

# DDD CAS - Contract Administration System (QVA Contract Amendment)

## User Manual



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DEPARTMENT OF ECONOMIC SECURITY

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*Your Partner For A Stronger Arizona*

**Division of Developmental Disabilities**

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## INTRODUCTION

This document is intended for current vendors having an active Qualified Vendor Agreement (QVA) with the State of Arizona. In order to change the terms of your agreement, a **legally binding contract amendment** will need to be submitted to the State. Such an amendment will be created and submitted through the **Contract Administration System (CAS)** application in the **external Focus vendor system** in the form of an **online electronic Amendment**.

An amendment, in our system, is a formal or official change made to a QVA contract. Amendments can add, remove, or update parts of these agreements. They are often used when it is better to change the document than to write a new one.

The amendment will be submitted to the Department of Developmental Disabilities, the 'Division', for review. Each amendment item will either be approved or denied by the Division. In this document, you will be shown step-by-step instructions on how to create and submit a QVA contract amendment.

### IMPORTANT:

- ✓ The contract must be awarded and active in order to start an amendment.
- ✓ The contract status must be **MANAGEMENT APPROVED**.
- ✓ Only the **vendor** can start an amendment.
- ✓ Starting an amendment is only available through the **Contract Administration System(CAS)**.
- ✓ Once the amendment is approved, the changes become a permanent part of the contract.
- ✓ If the amendment is denied by the Division, the changes will be discarded.
- ✓ Each changed item in the amendment will be **individually reviewed and decided on**. All or part of the amendment may be approved and denied in the same amendment.
- ✓ Once an amendment has been **approved** or **denied**, it is considered to be **closed** by the Division.
- ✓ Any denied item may be reassessed and resubmitted through a new amendment.
- ✓ The QVA contract may only have 1 active amendment at a time. A new amendment may be started once the current amendment has been completely processed and closed.
- ✓ Amending an FEI requires several additional steps prior to submitting an amendment. (see Requires Approval section)

# 1 Amendment Types

The Qualified Vendor Agreement has **two types of changes in an amendment**, changes to fields which DO NOT require DDD approval (*Auto-Approved*) and changes to fields which DO require DDD approval (*Requires Approval*).

## 1.1 Auto-Approved

Changes which **do NOT require DDD approval** are auto-approved by DDD. These changes include fields on the contract which will require an amendment to update, but will not be sent to the Division for review.

The amendment with auto-approved changes will still be submitted through the CAS. However, for these types of changes, the contract will update immediately once the auto-approved amendment item(s) have been submitted.

*(See the image on the next page for a list of auto -approved fields)*

## 1.2 Requires Approval

Changes which **require DDD approval** will need to be submitted to the Division through the CAS for approval. For these types of changes, the contract will not update immediately once the amendment is submitted. The amendment will need to go through a review process by the Division before the contract may be updated permanently.

The amendment items will be reviewed and decided upon individually. Once a decision is reached, the contract will be updated by the Division to reflect the approved changes. Denied changes will be discarded. The vendor will be informed of the decision via an email notification sent to the Notice Contact – Email Address in the QVA contract.

*(See the image on the next page for a list of requires approval fields)*

## 1.3 Mixed Approval Types

Some amendments will contain **both “auto-approved” and “requires approval” changes**. Submitting an amendment with both types of changes is allowed and the CAS is set up to handle such an amendment.

In the event of a **mixed approval type amendment**, when the mixed amendment is submitted for review by the vendor through the CAS, the **“auto-approved” changes** will be written to the contract immediately and each auto-approved item will be considered closed. The **“requires approval” changes** will be sent on with the amendment to DDD for review and will be decided upon individually. The contract will be updated once a decision has been made by DDD. The entire amendment will be considered closed once the “requires approval” items have been decided upon and the contract has been updated.

## 1.4 Amendment Fields List

Below is a list of fields requiring approval by DDD. You may refer to this list when amending your contract. Contact your Assigned Specialist, who is listed on the Dashboard tab of your QVA contract, if you have questions about an amendment field.

### Fields requiring Approval from DDD

#### Information tab

- ☐ Federal Employment Identification Number (FEI)
- ☐ Vendor DBA Name
- ☐ Vendor Phone Number
- ☐ Street & Mailing Address
- ☐ Executive/Owner info (excluding FAX)
- ☐ Authorized Signatory info

#### Contacts tab

- ☐ All fields (excluding FAX)

#### Program Management tab

- ☐ All fields

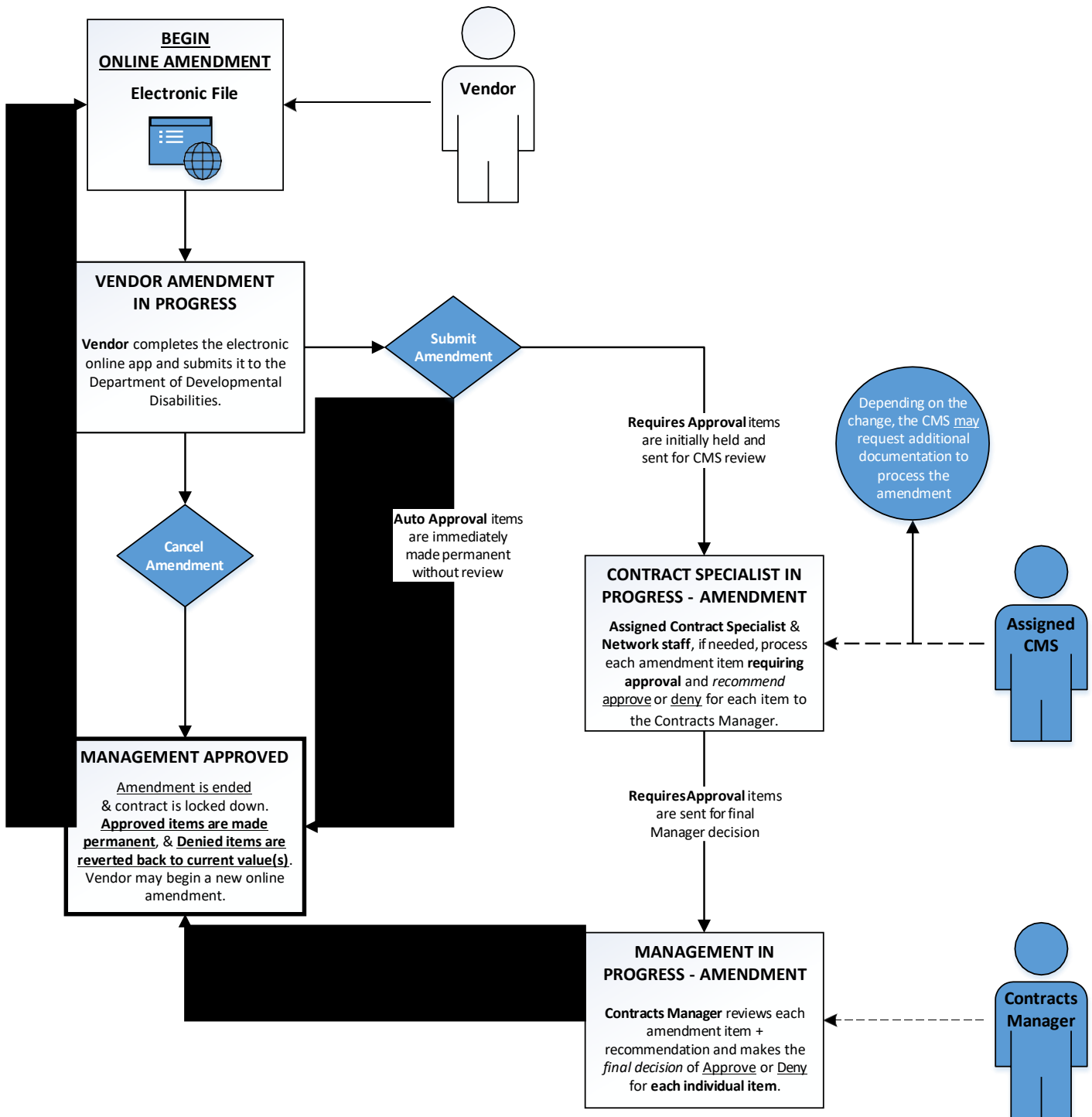
#### Assurance & Submittals tab

- ☐ All fields

#### Services tab

- ☐ All fields under Service Description and Transportation tabs

## 2 Amendment Process Flow by Contract Status



### 3 Start Amendment

While the contract is active and in a status of **MANAGEMENT APPROVED**, the fields are set to read-only and all changes are restricted. Once an amendment is started, the fields are made available to be changed.

The screenshot shows a web interface for a contract titled "Q05201813922 | Whoville Homes LLC | QUALIFIED VENDOR AGREEMENT | MANAGEMENT APPROVED". The "Actions" menu is open, highlighting the "Amend Contract" option. The "Vendor Information" form is visible with the following fields: Legal Name (Whoville Homes LLC), Vendor FEI (35-6484511), Vendor DBA Name, Vendor Phone Number ((602) 444-5554), Vendor Fax Number, Vendor Email Address (whoville@live.com), and Vendor Website Address. At the bottom, there are radio buttons for "Agency" (selected) and "Independent Professional Provider".

To start an amendment, follow the steps below...

1. **Login** to your QVA contract in the **Qualified CAS**.
2. Click on the **Actions menu** in the contract header bar.
3. Select the **“Amend Contract”** action.

**>>> RESULTS:** The amendment is started and the contract is now open for changes. Notice the differences in the contract once an amendment has been started.

The screenshot shows the same web interface, but the contract status is now "VENDOR AMENDMENT IN PROGRESS". The "Actions" menu is open, showing "Review Amendment" and "Cancel Amendment" options. The "Vendor Information" form is now fully editable, with the same fields as in the previous screenshot. The "Agency" radio button remains selected.

- A. The current contract status is appended with **VENDOR AMENDMENT IN PROGRESS**.
- B. The available Actions are 'Review Amendment' & 'Cancel Amendment'.
- C. The **Vendor FEI** field is now open for amendment. (contact DDD if you chose to change your FEI)
- D. The fields are open for edit only during the **VENDOR AMENDMENT IN PROGRESS** status.

**THE START AMENDMENT SECTION IS COMPLETE – Please move on to the next section**

## 4 AUTO-APPROVED

### 4.1 Update Contract

Now that the amendment has started and the contract is in a status which allows for changes, you may update each tab of the contract with changes and save your entries. In this section, we go over how to make **auto-approved changes** to the current QVA contract. Remember, all changes not requiring approval from DDD will be automatically approved once the amendment is submitted.

#### Information

To update Auto-Approved fields on the **Information tab**, follow the steps below...

1. On the **Information tab**, update any of the **auto-approved fields**, Vendor Fax Number, Vendor Website address or Executive/Owner Fax Number.
2. When you have completed your entries, click the **[Save Changes]** button.

**NOTE:** Clicking the **[Save Changes]** button on the current tab will only save the entries on that page and DOES NOT submit and update the amendment automatically.

Q05201813922 | Whoville Homes LLC | QUALIFIED VENDOR AGREEMENT | MANAGEMENT APPROVED

Actions

Main Menu Dashboard **Information** Contacts Program Management Assurances & Submittals Services Amend Contract

Administrative & Service Sites Insurances Contract Documents

### Vendor Information

Legal Name \* Whoville Homes LLC Vendor FEI \* 35-6484511

Vendor DBA Name Vendor Phone Number \* (602) 444-5554 Vendor Fax Number

Vendor Email Address whoville@live.com Vendor Website Address (e.g. - http://www.example.com or www.example.com)

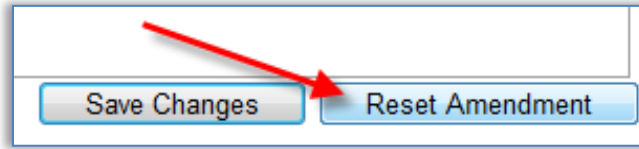
Please specify the nature of your organization. (Choosing 'Agency' will require you to have an FEI# and 1 or more additional employees.) \*

Agency  Independent Professional Provider

- A. The confirmation message “Data saved successfully” is displayed when the page is saved.
- B. The updated field is highlighted by filling in the field with a **light yellow background**.
- C. Hovering over the updated field will show the **former value** in a small popup.



**NOTE:** Clicking the **[Reset Amendment]** button will remove the current entry and will revert the field back to the original value before the amendment was started.



**THE INFORMATION TAB SECTION IS COMPLETE – Please move on to the next section**

## Contacts

To update Auto-Approved fields on the **Contacts tab**, follow the steps below...

1. On the **Contacts tab**, update **fields without asterisks** on the page. (field changes will be auto-approved)
2. All the fields with red asterisks “\*” are Required Fields/Mandatory Fields and have to be filled.
3. When you have completed your entries, click the **[Save Changes]** button.

- A. The confirmation message **“Data saved successfully”** is displayed when the page is saved.
- B. The updated field is highlighted by filling in the field with a **light yellow background**.
- C. Hovering over the updated field will show the **former value** in a small popup.
- D. 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 CONTACTS TAB SECTION IS COMPLETE – Please move on to the next section**

## Administration & Service Sites

### Validate Addresses

To validate site addresses in Admin & Service Sites tab in accordance to USPS standard, follow the steps below...

1. On the **Admin & Service Sites tab**, click on the **! - Validate all Site Addresses** button. This will validate all the street addresses and fill in any missing value that do not need user intervention.

