

# DDD SHOUT

## VENDOR & PROVIDER NEWSLETTER

May 2024

### Arizona Centralized Background Checks (CBC) Web Portal Launched

The State of Arizona is pleased to announce the launch of the Arizona Centralized Background Checks (CBC) web portal. The new platform will not only streamline the process for organizations but will also lead to more efficient screenings through automation and stronger collaboration between agencies.

#### What's New

Applicants, employees, and volunteers working in direct service positions with (or providing care for) children or vulnerable adults in Arizona are able to use the Arizona CBC web portal to request background checks from the following sources:

- The Arizona Department of Child Safety (DCS) Central Registry
- The Arizona Department of Economic Security (DES) Adult Protective Services (APS) Registry
- Fingerprint Clearance Cards through the Arizona Department of Public Safety (DPS) [Status checks only]

The CBC will **replace** the current process for DCS Central Registry checks initiated through the CSO-1083C: Direct Service Central Registry Clearance form - DES Only (English and Spanish).

Qualified Vendors providing Home and Community-Based Services under the RFQVA should utilize the CBC portal to request and receive checks for **new** employees ONLY at this time.

**Effective May 31, 2024, background checks for new hires will no longer be accepted using the CSO-1083C: Direct Service Central Registry Clearance form. All new background check requests must be initiated through the CBC.**

Between July 1, 2024 and July 1, 2025, Qualified Vendors must ensure that all **existing** staff have successfully created an account and have identified the Qualified Vendor as their employer in the portal.

*NOTE: The process for Fingerprint Clearance Cards will remain **unchanged**. The new CBC portal will only allow you to check the current status of a fingerprint clearance card.*

**How It Works:** The employer looking to hire a job candidate or volunteer will create an account to receive the background check results for the candidate or volunteer.

An organization with a group that provides oversight or contract compliance monitoring for an employer will create an “agency account.” The employer will then connect to the agency account to allow the agency to receive the background check results.

The applicant, job candidate, employee or volunteer will create an account and submit a background check request allowing a background check for employment to be completed on their behalf. The results of the search of the DCS and APS registries will be made available to the employer(s) listed on the search request.

NOTE: Only one request is needed per individual; they do not need a separate request for each employer or contract. Instead, they can add the employer and contract number to their request from the Dashboard.

Individuals who have a Fingerprint Clearance Card must connect the card to the DPS PSP account. Individuals will need to log in at [psp.azdps.gov](http://psp.azdps.gov), click the Fingerprint Clearance Card (FCC) tile, and then choose the option “Apply for a card / Request a replacement.” Select ‘Yes’ to ‘Have you ever applied for a card in the past?’ Then enter the FCC Application Number or Card Number.

## Employer Responsibilities

Employers must have processes to:

- Use your existing DPS Public Services Portal (PSP) account OR create a shared email address to use for the CBC.
- Coordinate with your team members who are involved in oversight of the background check process for your organization, and connect to their CBC Agency account.
- Provide guidance and support to individuals who must submit a background check request:
  - Employers must provide the following to the individual to include on the request form:
    - Email address for the employer account
    - If the employer is a Department of Economic Security (DES) service provider, Solicitation/ Contract Number or Provider ID. *Only one number can be entered on the request. Additional contract numbers can be added from the Dashboard after the initial request.*

**NOTE: Qualified Vendors should inform their job candidates, employees and volunteers to list the contract number as “RFQVA.”**

- Individuals can log in to the CBC using their DPS PSP account or create an account in the CBC if they don’t already have an account.
- Individuals who have a Fingerprint Clearance Card must connect the card to the DPS PSP account. Individuals will need to log in at [psp.azdps.gov](http://psp.azdps.gov), click the Fingerprint Clearance Card (FCC) tile, and then choose the option “Apply for a card / Request a replacement”. Select ‘Yes’ to ‘Have you ever applied for a card in the past?’ Then enter the FCC Application Number or Card Number.
- Monitor for background checks submission and completion for all direct service positions with (or that provide care for) vulnerable Arizona citizens.
- Download the background check result reports and store for their records.
- Remove applicants/employees who are not with the company.
- Respond to “relationship confirmation requests” for periodic rechecks. These requests confirm that the individual being checked still has a relationship with your organization.

- Prompt individuals to submit an updated request when an annual background check is due (recommendation: starting with their annual performance review).

## **Automatic Re-Checks**

A key feature of the CBC is the addition of automated re-checks, which will help ensure individuals are still eligible to serve vulnerable Arizonans.

**How It Works:** The CBC periodically runs a re-check to determine if there are new substantiated allegations since the last check for either the DCS or APS registry. The CBC will automatically generate a notification to the employer to confirm or remove the employment relationship. If the employer does not confirm the relationship within five calendar days, the background check will expire and notification will be sent to the Individual, Employer and connected Agency accounts.

