



Division of Developmental Disabilities

POLICY REVISION HISTORY

Operations Manual

September 30, 2020	September 4, 2019	October 21, 2016
	August 14, 2019	September 30, 2016
July 1, 2020		August 12, 2016
	July 10, 2019	July 22, 2016
May 27, 2020		
	May 29, 2019	July 15, 2016
April 29, 2020		
	April 24, 2019	June 10, 2016
March 26, 2020		
	April 10, 2019	May 20, 2016
March 25, 2020		May 13, 2016
	March 20, 2019	March 25, 2016
February 5, 2020		February 26, 2016
	January 16, 2019	January 29, 2016
January 29, 2020		
	November 29, 2018	
	October 24, 2018	
	October 10, 2018	
December 18, 2019		
	October 1, 2018	
	June 13, 2018	
December 4, 2019		
	April 18, 2018	
November 20, 2019		
	February 21, 2018	
	January 3, 2018	
November 6, 2019		
	November 29, 2017	
	August 25, 2017	
October 9, 2019		
	August 18, 2017	
October 1, 2019		
	February 17, 2017	
	October 21, 2016	
	September 30, 2016	
	August 12, 2016	
	July 22, 2016	

Please send any questions to DDDPolicy@azdes.gov.
Division of Developmental Disabilities

Operations Policy Manual Notification

Revision Effective Date: 09/30/2020

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice.

The policies identified below may be viewed by accessing the [Policy & Rules](#) screen on the Division's website.

Revised Policies:

[4004-A – Member Funds - Definitions](#)

Policy Description:

The policy establishes the definitions for the Division's Client Funds.

Revised Policy:

- Updated definitions to align with SSA and AHCCCS requirements.
 - Updated formatting corresponding with Policy Unit standards.
 - Removed outdated or unnecessary information
 - Added language regarding Division's members who have the right to refuse an interview conducted by Law Enforcement.
 - The title of this policy changed to "Member Funds - Definitions."
-

[4004-B – Member Funds Systems](#)

Policy Description:

The policy establishes the Division's requirements for Member Funds collective saving and checking account when the Division is approved by the Social Security Administration (SSA) to become the Representative Payee for a member

Revised Policy:

- Updated formatting corresponding with Policy Unit standards.
 - Removed outdated or unnecessary information
 - Removed outdated Client Fund definitions.
 - Added Member Fund language.
 - Established the Division's role for Member funds.
-

4004-C – General Requirements

Policy Description:

The relevant content in this policy has been moved to other Member Funds policies in this section and re-aligned to cover specific topics in greater depth. This policy number is being reserved for future use.

4004-D - Responsibilities

Policy Description:

The policy establishes the roles of the Division and staff for Client Funds.

Revised Policy:

- Updated formatting corresponding with Policy Unit standards.
 - Removed outdated or unnecessary information
-

4004-E – Safeguarding Member Funds

Policy Description:

The policy describes how the Division of Developmental Disabilities (the Division, DDD) responsibilities as the Representative Payee Management of Accounts.

Revised Policy:

- Updated formatting corresponding with Policy Unit standards.
 - Removed outdated or unnecessary information
 - Updating funds transfer language to align with SSA and AHCCCS.
 - Moved Representative Payee Request information to 4004-B Client Funds System.
-

4004-G – Disbursing Member Funds

Policy Description:

The policy describes how the Division distributes Member funds.

Revised Policy:

- Updated formatting corresponding with Policy Unit standards.
 - Removed outdated or unnecessary information.
-

4004-H – Member Funds – Provider Responsibilities

Policy Description:

The policy establishes the Qualified Vendor responsibilities and role in the Member’s fund.

Revised Policy:

- Updated formatting corresponding with Policy Unit standards.
- Removed outdated or unnecessary information
- Added gift card purchases requirement
- Updated the Client Fund language to the most recent Division language
- Clarified Qualified Vendor responsibilities and role in the policy.
- The title of this policy changed to "Member Funds - Provider Responsibilities."

4004 K – Administration of Member Funds

Policy Description:

The policy describes how the Division administers member funds in accordance with the intent of the individual or entity providing the funds.

Revised Policy:

- Updated formatting corresponding with Policy Unit standards.
- Removed outdated or unnecessary information
- Added funds to be used to pay for administration, supplies, equipment or services, reconciliation against receipts for all expenditures, additional requirements on how the administration should not use funds.
- Removed items of policy and moved them to other policies.
- The title of this policy changed to "Administration of Member Funds."

