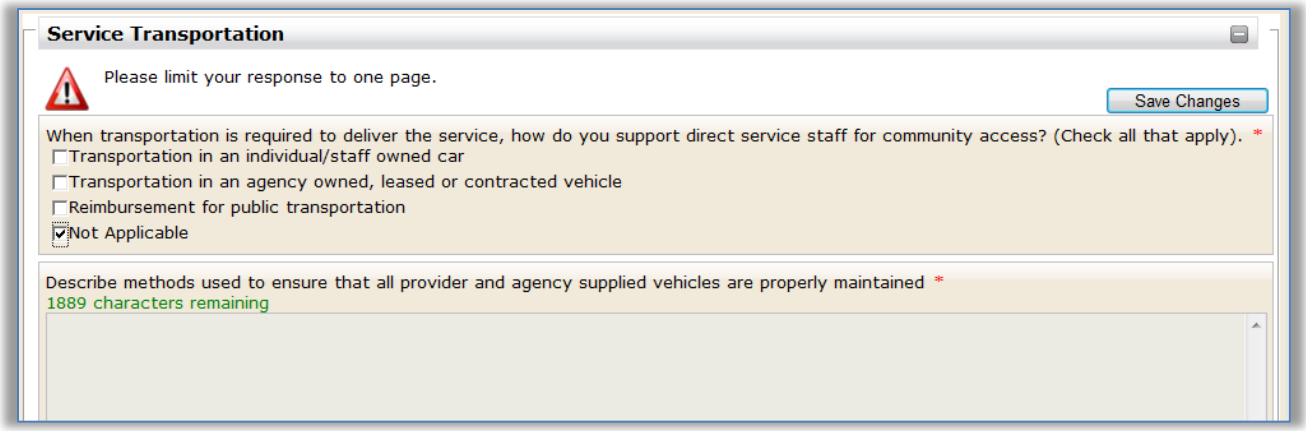


Transportation

If transportation is required to deliver the service, at least 1 of the top 3 checkboxes **must** be checked. If 1 of checkboxes is selected, then the remaining questions are required and **must** be answered**.**

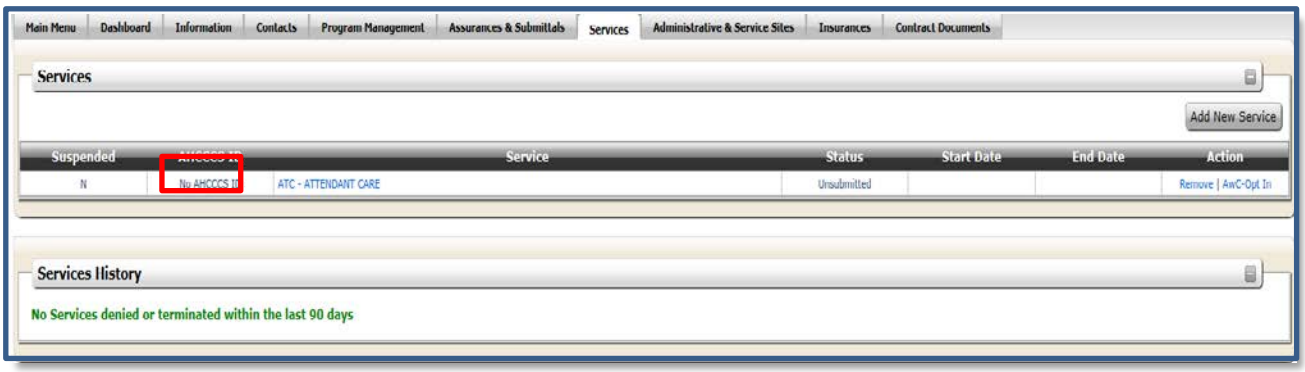
If transportation is not required to deliver the service, then the 'Not Applicable' checkbox **must** be selected. If the 'Not Applicable' checkbox is selected, then the remaining questions are not required and are set to read only.





AHCCCS ID

The AHCCCS ID field on this page is not required. DDD will complete the AHCCCS ID once the service is activated with AHCCCS.



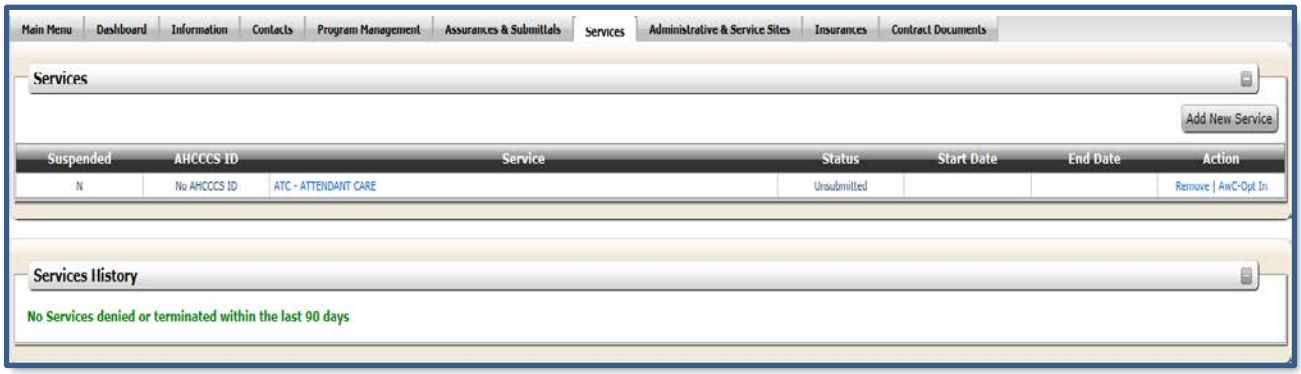
The remaining **Service sub tabs** are duplicates of the sub tabs in the Program Management tab. Fill in the following **Service sub tabs** ONLY if the policies & procedures for the service added are different from the policies & procedures of the business on the Program Management sub tabs. The fields in the following Service sub tabs are all optional.

- ✓ Recruitment & Training
- ✓ Incident Reporting
- ✓ Complaints & Grievances
- ✓ Member/Member Representative Input
- ✓ Member Involvement
- ✓ Quality Improvement

4. Once all required fields on all sub tabs have been filled in, click the **[Back to Service List]** button to close out the sub tabs and return to the service list.

CONGRATUALTIONS! YOUR SERVICE HAS BEEN SUCCESSFULLY ADDED.

NOTE: Notice the newly added service on the Services tab of your QVA application.



A. The AHCCCS ID is blank until the contract is awarded and the service is registered in AHCCCS.

B. The name of the service is displayed as a hyperlink which will open to the Service's sub tabs.

C. The status of the new service is displayed as 'Unsubmitted' until processed by DDD.

D. The Service Start Date is blank until the contract is awarded, the Readiness Review Date has been added, the service is registered in AHCCCS and the insurance has been added to the contract.

E. The available actions for a new service are 'Remove' and 'AwC-Opt In' or 'AwC-Opt Out'.

To edit a service on the QVA application, click on the service name hyperlink in the Services list. The service sub tabs will display. Edit any field and then save the individual page using the [Save Changes] button located on the page.

To remove a service on the QVA application, click the "Remove" link under the **Actions** column of the selected service. Once the "Remove" link is selected, the service will be removed from the service list and the application. The service will now become available to be added again and will be listed on the dropdown of the **Add Service** pop up window when the **[Add New Service]** button is selected.

✓ **NOTE: Certain habilitation services have required dependencies.**

(See Chapter 3.7 on page 23 for more information).

Agency with Choice

Agency with Choice (AwC) is an option offered to **ALTCS members** who reside in their own home. Under the Agency with Choice option, the *provider agency* and the *member/individual representative* enter into a partnership agreement. The provider agency serves as the legal employer of the Direct Care Worker (DCW) and the member/individual representative serves as the day-to-day managing employer of the DCW.

Adding your service to the Agency with Choice program as a provider, a.k.a. vendor, will allow your business to be available to clients in the AwC program. Any qualifying service may be individually opted-in or out at any time by the vendor through the QVC. The QVA services which qualify to be part of the AwC program are listed below:

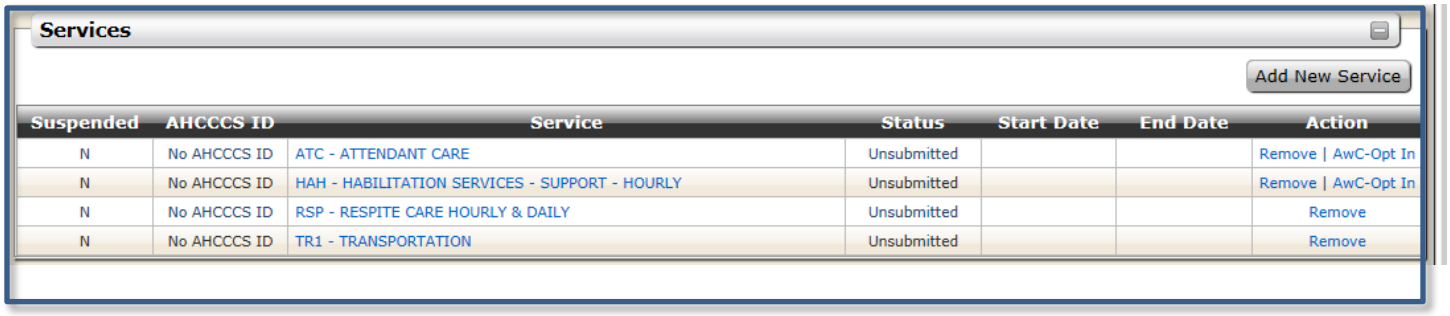
- ✓ ATC - ATTENDANT CARE
- ✓ HAH - HABILITATION SERVICES - SUPPORT – HOURLY
- ✓ HAI - HABILITATION SERVICES - INDIVIDUALLY DESIGNED LIVING ARRANGEMENT
- ✓ HSK - HOMEMAKER

To Opt In a service, click on the **'AwC-Opt In'** link under the **Action** column for the service.

A. When not in the AwC, the service name displays as is and the available action is to **Opt In**.

To Opt Out a service, click on the **'AwC-Opt Out'** link under the **Action** column for the service.

B. When in the AwC, the service name displays "*AGN w Choice" next to it and the available action is to **Opt Out**.



Suspended	AHCCCS ID	Service	Status	Start Date	End Date	Action
N	No AHCCCS ID	ATC - ATTENDANT CARE	Unsubmitted			Remove | AwC-Opt In
N	No AHCCCS ID	HAH - HABILITATION SERVICES - SUPPORT - HOURLY	Unsubmitted			Remove | AwC-Opt In
N	No AHCCCS ID	RSP - RESPITE CARE HOURLY & DAILY	Unsubmitted			Remove
N	No AHCCCS ID	TR1 - TRANSPORTATION	Unsubmitted			Remove

3.8 Administrative & Service Sites

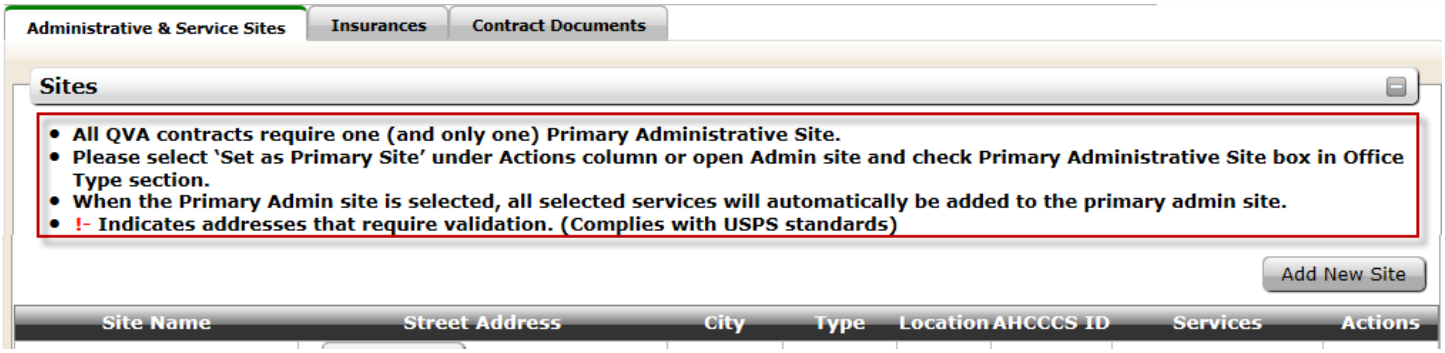
The **Administrative & Service Sites tab** contains information related to where you will be administering your business and services under the Qualified Vendor Agreement.

IMPORTANT:

- ✓ There are 2 types of sites to add to the QVA: 1) *Administration Site* & 2) *Service Site*.
- ✓ There is a "Primary" designation for the Administrative Site type.
- ✓ A QVA application requires one Admin Site to be designated as the Primary Administration site and may not be submitted without one Primary Administration site added.
- ✓ The Primary Administrative site will have all services included in the application automatically added to it. (*NOTE: The services on the site will NOT be automatically removed if the Primary designation is removed. If desired, the services will need to be removed manually by the vendor*)
- ✓ All non-Primary Admin sites will be referred to as "admin satellite" sites.
- ✓ A single QVA application may have multiple Administration and/or Service Sites.
- ✓ Sites can only be added or removed by the vendor.
- ✓ Vendors have access to site information during the application period and the awarded contract period.
- ✓ Any added site may be audited and reviewed by the Division of Developmental Disabilities.
- ✓ A current Service site may be copied over to a new Admin Site with one click of a button and a current Admin Site may be copied over as a new Service Site.
- ✓ All information from the current site will be duplicated over to the new site type. Both sites will remain active.
- ✓ The vendor may elect to have the Site Address removed from the Provider Search. If removed, the Primary Admin address will be displayed in its place in Provider Search.
- ✓ An optional Office Type Description may be added to the site type info if desired.

