

DDD SHOUT

VENDOR & PROVIDER NEWSLETTER

Shout - August 2024

Positive Behavior Support Training Impact

In January 2024, the Division began offering train-the-trainer sessions for Positive Behavior Support (PBS). Over the last several months, 541 trainers have completed this training, and over 5,200 families and direct support professionals have, in turn, been trained.

The Division has received some feedback from the QV community about the training, including several positive impact statements from Qualified Vendors whose staff have participated. The Division is seeking additional feedback from Qualified Vendor agency leadership and the direct support professionals who have completed the PBS training. Specifically, we want to hear about the positive impact PBS training is having on staff, members, and stakeholders.

We encourage you to share these positive experiences in the form of a story describing the training's impact. Please **do not** include any personally identifiable information in your responses. Raising Special Kids began offering PBS training to family members and caregivers in March 2024. They will be soliciting the same type of feedback from those individuals who have completed the training. All feedback gathered will be used to evaluate the effectiveness of the training so it can be made permanent and widely available to all Arizonans who would benefit from learning more about PBS.

Interested individuals can complete the [Positive Behavior Support Training Impact Statements form](#) to share their narratives about PBS training.

DES/DCS Centralized Background Check (CBC) Portal Recheck Process - Additional Guidance

The Centralized Background Check (CBC) portal performs automated rechecks twice per week on employment background checks. As part of the recheck process, the CBC may send a notification to the employer to confirm the current relationship with an employee.

This does not occur with every check. However, when it does occur, each connected employer **must** Confirm or Remove the relationship. If a connected employer does not respond within **five calendar days** of the notification, the background check will **automatically expire** and notification will be sent to the individual, any connected employer, and connected agency accounts. The individual and their background check will also be removed from the connected employer's and agency's dashboards if there is no response.

To prevent this disconnect from happening, below are the steps employers need to take within five calendar days of receiving the email from CBC asking them to confirm the relationship with the employee.

STEP 1: When the employer receives a notification to confirm the current relationship with an employee, login to the CBC and click “Dashboard” in the upper right header. In the “My Employee Requests” section of the Dashboard, complete the following:

- Click the checkbox to the left of the name for one or more employees and:
 - If the individuals are currently employed with the company, click the ‘**Confirm Relationship**’ button.
 - If the individuals are not currently employed with the company, click the ‘**Remove Relationship**’ button. This will affirm they no longer provide services in any capacity that requires the DCS Registry check.

STEP 2: Once the current relationship is confirmed, if new results are found since the previous background check, email notifications will be sent to the individual, any connected employer, and connected agency accounts.

For additional help navigating the CBC, please watch this [Video Demonstration of the CBC Portal](#).

Reminder: Registration Required for myCOI

Starting July 8, 2024, Qualified Vendors and providers contracted with DDD were required to provide proof of insurance using myCOI.

DDD partnered with myCOI to satisfy the insurance requirements outlined in the Division’s agreements. It will serve as DDD’s primary Certificate of Insurance partner to assist in obtaining and verifying insurance. DDD is confident this will streamline the process for everyone.

On or after July 8, 2024, you should have received an email request from registration@myCOItracking.com to register for an account. Follow the instructions in the email to complete your registration with myCOI.

You can also review and bookmark [this user guide](#) from myCOI.

Please add the following email addresses to your safe sender’s list to ensure you receive all email communication from myCOI: registration@myCOItracking.com and certificaterequest@myCOIsolution.com.

You may also contact myCOI directly at 317-759-9426 Ext 105 or via e-mail at support@myCOItracking.com if you have any questions.

What is myCOI?

myCOI is responsible for tracking and verifying that your Certificate of Insurance meets the requirements specified in your agreement with DDD.

myCOI will work directly with your insurance agent to obtain a compliant certificate, but will **not** dictate policy terms. It is your insurance agent's responsibility to talk to you about whether your policy needs to be amended.

How does this new partnership affect you?

You will no longer provide a Certificate of Insurance directly to DDD.

All certificates, including renewals, will be provided to myCOI directly through your insurance agent by using the myCOI Agent Portal.

If your insurance agent fails to respond to communication coming from myCOI, you will be notified via email. If this occurs, please work with your insurance agent to address any issues.

It is your responsibility to inform myCOI of any changes to your insurance agent and/or their contact information.

Important Updates Regarding Behavior Support Manual Revisions

The Program Review Committee (PRC) is excited to announce that updates to the Behavior Support Manual will officially go into place effective August 28, 2024. To support a seamless process, there are a couple of key changes to highlight.