The screenshot shows the 'Administrative & Service Sites' interface. At the top, there is a navigation menu with tabs: Main Menu, Dashboard, Information, Contacts, Program Management, Assurances & Submittals, Services, Administrative & Service Sites (selected), Insurances, and Contract Documents. Below the menu, there is a 'Sites' section with instructions and a button labeled '! - Validate All Site Addresses'. The instructions include: 'All QVA contracts require one (and only one) Primary Administrative Site.', 'Please select 'Set as Primary Site' under Actions column or open Admin site and check Primary Administrative Site box in Office Type section.', 'When the Primary Admin site is selected, all selected services will automatically be added to the primary admin site.', and '! - Indicates addresses that require validation. (Complies with USPS standards)'. Below the instructions is an 'Add New Site' button and a search bar. The main content is a table with columns: Site Name, Street Address, City, Type, Location, AHCCCS ID, Services, and Actions. The table contains three rows: two for 'Synergy Home Care' and one for 'Test Primary Admin Site'. The first two rows have a red exclamation mark icon and a 'Validate' button next to the Street Address column. The 'Actions' column for the first two rows includes 'Copy as Service Site', 'Delete | Set as Primary Site', and 'Copy as Service Site', 'Delete | Set as Primary Site'. The 'Test Primary Admin Site' row has a 'Cancel' button in the Actions column. At the bottom right, it says 'Showing 1 to 3 of 3 entries' and 'Show 10 entries'.

Once the **! - Validate all Site Addresses** button is clicked, you may have addresses that need to be manually corrected. These addresses are sorted and appear at the top of the list. This process may take some time to validate the addresses for all sites.

The screenshot shows the 'Administrative & Service Sites' interface with a 'Please Wait' dialog box overlaid. The dialog box contains the text 'Please Wait. Your request is being processed.' and a progress bar. The background interface is dimmed, showing the same 'Sites' section as the previous screenshot. The '! - Validate All Site Addresses' button is still visible. The table below the dialog box shows the same three rows as before, but the 'Validate' buttons are now disabled and greyed out. The 'Actions' column for the first two rows still shows 'Copy as Service Site', 'Delete | Set as Primary Site', and 'Copy as Service Site', 'Delete | Set as Primary Site'. The 'Test Primary Admin Site' row still has a 'Cancel' button. At the bottom right, it says 'Showing 1 to 3 of 3 entries' and 'Show 10 entries'.

- For addresses that must be validated manually, a **Validate** button is displayed in front of the Street Address for the site.

The screenshot shows a web application interface for managing sites. At the top, there is a navigation menu with tabs: Main Menu, Dashboard, Information, Contacts, Program Management, Assurances & Submittals, Services, Administrative & Service Sites (selected), Insurances, and Contract Documents. Below the menu, there are instructions for site management and a 'Validate All Site Addresses' button. A table lists three sites with columns for Site Name, Street Address, City, Type, Location, AHCCCS ID, Services, and Actions. The first two sites, 'Synergy Home Care', have a red 'Validate' button next to their street address '1660 South Alma Schoold Road Suite 201'. The third site, 'Test Primary Admin Site', has a street address of '2040 E Thomas Rd'. The table also shows the City (Mesa and Phoenix), Type (Admin Site and Primary Admin Site), Location, AHCCCS ID (967292), and Services (ATC HAH HSK RSP and ATC HSK RSP HAH). The Actions column contains options like 'Copy as Service Site', 'Delete | Set as Primary Site', and 'Cancel'.

Click on the **Validate** Button to validate addresses individually. When the Validate button is clicked, an Address Validation pop up is displayed which provides both Entered Address and Validated Address. Select the desired address. This action navigates back to the list and inserts the now validated address.

The screenshot shows a pop-up window titled 'Address Validation'. It contains two sections: 'Entered Address' and 'Validated Address'. The 'Entered Address' section shows the text '1660 South Alma Schoold Road Suite 201' and 'Mesa 852103069' with a red arrow pointing to a 'Use as Entered' button. The 'Validated Address' section shows the text '1660 S Alma School Rd Ste 201' and 'Mesa AZ Maricopa 85210-3072' with a red arrow pointing to a 'Use Updated Address' button. A 'Cancel' button is located at the bottom right of the window.

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

### Sites

- All QVA contracts require one (and only one) Primary Administrative Site.
- Please select 'Set as Primary Site' under Actions column or open Admin site and check Primary Administrative Site box in Office Type section.
- When the Primary Admin site is selected, all selected services will automatically be added to the primary admin site.
- Indicates addresses that require validation. (Complies with USPS standards)

[Add New Site](#)

Excel PDF Search:

Showing 1 to 3 of 3 entries

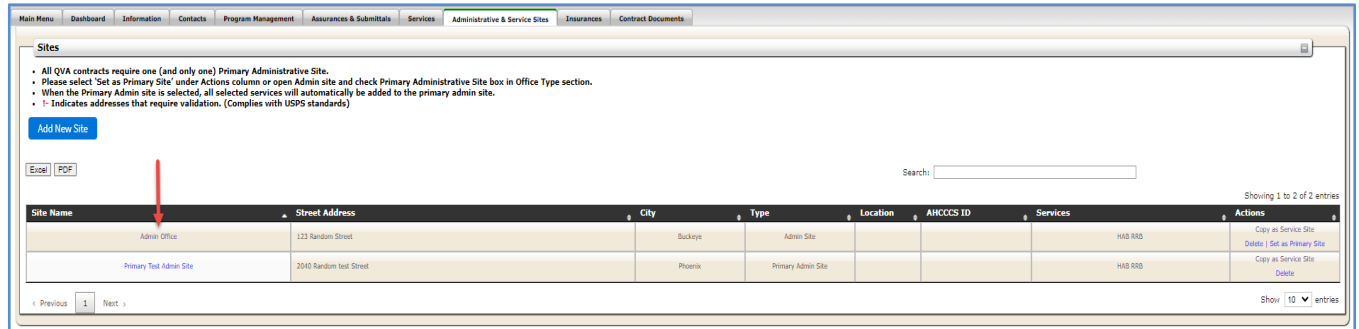
Site Name	Street Address	City	Type	Location	AHCCCS ID	Services	Actions
Synergy Home Care	1660 S Alma School Rd Ste 201	Mesa	Admin Site		967292	ATC HAH HSK RSP	Copy as Service Site Delete   Set as Primary Site
Synergy HomeCare	1660 S Alma School Rd Ste 201	Mesa	Admin Site		967292	ATC HAH HSK RSP	Copy as Service Site Delete   Set as Primary Site
Test Primary Admin Site	2040 E Thomas Rd	Phoenix	Primary Admin Site			ATC HSK RSP HAH	Cancel

< Previous 1 Next > Show 10 entries

## Edit Site

To update Auto-Approved fields on the Admin & Service Sites tab, follow the steps below...

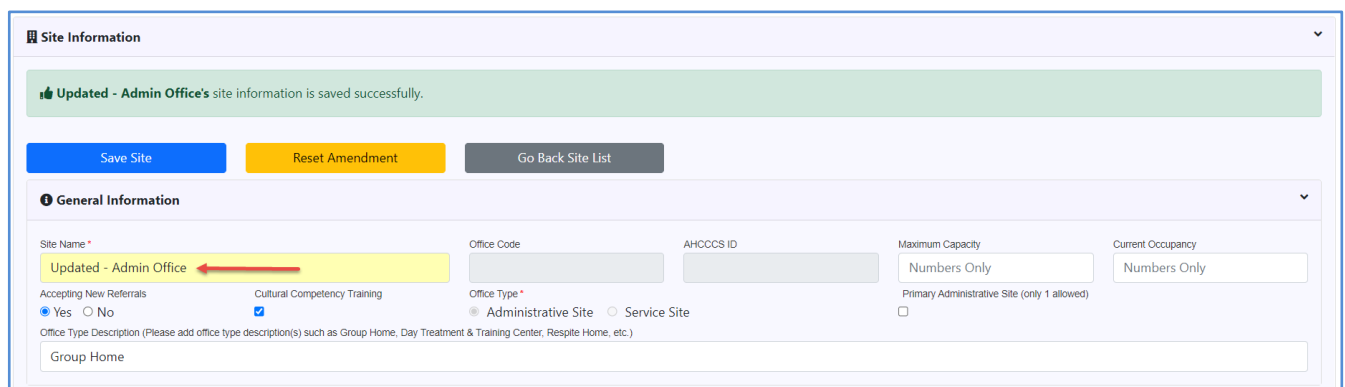
- Click on the Site Name hyperlink to access the 'Site Information & Services' page which will allow the site information to be edited.



The screenshot shows a web application interface with a navigation menu at the top. The main content area is titled 'Sites' and contains a table with the following columns: Site Name, Street Address, City, Type, Location, AHCCCS ID, Services, and Actions. The table has two rows: 'Admin Office' (123 Random Street, Buckeye, Admin Site) and 'Primary Test Admin Site' (2040 Random test Street, Phoenix, Primary Admin Site). A red arrow points to the 'Admin Office' site name. Below the table are navigation controls for 'Previous', 'Next', and 'Show 10 entries'.

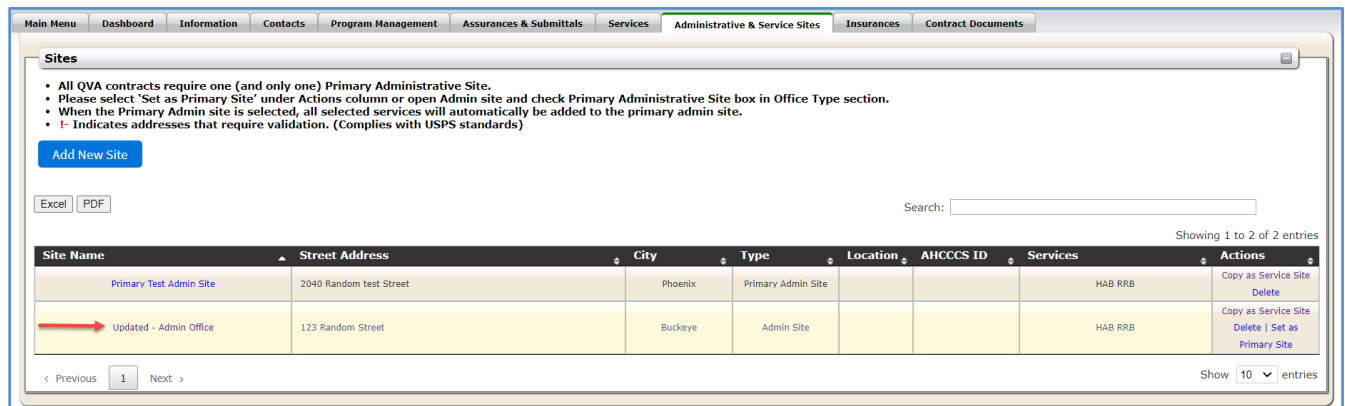
>>> **RESULTS:** The 'Site Information & Services' page will be displayed.

- Update **any field** in any of the sections. (All field changes are auto-approved)



The screenshot shows the 'Site Information' form. At the top, there is a green notification bar that says 'Updated - Admin Office's site information is saved successfully.' Below this are three buttons: 'Save Site', 'Reset Amendment', and 'Go Back Site List'. The 'General Information' section contains several fields: 'Site Name' (with a red arrow pointing to 'Updated - Admin Office'), 'Office Code', 'AHCCCS ID', 'Maximum Capacity' (Numbers Only), and 'Current Occupancy' (Numbers Only). There are also radio buttons for 'Accepting New Referrals' (Yes/No) and 'Office Type' (Administrative Site/Service Site). A text area for 'Office Type Description' and a 'Group Home' checkbox are also visible.

- When you have completed your entries, click the **[Save Site]** button. Click **[Reset Amendment]** Button to reset the changes made.
- Click the **[Go Back Site List]** button.



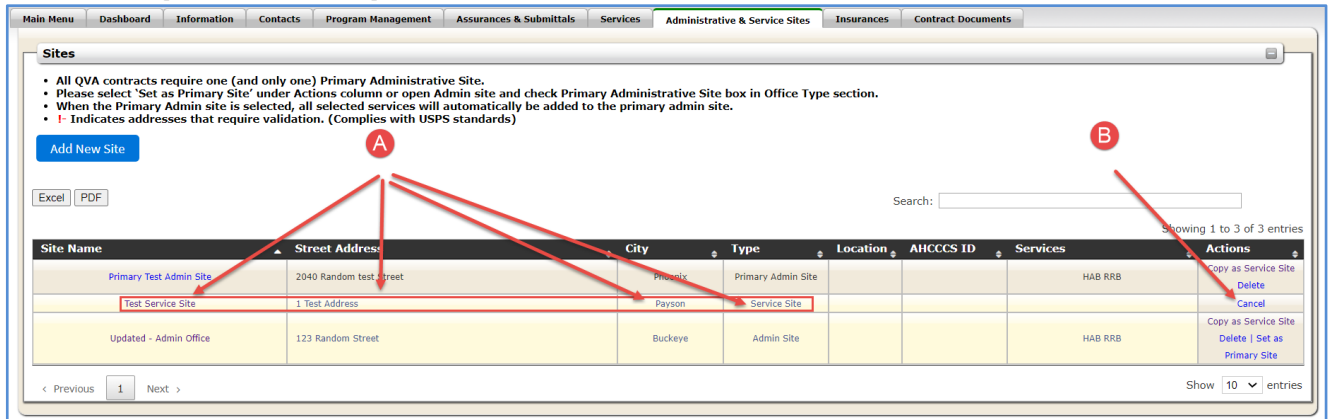
The screenshot shows the 'Sites' list page after editing. The table now has three rows: 'Primary Test Admin Site', 'Updated - Admin Office' (highlighted in yellow with a red arrow), and 'Admin Office'. The 'Updated - Admin Office' row shows the same information as in the previous screenshot. The navigation controls at the bottom show 'Previous', 'Next', and 'Show 10 entries'.

>>> **RESULTS:** The updated field is displayed in the Sites List.

## Add New Site

To add an auto-Approved site on the Admin & Service Sites tab, follow the steps below...