Add a site to the Qualified Vendor Agreement

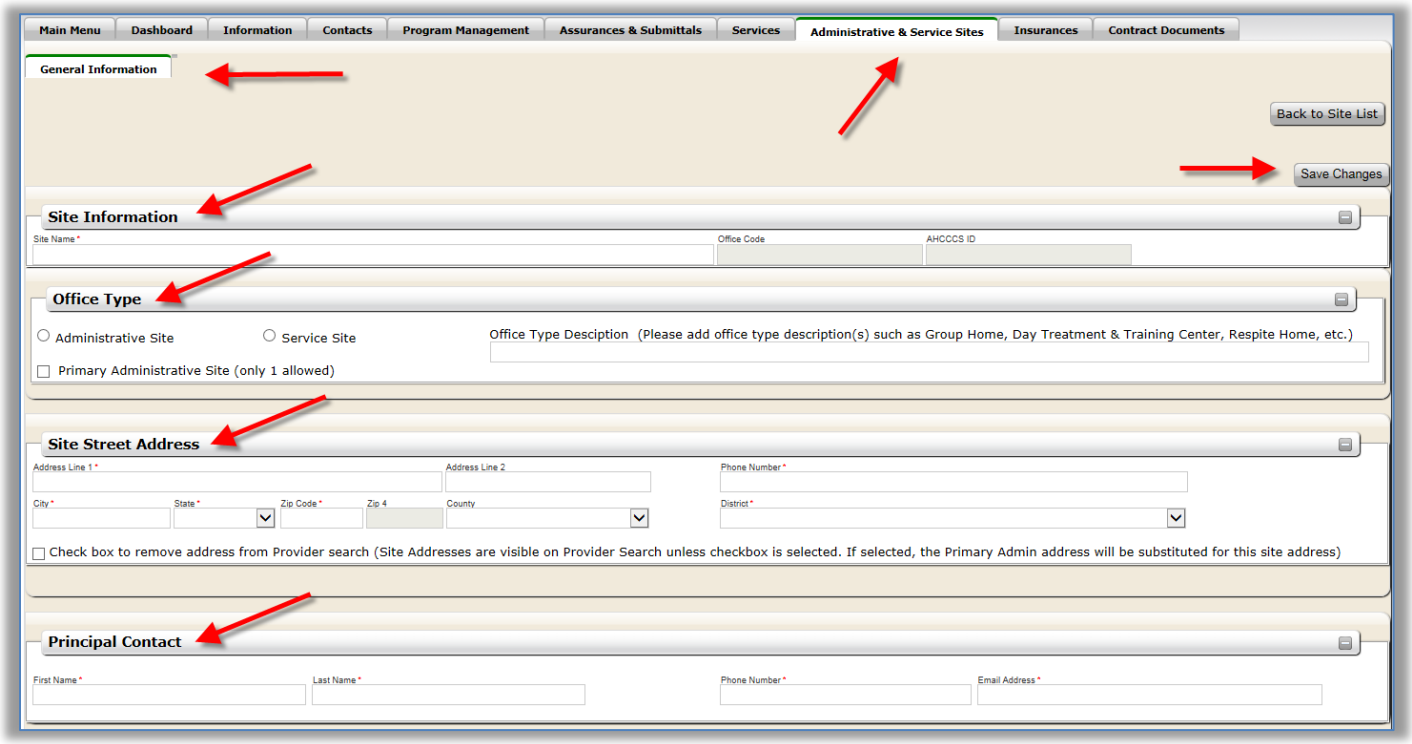
1. From the **Administrative & Services Sites tab**, click on the **[Add New Site]** button.

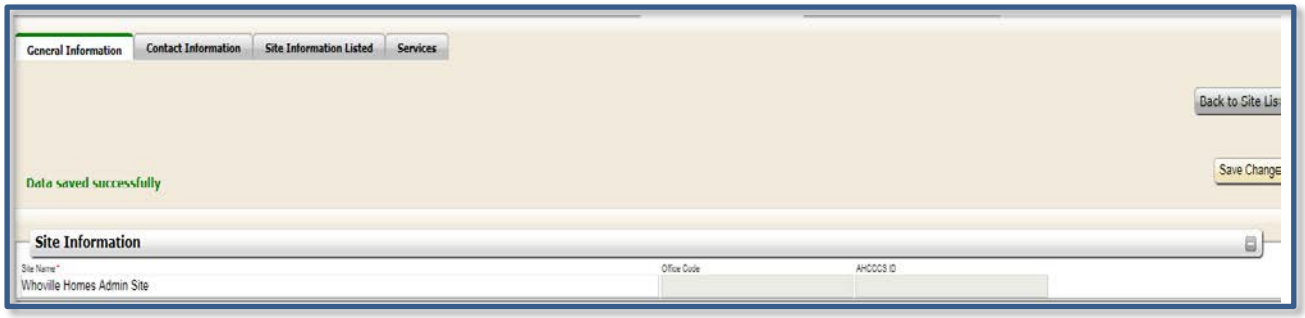


>>> **RESULTS**: The Sites detail sub tabs are created for the individual site. The default sub tab is '**General Information**'.

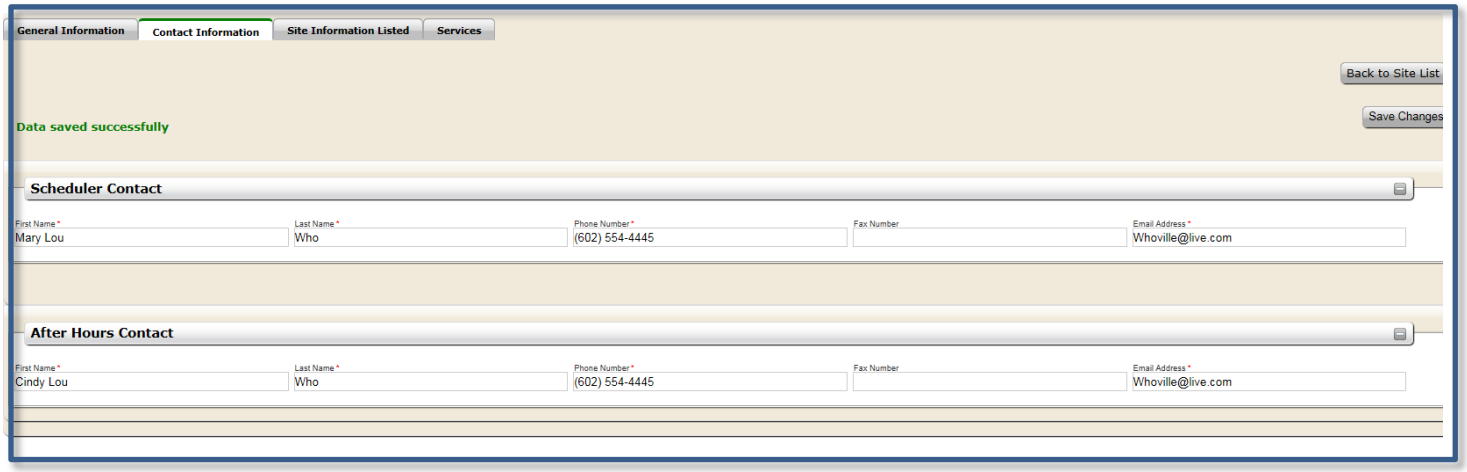
2. Fill in the required fields on the **'General Information'** sub tab, and then click the **[Save Changes]** button. (*All fields on this page are required*)

NOTE: *The site will be added to your QVA when the 'General Information' tab is saved successfully. At that point, all other site tabs will be made available for edit.*



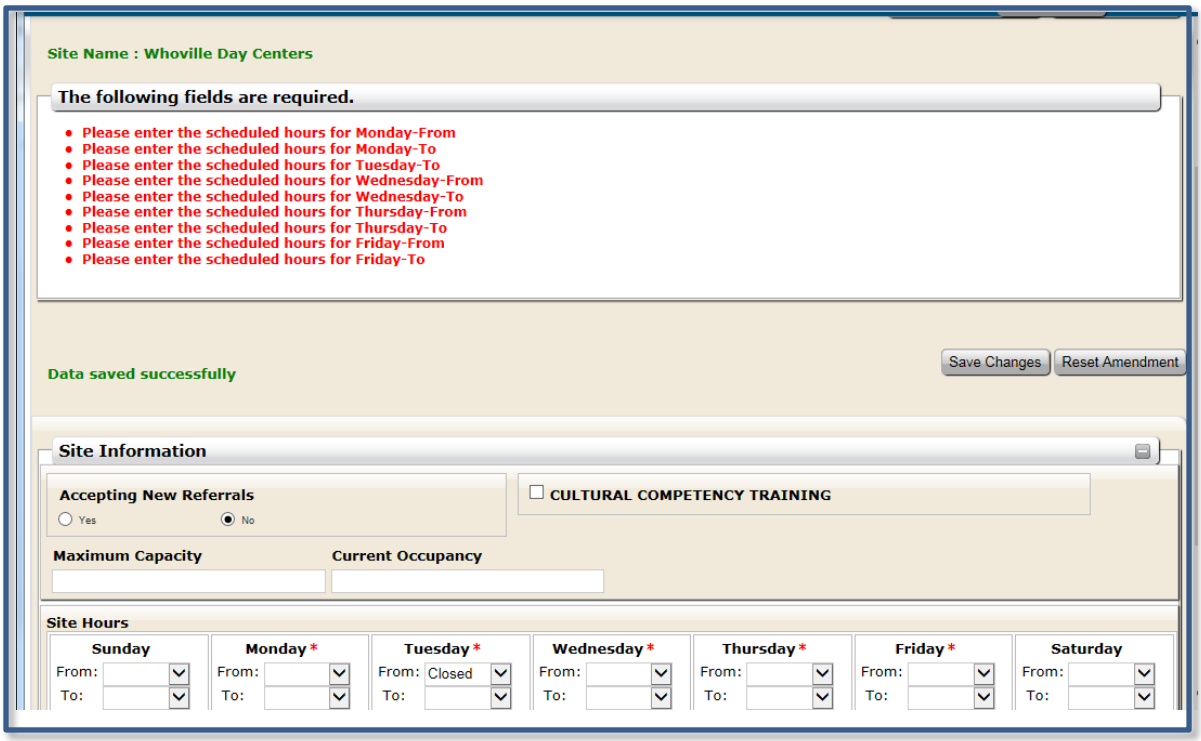


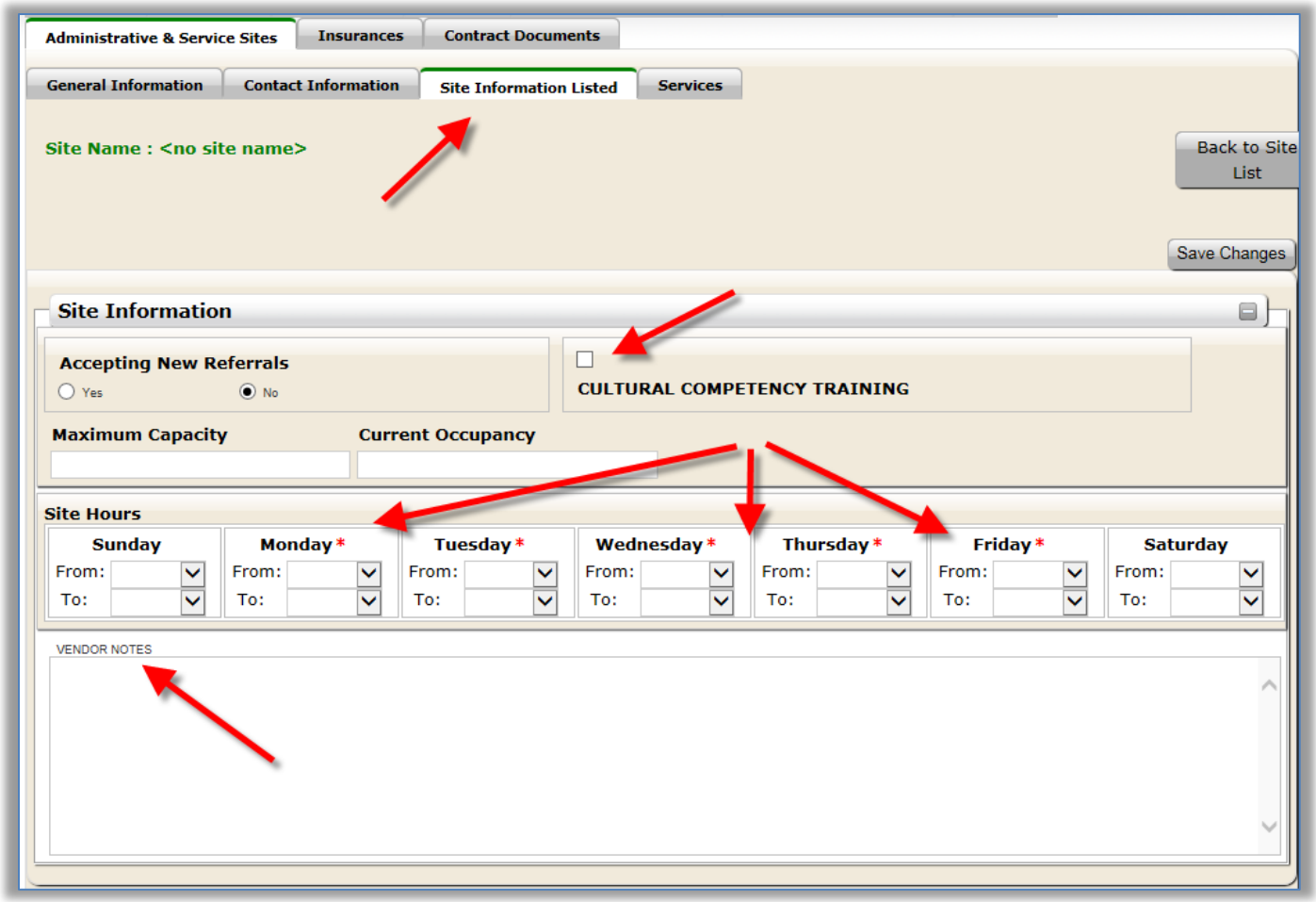
3. Fill in the **'Contact Information'** sub tab and then click the **[Save Changes]** button.



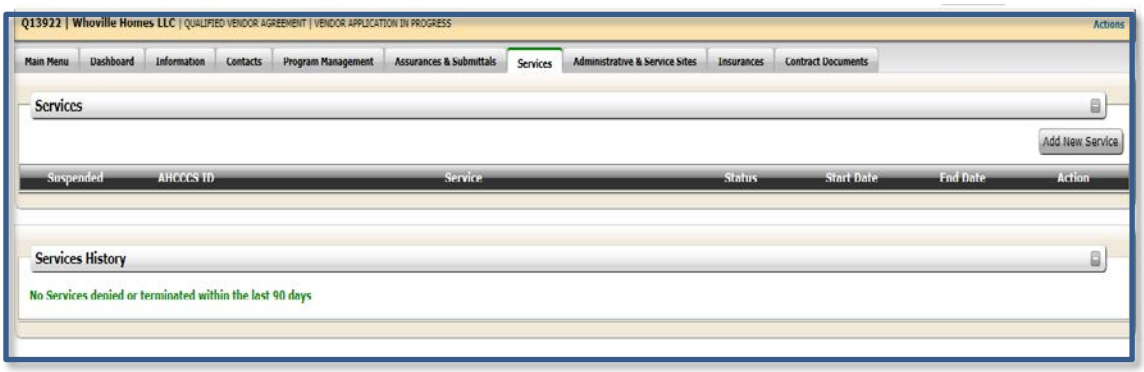
4. Fill in the **'Site Information'** sub tab and then click the **[Save Changes]** button.