First, as of August 28, 2024, the use of the DDD Behavior Plan template will be mandatory (Behavior Support Manual [BSM], Ch. 500). Previously submitted Behavior Plan packets prior to August 28, 2024 will be accepted as they are. However, Behavior Plan packets submitted on or after August 28, 2024 must use the [DDD Behavior Plan Template](#).

As always, you can find this template, along with a wealth of other templates, resources, and information in the [PRC Resource folder](#). A link to this folder can be found in the email signature of any PRC staff member.

Additionally, all plan authors who write behavior plans for DDD members will be required to (BSM, Ch. 800):

- Observe the Member in multiple environments, time periods, and during different activities
- Follow the Member's lead

- Interview and engage with those who spend the most time with the Member using formal or informal interview and assessment tools
- Review the Member's historical information
- Collect and review the Member's Antecedent, Behavior, and Consequence data collections
- Review incident reports related to the Member's behavior incidents

The Behavior Plan author or monitoring designee shall also conduct on-site observations no less than twice each month, and each observation must take place in person unless the Member lives in a Child Development Home (CDH) or Adult Development Home (ADH) placement. In that case, one of the two observations may take place virtually in real time. Additionally, observations need to be conducted in each setting where the Member participates (e.g. Group Home, Day Treatment Program).

During these observations, the Behavior Plan author or monitoring designee shall document the following:

- The accurate and consistent implementation of the Behavior Plan
- Complete and accurate data collection and supporting documentation
- A statement of the Member's progress towards reaching goals
- A statement that includes any barriers to progress, if revisions to the Behavior Plan are necessary, and what those revisions might be

You can find the Behavior Support Manual policies in the drop-down menu on the main DES policies page at [Policies | Arizona Department of Economic Security](#).

As always, if you have any questions/concerns please don't hesitate to reach out to your district's PRC Administrator at dddprcadministration@azdes.gov.

Application for HCBS Certification Submission Reminder

The Home and Community-Based Services (HCBS) certification application reviewed by the Office of Licensing, Certification, and Regulation (OLCR) is completed through the HCBS Focus system. For any Initial, Renewal, or Amendment HCBS Certification application, the following must be completed for the application to be submitted successfully:

1. From the Focus Main Menu, click on the HCBS Certification tile; this brings you to the OLCR Tracking Application Home Page
2. Click on the Administrative Site
3. Click the Application tab to bring up the drop-down menu
4. Select the applicable application from the drop-down menu
5. Locate the application and click on it
6. Sign the application and then click the **SAVE** button at the bottom of the form

7. Click on the Vendor Instruction form and acknowledge you have read it by clicking on the box at the bottom
8. Click outside of the Vendor Instruction form to exit the form
9. Ensure there is a green check mark by each of the forms
10. Locate and click on the "Proceed to Submit" button
11. A prompt will direct you to enter a note screen; minimally enter the name and contact information and save the note

12. Locate and click on the "Submit to OLCR" button

To confirm submission:

1. A flash notification that says, "Your documents have been successfully submitted," will appear on the screen immediately after submission.
2. The status bar will display "Request Submitted."
3. The Home Page "Status in OLCR" column will display "Submitted."

If you have not received the above confirmations, your application has not been received by OLCR. You must review and/ or repeat the steps until you receive confirmation of a successful submission. Focus will not accept partial completion of an HCBS certification application. Therefore, if an application for HCBS certification renewal is not submitted timely (prior to midnight on the expiration date), the Focus system will auto close the HCBS certification.

For any questions, please contact dddcertification@azdes.gov.

Backup Planning for Services Requiring Electronic Visit Verification

As a requirement of the 21st Century Cures Act, 42.70.s.c. 1396(b)(I), DDD and Qualified Vendors must comply with the Electronic Visit Verification (EVV) requirements, which can be found in the [Division's Medical Policy Manual 540- Electronic Visit Verification](#) and the [Provider Manual Chapter 62 - Electronic Visit Verification](#). These policies apply to the Division and Qualified Vendors providing the following services:

- Attendant Care
- Homemaker/Housekeeping
- Habilitation-Hourly
- Home Health (Nursing, Licensed Health Aid, Home Health Aid)
- Respite

One requirement of the policy is that Qualified Vendors are responsible for contingency/backup planning for each EVV service the Qualified Vendor is providing for a Member. This should include a discussion about the Member's preference on what to do should a visit be late or missed. The plan should be documented on form DDD-2099A found in the [DDD Document Center](#). It should be de-

veloped at intake and reviewed at least annually with the Member's Health Care Decision Maker. A current copy should be provided to the Support Coordinator.

In the event a visit is late or missed, the Qualified Vendor is required to follow up with the member to discuss what action needs to be taken to meet the service need. The Member/Health Care Decision Maker can change decisions about their preferences at any time.