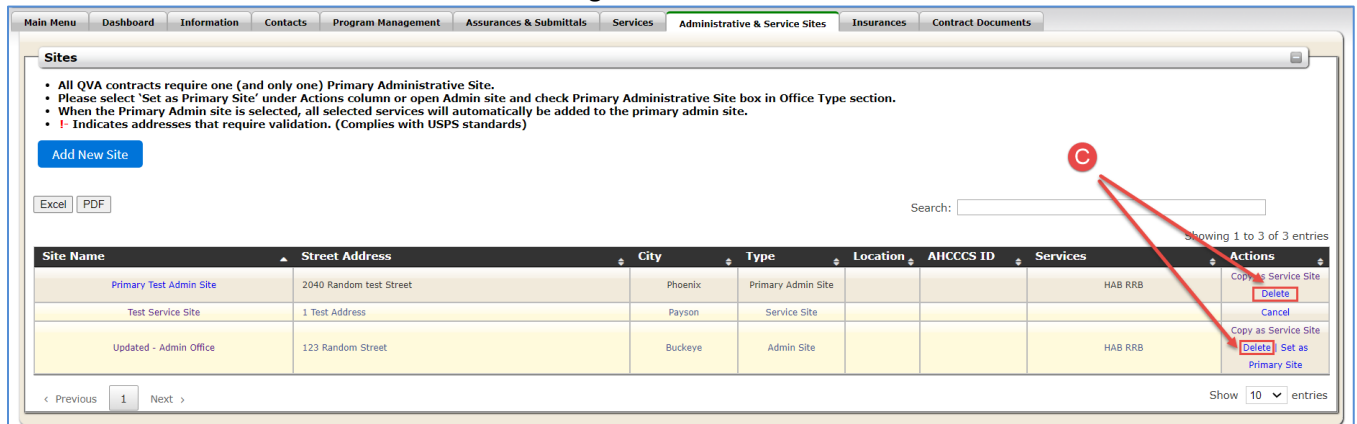
1. On the **Administration & Service Sites tab**, click on the **[Add New Site]** button.
2. Fill in the Site Name in the Add New Site Pop up window and click the **[Add New Site]** button.
3. Fill in and save all required fields on the **Site Information & Services Page**.
4. Fill in and save any optional fields on the **Site Information & Services Page**.
5. Click the **[Go Back Site List]** button.



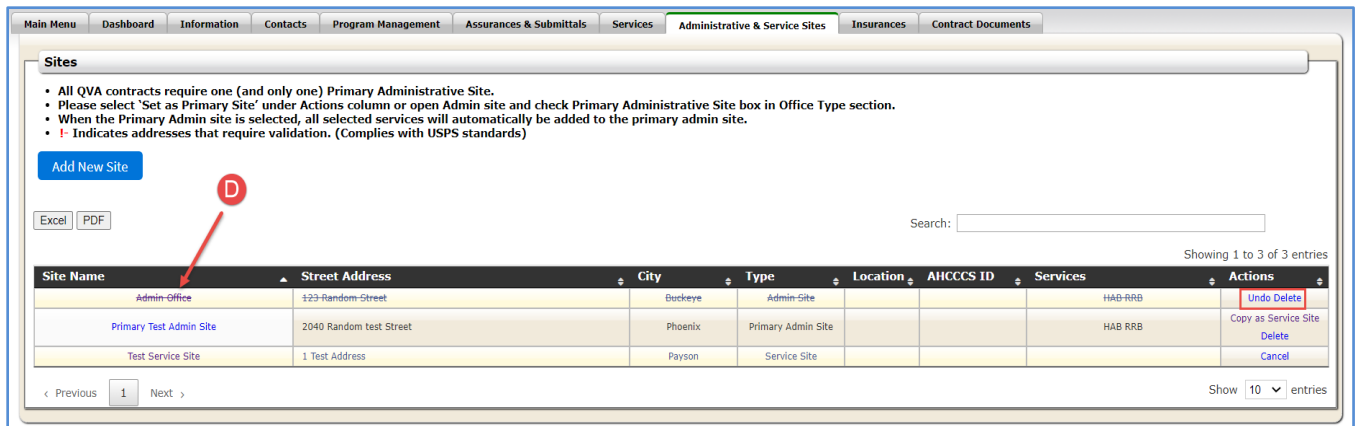
- A. The new site is added to the Sites List
- B. The available action for a newly added site is **“Cancel”**. A site may be cancelled ONLY when it has been added to an amendment and is not yet part of the agreement. Cancelling it will remove it from the amendment.

## Delete Site

One of the available actions for a current site during an amendment is **“Delete”**.



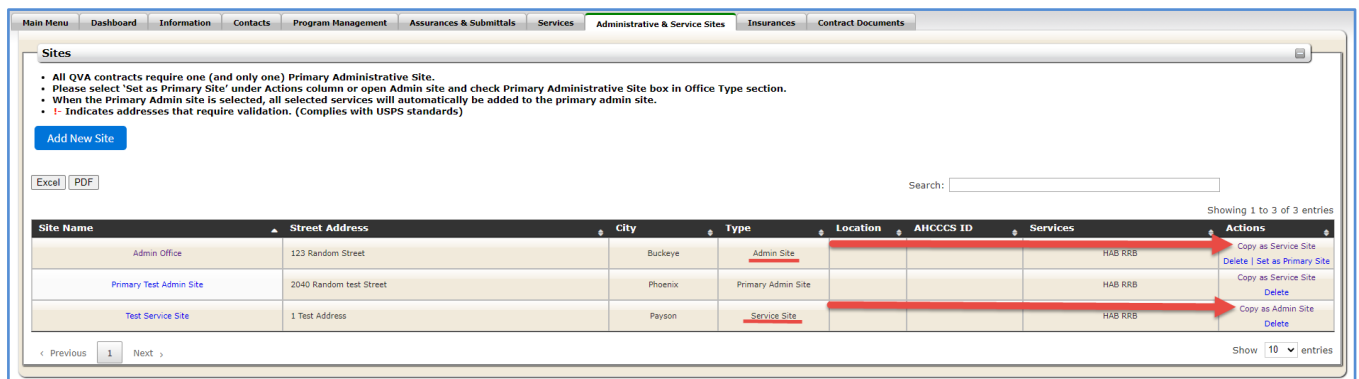
- C. A site may be deleted ONLY when it is a current and active site for the contract and only during an amendment. Deleting it will set it for removal once the amendment has been submitted.



- D. Once the site has been deleted during an amendment, the Site Name is crossed out to signify the removal requested, and the only action is to **“Undo Delete”**. This action is available until the amendment has been submitted.

## Copy Site

- To create a new Service Site copy from a current Admin Site, click the **“Copy as Admin Site”** link in the **Actions** column of the selected Service Site. (or click the **“Copy as Service Site”** link for an Admin to Service copy)



**Results:** A Clone Site pop up window is displayed, and a Site Name should be provided. On Clicking the [Copy Site] button, a new **Admin Site** is created with all of the same data as the Service Site and is open for edit.

- If there are changes to be made, make all changes desired on the **Site Information & Services Page**. Click the **[Save Site]** on the page with a change on it.
- If there are NO changes to be made, click the **[Go Back Site List]** button to return to the Sites page.

**Site Information**

Save Site      Go Back Site List

**General Information**

Site Name\* **Copied Admin Site**      Office Code      AHCCCS ID      Minimum Capacity      Current Occupancy  
 Administrative Services       Yes    No       Administrative Site    Service Site           

**Physical Address**

Address Line 1\*      Address Line 2      Phone Number\*  
 1 Test Address           (123) 456-7891  
 City\*      State\*      Zip Code\*      Zip 4      County\*      State\*\*  
 Payson      AZ      85341      85341           DISTRICT EAST

Check box to remove address from Provider search (Site Addresses are visible on Provider Search unless checkbox is selected. If selected, the Primary Admin address will be substituted for this site address)

**PRINCIPAL CONTACT**      The principal contact for vendor office

First Name\*      Last Name\*      Phone Number\*      Fax Number      Local Address\*  
 Test FN      Test LN      (123) 456-5678           Addressing@fls.com

**AFTER HOURS CONTACT**      After Hours Test Organization

First Name\*      Last Name\*      Phone Number\*      Fax Number      Local Address\*  
 Test FN      Test LN      (123) 456-5678           Addressing@fls.com

**ADMINISTRATIVE OFFICE SCHEDULER**      The contact used as a point of contact for vendor office schedule

First Name\*      Last Name\*      Phone Number\*      Fax Number      Local Address\*  
 Test FN      Test LN      (123) 456-5678           Addressing@fls.com

Notes

**Site Information**

Save Site      Go Back Site List

**General Information**

Site Name\* **Copied Admin Site**      Office Code      AHCCCS ID      Minimum Capacity      Current Occupancy  
 Administrative Services       Yes    No       Administrative Site    Service Site           

**Physical Address**

Address Line 1\*      Address Line 2      Phone Number\*  
 1 Test Address           (123) 456-7891  
 City\*      State\*      Zip Code\*      Zip 4      County\*      State\*\*  
 Payson      AZ      85341      85341           DISTRICT EAST

Check box to remove address from Provider search (Site Addresses are visible on Provider Search unless checkbox is selected. If selected, the Primary Admin address will be substituted for this site address)

**PRINCIPAL CONTACT**      The principal contact for vendor office

First Name\*      Last Name\*      Phone Number\*      Fax Number      Local Address\*  
 Test FN      Test LN      (123) 456-5678           Addressing@fls.com

**AFTER HOURS CONTACT**      After Hours Test Organization

First Name\*      Last Name\*      Phone Number\*      Fax Number      Local Address\*  
 Test FN      Test LN      (123) 456-5678           Addressing@fls.com

**ADMINISTRATIVE OFFICE SCHEDULER**      The contact used as a point of contact for vendor office schedule

First Name\*      Last Name\*      Phone Number\*      Fax Number      Local Address\*  
 Test FN      Test LN      (123) 456-5678           Addressing@fls.com

Notes

**Results:** The copied site is added to the Sites list. The status is pre-approved at this time. Once the amendment is submitted, the site will be active and ready to go. It may be updated through the current, or a new, amendment at any time. It may also be cancelled before the amendment is submitted.

**Sites**

- All QVA contracts require one (and only one) Primary Administrative Site.
- Please select 'Set as Primary Site' under Actions column or open Admin site and check Primary Administrative Site box in Office Type section.
- When the Primary Admin Site is selected, all selected services will automatically be added to the primary admin site.
- † Indicates addresses that require validation. (Complies with USPS standards)

[Add New Site](#)

Excel   PDF      Search:

Showing 1 to 4 of 4 entries

Site Name	Street Address	City	Type	Location	AHCCCS ID	Services	Actions
Admin Office	123 Random Street	Buckeye	Admin Site			HAB RRB	Copy as Service Site
<b>Copied Admin Site</b>	1 Test Address	Payson	Admin Site			HAB RRB	Delete   Set as Primary Site
Primary Test Admin Site	2040 Random test Street	Phoenix	Primary Admin Site			HAB RRB	Copy as Service Site Delete
Test Service Site	1 Test Address	Payson	Service Site			HAB RRB	Copy as Admin Site Delete

< Previous 1 Next >      Show 10 entries



## Set as Primary Site

Another available action for a current site during an amendment is “Set as Primary Site”.

Site Name	Street Address	City	Type	Location	AHCCCS ID	Services	Actions
Admin Office	123 Random Street	Buckeye	Admin Site			HAB RRB	Copy as Service Site Delete   Set as Primary Site
Primary Test Admin Site	2040 Random test Street	Phoenix	Primary Admin Site			HAB RRB	Copy as Service Site Delete
Test Service Site	1 Test Address	Payson	Service Site				Cancel

< Previous 1 Next > Show 10 entries

- E. An Admin site may be selected as Primary Site ONLY when it is a current and active Admin site not already designated as Primary Site.

**Set Site as Primary**

**Only one Primary Admin site is allowed. Previous primary site will no longer be designated as a primary site. Do you wish to continue?**

Confirm Cancel

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

**Sites**

- All QVA contracts require one (and only one) Primary Administrative Site.
- Please select "Set as Primary Site" under Actions column or open Admin site and check Primary Administrative Site box in Office Type section.
- When the Primary Admin site is selected, all selected services will automatically be added to the primary admin site.
- ! Indicates addresses that require validation. (Complies with USPS standards)

Add New Site

Excel PDF

Search: \_\_\_\_\_

Site Name	Street Address	City	Type	Location	AHCCCS ID	Services	Actions
Admin Office	123 Random Street	Buckeye	Primary Admin Site			HAB RRB	Copy as Service Site Delete
Primary Test Admin Site	2040 Random test Street	Phoenix	Admin Site			HAB RRB	Copy as Service Site Delete   Set as Primary Site
Test Service Site	1 Test Address	Payson	Service Site				Cancel

< Previous 1 Next > Showing 1 to 3 of 3 entries Show 10 entries

- G. Setting the new site as Primary will remove the Primary designation from the old Admin Site and return the “Set as Primary Site” available action to the old Admin site. Services on the admin site, which is no longer designated as a primary admin site, will be removable.

### THE ADMINISTRATIVE & SERVICES TAB SECTION IS COMPLETE

Feel free to update any other *auto-approved* field in the contract. Once you have made all your changes, you are ready to submit the amendment.

THE UPDATE FIELDS (AUTO-APPROVED) SECTION IS COMPLETE – Please move on to the next section

## 4.2 Review Amendment

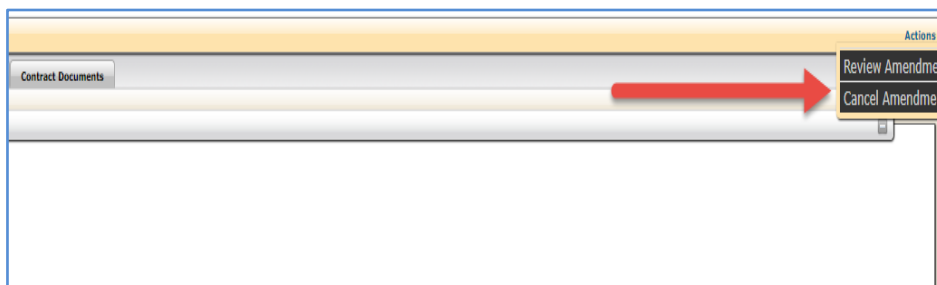
Once all of the desired changes have been entered and saved, the amendment may now be submitted to the Division for review.