   NOTE: *The Site Hours (M-F) are the only required fields on this page*.



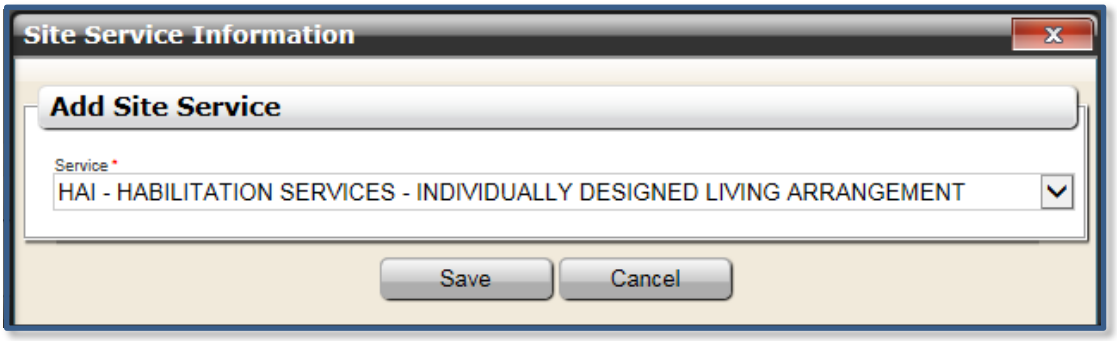

Administrative & Service Sites
Insurances
Contract Documents
General Information
Contact Information
Site Information Listed
Services
Site Name : <no site name>
Back to Site List
Save Changes
Site Information
Accepting New Referrals
Yes
No
CULTURAL COMPETENCY TRAINING
Maximum Capacity
Current Occupancy
Site Hours
Sunday
Monday *
Tuesday *
Wednesday *
Thursday *
Friday *
Saturday
From:
To:
VENDOR NOTES

5. On the Services sub tab, click the **[Add New Service]** button.

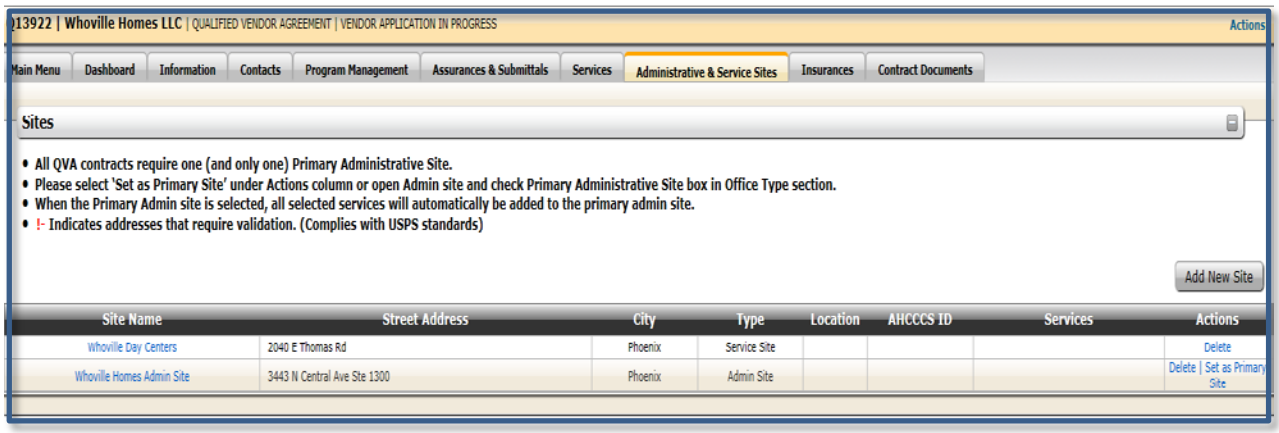


6. Select a service from the dropdown menu and then click **[Save]**.

   NOTE: *Only services already added to the application will show in the dropdown*.



7. Click the **[Back to Site List]** button to close the sub tabs. The added site is listed in the **Sites List**.



IMPORTANT: The following services will need a **specific Service Site**:

- **CBE** - CENTER BASED EMPLOYMENT
- **DTA** - DAY TREATMENT & TRAINING – ADULT

- **DTS** - DAY TREATMENT & TRAINING - CHILDREN SUMMER PROGRAM
- **DTT** - DAY TREATMENT & TRAINING - CHILDREN AFTER SCHOOL
- **HPD** - HABILITATION SERVICES – COMMUNITY PROTECTION/TREATMENT GROUP HOME – WITH ROO& BOARD
- **HAB** - HABILITATION SERVICES - GROUP HOME - WITH ROOM & BOARD
- **HAI** - HABILITATION SERVICES - INDIVIDUALLY DESIGNED LIVING ARRANGEMENT
- **HAN** - HABILITATION SERVICES - NURSING SUPPORTED GROUP HOME- WITH ROOM & BOARD
- **HBA** - HABILITATION SERVICES - SUPPORTED DEV HOME (ADULT & FOSTER CARE CHILD) - WITH ROOM & BOARD
- **TTE** – TRANSITION TO EMPLOYMENT

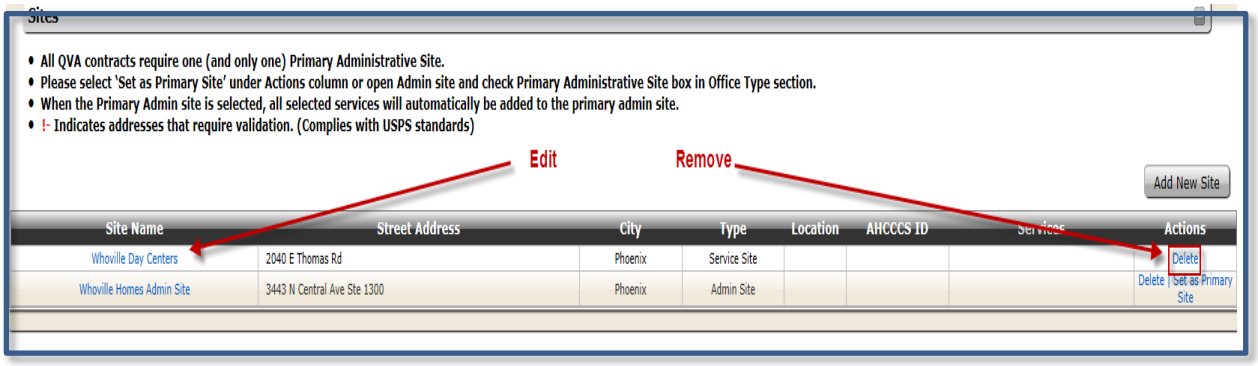
THE SITE HAS BEEN SUCCESSFULLY ADDED

Edit a site

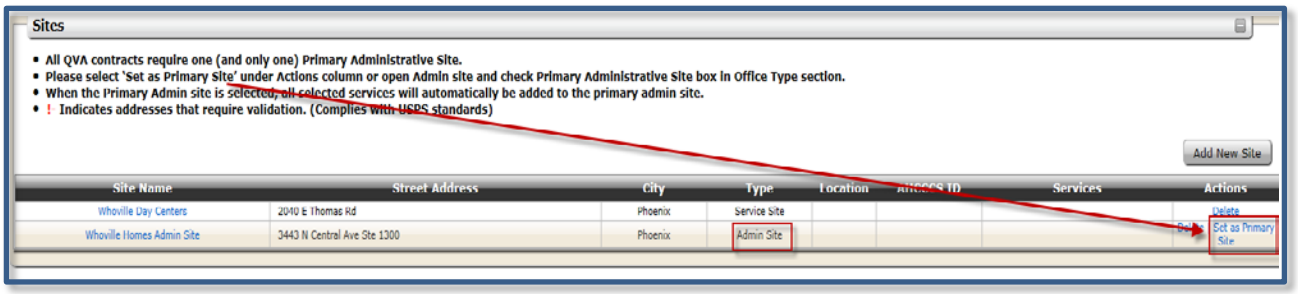
1. Click on the **Site Name hyperlink** to access the Site sub tabs. Each tab's fields will be open for editing.
2. Save the changes in each sub tab using the **[Save Changes]** button on each page.

Remove/Delete a site

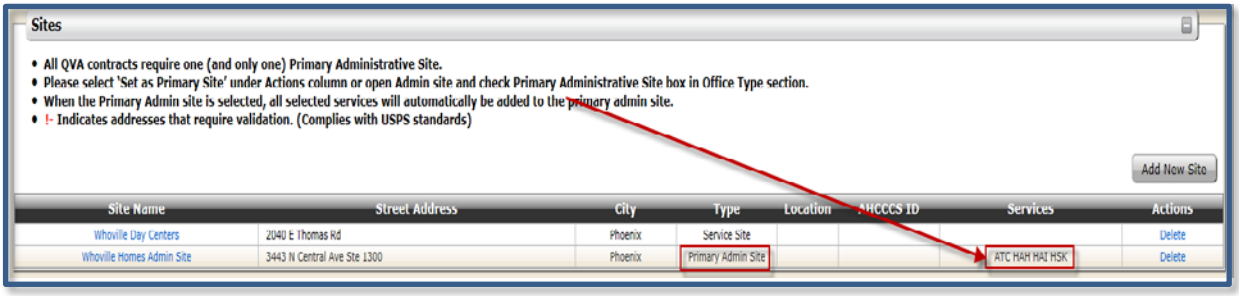
1. Click the **'Delete'** link in the **Actions** column of the selected site to remove.
2. Click **[OK]** on the confirmation window. This will remove the site from the Sites List and the Contract.



Set a Primary Site

1. Click the "**Set as Primary Site**" link in the **Actions** column of the selected site.
2. 

3. Click ‘Set as Primary Site’.



4. The system will provide you with information on designating a Primary Admin site and will ask you to confirm your decision after you have been informed.

RESULTS: The site is designated as the Primary site immediately and all available services are added to it.

4 REVIEW ONLINE QVA APPLICATION

Once you have filled in all of the required fields, your electronic online QVA application may be considered complete. You may now submit the online application for review by DDD, the '*Division*'. Read over the important points below before submitting the application. You may contact Customer Service for assistance at any time.

IMPORTANT:

- ✓ Only online applications with ALL required fields populated will be allowed to be submitted.
- ✓ Clicking the **[Submit Application]** button electronically submits your online application.
- ✓ The application submission process is handled in **2 steps**. Submitting the online application is Step 1 of the process. Step 2 is submitting a hard copy application. Both steps will need to be completed in order for your application to be reviewed by the Division.
- ✓ Once the online application is submitted, and the application status has been updated to **SUBMITTED**, the application will no longer be able to be edited.
- ✓ The online application will be **available for changes** if it has been denied by the Division and returned to the applicant, or once it has been awarded a contract by the Division.
- ✓ If any missing required data fields are found when submitted, the applicant will be immediately notified by the system and will be directed to fix all issues before re-submitting the online application.

4.1 Submit Application Error – Missing Data Fields

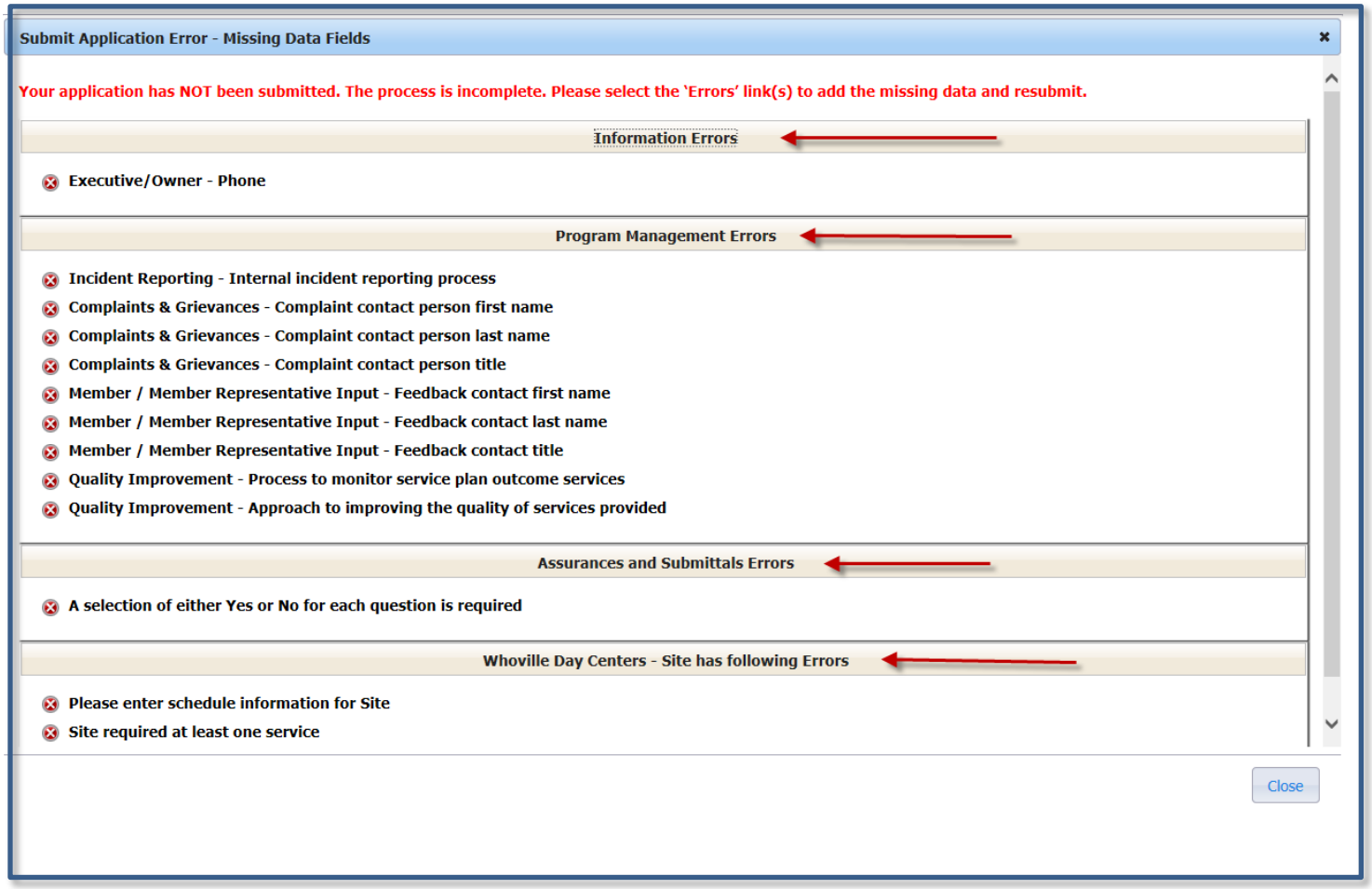
If any required fields have been left blank when the Review Application action is selected, the system will stop the submission process. The **Missing Data Fields** window will open and display a list of fields that need to be addressed.