4004-L – Reviewing Member's Accounts

Policy Description:

The relevant content in this policy has been moved to other Member Funds policies in this section and re-aligned to cover specific topics in greater depth. This policy number is being reserved for future use.

4004 – M - Changes in Member Status

Policy Description:

The policy describes how the Division handles changes in Member status, the Support Coordinator role, and the role of reporting to the Social Security Administration.

Revised Policy:

- Updated formatting corresponding with Policy Unit standards.
- Removed outdated or unnecessary information
- Removed information regarding reporting to another related policy

4004-O – Termination of Member’s Account or Change in Representative Payee

Policy Description:

The policy describes when the Division is notified that there is a change in the Member’s account or Representative Payee.

Revised Policy:

- Updated formatting corresponding with Policy Unit standards.
- Removed outdated or unnecessary information
- Changes and clarification to Client funds requirement in the event of Member’s death, representative payee and inactive accounts.
- The title of this policy changed to " Termination of a Member’s Account or Change in Representative Payee."

Please send any questions to DDDPolicy@azdes.gov.
Division of Developmental Disabilities

Operations Policy Manual Notification

Date: July 1, 2020

Effective Date: July 1, 2020

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice.

6005 – A Compliance Program Charter

Policy Description:

The purpose of this policy is to establish the Division's implementation of the compliance program, policies and procedures designed to address any identified regulatory risks facing the Division, and assist with the oversight responsibility for the Division's contractual and regulatory compliance, and standards of conduct.

New Policy:

The Division created a new policy to comply with AHCCCS contractual requirements.

Please send any questions to DDDPolicy@azdes.gov.
Division of Developmental Disabilities

Operations Policy Manual Notification

Date: July 1, 2020

Effective Date: July 1, 2020

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice.

6005 – B Compliance Investigation

Policy Description:

The purpose of this policy is to ensure a prompt and appropriate investigation of compliance concerns and allegations.

New Policy:

The Division created a new policy to comply with AHCCCS contractual requirements.

Please send any questions to DDDPolicy@azdes.gov.
Division of Developmental Disabilities

Operations Policy Manual Notification

Date: 5/27/2020

Revision Effective Date: 5/27/2020

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice.

The new policy identified below will be posted to the [Policy & Rules](#) screen on the Division's website.

Revised Policy:

Operations 6003-K Claim Disputes

Reason for changes: Corporate Compliance Recommendation

Impact to members: Greater Clarity

Impact to providers: Greater Clarity

Policy Description: Claim Disputes

Revisions:

Explicitly states DDD and AdSS prohibit punitive action against a provider for requesting expedited review of a member's appeal.

Please send any questions to DDDPolicy@azdes.gov.
Division of Developmental Disabilities

Operations Policy Manual Notification

Date: 5/27/2020

Revision Effective Date: 5/27/2020

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice.

The new policy identified below will be posted to the [Policy & Rules](#) screen on the Division's website.

Revised Policy:

Operations 6003-I Arizona Long Term Care Services Appeal Process

Reason for changes: Corporate Compliance Recommendation

Impact to members: Greater Clarity

Impact to providers: Greater Clarity

Policy Description: Arizona Long Term Care Services Appeal Process

Revisions:

Revisions are intended to align Division policy to AHCCCS policy.

Please send any questions to DDDPolicy@azdes.gov.
Division of Developmental Disabilities

Operations Policy Manual Notification

Date: 4/29/2020

Revision Effective Date: 4/29/2020

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice.

The new policy identified below will be posted to the [Policy & Rules](#) screen on the Division's website.

Revised Policy:

101 Marketing

Policy Description:

This policy establishes guidelines and restrictions for the Division regarding marketing activities related to members.

Revisions:

Minor text edits to clarify the language.

Please send any questions to DDDPolicy@azdes.gov.
Division of Developmental Disabilities

Operations Policy Manual Notification

Date: April 29, 2020

Effective Date: April 29, 2020

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice.

New Policy:

108 - Security Rule Compliance

Policy Description:

The policy establishes security rule compliance requirements for the Division.

The Division created a new policy to align with the AHCCCS policy.

Please send any questions to DDDPolicy@azdes.gov.
Division of Developmental Disabilities

Operation Policy Manual Notification

Date: April 29, 2020

Effective Date: April 29, 2020

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice.