### IMPORTANT:

- ✓ Since all changes in the submitted amendment are auto-approved by the Division, once the amendment is submitted by the vendor, the changes are permanently written to the contract and become a legal term of the agreement.
- ✓ The Amendment is then considered complete and a new and separate amendment to the contract may be started.
- ✓ The submission of an all auto-approved amendment requires no action from the Division.
- ✓ Submitting an amendment with only auto-approved changes will complete the amendment process and the amendment will be considered closed.
- ✓ Once the amendment is completed, the only way to update the contract is through a new and separate amendment.

To Review an amendment with only Auto-Approved changes, follow the steps below...

1. Click on the **Actions menu** in the contract header bar near the top of the page.



2. Select the **'Review Amendment'** action.

The *Submit Amendment* page is created and displayed on the **Contract Documents** tab. Read through the page and follow the instructions to completely submit the amendment. When you are ready to submit your proposed amendment for review, please click the **[Review Amendment]** button found on the page.

**NOTE:** Once the **[Review Amendment]** button on this page is selected, you cannot edit or make further changes to your contract until the amendment is processed.

**Submit Amendment**

When you are ready to submit your proposed amendment for review, please click the [Submit Amendment] button.  
 NOTE: Once the [Submit Amendment] button is selected, you cannot edit or make further changes to your contract until the amendment is processed.

To review your changes, expand each header section (Information, Services, etc) by selecting the Plus sign on the right side of the bar.  
 If you wish to print proposed changes for your records, please select the Contract Documents tab. 'Proposed Changes' documents will be available on the Contract Documents page until the amendment has been processed.

Amendment Information (Please click to expand list.)

**Contacts**

Amendment Item	Old Value	New Value
BILLING CONTACT ZIP	853267544	85326
NOTICE CONTACT FAX NUMBER		1234567891
QUALITY MGMT CONTACT PHONE NUMBER	1234567891	1234561111
EVV CONTACT FAX BASE		1234567891

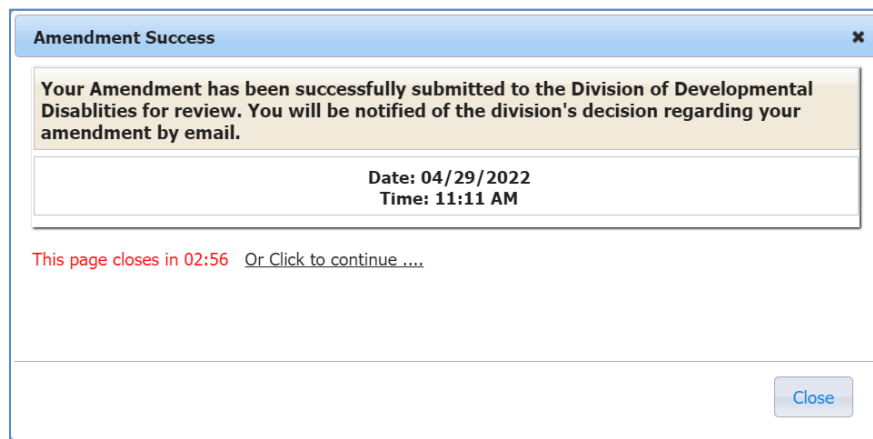
**Administrative & Service Sites**

Amendment Item	Old Value	New Value
VENDOR SITE ADD	Test Service Site	
VENDOR SITE NAME		Test Service Site
ADMIN ADDRESS STREET		1 Test Address
ADMIN ADDRESS CITY		Payson
VENDOR SITE ADDRESS IS VALID		True
ADMIN ADDRESS STATE		ARIZONA
ADMIN ADDRESS ZIP CODE		85541
ADMIN ADDRESS PHONE BASE NUMBER		1234567891
ASSIGNED DISTRICT		District East
VENDOR OFFICE TYPE		Service Type
PRIMARY CONTACT FIRST NAME		Test FN
PRIMARY CONTACT LAST NAME		Test LN
PRIMARY CONTACT PHONE BASE NUMBER		1234565678
PRIMARY CONTACT EMAIL ADDRESS		dddtesting@live.com
SCHEDULER FIRST NAME		Test FN
SCHEDULER LAST NAME		Test LN
SCHEDULER PHONE BASE NUMBER		1234565678
SCHEDULER EMAIL ADDRESS		dddtesting@live.com
AFTER HOURS CONTACT FIRST NAME		Test FN
AFTER HOURS CONTACT LAST NAME		Test LN
AFTER HOURS CONTACT PHONE BASE NUMBER		1234565678
AFTER HOURS CONTACT EMAIL ADDRESS		dddtesting@live.com
SCHEDULE MONDAY FROM		08:00AM
AFTER HOURS CONTACT EMAIL ADDRESS		dddtesting@live.com
SCHEDULE MONDAY FROM		08:00AM
SCHEDULE MONDAY TO		05:00PM
SCHEDULE TUESDAY FROM		08:00AM
SCHEDULE TUESDAY TO		05:00PM
SCHEDULE WEDNESDAY FROM		08:00AM
SCHEDULE WEDNESDAY TO		05:00PM
SCHEDULE THURSDAY FROM		08:00AM
SCHEDULE THURSDAY TO		05:00PM
SCHEDULE FRIDAY FROM		08:00AM
SCHEDULE FRIDAY TO		05:00PM
SITE SERVICE ADD		33
SITE SERVICE ADD		358

Amendment Item	Old Value	New Value
VENDOR SITE UPDATE	Admin Office	
PRIMARY ADMINISTRATION OFFICE	False	False

If you are ready to submit your proposed amendments for review, please click the [Submit Amendments] button.

NOTE: Once the [Submit Amendment] button is selected, you cannot edit or make further changes to your contract until the amendment is processed.  
 If you wish to print proposed changes for your records, please select the Contract Documents tab. 'Proposed Changes' documents will be available on the Contract Documents page until the amendment has been processed.



**CONGRATULATIONS!!**

**YOUR AMENDMENT HAS BEEN SUCCESSFULLY SUBMITTED**

### 4.3 Amendment Review Process

#### What happens now...

Since all of the changes are *auto-approved by DDD*, the values and additions have been written to the contract and the amendment has now been closed.

#### Contract Documents

Now that your amendment has been submitted and closed, the changes are a **permanent part of the agreement** and will be listed on the updated contract documents. To view and print the updated documents for your records, go to the Contracts Documents tab and select the document you desire.

The values replaced by the amendment are no longer part of your agreement and will not be available in the updated contract documents.

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

### Contract Documents

Print all modifications or additions you have made to the contract (requiring approval or not) by selecting the pertinent links below. ---in "PDF" format

#### Proposed Amendment Documents

- ➔ [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](#)

#### Current Contract Documents

- ➔ [Section 1: Application & Qualified Vendor Agreement Award](#)
- ➔ [Section 1.a: Notice of Qualified Vendor Application Approval](#)
- ➔ [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](#)

#### View summary of changes

- ➔ [Contract Amendment Changes](#)

## Amendment Review

Since the amendment **with all auto-approved changes** is closed automatically once it is submitted, the amendment process also ends with the successful submission. Notice the changes to your QVA contract after the amendment has been completed and closed.

The screenshot displays a web interface for a Qualified Vendor Agreement (QVA) contract. The top navigation bar includes tabs for Main Menu, Dashboard, Information, Contacts, Program Management, Assurances & Submittals, Services, Administrative & Service Sites, Insurances, and Contract Documents. An 'Amend Contract' button is visible in the top right corner. The main content area shows four contact sections, each with a description and a form for contact details. Red arrows and letters A, B, C, and D point to specific elements: A points to the 'Assurances & Submittals' tab; B points to the 'Amend Contract' button; C points to the 'Electronic Visit Verification Contact' form; and D points to the 'Quality Management Contact' form.

Contact Type	Description	First Name	Last Name	Phone Number	Fax Number	Email Address
Principal Contact	The contact for the Day-to-Day operation of the organization.(May be same as Executive/Owner contact)	Test FN	Test LN	(123) 456-7891	(456) 789-1234	DDDTesting@Live.com
Notice Contact	The contact for correspondence from DDD Business Operations and from the HCBS Certification application. ( May be same as Executive/Owner contact)	Test FN	Test LN	(123) 456-7891	(123) 456-7891	Testing@Live.com
Electronic Visit Verification Contact	The contact for all correspondence related to EVV services. Required when an EVV service is added to the contract. *	Test FN	Test LN	(123) 456-7891	(123) 456-7891	DDDTesting@Live.com
Quality Management Contact	The contact responsible for review, oversight, and improvement of the program.(May be same as Executive/Owner contact)	Test FN	Test LN	(123) 456-1111		DDDTesting@Live.com

- A. The contract amendment status has been removed
- B. A new amendment may now be created for the contract.
- C. The new values have been made permanent.
- D. The contract is once again read-only and editing is restricted without an amendment.

**THE SUBMIT AMENDMENT (AUTO-APPROVED) SECTION IS COMPLETE – Please move on to the next section**

## 5 REQUIRES APPROVAL

### 5.1 Update Contract

In this section, we go over how to make **required approval changes** to the current QVA contract. These changes will require **review by the Division** and will not update in the contract until DDD has approved them. Remember, all changes will be sent collectively as a single submission to the Division for review; however, each item will be reviewed and decided upon individually.

**NOTE:** Changing a Vendor FEI requires additional steps prior to submitting an amendment:

- Contact the Contract Management Specialist for approval prior to making a change
- Determine the start date of the 'new' FEI

#### Information

To update **Requires Approval** fields on the **Information tab**, follow the steps below...

1. On the **Information tab**, update any '**requires approval**' field from the list on Page 3.
2. When you have completed your entries, click the **[Save Changes]** button.

**NOTE:** Clicking the **[Save Changes]** button will only save the page, and will not submit the changes.

**Main Menu** | **Dashboard** | **Information** | **Contacts** | **Program Management** | **A**

**Administrative & Service Sites** | **Contract Documents**

**Data saved successfully** ← **A**

**Vendor Information**

Legal Name \*  
Bedrock Institute of Higher Learning

Vendor FEI \*  
99-9999992 ← **B**

Vendor DBA Name  
BRC, Inc.

Bedrock Recreation Company

(555) 555-5555 (333) 333-3333

Vendor Email Address  
FFlintstone@BRC.com

Vendor Website Address (e.g. - http://www.example.com or www.exa  
www.BedrockRecreation.com

Vendor Organization Type ('Agency' = 1 or more additional employees / 'Independent' = No additional employees) \*  
 **Agency**     **Independent Professional Provider**

**Vendor Address**

**Street**

Address Line 1 \*  
987 N Mountain Range Lane ← **C**

Address Line 2  
Address Line 1 \*  
321 E Rockington

City \*  
North Bedrock

State \*  
AZ

Zip Code \*  
00005

Zip4  
County  
OUT OF COUNTY

City \*  
Bedrock

**Executive/Owner Information**

First Name \*  
Cindy Lou

Middle Initial  
Last Name \*  
Who

Suffix  
Social Security Number (i.e. - XXX-XX-XXXX)

Date Of Birth  
Phone Number \*  
(602) 544-4445

Fax Number  
Email Address \*  
whoville@live.com

**Authorized Signatory Information**

First Name \*  
Cindy Lou

Last Name \*  
Who

Title \*  
CEO

Alternate First Name  
Alternate Last Name  
Alternate Title

Save Changes    Reset Amendment

- A.** The confirmation message “**Data saved successfully**” is displayed when the page is saved.
- B.** Hovering over the updated field will show the **former value** in a small popup.
- C.** The updated field is highlighted by filling in the field with a **light yellow background**.

**NOTE:** Clicking the [**Reset Amendment**] button will revert all fields back to the original value before the amendment was started.

**THE INFORMATION TAB SECTION IS COMPLETE – Please move on to the next section**



## Program Management

To update Requires Approval fields on the Program Management tab, follow the steps below...

1. On the **Program Management tab**, update **any field** on the page. (All field changes require approval by DDD)
2. When you have completed your entries, click the **[Save Changes]** button.

The screenshot shows a web application interface with a navigation menu at the top. The 'Program Management' tab is selected. Below the navigation, there are several sub-tabs: 'Recruitment & Training', 'Incident Reporting', 'Complaints & Grievances', 'Member/Member Representative Input', and 'Member Involvement'. The 'Recruitment & Training' sub-tab is active, showing a form titled 'Recruitment & Training Information'. The form contains a warning icon and a message: 'Please limit your response to one page.' Below this, there is a green confirmation message: 'Data saved successfully'. To the right of this message are two buttons: 'Save Changes' and 'Reset Amendment'. The main content area of the form is a text area with a light yellow background. It contains the text: '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. \*' followed by '1934 characters remaining' and 'This data box has been updated during an amendment test. Thank you'. A tooltip is visible over the text area, showing the former value: 'This is a test. This is only a test. Thank you.'.

- A. The confirmation message “**Data saved successfully**” is displayed when the page is saved.
- B. The updated field is highlighted by filling in the field with a **light yellow background**.
- C. Hovering over the updated field will show the **former value** in a small popup.

**NOTE:** Update any other field on any other Program Management sub tab and save the entry using the **[Save Changes]** button on the individual sub tab. Once you have made all changes, you may move onto the next section.

**THE PROGRAM MANAGEMENT TAB SECTION IS COMPLETE – Please move on to the next section**

## Assurance & Submittals

To update Requires Approval fields on the Assurance & Submittals tab, follow the steps below...

1. On the **Assurance & Submittals tab**, update **any field** on the page. (All changes require approval by DDD)
2. When you have completed your entries, click the [**Save Changes**] button.

The screenshot shows a web application interface with a navigation menu at the top including Main Menu, Dashboard, Information, Contacts, Program Management, Assurance & Submittals (selected), and Services. Below the menu are sub-menus for Administrative & Service Sites and Contract Documents. A green message "Data saved successfully" is displayed with a red arrow labeled 'A' pointing to it. To the right are "Save Changes" and "Reset Amendment" buttons. Below is an "INSTRUCTIONS" section. Two questions are listed, each with "Yes" and "No" radio buttons. Red arrows labeled 'B' and 'C' point to the "No" radio buttons, which are highlighted in light yellow.