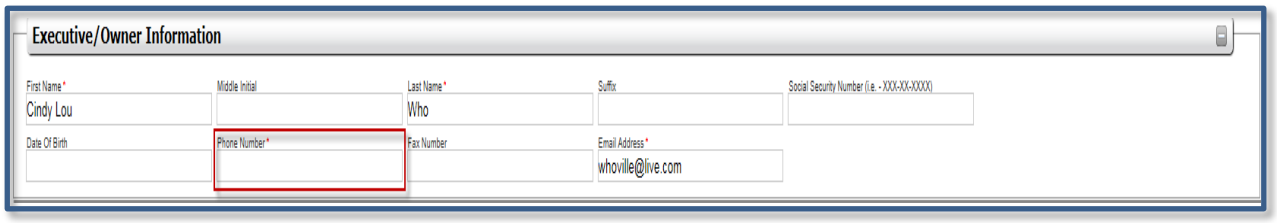
To correct missing data issues, follow the steps below…

1. With missing required data in the application, click the **Actions** link in the upper right corner of the application header bar and select the **'Review Application'** action item.

When the **Submit Application Error - Missing Data Fields** window opens, a list of blank required fields will display under each category. The category titles are hyperlinks which will take the user **directly to the application tab** with the blank required field.

2. Click on one of the **section titles**.





4.2 Application Submission Process – Step 1

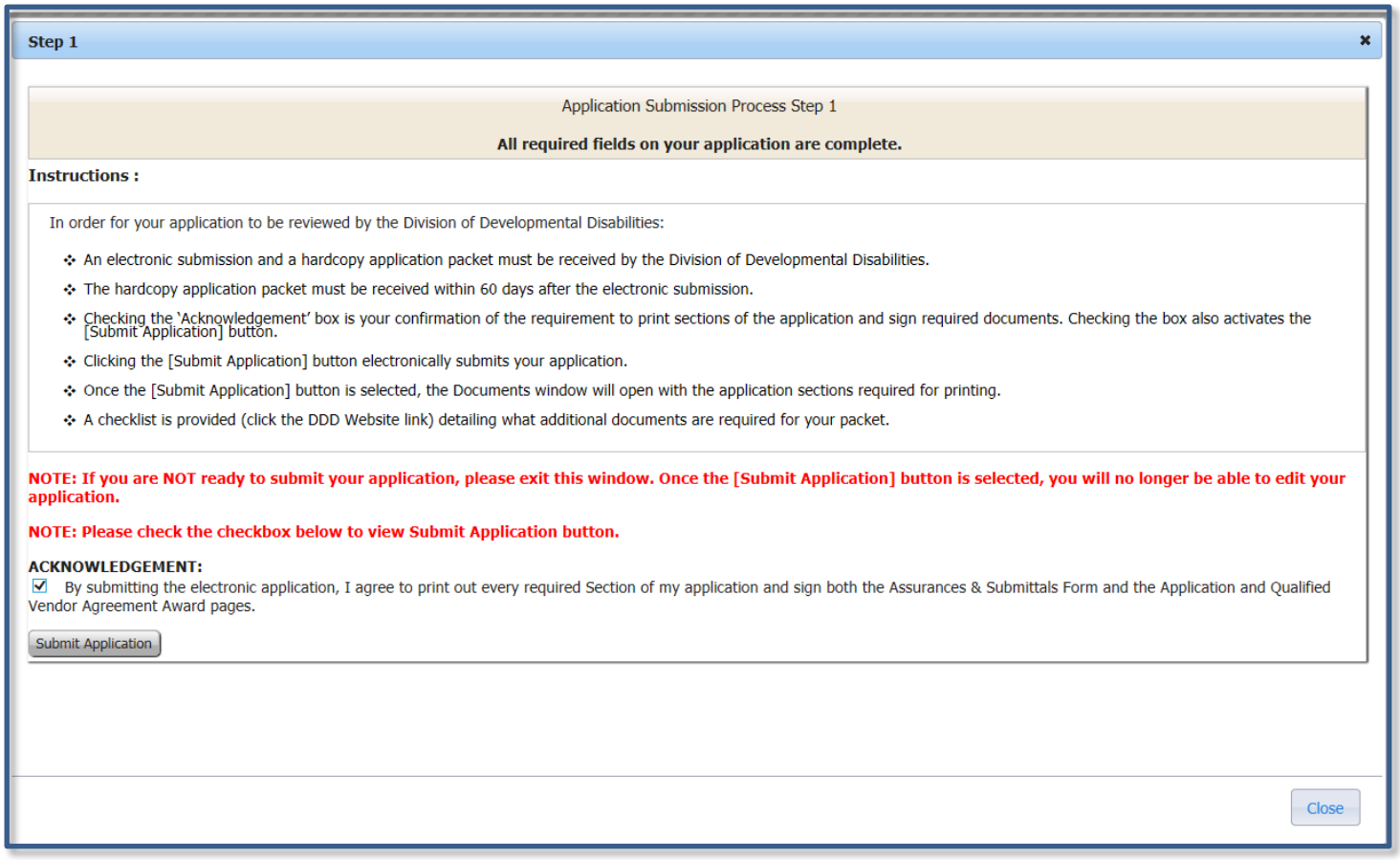
<u>If all required fields have been filled in</u> when the application is submitted, the system will proceed with the submission process. The first part of the process is Step 1, submitting the **online application**.

To submit the Qualified Vendor Agreement online application, follow the steps below …

1. Click the **Actions** link in the upper right corner of the application header bar and select the **'Review Application'** action item.

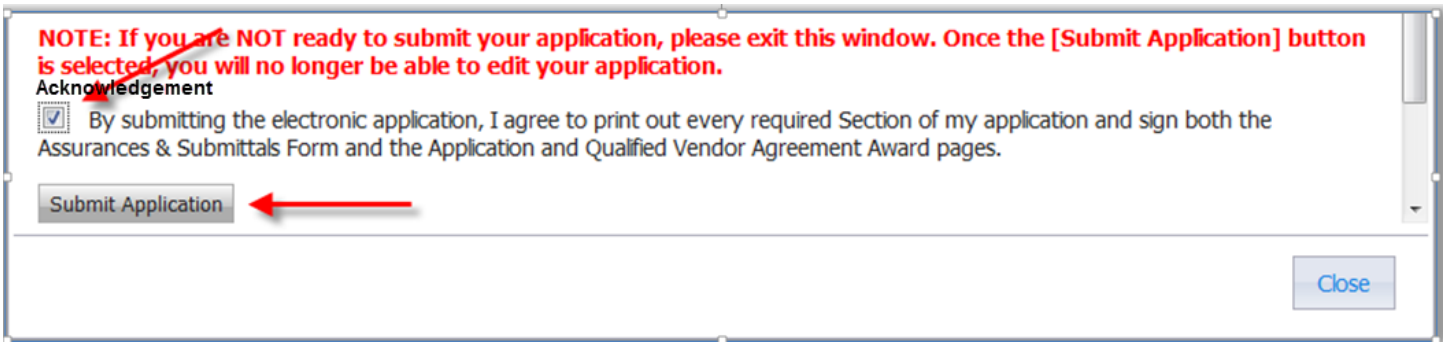
2.

3. Read through the **Application Submission Process Step 1 Instructions**.



4. Read the "print out" agreement statement and then, select the **checkbox** located to its left.

NOTE: *Selecting the checkbox will enable, or make available, the [Submit Application] button. The "print out" statement must be agreed to in order for the application to be submitted.*



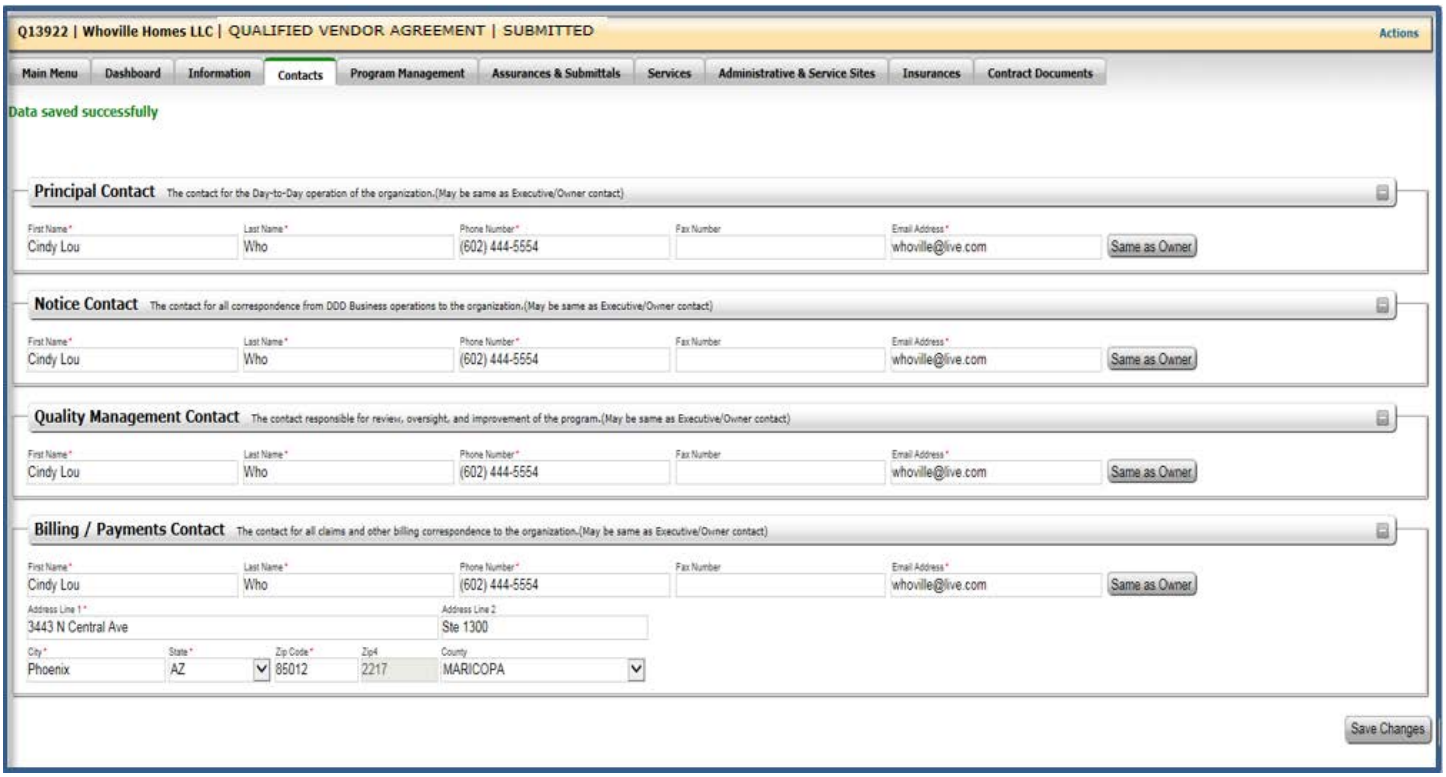
5. Click the **[Submit Application]** button.

NOTE: *Once the [Submit Application] button is selected, you will no longer be able to edit the application.*

CONGRATULATIONS!

YOUR ELECTRONIC ONLINE APPLICATION HAS BEEN SUCCESSFULLY SUBMITTED

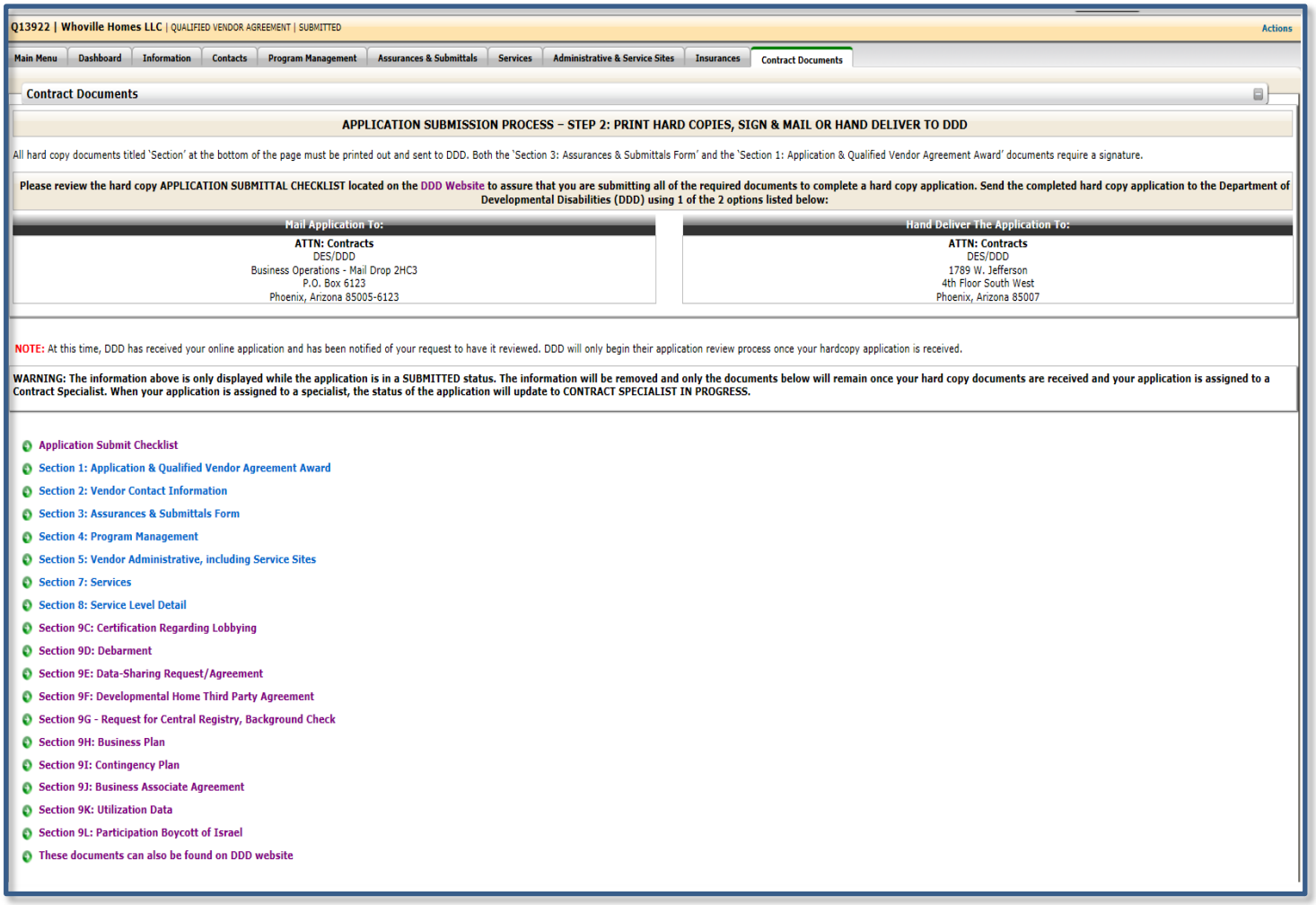
Verify the information below…



A. The application status has updated to **SUBMITTED**.

B. <u>All fields</u> in the submitted application are now **read only** and may not be updated.

Proceed to Application Submission Process – Step 2 …



Q13922 | Whoville Homes LLC | QUALIFIED VENDOR AGREEMENT | SUBMITTED

Actions

Main Menu | Dashboard | Information | Contacts | Program Management | Assurances & Submittals | Services | Administrative & Service Sites | Insurances | Contract Documents

Contract Documents

APPLICATION SUBMISSION PROCESS – STEP 2: PRINT HARD COPIES, SIGN & MAIL OR HAND DELIVER TO DDD

All hard copy documents titled 'Section' at the bottom of the page must be printed out and sent to DDD. Both the 'Section 3: Assurances & Submittals Form' and the 'Section 1: Application & Qualified Vendor Agreement Award' documents require a signature.