New Policy:

320 – Health Insurance Provider Fee

Policy Description:

The purpose of this Policy is to define what the Division will submit to AHCCCS and the process by which AHCCCS will provide funding to the Division for the Health Insurance Provider Fee.

The Division contracts with Administrative Services Subcontractors (AdSS) and delegates responsibility to the AdSS.

Please send any questions to DDDPolicy@azdes.gov.
Division of Developmental Disabilities

Operations Policy Manual Notification

Date: April 29, 2020

Effective Date: April 29, 2020

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice.

New Policy:

418 - Provider & Affiliate Advances, Equity Distributions, Loans, & Investments

Policy Description: This Policy establishes requirements for Division regarding advances, equity distributions loans, loan guarantees, and investments; including but not limited to, those to providers and related-parties or affiliates including another fund or line of business within the Division's organization.

New Policy:

- The Division created a new policy to align with the AHCCCS policy.
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Division of Developmental Disabilities

Operations Policy Manual Notification

Date: 4/29/2020

Revision Effective Date: 4/29/2020

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice.

The new policy identified below will be posted to the [Policy & Rules](#) screen on the Division's website.

Revised Policy:

6003-A Definitions

Policy Description:

Definition of a member grievance.

Revisions:

Updated the definition of a member grievance.

Please send any questions to DDDPolicy@azdes.gov.
Division of Developmental Disabilities

Operations Policy Manual Notification

Date: 4/29/2020

Revision Effective Date: 4/29/2020

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice.

The new policy identified below will be posted to the [Policy & Rules](#) screen on the Division's website.

Revised Policy:

6003-G State Only and Arizona Long Term Care System Grievance Process

Policy Description:

State only and Arizona Long Term Care System Grievance Process.

Revisions:

Policy is revised to include definitions of member and provider grievance.

Please send any questions to DDDPolicy@azdes.gov.
Division of Developmental Disabilities

Operation Policy Manual Notification

Date: 03/26/2020

Effective Date: 03/26/2020

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice. The new policy identified below will be posted to the [Policy & Rules](#) screen on the Division's website.

Revised Policy:

109, Institution for Mental Disease 15 Day Limit

Policy Description:

The purpose of this policy is the payments to MCOs or Prepaid Inpatient Health Plans (PIHPs) for enrollees that are a patient in an institution for mental disease.

Revision:

Edited the first paragraph:

This policy establishes processes and the Division's requirements for compliance with managed care regulation 42 CFR 438.6(e), "Payments to MCOs or Prepaid Inpatient Health Plans (PIHPs) for enrollees that are a patient in an institution for mental disease."

Removed this sentence:

This policy applies to the Division of Developmental Disabilities (Division).

Please send any questions to DDDPolicy@azdes.gov.
Division of Developmental Disabilities

Operation Policy Manual Notification

Date: 03/25/2020

Effective Date: 03/25/2020

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice. The new policy identified below will be posted to the [Policy & Rules](#) screen on the Division's website.

New Policy:

109, Institution for Mental Disease 15 Day Limit

Policy Description:

The purpose of this policy is the payments to MCOs or Prepaid Inpatient Health Plans (PIHPs) for enrollees that are a patient in an institution for mental disease.

New:

The Division contracts with Administrative Services Subcontractors (AdSS) and delegates responsibility to the AdSS.

Please send any questions to DDDPolicy@azdes.gov.
Division of Developmental Disabilities

Operation Policy Manual Notification

Date: 03/25/2020

Effective Date: 03/25/2020

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice. The new policy identified below will be posted to the [Policy & Rules](#) screen on the Division's website.

New Policy:

431, Copayment

Policy Description:

The purpose of this policy to establish the requirement for copayments.

New:

The Division created a new policy establishing that Members are not responsible for copayments.

Please send any questions to DDDPolicy@azdes.gov.
Division of Developmental Disabilities

Operations Policy Manual Notification

Date: 02/05/2020

Revision Effective Date: 02/05/2020

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice.

Revised Policy:

6003-A, Definitions

Policy Description: The policy provides a list of definitions that applies to Grievances and Appeals in the Operations Manual.

Revision:

- Updated for format and grammar.
- Added a new definition, "Provider Grievance," to the policy.
- Changed the phrasing of the "Member Grievance" definition.