**Data saved successfully** ← A

Save Changes Reset Amendment

**INSTRUCTIONS:**  
The Applicant must respond to each of the following items, then print and sign the document and attach hardcopies of the applicable submittals. The submittals shall indicate the item number to which it corresponds and include the Applicant's Federal Employer Identification Number (FEIN).

1). Does the Applicant/Qualified Vendor agree to maintain and comply with any licens<sup>(s)</sup>, certification(s), and/or registration(s) set forth under federal or Arizona law, rules, or policy for the provision of each developmental disability service applied for?  Yes  No

2). Does the Applicant/Qualified Vendor understand that payment will not be made for services delivered prior to the effective date of any licensure, certification(s), and/or registration(s) required by federal or Arizona law, rules, or policy?  Yes  No

- A. The confirmation message “**Data saved successfully**” is displayed when the page is saved.
- B. The updated field is highlighted by filling in the field with a **light yellow background**.
- C. Hovering over the updated field will **NOT** show the **former value** in a small popup because the original value is simply the opposite of the currently changed value.

**NOTE:** If any change made to the Assurance & Submittal page requires additional hardcopy documents, the required documents will need to be sent into the Division using 1 of the 2 methods below.

Two boxes provide mailing and hand-delivery addresses. The left box is titled "Mail Application to:" and the right box is titled "Hand Deliver Application to:". Both boxes list the same attention (ATTN: Contracts, DES/DDD) and location (1789 W. Jefferson, 4th Floor South West, Phoenix, Arizona 85007). The left box also includes "Business Operations Mail Drop 2HC3" and "P.O. Box 6123". A central box with the word "OR" is positioned between the two boxes.

**Mail Application to:**

ATTN: Contracts  
DES/DDD  
Business Operations Mail Drop 2HC3  
P.O. Box 6123  
Phoenix, Arizona 85005-6123

**OR**

**Hand Deliver Application to:**

ATTN: Contracts  
DES/DDD  
1789 W. Jefferson  
4th Floor South West  
Phoenix, Arizona 85007

**THE ASSURANCE & SUBMITTALS TAB SECTION IS COMPLETE** – Please move on to the next section

**Services**

**Edit Service**

To update Requires Approval fields on the Service tab, follow the steps below...

1. On the **Service tab**, click on an approved **Service** from the Services List.

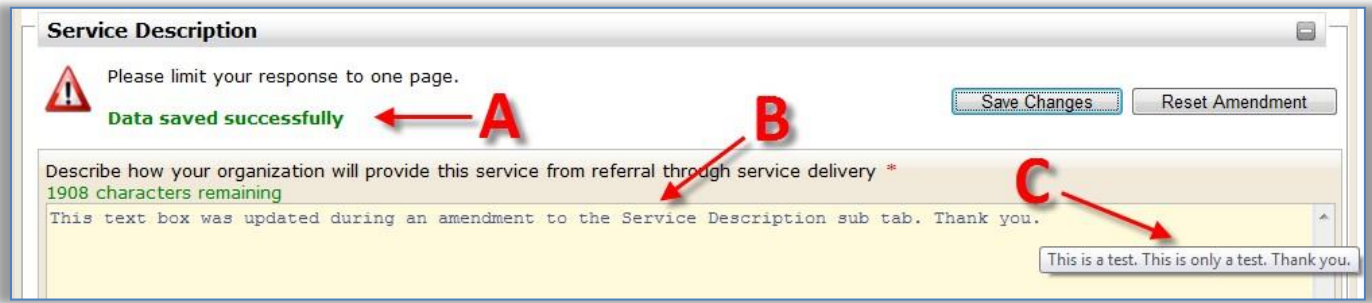
Suspended	Ahcccs Id	Service	Status	Start Date	End Date
N		ATC - ATTENDANT CARE	Staff Approved	11/24/2015	

**>>> RESULTS:** This will open the Service’s sub tabs to allow access to the service information and make changes to the service details.

<u>Service Description</u>	<u>Transportation</u>	<u>AHCCCS ID</u>	<u>Recruitment &amp; Training</u>	<u>Incident Reporting</u>	<u>Complaints &amp; Grievances</u>
<u>Member/Member Representative Input</u>	<u>Member Involvement</u>	<u>Quality Improvement</u>			

ATC - ATTENDANT CARE

2. Update **any field** on any of the sub tab pages and click [Save Changes] on each page to save the entries. (All field changes require approval by DDD)



- A. The confirmation message “Data saved successfully” is displayed when the page is saved.
- B. The updated field is highlighted by filling in the field with a **light yellow background**.
- C. Hovering over the updated field will show the **former value** in a small popup.

3. Click the [**Back to Services List**] button.

>>> **RESULTS:** The service sub tabs are closed and you are returned to the Services List. The edited service has a yellow highlighted background to signify that a requested change has been made.

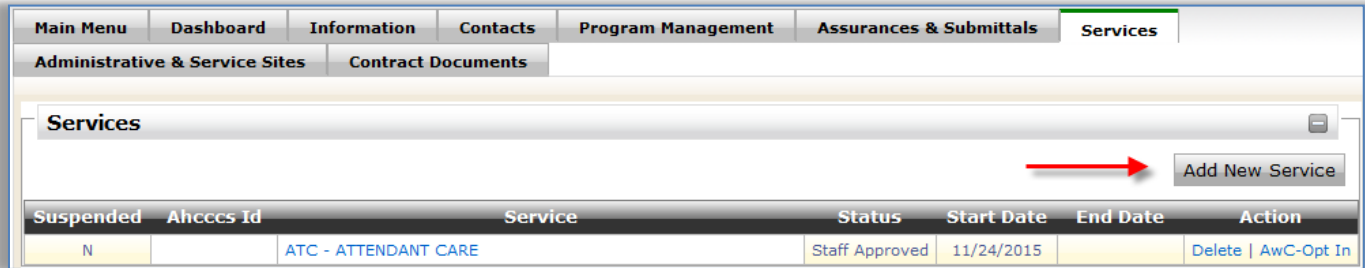
Services				
Suspended	Ahcccs Id	Service	Status	Start Date
N		ATC - ATTENDANT CARE	Staff Approved	11/24/2015

**THE EDIT SERVICE SECTION IS COMPLETE** – Please move on to the next section

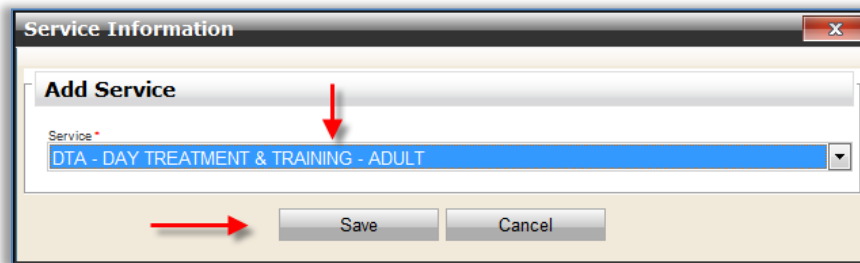
## Add New Service

To add a Requires Approval service on the Services tab, follow the steps below...

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



2. Chose a service from the dropdown list and click the **[Save]** button.



3. Fill in and save all required fields on the **Service Description** page.
4. Fill in and save all required fields on the **Transportation** page.
5. Fill in and save any optional fields on any of the available service sub tab pages.
6. Click the **[Back to Services List]** button.



- A.** The new service is added to the **Services List** as a hyperlink with the status of 'New Service Amendment'. (The service is not part of the contract until it is approved by DDD.)
- B.** The Start Date is not yet calculated. (The service start date is manually entered in by DDD when the service is registered with AHCCCS and the contract has valid insurance.)
- C.** The available action for a newly added service is "**Cancel**". A service may be cancelled ONLY when it has been added to an amendment and is not yet part of the agreement. Cancelling it will remove it from the amendment.

**NOTE: Certain habilitation services have required dependencies.** HAB, HAN, HPD are dependency services. If one or more services is added, RRB service must also be added. HBA is a dependency service. RBD service must also be added.

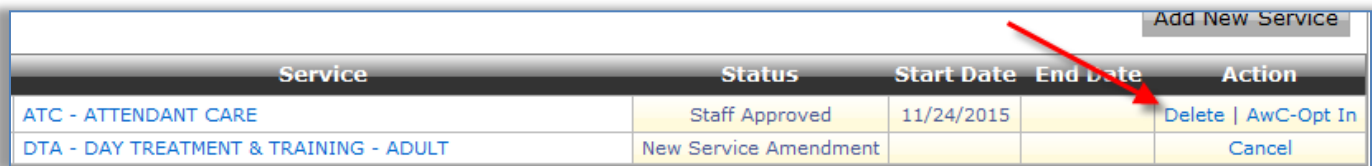
**THE ADD NEW SERVICE SECTION IS COMPLETE – Please move on to the next section**

### ***Request Service Delete***

An active service may **NOT be deleted by the vendor** through the CAS. The vendor is only able to request a service deletion through the amendment process. The service must be **deleted by the Division** after a review of the request from the vendor.

To request a service be deleted, follow the steps below...

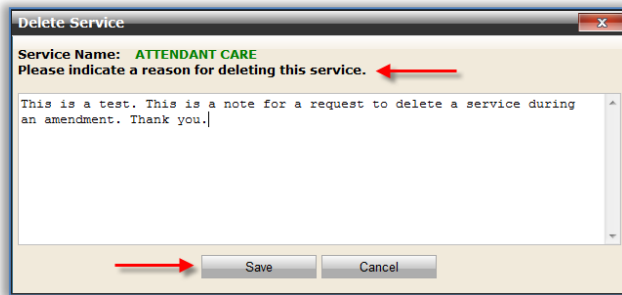
1. Click the '**Delete**' link in the **Action** column of the current service.



Service	Status	Start Date	End Date	Action
ATC - ATTENDANT CARE	Staff Approved	11/24/2015		Delete   AwC-Opt In
DTA - DAY TREATMENT & TRAINING - ADULT	New Service Amendment			Cancel

**>>> RESULTS:** The service sub tabs are closed and you are returned to the Services List. The edited service has a yellow highlighted background

2. Fill in a valid reason for the requested delete in the textbox and click the [Save] button.



Delete Service

Service Name: **ATTENDANT CARE**

Please indicate a reason for deleting this service.

This is a test. This is a note for a request to delete a service during an amendment. Thank you.

Save Cancel

**>>> RESULTS:** The service deletion request is saved and will be part of the submitted amendment. Once the amendment is reviewed by DDD, a decision will be made about removing the service and the vendor will be notified via email notification.

**IMPORTANT: Active payment authorizations still attached to the service under review for deletion may have an effect on the Division's decision to remove the active service from the contract. You may contact your Assigned Specialist for more information about a service before requesting a deletion.**

Suspended	Ahcccs Id	Service	Status	Start Date	End Date	Action
N		ATC - ATTENDANT CARE	Staff Approved	11/24/2015		Edit Reason   Undo Delete   AwC-Opt In
N		DTA - DAY TREATMENT & TRAINING - ADULT	New Service Amendment			Cancel

- A. Once the service deletion request has been made during an amendment, the **Service Name** is crossed out to signify the removal requested.
- B. The options to “**Edit Reason**” and “**Undo Delete**” are available until the amendment has been submitted.

**THE REQUEST SERVICE DELETE SECTION IS COMPLETE**

### Re-apply for Denied or Terminated Services

You may use an amendment to re-apply for a service that was denied or terminated during a contract application or an amendment. Denied/terminated services are listed in the Services History section of the Services page; they are also available for selection from the Add New Service dropdown.

ARIZONA DEPARTMENT OF ECONOMIC SECURITY

09322 | West Valley Educational Group, LLC | QUALIFIED VENDOR AGREEMENT | MANAGEMENT APPROVED | VENDOR AMENDMENT IN PROGRESS

Suspended	AHCCCS ID	Service	Status	Start Date	End Date	Action
N	No AHCCCS ID	DTA - DAY TREATMENT & TRAINING - ADULT	Staff Approved	04/04/2016		Delete
N	No AHCCCS ID	RSP - RESPITE CARE HOURLY & DAILY	Staff Approved	04/04/2016		Delete

Suspended	Service	Status	Start Date	End Date	Action
N	ATC - ATTENDANT CARE	Staff Denied		04/04/2016	Re-Apply
N	HHA - HOME HEALTH AIDE	Staff Denied		04/04/2016	Re-Apply
N	SPT - SPEECH THERAPY TREATMENT & EVALUATION	Staff Terminated	04/04/2016	04/05/2016	Re-Apply
N	HAM - HABILITATION SERVICES - MUSIC	Staff Terminated	04/04/2016	04/05/2016	Re-Apply



To re-apply for a deleted/terminated service, follow the steps below...

1. Click on the **Actions menu** in the contract header bar near the top of the page.
2. Select the **'Amend Contract'** action.
3. On the **Services tab**, click on the Re-apply link for a service with status of Staff Denied or Staff Terminated in the Services History list.
4. Update **any field** on any of the sub tab pages and click [Save Changes] on each page to save the entries. (All field changes require approval by DDD)

- A.** The confirmation message **“Data saved successfully”** is displayed when the page is saved.
- B.** The updated field is highlighted by filling in the field with a **light yellow background**.



5. Click the **[Back to Service List]** button.

**>>> RESULTS:** The service sub tabs are closed and you are returned to the Services list. The service is removed from the Services History grid and is added to Services grid above. If you open the service, the previous data is viewable and editable.

Suspended	AHCCCS ID	Service	Status	Start Date	End Date	Action
N	No AHCCCS ID	DTA - DAY TREATMENT & TRAINING - ADULT	Staff Approved	04/04/2016		Delete
N	No AHCCCS ID	RSP - RESPITE CARE HOURLY & DAILY	Staff Approved	04/04/2016		Delete
N	No AHCCCS ID	ATC - ATTENDANT CARE	New Service Amendment			Cancel
N	No AHCCCS ID	SPT - SPEECH THERAPY TREATMENT & EVALUATION	New Service Amendment			Cancel

Suspended	Service	Status	Start Date	End Date	Action
N	HHA - HOME HEALTH AIDE	Staff Denied		04/04/2016	Re-Apply
N	HAM - HABILITATION SERVICES - MUSIC	Staff Terminated	04/04/2016	04/05/2016	Re-Apply

**THE RE-APPLY FOR DENIED/TERMINATED SERVICE SECTION IS COMPLETE**

Feel free to update any other *requires approval* fields in the contract. Once you are have made all your changes, you are ready to submit the amendment.