Please review the hard copy APPLICATION SUBMITTAL CHECKLIST located on the DDD Website to assure that you are submitting all of the required documents to complete a hard copy application. Send the completed hard copy application to the Department of Developmental Disabilities (DDD) using 1 of the 2 options listed below:

Mail Application To:	Hand Deliver The Application To:
ATTN: Contracts DES/DDD Business Operations - Mail Drop 2HC3 P.O. Box 6123 Phoenix, Arizona 85005-6123	**ATTN: Contracts** DES/DDD 1789 W. Jefferson 4th Floor South West Phoenix, Arizona 85007

NOTE: At this time, DDD has received your online application and has been notified of your request to have it reviewed. DDD will only begin their application review process once your hardcopy application is received.

WARNING: The information above is only displayed while the application is in a SUBMITTED status. The information will be removed and only the documents below will remain once your hard copy documents are received and your application is assigned to a Contract Specialist. When your application is assigned to a specialist, the status of the application will update to CONTRACT SPECIALIST IN PROGRESS.

- Application Submit Checklist
- Section 1: Application & Qualified Vendor Agreement Award
- Section 2: Vendor Contact Information
- Section 3: Assurances & Submittals Form
- Section 4: Program Management
- Section 5: Vendor Administrative, including Service Sites
- Section 7: Services
- Section 8: Service Level Detail
- Section 9C: Certification Regarding Lobbying
- Section 9D: Debarment
- Section 9E: Data-Sharing Request/Agreement
- Section 9F: Developmental Home Third Party Agreement
- Section 9G - Request for Central Registry, Background Check
- Section 9H: Business Plan
- Section 9I: Contingency Plan
- Section 9J: Business Associate Agreement
- Section 9K: Utilization Data
- Section 9L: Participation Boycott of Israel
- These documents can also be found on DDD website

5 SUBMIT HARDCOPY QVA APPLICATION

Once you have submitted the *electronic online application*, the only step remaining is to **print**, **gather**, **sign** and **submit** the *hardcopy application* and any requested *assurance submittal documents*. Read over the important points below before proceeding to Step 2 of the QVA application process. Contact DDD Customer Service for assistance at any time.

IMPORTANT:

- ✓ At this time, the Division has received your electronic online application and has been notified of your request to have it reviewed.
- ✓ In order for your application to be reviewed, the **application hardcopy documents** must also be received by the Division. DDD will only begin the application review process once both the online application + hardcopy application and requested documents are received.
- ✓ The Division must receive one complete original paper hardcopy of all the documents listed on the **Application Submittal Checklist** + all requested **assurance submittal documents** containing the proper signatures and labels.
- ✓ The **Application Submittal Checklist** is a document provided on the DDD website to assure a complete submission of your Qualified Vendor agreement application. Click on the this link DDD Webpage or the link on the Contract Documents tab in the QVC online app to access *Application Submittal Checklist*.
- ✓ The completed hardcopy packet may be sent to the Division through either **direct mail** or **hand delivery** only. (*Emailing or faxing the packet is not allowed.*)
- ✓ Both the '**Section 3: Assurances & Submittals Form**' document and the '**Section 1: Application & Qualified Vendor Agreement Award**' document require a signature.
- ✓ The Step 2 instructions on the **Contract Documents page** are only displayed while the application is in a status of **SUBMITTED**.
- ✓ Once the application has been assigned, the Step 2 instructions will be removed from the **Contract Documents page** and only the documentation "Section" links will remain.
- ✓ The **Notice Contact Email Address** provided in the QVC web application will be used for all DDD electronic communications.
- ✓ Failure to send in all required forms may delay the processing of your application.
- ✓ Failure to send in completed forms may delay the processing of your application.

5.1 Application Submission Process – Step 2

At this point, it is recommended that you **print out all of the application documents** using the 'Section' links located at the bottom of the **Contract Documents tab** and **proof read your entries**. Take time to review and make any necessary changes before sending in your hardcopy packet.

5.2 Contract Documents

Print Hardcopy Application

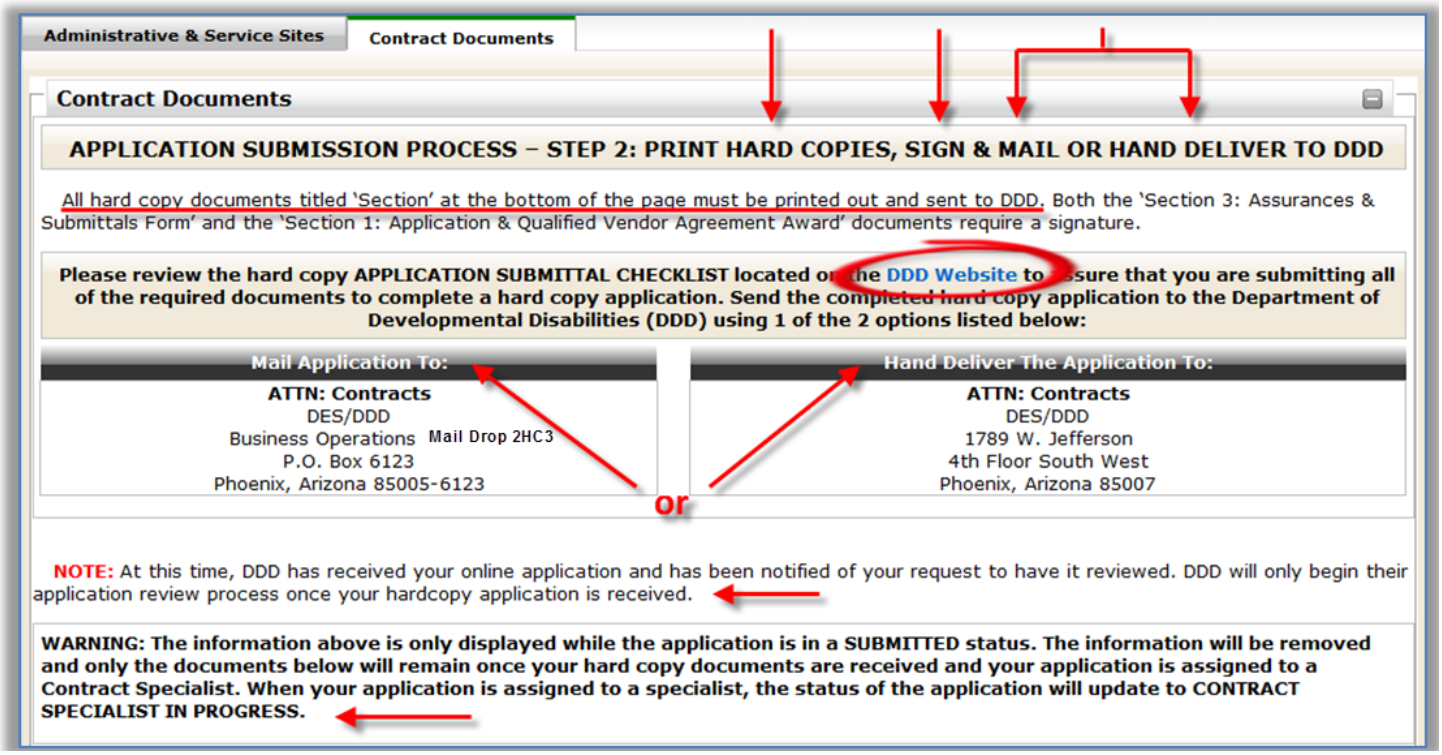
To print out the hardcopy application documents, follow the steps below…

1. Once the online application has been successfully submitted electronically, go to the **Contract Documents** tab.

2. Read through the **Application Submission Process – Step 2** instructions on the Contract Documents page.

Application Submission Checklist

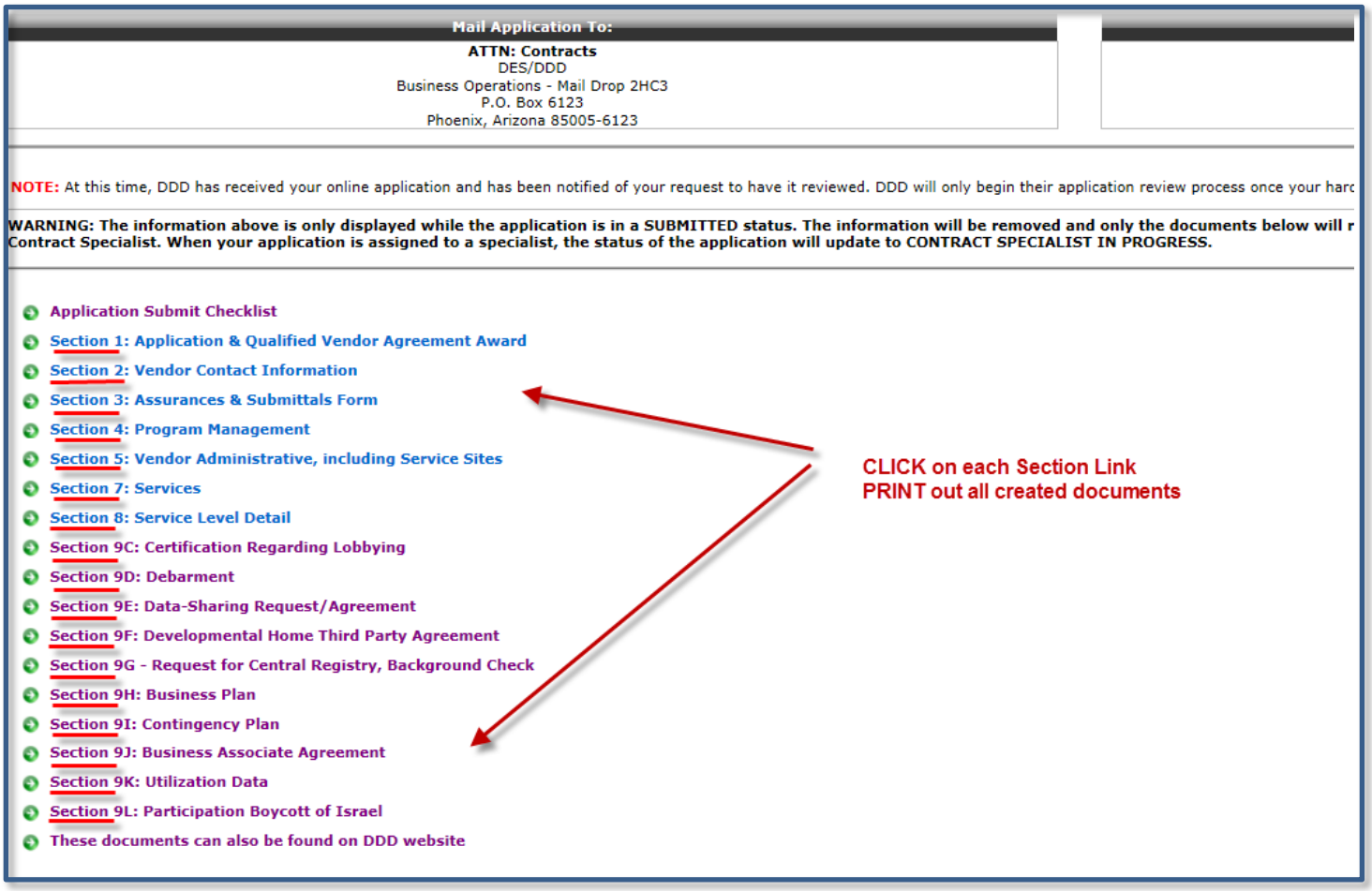
To assist you in making sure ALL required documents get submitted, open the **Application Submittal Checklist** accessed through the '**DDD Website**' link on the Contract Documents tab.



3. Selecting one at a time, click on each of the **"Section" document links** located near the bottom of the Contract Documents page.

NOTE: *After the online application has been submitted, the links on the QVA contract application Contract Documents tab will remain available to the vendor throughout the life of the QVA.*

4. **Select each link and print out each document** until all documents have been printed.



5. **Locate** both the "*Section 1: Application & Qualified Vendor Agreement Award*" document and the "*Section 3: Assurances & Submittals Form*" document. Both hardcopy documents require a signature in order to be processed.

IMPORTANT: Failure to sign either of these forms may delay the processing of your application.

Collect Requested Documents

6. Collect all of the assurance submittal documents requested based on the answers provided on the **Assurances & Submittals tab** in the QVA.

7. Once all submittal documents have been collected put them with the printed out hardcopy documents listed on the Application Submittal Checklist to create a '**QVA Hardcopy Application Packet**'.

8. Take time to **review** and **make any necessary changes** before sending in your QVA Hardcopy Application Packet.

IMPORTANT: Once the QVA Hardcopy Application Packet has been submitted, it will not be able to be updated or changed. Contact your assigned specialist with questions, comments or concerns regarding your submitted QVA application.

Send In Hardcopy Packet

9. **Place the packet in a single sealed legal sized envelope** and send it in to the DES Division of Developmental Disabilities using either one of the **approved delivery methods** listed below…

Mail Application to:		Hand Deliver Application to:
ATTN: Contracts DES/DDD Business Operations Mail Drop 2HC3 P.O. Box 6123 Phoenix, Arizona 85005-6123	OR	**ATTN: Contracts** DES/DDD 1789 W. Jefferson 4th Floor South West Phoenix, Arizona 85007

..