Please send any questions to DDDPolicy@azdes.gov.
Division of Developmental Disabilities

Operations Policy Manual Notification

Date: 01/29/2020

Revision Effective Date: 01/29/2020

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice.

The policies identified below may be viewed by accessing the [Policy & Rules](#) screen on the Division's website.

New Policy:

6004 – G. Monitoring and Oversight

Policy Description:

This policy establishes requirements for the internal auditing, monitoring, and oversight of Long-Term Services and Supports (LTSS) provided by the Division

New:

The Division created a new policy to ensure that the Division is compliant with AHCCCS requirements. The policy implements a continuous, formal monitoring mechanism and compliance assurance auditing of various operational areas across the Division conducted by Cooperate Compliance.

Please send any questions to DDDPolicy@azdes.gov.
Division of Developmental Disabilities

Operations Policy Manual Notification

Date: 12/18/2019

Revision Effective Date: 12/18/2019

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice.

The policies identified below may be viewed by accessing the [Policy & Rules](#) screen on the Division's website.

Revision Policy:

6002-F Fact Finding

- This policy was revised to add language regarding the right of the Division's members to refuse an interview conducted by Law Enforcement.
-

Please send any questions to DDDPolicy@azdes.gov.
Division of Developmental Disabilities

Operations Policy Manual Notification

Date: 12/04/2019

Revision Effective Date: 12/04/2019

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice.

The policies identified below may be viewed by accessing the [Policies & Rules](#) screen on the Division's website.

Revised Policy

446 GRIEVANCES AND INVESTIGATIONS CONCERNING PERSONS WITH SERIOUS MENTAL ILLNESS

Policy Description: This Policy applies to the Division of Developmental Disabilities and their subcontractors and outlines procedures related to grievances and investigations conducted by AHCCCS and the subcontractors under A.A.C. R9-21-402 et seq. concerning persons with a Serious Mental Illness (SMI).

Revisions:

- Subsection D. was added to the policy. D asserts in relevant part: "Support Coordinators must complete DDD-2044A FORENG (11-19) Serious Mental Illness Grievance and Appeal Form and send the form to DDD Customer Service Center (CSC) for the Division's internal use when a member with an SMI designation wants to file a grievance or appeal. This serves as the Division's notice of the grievance and appeal. The notice will allow the Division to effectively monitor the grievance or appeal and ensure it is resolved by the proper entity and within the required timeframe."
 - Moreover, the abbreviation CSC is used in the following subsection, Subsection E, to refer to DDD Customer Service Center in accordance with the appropriate analytical rules. The Division created a new policy for the AdSS to align with AHCCCS policy.
-

Please send any questions to DDDPolicy@azdes.gov.
Division of Developmental Disabilities

Operations Policy Manual Notification

Date: 11/20/2019

Revision Effective Date: 11/20/2019

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice.

The policies identified below may be viewed by accessing the [Policies & Rules](#) screen on the Division's website.

Revised Policy

4002 Client Billing

Policy Description: The policy describes how the Division pursues payment for the HCBS services provided by the Division.

Revision: *Ensures that the Qualified Vendors and the Division meet their contract obligations;*

- Changed (35) days, to (30) days, where indicated in the policy.
-

Please send any questions to DDDPolicy@azdes.gov.
Division of Developmental Disabilities

Operations Policy Manual Notification

Date: 11/06/2019

Revision Effective Date: 11/6/2019

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice.

The policies identified below may be viewed by accessing the [Policies & Rules](#) screen on the Division's website.

New Policy:

205 Ground Ambulance Transportation Reimbursement Requirements for Non-Contracted Providers

Policy Description: The policy outlines how the Division pursues reimbursement for ambulance transportation services by non-contracted providers.

New Policy:

- The Division developed a new policy to align with the AHCCCS policy.
-

Revised Policy

1006 Health Care Directives / Advance Directives (AHCD)

Revision: A new law was passed -- Addendum pertaining to DNR for Unemancipated Minors;

- The Division revised the current policy to ensure that it adheres to the law.
-

Please send any questions to DDDPolicy@azdes.gov.
Division of Developmental Disabilities
Operations Policy Manual Notification

Date: October 9, 2019

Revision Effective Date: October 1, 2019

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice.

The policies identified below may be viewed by accessing the [Policy & Rules](#) screen on the Division's website.