**THE SERVICES SECTION IS COMPLETE – Please move on to the next section**

## 5.2 Review Amendment

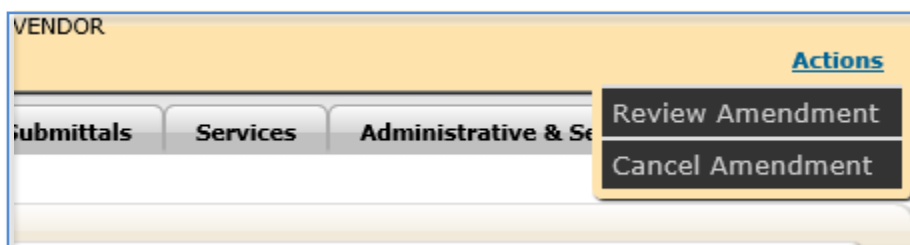
Once all of the desired changes have been entered and saved, the amendment may now be submitted to the Division for review.

### IMPORTANT:

- ✓ When the amendment is submitted through the CAS, the changes are sent for review. **At this point, the changes are not permanent and are not part of the current agreement.**
- ✓ During DDD review, each “requires approval” item is reviewed individually and a decision is made for each item separately.
- ✓ While the amendment is in review by DDD, both the contract and amendment are locked and unable to be edited or updated.
- ✓ After the Division reaches a decision on all of the “requires approval” items, the contract will be updated with the approved items and the amendment will be closed.
- ✓ Denied amendment items will be discarded and will not get updated in the contract.
- ✓ After the amendment has been closed, a new and separate amendment may be started.
- ✓ While the amendment is under review by DDD, the proposed changes may be found in the Contracts Documents tab of the QVA contract in the CAS. *(Select the ‘Contract Amendment Changes’ link under the ‘View summary of changes’ section.)*

To submit a **Requires Approval** amendment, follow the steps below...

1. Click on the **Actions menu** in the contract header bar near the top of the page.
2. Select the **‘Review Amendment’** action.



**>>> RESULTS:** The *Submit Amendment* section is created and temporarily displayed on the **Contract Documents** tab. Read through the page and follow the instructions to completely submit the amendment. When you are ready to submit your proposed amendment for review, click either of the **[Review amendment]** buttons found on the screen.

**NOTE:** Once the **[Review Amendment]** button is selected on this screen, you can no longer edit or make further changes to your contract until the amendment is processed.

- A. The instructions for submitting the amendment are listed for reference.
- B. A **[Review Amendment]** button is available at the top of the page and the bottom of the page for convenience. Each button does exactly the same thing. You may choose either button to submit the amendment. (\*FEI update requires an new start date)
- C. Clicking the **[Cancel]** button will direct the user back to the **Dashboard tab**. It will NOT cancel the amendment. (To cancel the amendment, see the 'Cancel Amendment' section for details.)
- D. To **review the proposed changes**, expand each section by selecting the **[+]** sign on the right side of the section header bar.
- E. Each tab of the contract has a **designated section** listing the **amendment items** from their page.
- F. The **Old Values** and **New Values** for each change are listed in their respected sections.

**Submit Amendment**

When you are ready to submit your proposed amendment for review, please click the [Submit Amendment] button.  
**NOTE** :Once the [Submit Amendment] button is selected, you cannot edit or make further changes to your contract until the amendment is processed.

To review your changes, expand each header section (Information, Services, etc) by selecting the Plus sign on the right side of the bar.  
 If you wish to print proposed changes for your records, please select the Contract Documents tab.  
 'Proposed Changes' documents will be available on the Contract Documents page until the amendment has been processed.

**Amendment Information (Please click to expand list.)**

**Information**

Amendment Item	Old Value	New Value
STREET ADDRESS STREET	321 E Rockington Drive	987 N Mountain Range Lane
STREET ADDRESS CITY	Bedrock	North Bedrock
STREET ADDRESS ZIP CODE	00001	00005
VENDOR NAME	Bedrock Recreation Company	Bedrock Institute of Higher Learning
VENDOR FEI	860893931	86555666
VENDOR FEI EFFECTIVE DATE		07/03/2017

**Program Management**



Amendment Item	Old Value	New Value
VENDOR RECRUITMENT PLAN	This is a test. This is only a test. Thank you.	This data box has been updated during an amendment test. Thank you



**Assurances & Submittals**

Amendment Item	Old Value	New Value
1. MAINTAIN CERTIFICATION	True	False
2. CERTIFICATION PAYMENT	True	False
3. LICENSURE REVOCATION	True	False

**Services**



Amendment Item	Old Value	New Value
SERVICE ADD	DAY TREATMENT & TRAINING - ADULT	
SERVICE PROGRAM DESCRIPTION		This is a test of a new site added through an amendment. Thank you.
TRANSPORT NONE		True

Amendment Item	Old Value	New Value
SERVICE DELETE	ATTENDANT CARE	
SERVICE TERMINATE REASON		This is a test. This is a note for a request to delete a service during an amendment. Thank you.



Amendment Item	Old Value	New Value
SERVICE UPDATE	ATTENDANT CARE	
SERVICE PROGRAM DESCRIPTION	This is a test. This is only a test. Thank you.	This text box was updated during an amendment to the Service Description sub tab. Thank you.



If you are ready to submit your proposed amendments for review, please click the [Submit Amendments] button.

Submit Amendment

Cancel



**NOTE :**Once the [Submit Amendment] button is selected, you cannot edit or make further changes to your contract until the amendment is processed.  
 If you wish to print proposed changes for your records, please select the Contract Documents tab.  
 'Proposed Changes' documents will be available on the Contract Documents page until the amendment has been processed.

- G. If an FEI change is made, provide the effective start date for the new FEI



**Vendor FEI Change Confirmation** [X]

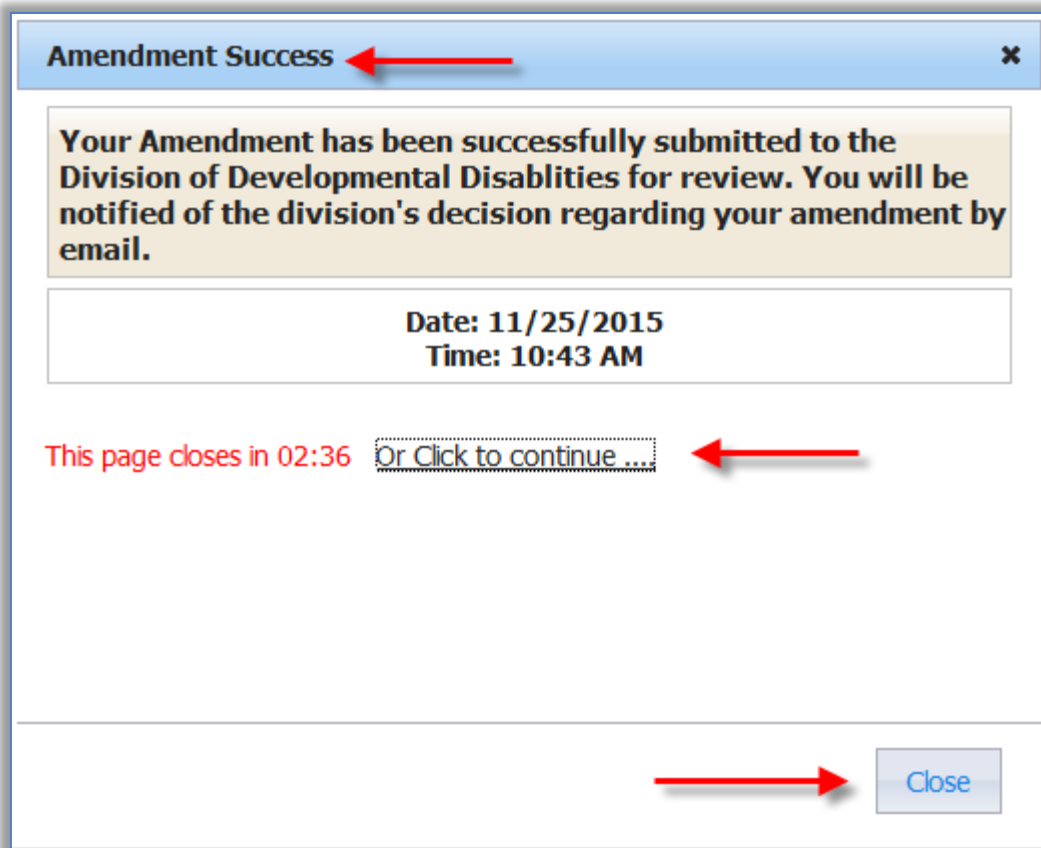
**You have opted to change your FEI. Please enter the effective start date.**

07/03/2017

**\*Required to submit the amendment.**

FEI	Effective Start Date	Effective End Date
860893931	7/1/1998 12:00:00 AM	

Submit Cancel



**CONGRATULATIONS!!**

**YOUR AMENDMENT HAS BEEN SUCCESSFULLY SUBMITTED**

**NO FURTHER ACTION IS REQUIRED BY THE VENDOR AT THIS TIME**

You may proceed to the **Post Submit Amendment** section for important information

## 5.3 Amendment Review Process

### What happens now ...?

The changes which *do not require DDD approval* are automatically updated on the contract. No further action is required by either party. The changes that DO require DDD approval have been submitted to the DES DDD for review. A decision will be made by the Division and the vendor will be notified of that decision via email notification sent to the vendor's Notices Contact – Email Address on file.

### Contract Documents

Now that your amendment has been submitted, you may view the proposed changes, as well as the current terms, on the **Contract Documents tab**. Any of the listed documents may be **printed and kept for your records**.

Once the amendment has been completed and closed by DDD, the **Proposed Amendment Documents** section and the **View Summary of Changes** section, and the documents under them both will no longer be available or displayed.

The screenshot shows a web application interface with two tabs: 'Administrative & Service Sites' and 'Contract Documents'. The 'Contract Documents' tab is active. Below the tabs, there is a header 'Contract Documents' and a message: 'Print all modifications or additions you have made to the contract (requiring approval or not) by selecting the pertinent links below. ---in "PDF" format'. The main content area is divided into three sections:

- Proposed Amendment Documents** (indicated by a red arrow):
  - 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
- Current Contract Documents** (indicated by a red arrow):
  - 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
- View summary of changes.** (indicated by a red arrow):
  - Contract Amendment Changes

## Amendment Review

Your QVA contract is now in an amendment processing phase. At this point, it is being processed by the **Assigned Specialist** found on the Dashboard tab of the QVA in the CAS. Notice the changes to your contract during this **amendment review process**.

**Q12201713797 | Bedrock Construction LLC | QUALIFIED VENDOR AGREEMENT | MANAGEMENT APPROVED |**  
CONTRACT SPECIALIST IN PROGRESS - AMENDMENT

**Main Menu** | **Dashboard** | **Information** | **Contacts** | **Program Management** | **Assurances & Submittals** | **Services**

**Administrative & Service Sites** | **Insurances** | **Contract Documents**

**Vendor Information**

Legal Name\*  
Bedrock Institute of Higher Learning

Vendor FEI\*  
77-777777

Vendor DBA Name  
Flinstone Rocks Inc

Vendor Phone Number\*  
(444) 444-4444

Vendor Fax Number\*

Vendor Email Address  
Freddy@Rock.com

Vendor Website Address (e.g. - http://www.example.com or www.example.com)

Please specify the nature of your organization. (Choosing 'Agency' will require you to have an FEI# and 1 or more additional employees.)\*

**Agency** |  **Independent Professional Provider**

**Vendor Address**

**Street**

Address Line 1\*  
123 E Main Street

Address Line 2  
Ste A

City\*  
Phoenix

State\*  
AZ

Zip Code\*  
85001

Zip4  
2210

County  
MARICOPA

Address District  
District Central

GSA  
GSA 52

Zone  
GSA 52 Zone 2

**Mailing**  Same as Street

Address Line 1\*  
123 E Main Street

Address Line 2  
Ste A

City\*  
Phoenix

State\*  
AZ

Zip Code\*  
85001

Zip4  
2210

County  
MARICOPA

Address District  
District Central

GSA  
GSA 52

Zone  
GSA 52 Zone 2

[Privacy](#) | [Disclaimer](#) | [Web Accessibility & Reasonable Accommodations](#)

- A.** The contract amendment status has been updated to **CONTRACT SPECIALIST IN PROGRESS** while under the review of the **Assigned Specialist** to your contract.
- B.** The proposed changes are listed on the contract in the **yellow highlighted background** signifying a proposed change pending DDD approval.
- C.** All contract fields have been locked and may not be updated or edited by the vendor during the **amendment review process**.

Once the amendment has been processed by the Assigned Specialist, it is moved to the **Contracts Manager** for the final decision.

**Q12201713797 | Bedrock Construction LLC | QUALIFIED VENDOR AGREEMENT | MANAGEMENT APPROVED |**  
MANAGEMENT IN PROGRESS - AMENDMENT

**Main Menu** | **Dashboard** | **Information** | **Contacts** | **Program Management** | **Assurances & Submittals** | **Services**

**Administrative & Service Sites** | **Insurances** | **Contract Documents**

**Vendor Information**

Legal Name\*  
Bedrock Institute of Higher Learning

Vendor FEI\*  
77-777777

Vendor DBA Name  
Flinstone Rocks Inc

Vendor Phone Number\*  
(444) 444-4444

Vendor Fax Number\*

- D.** The contract amendment status has been updated to **MANAGEMENT IN PROGRESS - AMENDMENT** while under the review of the **Contracts Manager**. The fields remain locked from edit by the vendor or anyone else.



When the amendment has been processed by the Contracts Manager, the contract will be updated with the approved changes and the amendment will be completed and considered closed.

