

DDD SHOUT

VENDOR & PROVIDER NEWSLETTER

DDD Shout - June 2024

New Required Certificate of Insurance Tracking Program

The Arizona Department of Economic Security (DES), Division of Developmental Disabilities (DDD) is pleased to announce a new partnership with myCOI, an industry leader in insurance tracking technology.

Starting July 8, 2024, Qualified Vendor Agencies contracted with DDD will be required to provide proof of insurance using myCOI.

DDD partnered with myCOI to satisfy the insurance requirements outlined in the Division's Qualified Vendor agreement. 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.

What is myCOI?

myCOI is responsible for tracking and verifying that your agency's 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 a communication 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.

On or after July 8, 2024, you will receive 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.

Positive Behavior Support Training Updates

DDD [added more Positive Behavior Support Train the Trainer sessions](#) in July and August for Qualified Vendors and providers.

In order for trainers to receive proper credit for completing the training, and for vendors to receive the financial incentive, all training participants and trainers must enter their NAMES into the pre- and post-assessment, as well as the survey listed on the billing template.

The trainers' names are used to verify the vendor agency and participants. If the trainers' or participants' names do not align with the billing template, the incentive payments may be delayed.

How to Receive the Financial Incentive

To receive the financial incentive, follow these steps after individuals have completed the training:

1. Within 15 days of completing the course and prior to billing:
 - If the training was done in person, submit a roster, pre-assessment, post-assessment, and survey for each individual who attended the training to DDD at dddstatewidetraining@azdes.gov.
 - If the training was done virtually, be sure each student submits their own pre-assessment, post-assessment, and survey using the Google form links provided in the training sessions.
 - Send the roster of virtual trainees to dddstatewidetraining@azdes.gov.
2. Complete a [PBS Billing Template form](#).
3. Upload the PBS Billing Template form to the same FTP site you use for billing submissions by March 28, 2025.

Technical assistance is available to anyone who has taken the Positive Behavior Support training and needs additional help. This resource is free of charge. Please [click this link to register for the next technical support sessions](#).

Please note that DSPs must complete the training by Sept. 30, 2024 for vendors and providers to receive the financial incentive. DDD allows extra time to submit the billing information through March 2025.

[Sign Up for a Train the Trainer Session Now](#)

New Tool for Qualified Vendor Workforce Development Plan (WFDP)

The [Division's Provider Manual Chapter 63 - Workforce Development](#) outlines the requirements for Qualified Vendors to develop and maintain an annual Workforce Development Plan.

Based on feedback from the Qualified Vendor community, the Division is excited to announce a new tool, the [Qualified Vendor Workforce Development Plan \(WFDP\) tool](#). The tool was developed to guide Qualified Vendors in the development and maintenance of the WFD Plan, including required elements, suggested components, and the preferred plan outline.

The publication of the form has also been posted to the [DDD WFD website](#).

Sign Up Now! Summer 2024 Health Practices Workshop Series

Maricopa Community Colleges and Northland Pioneer College are jointly opening a series of behavior health-oriented workshops at no cost: the Healthy Practices Workshop Series.

South Mountain Community College is offering attendees National Board for Certified Counselors (NBCC) certified continuing education units, also at no cost.

Spaces are going fast so please take advantage of this opportunity ASAP.

For additional information, please see the [Summer 2024 Healthy Practices Workshop Series webpage](#).

PRC Process Improvements

In an effort to continue with process improvements, the Program Review Committee (PRC) is currently in the process of hiring an additional PRC team.

This floater team, consisting of a PRC Chair and PRC Admin, will support all five PRC district teams in reducing the wait times for scheduled PRC reviews.

Additionally, this team will be able to quickly intervene when Emergency PRC reviews are submitted and need to be scheduled within two days.

PRC Needs Volunteers!

Are you looking to get more involved in the Developmental Disabilities Community? We need YOU! DDD is looking for volunteers to serve on the PRC and Independent Oversight Committees (IOC).

DDD has five districts throughout the state. Each district has an IOC and PRC that meet virtually. These committees review behavioral plans and incident reports to ensure the protection of members' rights; prevent abuse, neglect, and exploitation; and ensure that best practices are being followed.

If you'd like to learn more, contact the DDD Volunteer Team at DDDVolunteers@azdes.gov or fill out the [Express Interest Form](#).

Policy Public Comment

The Division is currently accepting public comments for new and revised policies. Policies posted include a few from the Division Medical and Operations Policy Manuals as well as all of the policies in the Division's Behavior Supports Policy Manual. The policy revisions can be found on the [Policy page](#) of the Division's website and this form, <https://forms.gle/4MGCsdyKTRPjNa3m9>, can be used to submit public comments.

Get Caught Up

Did you know the Division posts [vendor announcements and editions of the Shout](#) on the web? Get caught up and stay informed on all of the recent vendor communications.

Report Fraud, Waste, Abuse and Misconduct

Report to DDD:

- Call DDD at 1-877-822-5799
- Send an email to dddfwa@azdes.gov
- Send a letter to DES/DDD
- Attn: Corporate Compliance Unit
1789 W Jefferson St.
Mail Drop 2HA1
Phoenix, AZ 85007
- Complete this [online form](#).

Report to AHCCCS

- Provider Fraud
 - In Arizona: 602-417-4045
 - Outside Arizona: 1-888-ITS-NOT-OK (1-888-487-6686)
- Report Member Fraud:
 - In Arizona: 602-417-4193
 - Outside Arizona: 1-888-ITS-NOT-OK (1-888-487-6686)
- If you have questions about AHCCCS fraud, abuse of the program, or abuse of a member, email the AHCCCS Office of Inspector General (OIG) at AHCCCSFraud@azahcccs.gov.