The following policy has been developed, revised, or reserved for 10/1/19 integration changes, and updates are aligned with the AHCCCS contract.

New Policy

446 Grievances and Investigations Concerning Persons with Serious Mental Illness

Revision: New DDD policy created; outlines the procedure related to grievances and investigations conducted by AHCCCS and the subcontractors under A.A.C. R9-21-402 et seq. concerning persons with a Serious Mental Illness (SMI).

- Establishes process for members to follow
 - Establishes process for providers to follow
-

Please send any questions to DDDPolicy@azdes.gov.
Division of Developmental Disabilities
Operations Policy Manual Notification

Date: October 1, 2019

Revision Effective Date: October 1, 2019

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice.

The policies identified below may be viewed by accessing the [Policy & Rules](#) screen on the Division's website.

The following policies have been developed, revised, or reserved for 10/1/19 integration changes, and updates are aligned with the AHCCCS contract.

Revised Policies:

203 Claims Processing

- This policy was revised to comply with changes to ACOM 203.

404 Contractor Website and Member Information

- This policy title was revised from "Member Information Materials" to "Contractor Website and Member Information Materials". This policy was revised to align with ACOM 404.

416 Provider Network Information

- This policy was revised to include criteria for identifying provider locations that provide access, equipment, and accommodations for members with physical or cognitive disabilities. Designation of an Employment Coordinator as the statewide point of contact for referrals of members requesting employment was added.

417 Appointment Availability, Monitoring and Reporting

- The section on additional behavioral health appointment standards for CRS was removed due to 10/1/19 integration activities. Instructions on completing ACOM 417 Attachment A were identified as duplicative and removed. The section on Tracking and Reporting was revised for clarity.

436 Network Standards

- This policy was revised for 10/1/19 integration and minor formatting for clarity. References to CRS Contractor were changed to AdSS throughout.

2001 Planning Team Members Roles and Responsibilities

- The title of this policy was changed from "Planning Team Members" to "Planning Team Members Roles and Responsibilities". The policy was revised to clarify additional planning team members that may be part of the team. A section was added to outline the Planning Team Members' Roles and Responsibilities.
-

2002 Planning Meetings

- This policy was revised to include a purpose statement. References to RBHA involvement were changed to behavioral health involvement. Language was added to clarify scheduling subsequent meetings.

6002-N Fraud and False Claims

- Additional definitions were added to the definitions section. The section on Prevention and Detection was expanded upon for clarity and consistency. The contact information of DDD Corporate Compliance Unit was updated along with a link to the online referral form. Added language regarding the DDD Corporate Compliance Committee meeting at least quarterly and outlined the required attendees. Added language regarding the information presented at the Corporate Compliance Committee and the Committee's purpose.

6003-I Arizona Long Term Care Services Appeal Process

- This policy was revised to include definitions and applicability and non-applicability sections. A section on Responsible Entity for the Appeals Process was added. Sections were added to outline the appeal process regarding SMI and Non-SMI members.

6003-K Claim Disputes

- This policy was revised to include definitions and an applicability section. The policy was expanded upon and formatted for flow and clarity. Sections on Overturned or Reversed Claims Disputes and State Fair Hearings were added.

6004-F Compliance Program

- This policy was reorganized and formatted for better flow. Definitions were added. Added list of required attendees at the DDD Corporate Compliance Committee meetings. Added language regarding the seven key elements of compliance. Added an expanded section on Corporate Compliance Program Oversight. Claims and Business Operations were added to list of employees that are trained. Encounters Report and HIPAA Violations Report were added to the Reports section.

New Policies:

101 Marketing

- New policy stating that the Division does not engage in marketing activities as defined by AHCCCS.
-

103 Fraud, Waste and Abuse

- New policy outlining the requirements and responsibilities of the Division for alleged fraud, waste, and abuse.

110 Mental Health Parity

- New policy with delegation statement to AdSS Policy.

305 Performance Bond and Equity Per Member Requirements

- New policy with delegation statement to AdSS Policy.

314 Auto-Assignment Algorithm

- New policy outlining the method used to auto-assign members to an AdSS if a member does not select an AdSS.

321 Payment Reform – E-Prescribing

- New policy with delegation statement to AdSS policy.
-

406 Member Handbook and Provider Directory

- New policy outlining Division requirements for the Member Handbook and Provider Directory to comply with ACOM 406.