The screenshot shows a contract management interface for contract Q12201713797. The top navigation bar includes tabs for Main Menu, Dashboard, Information, Contacts, Program Management, Assurances & Submittals, Services, and Administrative & Service Sites. The 'Assurances & Submittals' tab is active. Below the navigation, there are sections for Vendor Information and Vendor Address. The Vendor Information section includes fields for Legal Name, Vendor FEI, Vendor DBA Name, Vendor Phone Number, Vendor Fax Number, Vendor Email Address, and Vendor Website Address. The Vendor Address section includes fields for Street, City, State, Zip Code, and County. Red arrows labeled E, F, G, and H point to specific elements: E points to the 'Assurances & Submittals' tab; F points to the 'Agency' radio button; G points to the 'Mailing' checkbox; and H points to the 'Amend Contract' button.

- E. The contract amendment status has been updated and the amendment status appendage has been removed. The current status of **MANAGEMENT APPROVED** remains.
- F. The contract has been updated with the **approved changes** and they are now seen in the Qualified CAS. Changes are now a permanent part of the agreement.
- G. The fields remain locked and unavailable for editing or updating.
- H. The available action for the vendor in the CAS is "Amend Contract". A new and separate amendment to the contract may now be started.

The screenshot shows the 'Contract Documents' section of the contract management interface. The top navigation bar is the same as in the previous screenshot. The 'Contract Documents' section displays a list of documents with expandable icons (green circles with plus signs). The list includes: Section 1: Application & Qualified Vendor Agreement Award; Section 1.a: Notice of Qualified Vendor Application Approval; Section 2: Vendor Contact Information; Section 3: Assurances & Submittals Form; Section 4: Program Management; Section 5: Vendor Administrative, including Service Sites; Section 7: Services; and Section 8: Service Level Detail. Red arrows labeled I point to the list of documents, indicating that they reflect approved changes.

- I. The contract documents will reflect the **approved changes**. These documents may be printed out for your records.

## Start Services

Even though the added service in the amendment has been approved by DDD and is now part of your contract, **your services have not yet started**.

### IMPORTANT:

- ✓ Valid insurance is need on the awarded contract before services can be started. (*Disregard if you currently have valid insurance in the contract.*)
- ✓ The added service needs to be registered with AHCCCS and OLCR before the service can be started. (*Disregard if the service is already registered with AHCCCS and OLCR.*)
- ✓ The DDD Contract Specialist assigned to your contract needs to **manually set the service start date** after the service meets the requirements above.

Suspended	Ahcccs Id	Service	Status	Start Date	End Date	Action
N		ATC - ATTENDANT CARE	Staff PreApproved			
N		CBE - CENTER BASED EMPLOYMENT	Staff PreApproved			

Services History  
No Services denied or terminated within the last 90 days

Suspended	Ahcccs Id	Service	Status	Start Date	End Date	Action
N	00001	ATC - ATTENDANT CARE	Staff Approved	11/23/2015		
N	00001	CBE - CENTER BASED EMPLOYMENT	Staff Approved	11/19/2015		

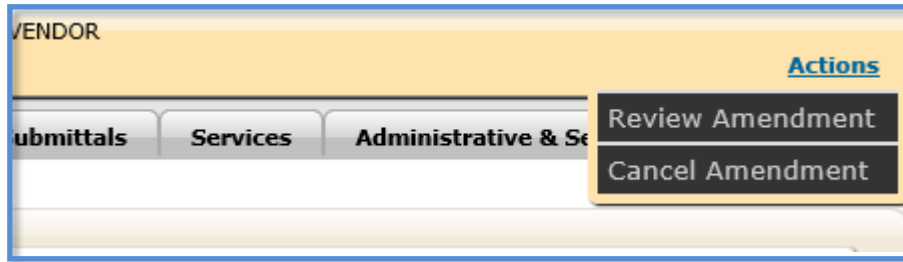
Services History  
No Services denied or terminated within the last 90 days

## 6 Submit Error – Missing Data Fields

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

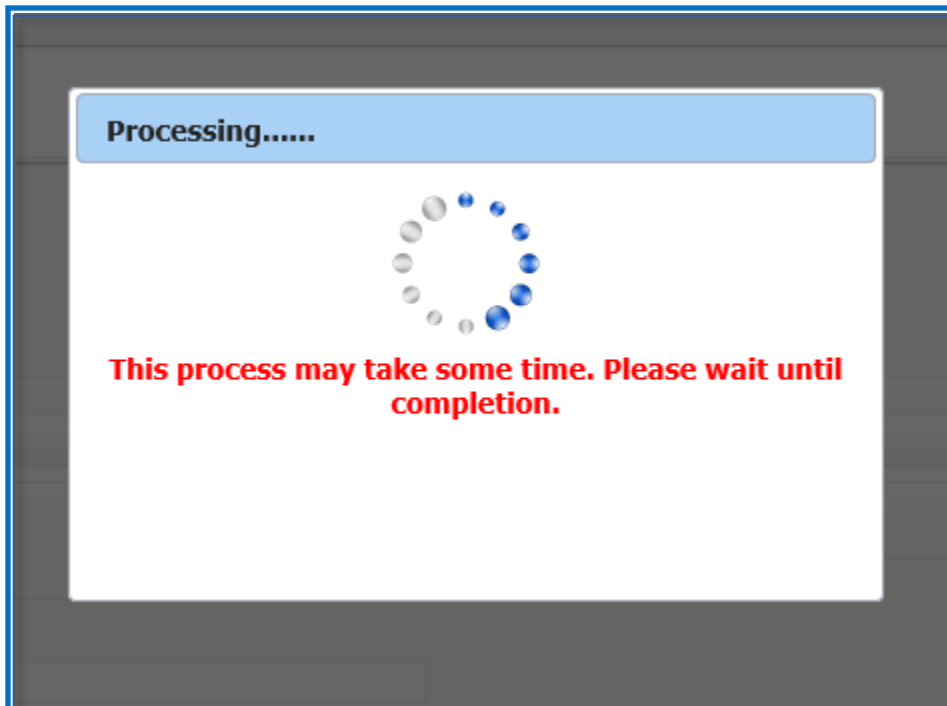
To correct missing data issues, follow the steps below...

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



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

2. Click on each one of the **section titles** and fix the missing data issue for each page. Once all missing fields have been populated with valid data, the amendment will be ready to be submitted.



**Your amendment has NOT been submitted. The process is incomplete. Please select the 'Errors' link(s) to add the missing data and resubmit.**

**Information Errors**

- Authorized Signatory - First Name**
- Authorized Signatory - Last Name**
- Authorized Signatory - Title**

**Program Management Errors**

- Recruitment & Training - Ongoing training plan for direct staff**

**Whoville Day Centers - Copy - Site has following Errors**

- Please enter the scheduled hours for Monday-From**
- Please enter the scheduler contact first name**
- Please enter the scheduler contact last name**
- Please enter the scheduler contact phone number**

Close

## 7 CANCEL AMENDMENT

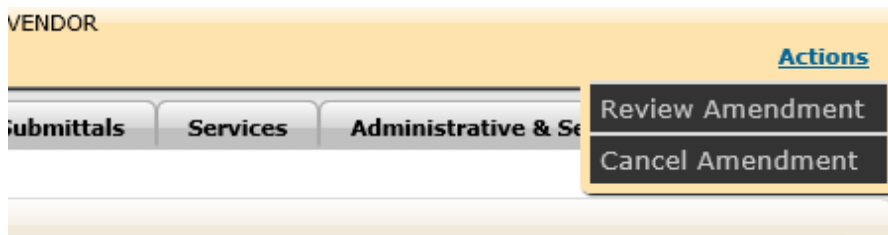
If you decide that you no longer want to proceed with the amendment, you may cancel the amendment before it has been submitted to the Division for processing. Once the amendment has been submitted, the Division will need to process it.

### IMPORTANT:

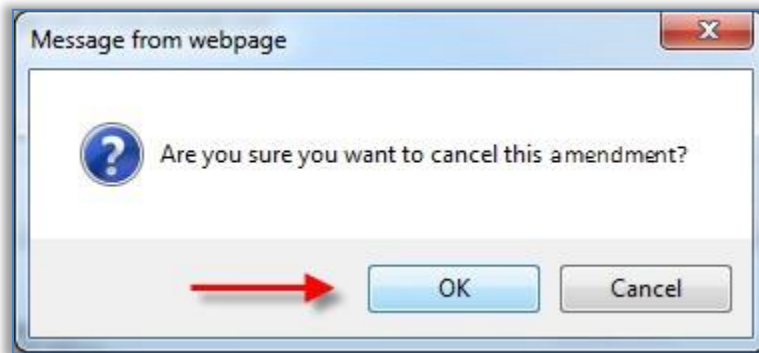
- ✓ The amendment must be in the **VENDOR AMENDMENT IN PROGRESS** status to be cancelled.
- ✓ The amendment will **no longer exist** once it has been cancelled and all entries created in the amendment will be **lost permanently**.
- ✓ A **new amendment** may be created after the old amendment has been cancelled.
- ✓ Data from the cancelled amendment will not carry over to the new amendment.
- ✓ Only the vendor may cancel an amendment through the CAS.
- ✓ The Division is not able to cancel an amendment. They will deny the amendment during the amendment review process if the amendment needs to be stopped after the vendor submits it.
- ✓ Contact the Assigned Specialist listed on the Dashboard tab of QVA in the CAS if you have questions regarding cancelling an amendment after it has been submitted for review.

**To cancel an amendment**, before it has been submitted, follow the step below...

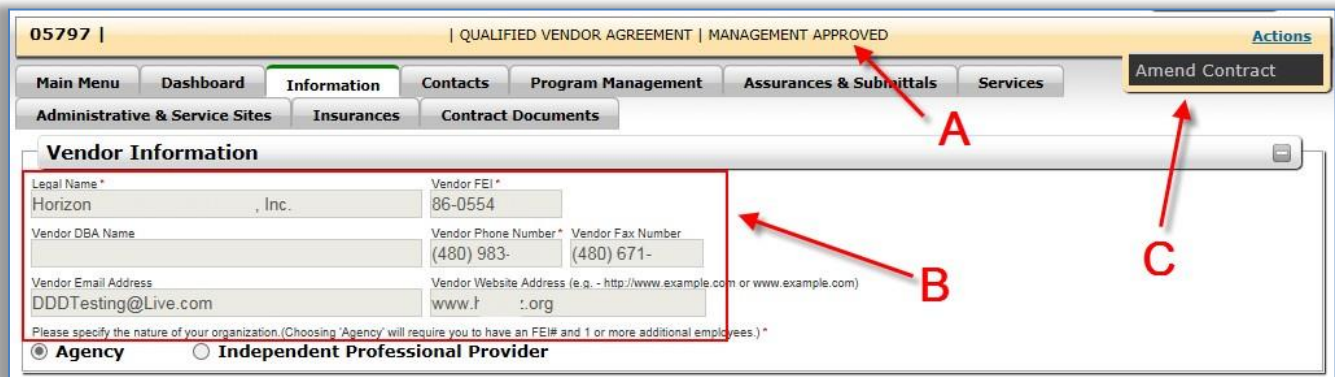
1. Login to the Qualified CAS to access your **unsubmitted** amendment. The amendment status should be **VENDOR AMENDMENT IN PROGRESS**.
2. Click on the **Actions** link in the contract header and select **“Cancel Amendment”**.



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



>>> **RESULTS:** The amendment is immediately cancelled. The vendor may now start a new amendment through the CAS.



- A. The amendment status is removed and the current status of **MANAGEMENT APPROVED** remains.
- B. All fields on the contract have been set back to **read-only** and updates are not allowed to the contract without an amendment.
- C. The only available action for the vendor is: **“Amend Contract”**.

## 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

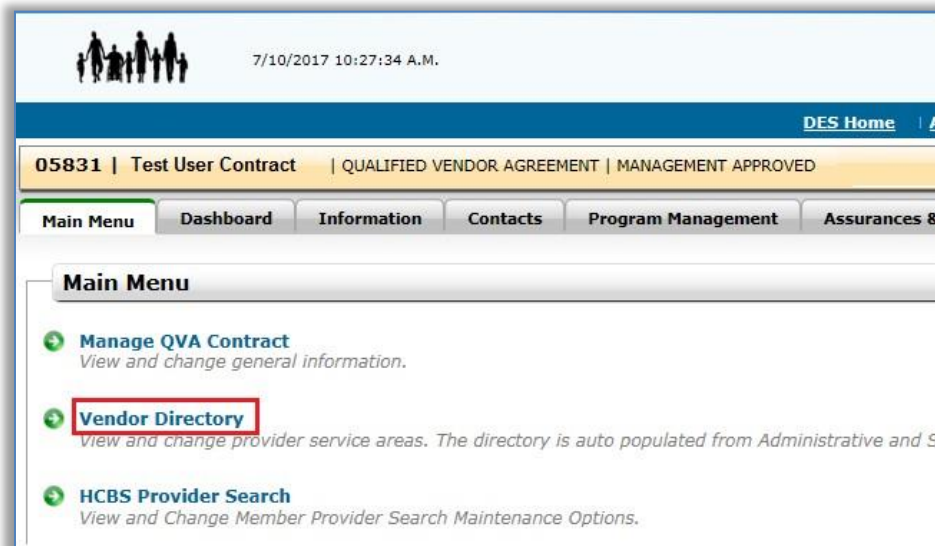
In Home Services can be provided by vendors with an approved Contract Administration System anywhere in the state of Arizona. The Vendor Directory allows providers to designate areas where they are able to provide services. The Provider Search tool will only return results for In Home services, based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

(You may verify your changes in the DDD Provider Directory Search by clicking here:

[https://des.az.gov/sites/default/files/media/Provider-Search-User-Manual-2017\\_0.pdf](https://des.az.gov/sites/default/files/media/Provider-Search-User-Manual-2017_0.pdf))

*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.*

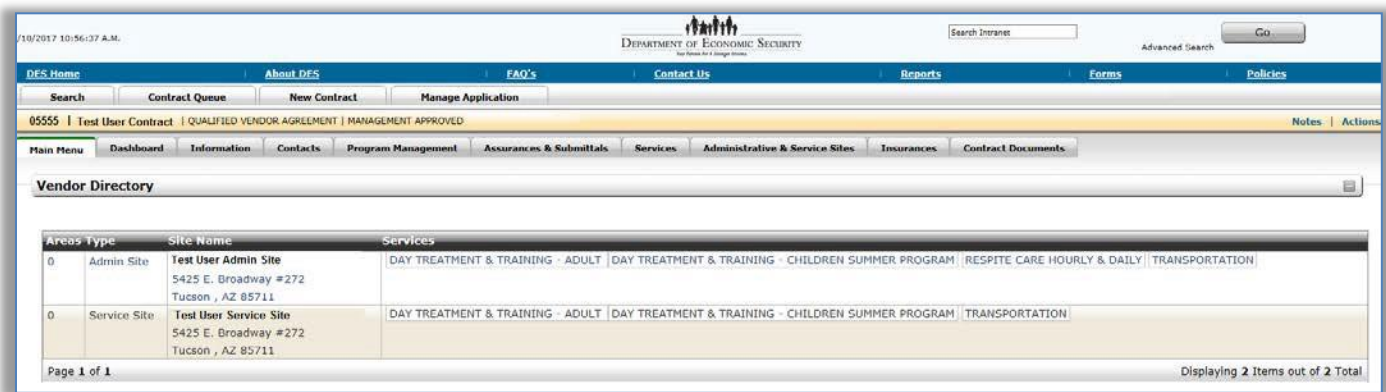
1. From the Qualified Vendor Contract Main Menu select the link 'Vendor Directory.