## **Annual Checks**

The CBC will initiate notifications for annual employment background checks for each Individual account that is connected to an Employer account.

**How It Works:** The CBC will automatically generate a notification to the employee when it has been 12 months since the last background check result report. The employee will need to submit a new employment request when an annual check is due. If the Individual does not submit a new request by the due date, the background check will expire, and notification will be sent to the Employer and connected Agency accounts.

## **Resources and Support**

The CBC team developed several guides and training videos to help support your transition to the new process. To access these critical resources, please visit [des.az.gov/CBC](https://des.az.gov/CBC).

If after reviewing the resources available you need additional assistance, you can visit: [cbc.az.gov/contact-us](https://cbc.az.gov/contact-us).

## **Get Started**

Ready to access the CBC portal? Visit [cbc.az.gov](https://cbc.az.gov) to get started today! Be sure to rely on the user guides cited above to help you navigate the new portal.

We appreciate your support and partnership in the launch of this new platform!

## **National Leadership Consortium, Benchmark Human Services Hosting Virtual Workshop for Provider Agencies**

The National Leadership Consortium and Benchmark Human Services are putting on a virtual workshop for provider agencies to help them improve the quality of life for people with challenging behaviors.

This workshop will help agencies expand the range of people they can support successfully. The training targets professionals at all levels “to enhance their competence and confidence to be better able to serve people who have challenging reputations, potentially dangerous behaviors, and/or forensic backgrounds.”

The training is hands-on and can also benefit administrators, program directors, and those who develop and implement behavior plans for patients.

**Registration closes May 24, 2024.**

Sessions:

- June 6, 13, 20, and 27, 2024.
- 1 PM to 5 PM Eastern Time | 10 AM to 2 PM Pacific Time

Find out more here: [https://natleadership.qualtrics.com/jfe/form/SV\\_3rCsm4nq4PUGGF0](https://natleadership.qualtrics.com/jfe/form/SV_3rCsm4nq4PUGGF0).

## **NADD Seeking Sponsors and Exhibitors for 41st Annual Conference in October 2024**

NADD—a not-for-profit membership association for professionals, care providers, and families that promotes “understanding of and services for individuals who have developmental disabilities and mental health needs”—is currently [seeking sponsors and exhibitors](#) for its 41st Annual NADD Conference.

The conference will take place Monday, Oct. 7, 2024 through Wednesday, Oct. 9, 2024 at the Omni ASU in Tempe, Ariz. NADD said the annual conference brings together more than 400 professionals and stakeholders from diverse backgrounds.

To learn more, visit <https://thenadd.org/wp-content/uploads/2024/04/NADD-Annual-2024-Sponsor-Brochure-FINAL.pdf>.

## **Behavioral Health Scholarships: Take Your Career to the Next Level**

*\*The following is an announcement from Maricopa County Community Colleges and AHCCCS:*

Are you currently working providing direct services to people with disabilities and/or behavioral health needs?

Have you always wanted to go back to school for your associate’s degree or your bachelor’s degree?

Is the financial cost of college courses a barrier for you pursuing a degree?

Maricopa Community Colleges in partnership with AHCCCS has scholarship money for certificate programs and an associate’s degree in areas such as:

Behavioral Health Sciences and Developmental Disabilities.

- You could get an associate’s degree in behavioral health sciences
- Or you could do a six-course certificate in Developmental Disabilities, Substance Abuse, or other Behavioral Health topics. These certificates also fit within the associate’s degree.

So what’s the catch? Students receiving this scholarship must commit to working (part-time or full-time) in home and community-based services or long-term care for two years after they complete their certificate and/

or associate's degree.

If you're already working in the field, then you can continue working during and/or after taking your courses (part-time or full-time).

If you're already taking courses towards a degree or certificate in behavioral health or developmental disabilities, you could get your tuition and fees paid for! This includes reimbursement for the current semester!

Ready to start a certificate or associate's degree at one of the Maricopa County Community Colleges? You can start now without taking out student loans!

Classes are offered online and in person, giving you flexibility and choice.

Click the [link](#) to apply now.

Let's make your job into a career.

## **Licensed Professional Required for HCBS Certification**

A licensed professional is required to be certified for Physical Therapy, Occupational Therapy, Speech/Hearing Therapy, and Nursing Services. As outlined in the Division's [Provider Manual Policy Chapter 61](#), pages one and two:

### **HCBS Certification Requirements**

The rules governing HCBS Certification are found in the Arizona Administrative Code (A.A.C.) R6-6-1501 et. seq. HCBS requirements vary depending on the employee type and type of service provided. HCBS requirements for direct service providers include, but are not limited to:

O. Verification of professional licensure (if providing professionally licensed services)

OLCR will issue a certification for professional services when a licensed professional is listed on the Agency Staff Roster and the associated license is documented to be in good standing. If there is no licensed professional listed who can provide one particular service, OLCR may still issue the HCBS Certificate for all other services requested.