414 Requirements for Service Authorization Decisions and Notices of Adverse Benefit

- New policy outlining Division requirements for services authorization decisions and NOAs.

424 Verification of Receipt of Paid Services

- New policy providing an outline for verifying member receipt of paid services according to Federal and contractual requirements to identify potential service/claim fraud.

1001-D Program Values and Guiding Principles

- New policy outlining the Division's program values and guiding principles in providing long term services and supports to members.

Please send any questions to DDDPolicy@azdes.gov.
Division of Developmental Disabilities
Operations Policy Manual
Notification

Date: 09/04/2019

Revision Effective Date: 9/04/2019

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice.

Revised Policy:

Chapter 6002-B Incident Management System (IMS) Definitions

Policy Description: The policy describes how the Division pursues and recovers costs of care incurred by the Division and the member's health plan.

Revision:

Revision to the "Neglect" definition according to Senate Bill 1538, removing phrase "a **pattern** of conduct resulting in a...". "Added phrases supervision, cooling, heating," and "a vulnerable adult's minimum".

Revised Policy:

Chapter 6002-G Abuse and Neglect

Policy Description: The policy describes how the Division pursues and recovers costs of care incurred by the Division and the member's health plan.

Revision:

- Revision to the "Neglect" definition according to Senate Bill 1538, removing phrase "a **pattern** of conduct resulting in a...". "Added phrases supervision, cooling, heating," and "a vulnerable adult's minimum".
 - According to House Bill 2008, added section in the policy clarifying the Supervisor role regarding reporting requirements.
-

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Division of Developmental Disabilities

Operations Policy Manual Notification

Date: 08/14/2019

Revision Effective Date: 08/14/2019

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice.

Revised Policy:

Chapter 6003-B – Informal Resolution/Grievance Process Non-Arizona Long Term Care Services

Revision:

- Added language to clearly indicate that individuals with SMI and CRS designation can also file grievances.

Revised Policy:

Chapter 6003-G – Arizona Long Term Care Service Grievance Process

Revision:

- Added language to clearly indicate that individuals with SMI and CRS designation can also file grievances.

New Policy Effective Date: 10/01/2019

New Policy:

Chapter 435 – Telephone Performance Standards and Reporting

Policy Description: This Policy establishes Contractor standards and reporting requirements regarding the Contractor's performance when handling member and provider telephone calls.

Please send any questions to DDDPolicy@azdes.gov.
Division of Developmental Disabilities

Operations Policy Manual Notification

Date: July 10, 2019

Revision Effective Date: July 10, 2019

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice.

The policies identified below may be viewed by accessing the [Policy & Rules](#) screen on the Division's website.

Revised Policies:

1003, District Independent Oversight Committees

- This policy was revised to reflect recent statutory changes and general annual review updates including: Human Rights Committee changed to Independent Oversight Committee, including policy name change. Two additional categories, Social Work and Criminal Justice, were added to committee membership composition. Frequency of committee meetings changed from six times per calendar year to quarterly each calendar year. Clarification of process used to appoint committee members.

412, Claims Recoupment

- Changed title from "Claims Reprocessing" to "Claims Recoupment."
- Updated formatting corresponding with Policy Unit standards.
- Removed outdated or unnecessary information
- Updated policy to correspond with AHCCCS recoupment requirements

6003-H, Arizona Long Term Care Service Notice of Adverse Benefit Determination

- Changed term from *Notice of Action* to *Notice of Adverse Benefit Determination*.
 - Changed the title of the Policy to reflect the correct term.
-

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Division of Developmental Disabilities

Operations Policy Manual Notification

Date: May 29, 2019

Revision Effective Date: May 29, 2019

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice.

The policies identified below may be viewed by accessing the [Policy & Rules](#) screen on the Division's website.

Revised Policies:

6001-F, Case Records

- Specified contents of case records, including records authorizing the release of education and protected health information.

6003-I, Arizona Long Term Care System Appeal Process

- Changed nomenclature and contact information. Stated an expedited resolution of appeal may be requested when the appeal is filed.

6003-K, Claim Disputes

- Changed nomenclature and contact information. Stated that OAR will submit the documents to the DES Appellate Services Administration/ALTCS no later than five working days after the request for hearing.
-

Please send any questions to DDDPolicy@azdes.gov.
Division of Developmental Disabilities

Operations Policy Manual Notification

Date: April 24, 2019

Revision Effective Date: April 24, 2019

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice.