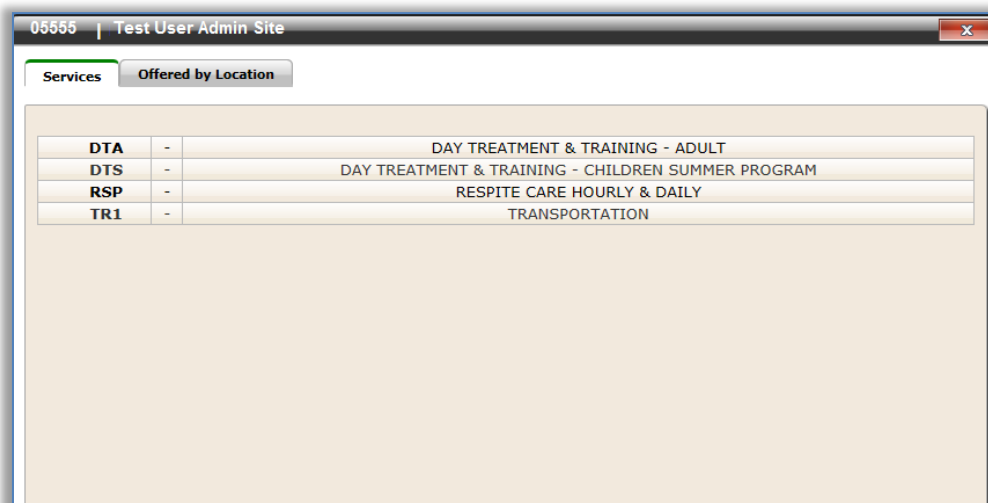
2. Click the 'My Areas' Link.



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.

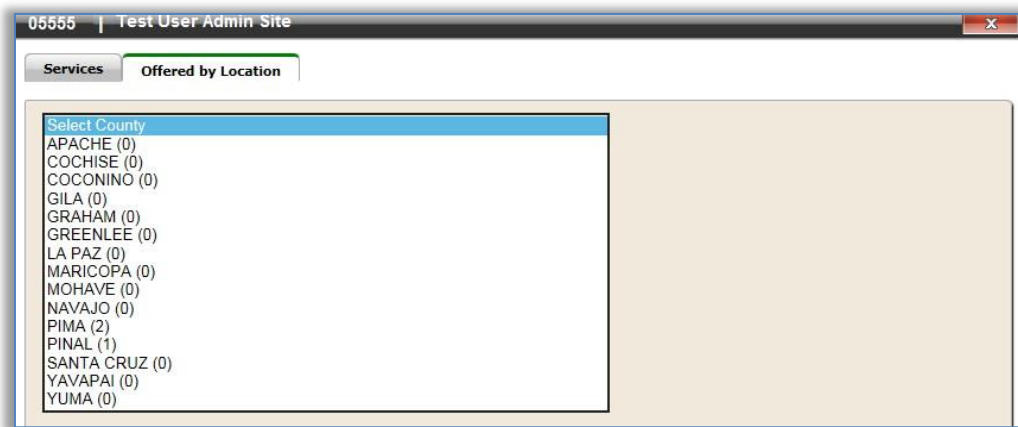


4. A window displaying the Site Name and a list of services offered at the site opens. Click the tab 'Offered by Location'.

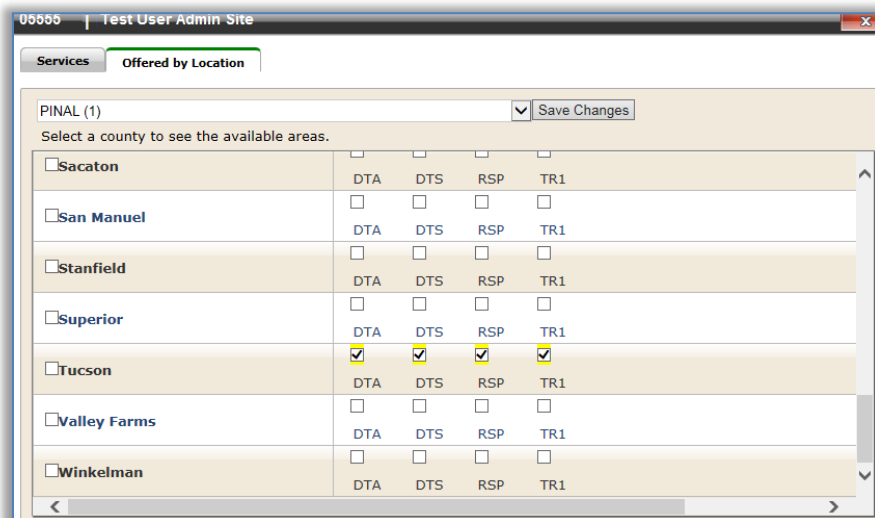


5. Select a county from the drop down box.

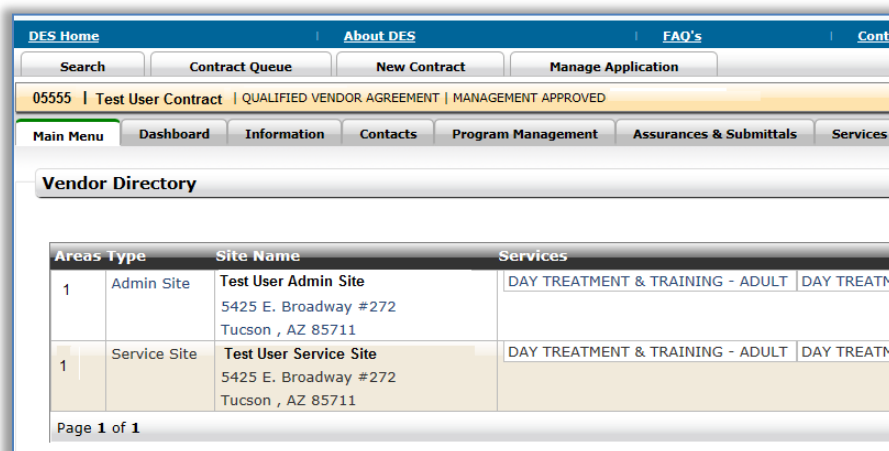




- Check the boxes for each service and city where you are able to serve consumers. You can also use the select all services option or the select all city option. Click the [Save Changes] button. Once the selections are saved they are highlighted in yellow.



- 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.

The screenshot shows the main menu of the Arizona Department of Economic Security (DES) system. The menu items are: Manage QVA Contract, Vendor Directory, and HCBS Provider Search. The 'HCBS Provider Search' item is highlighted with a red box.

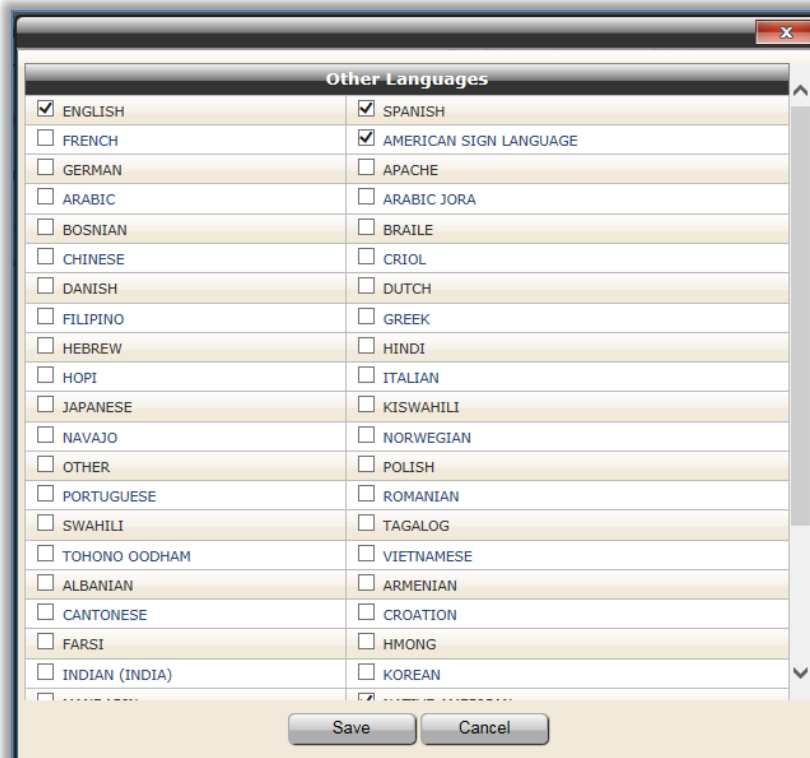
2. Select HCBS Provider Search. The window opens up to the HCBS Provider Search Grid.

The screenshot shows the HCBS Provider Search grid. The grid has the following columns: Areas, Type, Site Name, Address, Accepting Clients, and Other Languages. There are two rows of data. The 'Add/Remove Languages' link in the 'Other Languages' column of the first row is highlighted with a red box.

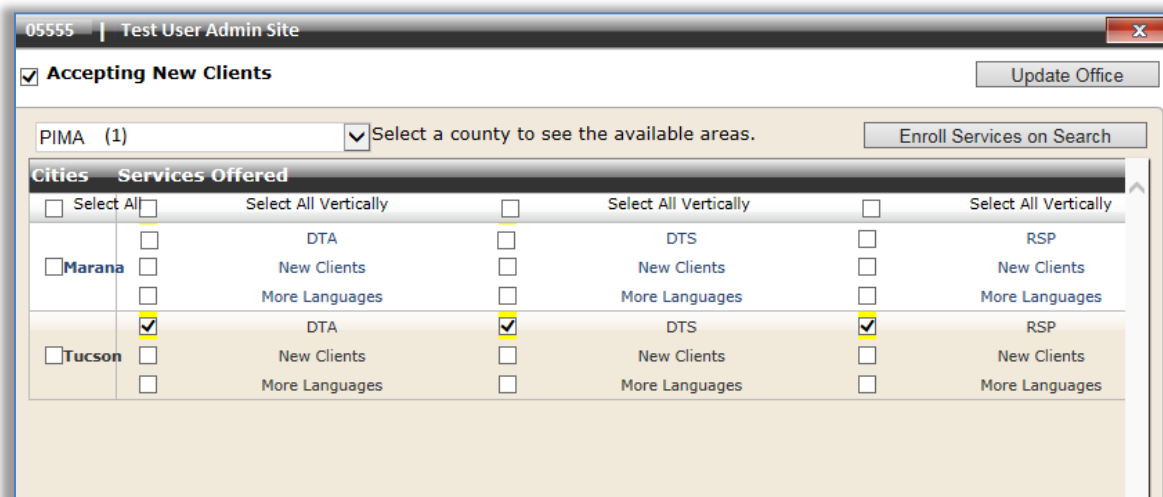
Areas	Type	Site Name	Address	Accepting Clients	Other Languages
1	Admin Site	Test User Admin Site	456 Speedway Suite 111 Tucson, AZ 857113706	<input checked="" type="radio"/> Yes <input type="radio"/> No	<a href="#">Add/Remove Languages</a> ENG, SPA, ASL, NAV,
1	Service Site	Test User Service Site	777 Oracle Drive Tucson, AZ 85711	<input checked="" type="radio"/> Yes <input type="radio"/> No	<a href="#">Add/Remove Languages</a> ENG, SPA, ASL, NAV,

Page 1 of 1. Displaying 2 Items out of 2 Total

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 Directory 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 screenshot displays the 'Test User Admin Site' interface. At the top, there is a navigation menu with tabs: Main Menu, Dashboard, Information, Contacts, Program Management, Assurances & Submittals, Services, Administrative & Service Sites, Insurances, and Contract Documents. Below this, there are sub-tabs: General Information, Contact Information, Site Information Listed, and Services. The 'Site Information Listed' tab is active, showing the site name 'Test User Admin Site' and a 'Back to Site List' button. A green message indicates 'Data saved successfully', with 'Save Changes' and 'Reset Amendment' buttons. The 'Site Information' section includes 'Accepting New Referrals' (radio buttons for Yes and No), a checked checkbox for 'CULTURAL COMPETENCY TRAINING', and input fields for 'Maximum Capacity' and 'Current Occupancy'. The 'Site Hours' section shows a table for each day of the week (Sunday through Saturday) with 'From' and 'To' time slots. The 'VENDOR NOTES' section contains the text: 'Services limited to hours listed above. Multi-cultural setting'.

## The End

This concludes the CAS QVA User Manual for Contract Amendments. 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

<b>Term</b>	<b>Definition</b>
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.