CONGRATULATIONS!!

YOU HAVE SUCCESSFULLY COMPLETED THE QVA APPLICATION PROCESS

NO FURTHER ACTION FROM THE VENDOR IS REQUIRED AT THIS TIME

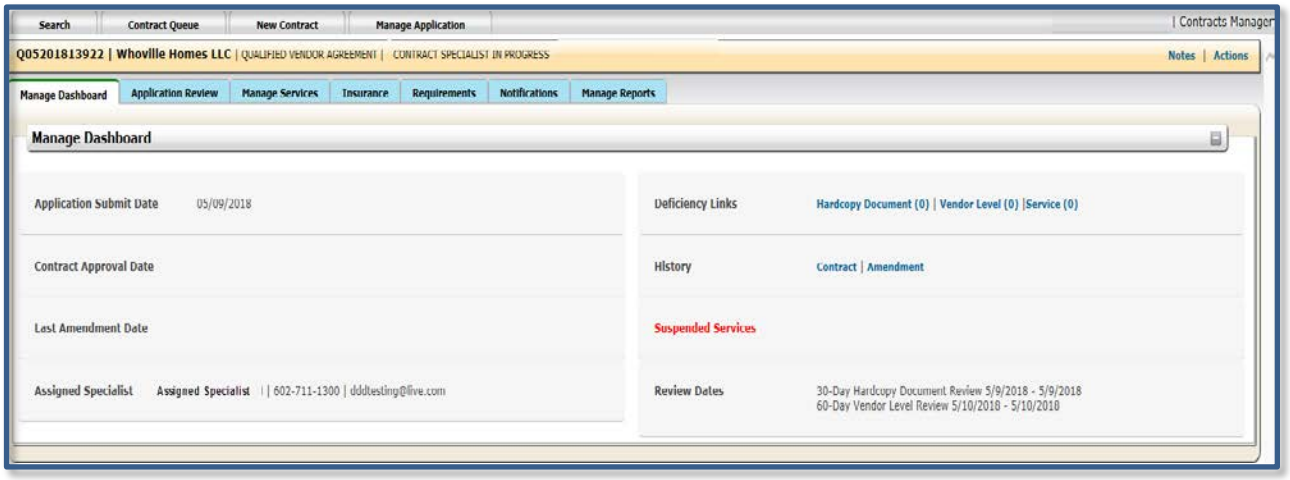
What happens now?

Moving forward, your electronic online application + hardcopy packet will be assigned to a Contract Specialist for processing. The next step is for the Assigned Specialist to contact you directly using the **Notice Contact Email Address** listed on your QVA application.

Once your application has been assigned, your **Assigned Specialist** will be the main point of contact through the application process. You may reach out to the specialist using their contact information found on the **Dashboard tab** of your submitted online QVA application in the **Qualified Vendor Contract** web application. (*See image below*)

5.3 Dashboard

The **Dashboard tab** contains a simple overview of key information about your QVA application, and contract. The fields on the page are populated by the system and will get updated automatically as your QVA is processed. Take a look at the field descriptions below to familiarize yourself with the page.



A. Once the application has been assigned to a specialist, the status will automatically update to **CONTRACT SPECIALIST IN PROGRESS**.

B. The date the online application was submitted by the vendor through the QVA.

C. The date the application has been approved and a contract is awarded.

D. The date of the last completed amendment. (*Used AFTER the contract has been awarded*)

E. Once the application has been assigned to a specialist, the name, phone and email contact information of the assigned worker is displayed.

F. In this status, there are no actions available for the Vendor.

6 CANCEL APPLICATION

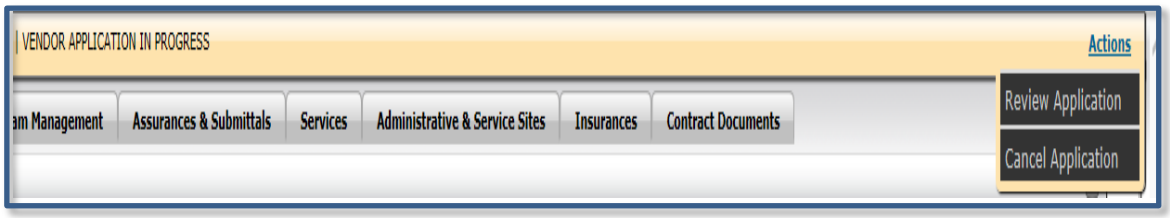
If you decide that you would not like to proceed with the online application, you may cancel the application before it has been submitted to the Division for processing.

IMPORTANT:

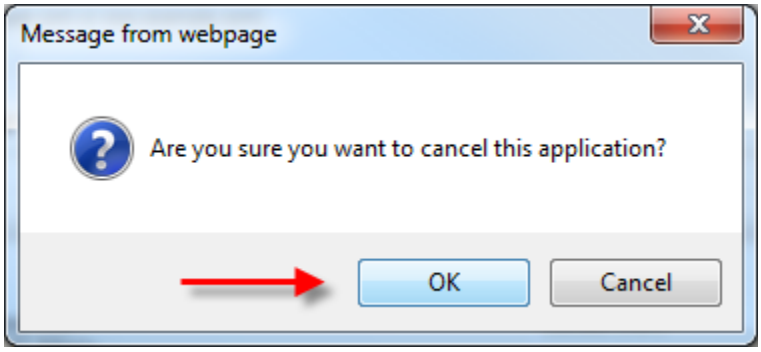
- ✓ The application **must** be in the VENDOR APPLICATION IN PROGRESS status to be cancelled.
- ✓ The application will **no longer be able to be edited** once it has been cancelled.
- ✓ If the application is cancelled, the **vendor account will remain active** and the vendor will still have access to the Qualified Vendor Contract web application and the cancelled application.
- ✓ A new QVA application may be created using the FEI from the cancelled application.
- ✓ Once a new application has been started from the cancelled application, **access to the cancelled application will no longer be available**.
- ✓ Data from the cancelled application **will not carry over to the new application**, with the exception of the information provided during vendor registration.
- ✓ The DDD Contracts Manager *may* cancel a QVA application which has not been active for a long period of time.
- ✓ Contact the Division of Developmental Disabilities with questions regarding cancelling after the QVA online application has already been submitted for review.

To cancel an online QVA application, before it has been submitted, follow the step below…

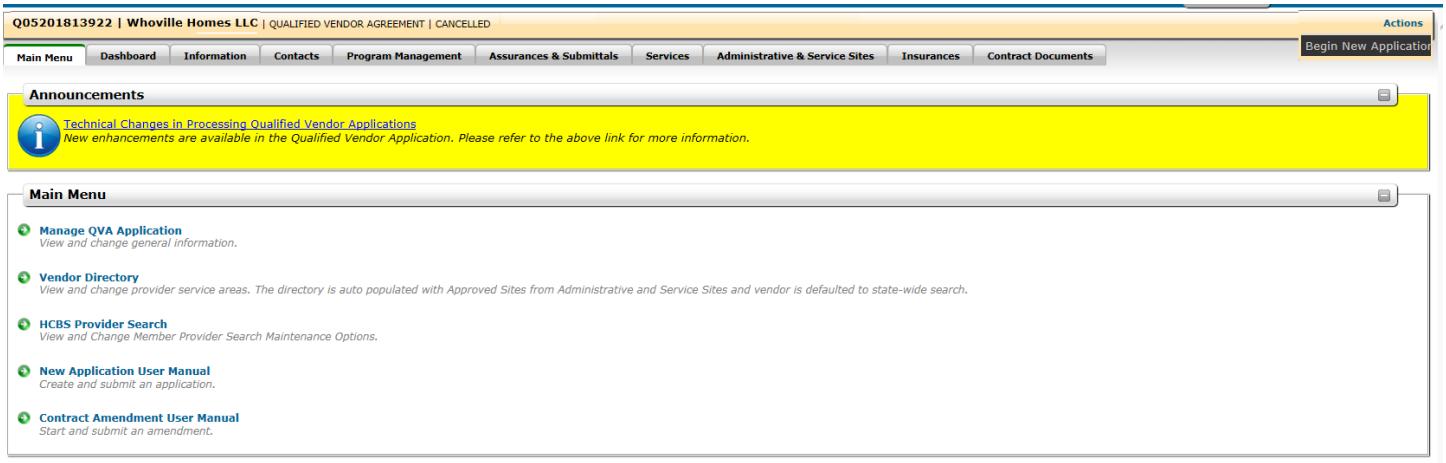
1. Login to the Qualified Vendor Contract web application to access your **un-submitted** QVA application. The application status should be VENDOR APPLICATION IN PROGRESS.
2. From any page inside the QVA application, click on the **Actions** link in the application header and select **"Cancel Application**".



3. Click the **[OK]** button on the confirmation pop up window.



>>> RESULTS: The application is immediately cancelled. The vendor may now re-apply for a new Qualified Vendor Agreement through the QVC web application.



A. The application status is updated to **CANCELLED**.

B. All fields on the application have been set to **Read-Only** and may not be edited.

C. The only available action for the vendor is **"Begin New Application"**.

7 APPLICATION REVIEW PROCESS

Your application is now getting reviewed by the Division of Developmental Disabilities Contracts Department. The application will go through various levels of review and statuses before a decision can be made. Either a contract will be awarded to the vendor, or the application may be denied by the Division. Read through both scenarios below.

7.1 Award Contract

If all submitted information passes the review process, an Arizona DES/DDD contract will be awarded to the vendor based on the information submitted in the agreement. Once the contract is awarded, the vendor will be contacted by the Division to follow up with the next steps in the process.

IMPORTANT:

✓ The service added to the contract will remain in a **Pre-Approved status** until the requirements below have been met by the vendor and the Division:

- Valid **insurance** is required to provide services to clients through your QVA contract.
- **AHCCCS Registration** for all added services is required to start serving clients.
- **OLCR Certification** for all added services is required to start serving clients.
- **Readiness Review** has been completed for all added services.
- Once Readiness Review, Insurance and AHCCCS Registration has been verified, DDD will manually set the **service start date** to each of the active services on the QVA contract.
- Once the service start date has been set, the service may be provided to the clients and the vendor may submit invoices for payment of services provided.

A. Once awarded, the contract status will update to **MANAGEMENT APPROVED**.

B. The only way to **make changes** to the contract at this point is **through an amendment**. Only the Division will have the ability to terminate the approved QVA contract. (Contract Amendment User Manual – link to doc located on Main Menu)

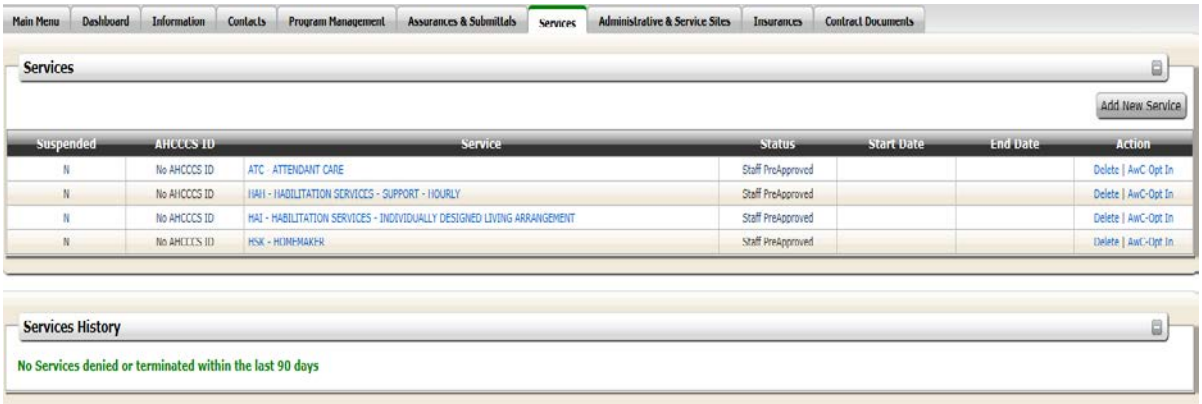
C. The **Contract Awarded Date** on the QVC web application Dashboard of the contract will be updated with the date the Division awarded the contract.

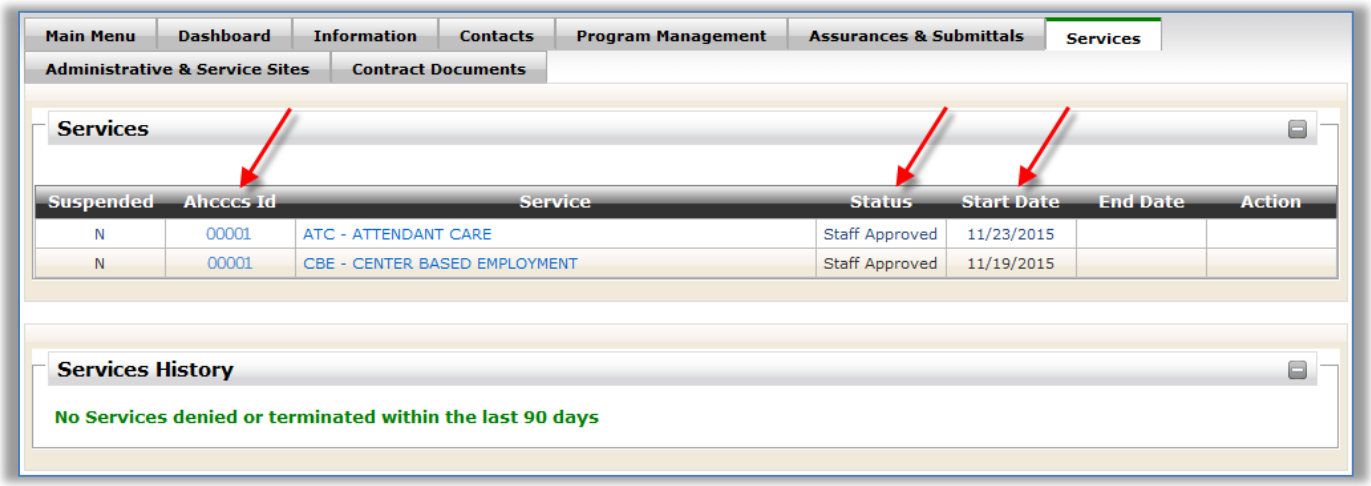
7.2 Start Services

Even though your contract has been awarded, **<u>your services have not yet been activated with AHCCCS</u>**.

IMPORTANT:

- ✓ Valid insurance is need on the awarded contract before services can be started.
- ✓ The added service needs to have completed its Readiness Review and to be registered in AHCCCS and OLCR before the service can be activated.
- ✓ The DDD Contract Specialist assigned to your contract needs to manually set the service start date after the service meets the requirements above.