When a Qualified Vendor hires a licensed professional and adds that individual to the Agency Staff Roster, the Qualified Vendor may request an amendment to add the service to the existing HCBS certification by emailing [hcbcertification@azdes.gov](mailto:hcbcertification@azdes.gov). The effective date for that service will be the date OLCR determines the amendment request to be complete.

If you have any questions, please contact Shannon Kirwan at [skirwan@azdes.gov](mailto:skirwan@azdes.gov).

## PRC Process Improvements

To continue our efforts of process improvements, the Program Review Committee (PRC) is in the process of updating the Behavior Plan / Packet Requirements form (DDD-1984) with two additional documents: the Safeguards in Licensed Residential Settings and the Spending Plan.

Please also look out for another process improvement coming out soon. The Protective Device Protocol will be integrated into the DDD Behavior Plan template, right after the Rights Restriction Section, for your convenience.

In the meantime, please feel free to copy the protocol below and paste it into the DDD Behavior Plan template.

In order for PRC to review the request to use a protective device, the following information must be included in the protocol:

- Description of less intrusive methods that have been tried and been unsuccessful.
- Current Prescription or order from a Qualified Healthcare provider for use of the protective device
- Photo(s) of the device
- Indications/Rationale for use of the device
- Parameters for use, including:
  - Baseline data on frequency of use (daily, weekly, bi-monthly)
  - Data for target behaviors
  - Clear description/measurable criteria for when to utilize the protective device
  - Clear description/measurable criteria for duration of use
  - Clear description/measurable criteria for when to remove the protective device
  - Clear description of data collection that will be utilized (frequency of incidents, duration of use)
  - Clear plan to fade the use of the protective device

Please remember to use the PRC Resource folder, the **Program Review Committee (PRC) Guide & Resources**, to find recently updated forms for your convenience.

If you need any support or would like technical assistance on this process, please contact your District PRC Chair or email [DDDPRCAdministration@azdes.gov](mailto:DDDPRCAdministration@azdes.gov).

If you would like to volunteer or know somebody who would be interested in volunteering for the PRC, please reach out to [DDDvolunteers@azdes.gov](mailto:DDDvolunteers@azdes.gov).

## Sign Language or Oral Interpretive Services Reimbursement Process Update

DDD Qualified Vendors are required to provide language access to members as outlined in Provider Policy Manual [Chapter 26 - Cultural Competency And Member And Family Centered Care](#).

To meet these requirements, Qualified Vendors must hire Direct Support Professionals (DSPs) who can communicate in the member's language. Or, they must contract with an Interpreting Agency and be reimbursed for costs related to providing Qualified Interpreter services for Non-Prevalent languages as

outlined in the Division's rate book.

**To streamline the reimbursement process, Qualified Vendors can now use the WellSky system to submit claims when they use an Interpreting Agency.** Qualified Vendors may submit claims to the Division when providing Sign Language or Oral Interpretive Services (T1013) for non-prevalent languages.

The Division **does not** reimburse for the interpretation of prevalent languages, which are English, Spanish, and Navajo. Qualified Vendors must bill separately for T1013 through the claims submission process by utilizing the Division's Rate Book and claims submission guides.

The planning team must identify the need for the service and document prior approval in the member's service plan section of the PCSP. Authorizations will be entered according to the member's assessed needs. At every team meeting, or more frequently if needed, the team will discuss how the interpretation service is working for the member and document the progress in the member's planning document.

Once a member's language needs are identified, the Qualified Vendor must determine how the language services will be provided. Options are to secure an interpreting agency as soon as possible, or to identify or hire a DSP who communicates in the member's language.

Additional resources are located on the DDD website on the [Qualified Vendors and Providers page](#) under the Cultural Competency and Language Accessibility tab. This link includes a list of interpreting agencies a Qualified Vendor can subcontract. The Division will add the appropriate service code to the vendor's contract as needed.

Questions regarding this announcement can be directed to [NetworkDistrictResource@azdes.gov](mailto:NetworkDistrictResource@azdes.gov).

#### **Resources:**

- [Division of Developmental Disabilities Provider Policy Manual Chapter 26 Cultural Competency and Member and Family Centered CareCurrent Qualified Vendors and Providers | Arizona Department of Economic Security](#)
- [List of Interpreting and Translating Agencies](#)

## **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](mailto: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](mailto:AHCCCSFraud@azahcccs.gov).