For additional information, please refer to the [Provider Manual Chapter 62 - Electronic Visit Verification](#) policy or contact the Provider Network Support team at ProviderNetworkSupport@azdes.gov.

Implementation of Direct Referral Meeting Process for Therapy Services

The Division's [Provider Manual Chapter 50 - Vendor Call Requirements for Qualified Vendors](#) requires that Direct Referrals be conducted if a non-residential vendor call does not receive a "Yes" response within seven days of being issued.

DDD District Resource Network staff have called or emailed vendors about all members with open therapy vendor calls. In May 2023, Network District Resource In-Home and Home Health service teams began working with Qualified Vendors to hold regular meetings with Qualified Vendors to match members with vendors for their In-Home service needs. In February 2024, the District Resource Employment, Day Treatment, and Transportation team also began holding these meetings. Starting September 15, 2024, the Network District Resources Therapy Team will also move to this meeting model to identify providers for members in need of Feeding, Occupational, Physical, and Speech therapy services.

With this method of communicating direct referrals, vendors will only be contacted by one Network Coordinator. Follow-up will be scheduled at an agreed-upon cadence. The goal is to provide Qualified Vendors with relevant information about service needs in a more efficient manner and start services for DDD members as quickly as possible.

District Resource Network Coordinators will schedule a short meeting with each Qualified Vendor to:

- Discuss the vendor's current capacity to provide services within specific geographic areas
- Provide information about any open vendor calls in the areas where the Network Coordinators have providers available or providers becoming available
- Provide information about vendor calls in different areas so vendors can recruit in those areas when needed

A survey to collect information about the frequency and cadence of these meetings has been sent to all Qualified Vendors with Therapy Services on their contracts. If you missed the survey, you can access it here: [Therapy Direct Referral Process Updates](#).

If you have any questions please contact the District Resources team at networkdistrictresource@azdes.gov.

Workforce Development Healthcare Network Employee Questionnaire (HNEQ)

The 2024 Healthcare Network Employee Questionnaire (HNEQ) survey opens on August 1, 2024, and will be available until September 30, 2024.

The HNEQ was first completed in 2023 by Arizona Complete Care (ACC) and ACC-RBHA contracted providers. In 2024, the HNEQ will expand its reach to include all AHCCCS contracted organizations, including DDD and its Qualified Vendors. The Arizona Healthcare Workforce Goals and Metrics Assessment (AHWGMA) was open from April 15 through May 30, 2024 and collected data at an organizational level. The HNEQ is the second phase of the workforce data collection efforts and collects information at an individual employee level.

This survey is a statewide data collection tool used to help the Arizona Network gather information from individuals within the industry. This information is used to gain insight into the needs and gaps that exist within the healthcare workforce, as well as opportunities for improvement, including future initiatives and projects.

Responses are completely anonymous, and the HNEQ takes approximately 10 minutes to complete.

The Division is requesting all Qualified Vendors share this survey with their employees and encourage them to participate and complete the survey as early as possible. In addition to using the collected data to drive future initiatives/projects across the state, the survey also supports the Qualified Vendor Workforce Development requirements as outlined in [Division Provider Manual Chapter 63](#).

Provider Types Being Surveyed as listed on the Attestation Document:

- A7 – Respite
- 13 – Occupational therapist
- 14 – Physical therapist
- 15 – Speech/hearing therapist
- 19 – Registered nurse practitioner
- 23 – Home health agencies
- 37 – Homemaker
- 39 – Habilitation Provider
- 40 – Attendant Care

Healthcare Network Employee Questionnaire (HNEQ) Survey Details:

The HNEQ survey opened August 1, 2024 and will conclude on September 30, 2024.

- [2024 HNEQ Survey](#)
- [Webinar Presentation](#)
- [HNEQ FAQ](#)

Employers

1. Leaders at each organization are strongly encouraged to complete the [HNEQ Employer Attestation Form](#). This helps identify which provider types are serving the DDD population. Qualified Vendor agency staff should coordinate amongst themselves to ensure only one attestation form is submitted per organization to prevent duplicate submissions if multiple leaders receive this communication.
2. Ensure dissemination of the HNEQ to all applicable employees within the organization – including yourself! ([See HNEQ Communication Templates](#))
3. Encourage completion of the HNEQ throughout the organization.

Employees

- Complete the [2024 HNEQ Survey](#).

****Each employee should only complete the survey ONCE.** The information is being shared amongst the various plans; thus, only one submission per employee is needed from your agency.

Please contact the DDD Workforce Development Team via email at dddworkforcedevelopment@azdes.gov with inquiries related to the Workforce Development requirements.