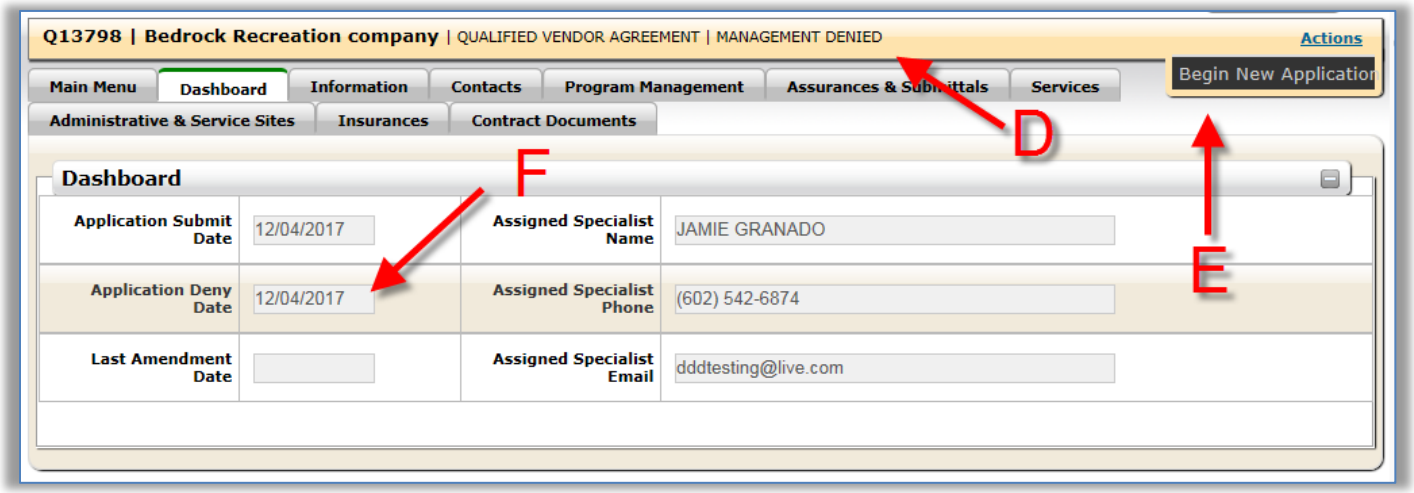


7.3 Deny Application

If any part of the submitted application, including the online application and the hardcopy documents, does not pass the review process, the application will be **denied by DDD Contracts Management**.

IMPORTANT:

- ✓ The application will **no longer be open for edit** once it has been denied.
- ✓ If the application is denied, the **vendor account will remain active** and the vendor will still have access to the QVC web application and the denied application.
- ✓ A new QVA application may be created using the FEI from the denied application.
- ✓ Once a new application has been started from the denied application, **access to the denied application will no longer be available**.
- ✓ Data from the denied application **will carry over to the new application** and be available for the vendor to make changes and resubmit.



D. Once denied, the contract status will update to **MANAGEMENT DENIED**.

E. The only available action for the vendor is **"Begin New Application"**.

F. The **Application Deny Date** on the Dashboard will be updated with the date the Division denied the application.

NOTE: The vendor is now free to re-apply for a Qualified Vendor Agreement using the FEI from the previously denied application.

8 Vendor Directory and HCBS Provider Search

Vendor Directory and HCBS Provider search are located under the Main Menu tab of the QVA.

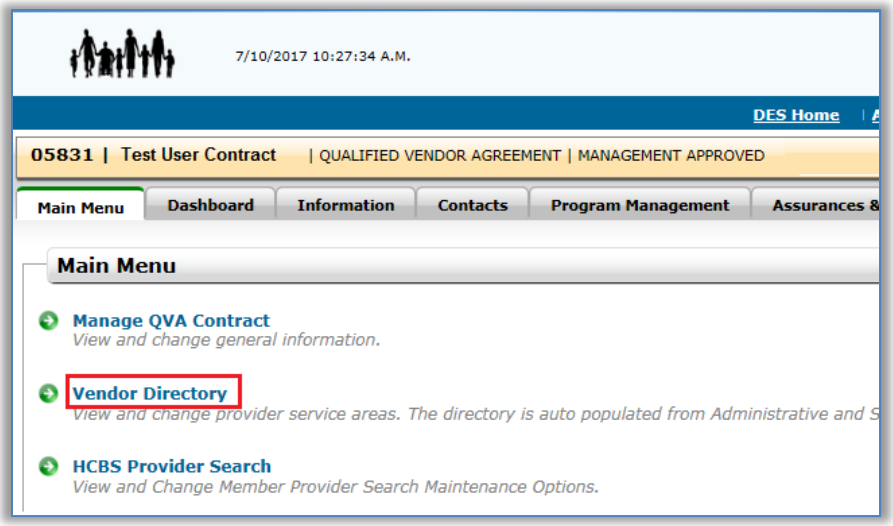
8.1 How to Configure In Home Services in the VendorDirectory

**Note: All applicants may complete the processes below. The information will not be accessible to the members or their families until the services are approved and activated.

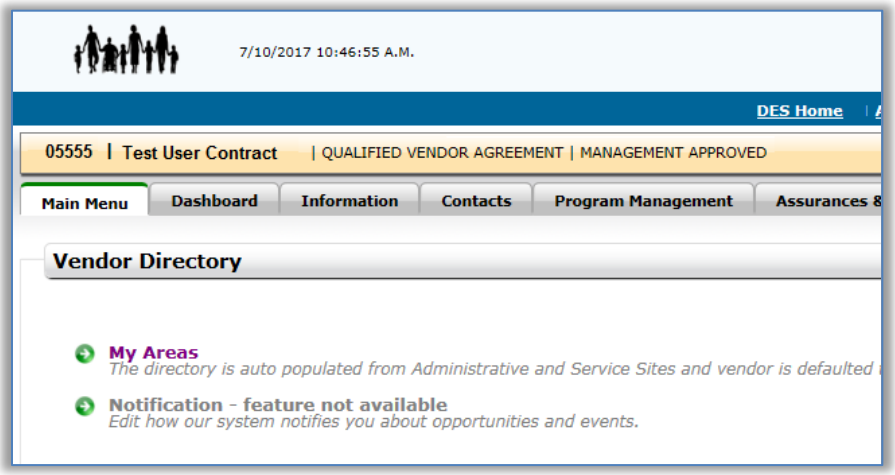
In Home Services can be provided by vendors with an approved Qualified Vendor Contract anywhere in the state of Arizona. The Vendor Directory allows providers to designate areas where they are able to provide services. The Provider Search tool will only return results for In Home services, based on the designated areas entered by the provider in the Vendor Directory.

Note: All active vendors are, by default, included in the Division of Developmental Disabilities Home and Community Based Directory for all areas in the state. If a vendor wishes to specify areas and add additional information, e.g. other languages and notes, they must complete the processes below. **If no data is provided, all of the services will be automatically provided across the State.**

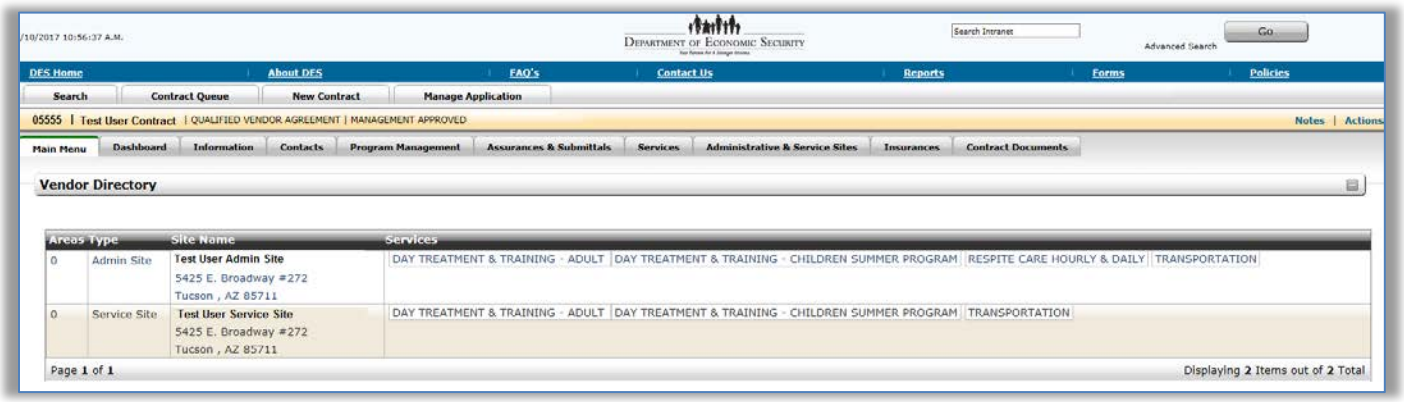
1. From the Qualified Vendor Contract Main Menu select the link 'Vendor Directory.



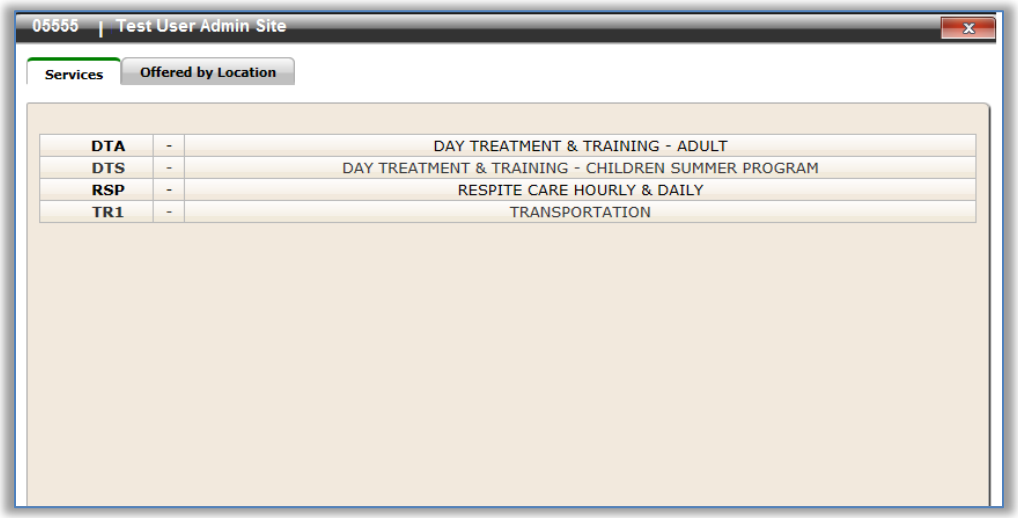
2. Click the 'My Areas' Link.



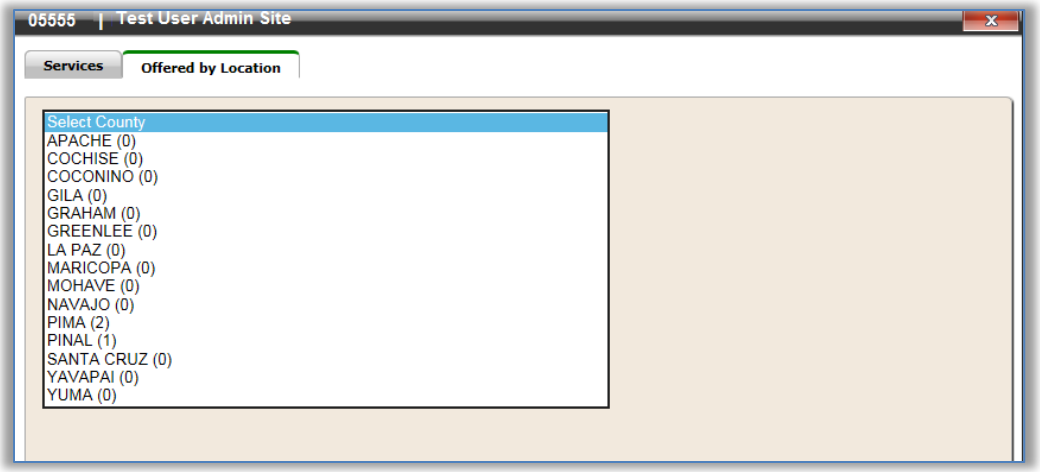
3. A list of Administrative and Service Sites is displayed. Click the Administrative Site to add areas where you are able to provide In Home Services.



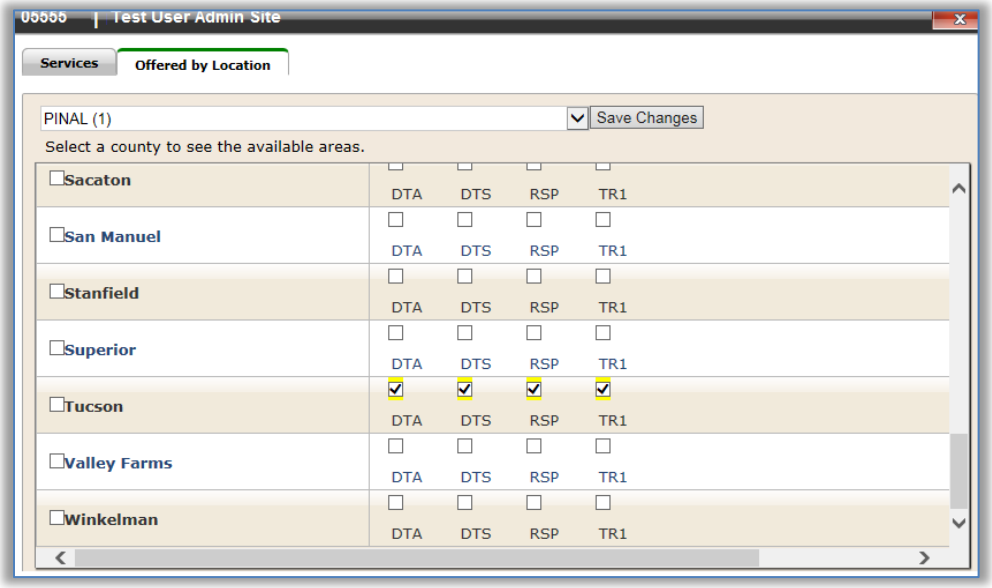
4. A window displaying the Site Name and a list of services offered at the site opens. Click the tab 'Offered by Location.



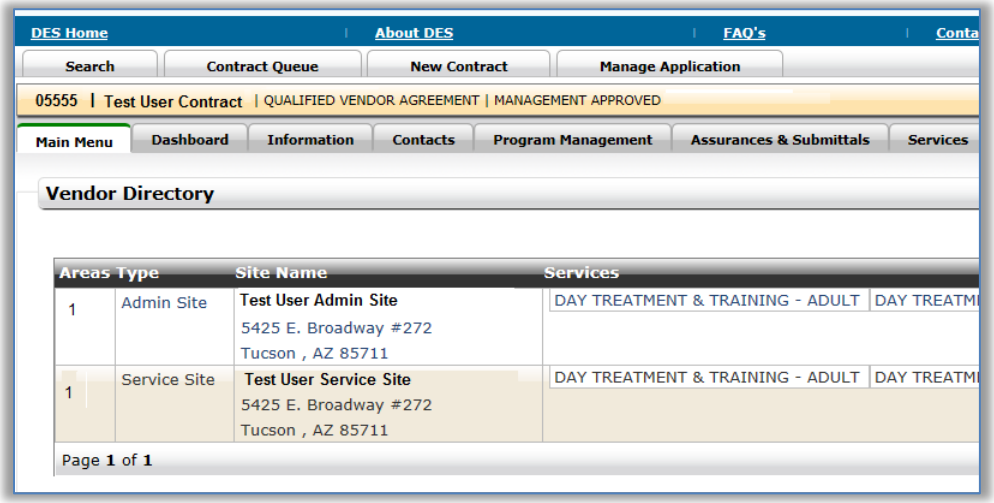
5. Select a county from the drop down box.



6. Check the boxes for each service and city where you are able to serve consumers. You can also use the select all services option or the select all city option. Click the [Save Changes] button. Once the selections are saved they are highlighted in yellow.

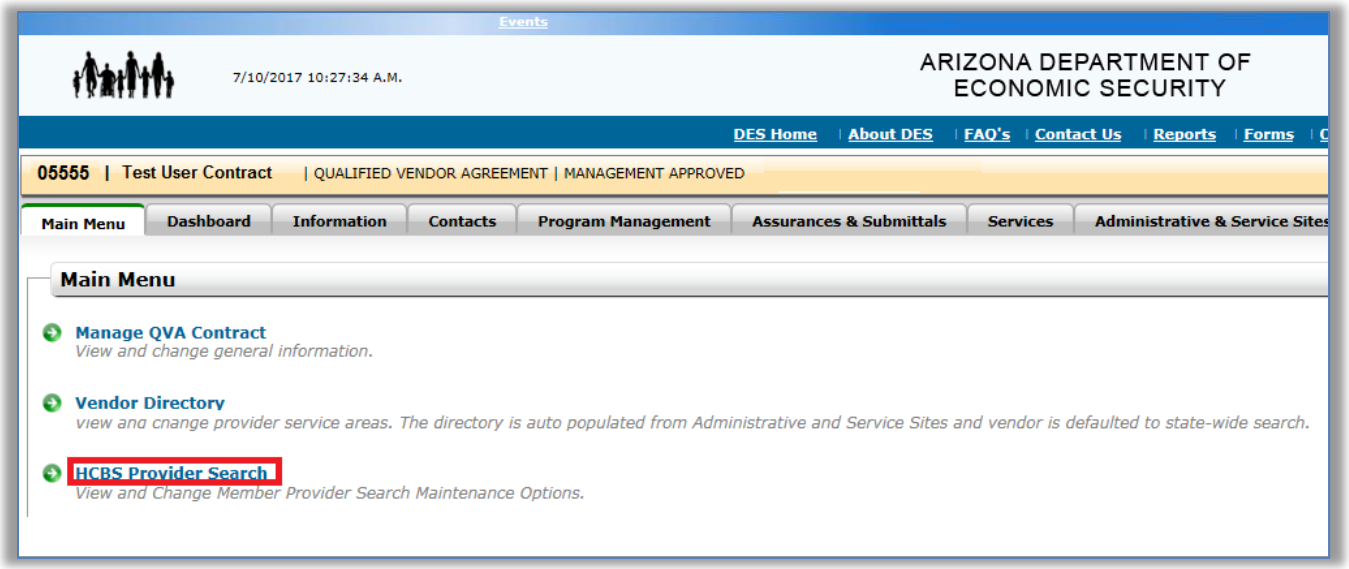


7. Cities selected are listed under Areas column of Vendor Directory.

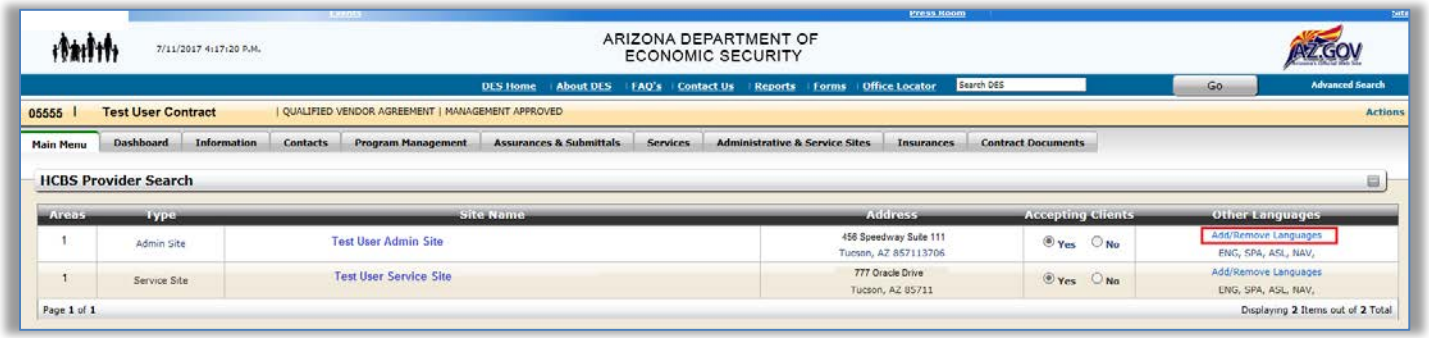


8.2 How to set up HCBS Provider Search

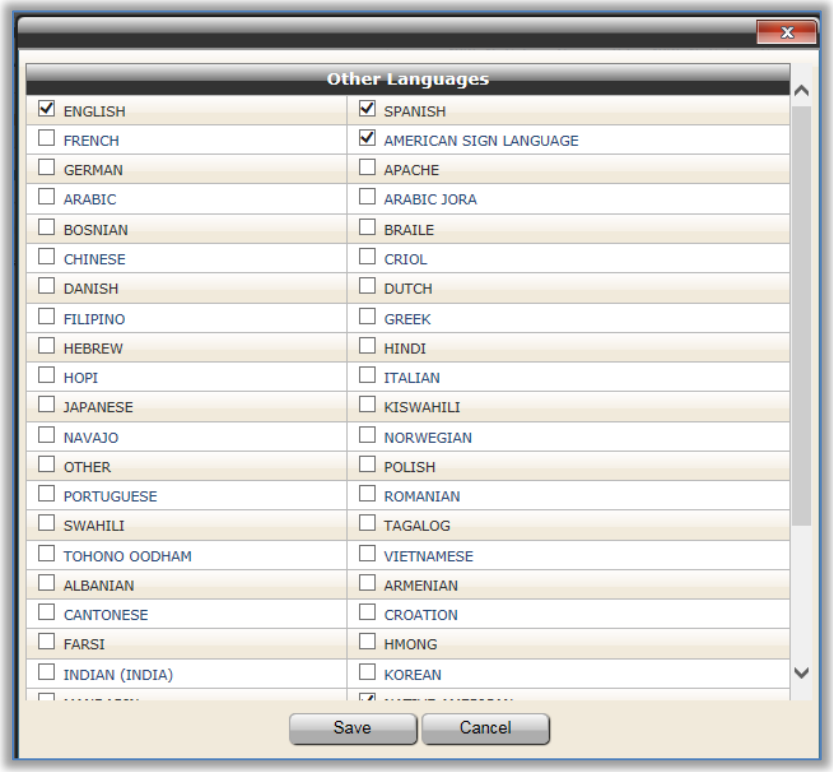
1. Verify all approved Facility Based services are assigned a service site. Verify all In Home services are assigned to an Administrative site with assigned areas in the Vendor Directory. If city and service assignments are not completed in the vendor directory, the services will not appear in the HCBS Provider Directory Search.



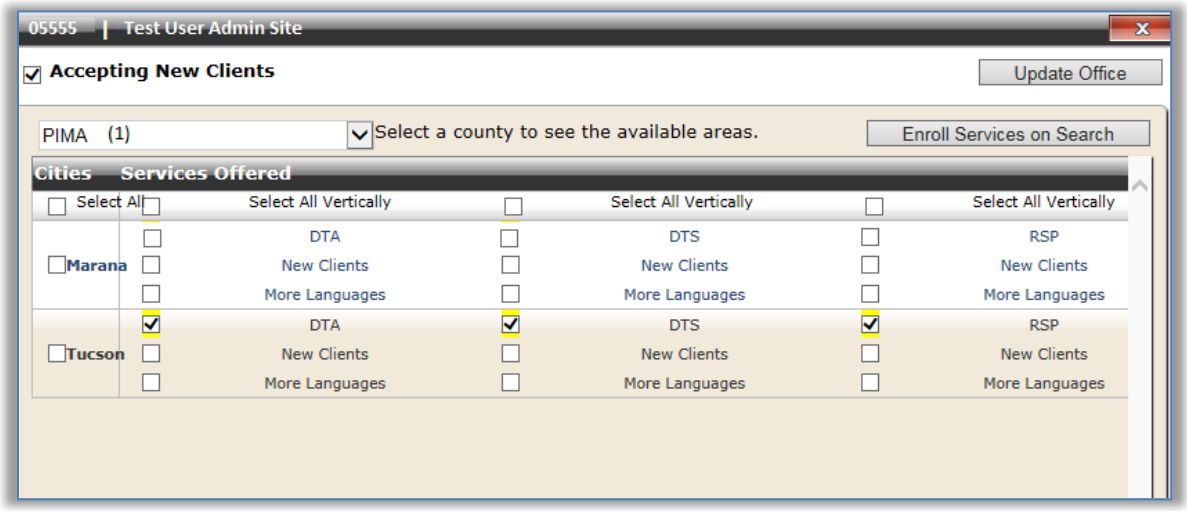
2. Select HCBS Provider Search. The window opens up to the HCBS Provider Search Grid.



3. Select Add/Remove Languages. A dropdown list of Other Languages is available for selection. Once selections are saved, they will appear under the Add/Remove Languages link and display on the HCBS Provider Directory Search.

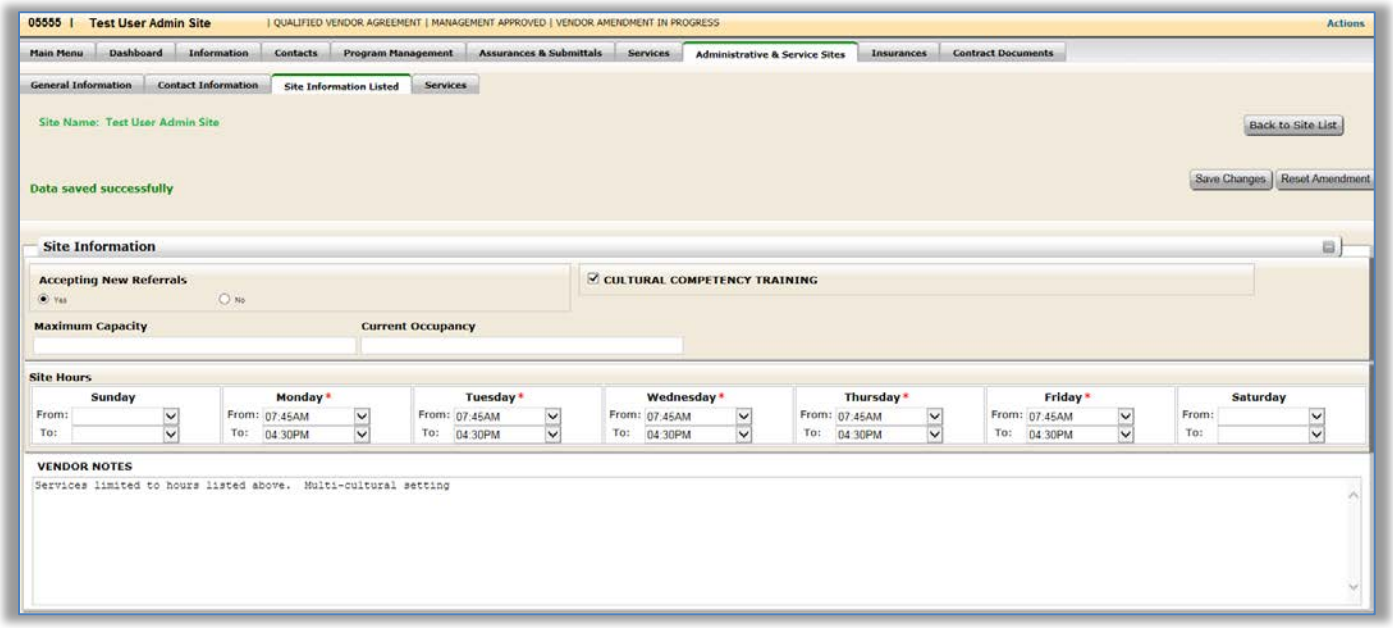


4. Select Test User Admin site. Window displays a check for Accepting New Clients and checks for Services and More Languages. If 'Accepting New Clients' is checked at the top of the page, it is not necessary to select it below. Selecting 'More Languages' is not necessary as languages can be added directly from the Provider Search grid (see above) Services can be checked or unchecked for each specific city. When completed, select [Update Office].



5. Finally, additional information can be added to appear in the HCBS Provider Search Grid by updating administrative or service sites in the contract.
   a. Open the contract and select the Administrative & Service Sites tab.
   b. Once opened, select the Site Information Listed tab.
   c. Begin an amendment. (Vendor Notes and Cultural Competency Training are auto-approved.)
   d. Add notes and check Cultural Competency Training, if appropriate.
   e. Save Changes and Submit the amendment.

      Changes will appear on the **Division of Developmental Disabilities Home and Community Based Directory** for members and their families to view.



~ The End ~

This concludes the Qualified QVC User Manual – Contract Application. Contact the *DES Department of Developmental Disabilities* **FOCUS Help Desk at (602) 771-1444** if you have any questions, comments or concerns regarding this manual or the Qualified Vendor Agreement.

Thank You

- CAS Development Team

9 GLOSSARY

Term	Definition
QVA	Qualified Vendor Agreement
QVC	Qualified Vendor Contract
CAS	Contract Administration System
DBA	Doing Business As
USPS	United States Postal Service
SSN	Social Security Number
FEI	Federal Employee Identification number
Application	An online record created &/or submitted by the vendor which has NOT YET been approved/awarded by the DDD Contracts Department.
Contract	An online application created & submitted by the vendor which HAS BEEN approved/awarded by the DDD Contracts Department.