The policies identified below may be viewed by accessing the [Policy & Rules](#) screen on the Division's website.

Revised Policies:

4001 Third Party Liability

- Included the "Third Party Liability Recovery" section aligning with the AHCCCS policy.

6003-J Arizona Long Term Care Services State Fair Hearing Process

- Changed "Office of Compliance and Review" to "Office of Administrative Review" throughout; specified that OAR will submit the file to AHCCCS within five business days and that the file will include a completed AHCCCS Submission of Request for Hearing form.
-

Please send any questions to DDDPolicy@azdes.gov.
Division of Developmental Disabilities

Operations Policy Manual Notification

Date: April 10, 2019

Revision Effective Date: April 10, 2019

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice.

The policies identified below may be viewed by accessing the [Policy & Rules](#) screen on the Division's website.

Revised Policies:

6003-B, Informal Resolution/Grievance Process Non-Arizona Long Term Care Services

- Updated Division contact information and stated that the Division will notify the member's responsible person within 10 business days or the resolution of the grievance or no later than 90 calendar days from receipt of a grievance.

6003-G, Arizona Long Term Care Service Grievance Process

- Updated Division contact information, stated that the Division may acknowledge receipt of a grievance electronically, and stated that the Division will give written notice of a grievance decision within 10 business days or no later than 90 calendar days after the Division receives a grievance.
-

Please send any questions to DDDPolicy@azdes.gov.
Division of Developmental Disabilities

Operations Policy Manual Notification

Date: March 20, 2019

Revision Effective Date: March 20, 2019

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice.

The policies identified below may be viewed by accessing the [Policy & Rules](#) screen on the Division's website.

Revised Policies:

4002 Client Billing

- Replacement of "Department" with the more specific "Office of Accounts Receivable and Collections (OARC)" for clarification.
 - Addition of statement requiring the financially responsible person to report any lump sum payments from the benefit source to the Division. An additional statement that the "Revenue Desk" must bill a portion of those funds.
 - Changed "Office of Compliance and Review" to "Office of Administrative Review."
-

Please send any questions to DDDPolicy@azdes.gov.

Division of Developmental Disabilities

Operations Policy Manual Notification

Date: January 16, 2019

Revision Effective Date: January 16, 2019

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice.

New Policies:

417, Appointment Availability

- New policy to reflect AHCCCS requirements. This policy establishes appointment accessibility and availability standards to ensure Administrative Services Subcontractor (AdSS) compliance with the Division's network sufficiency requirements. The standards outlined in this policy establish a common process for the Division to monitor and report AdSS provider appointment accessibility and availability to AHCCCS. The policy requirements in this policy do not apply to emergency conditions.
-

Revised Policies:

436, Network Standards

- This policy was revised to reflect recent changes in AHCCCS Contractor Operations Manual (ACOM) 436. Changes include the addition of a "Definitions" section, definitions of counties and districts, statewide time and distance network standards, and network oversight requirements.
-

Please send any questions to DDDPolicy@azdes.gov.
Division of Developmental Disabilities

Operations Policy Manual Notification

Date: November 29, 2018

Revision Effective Date: November 29, 2018

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice.

New Policies:

449, Behavioral Health Services for Children in Department of Child Safety Custody and Adopted Children

New policy to state only the following: "The Division contracts with Administrative Services Subcontractors (AdSS) and delegates responsibility for providing certain services in a manner that is compliant with law, its contract, and Division policy. See AdSS Operations Manual Policy 449 Behavioral Health Services for Children in Department of Child Safety Custody and Adopted Children for the Division policy governing AdSS responsibilities regarding this topic."

Please send any questions to DDDPolicy@azdes.gov.
Division of Developmental Disabilities

Operations Policy Manual Notification

Date: 10/24/2018

Removed Policy:

314 – Auto-Assignment Algorithm

This policy is being removed because it is not approved for use at the current time.

Please send any questions to DDDPolicy@azdes.gov.
Division of Developmental Disabilities

Operations Policy Manual Notification

Date: 10/10/2018

Effective Date: 10/10/2018

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice.

New Policies:

314 – Auto-Assignment Algorithm

This policy describes the method used by the Division to auto-assign members to an Administrative Services Subcontractor (AdSS) and the assignment of available models.

Revised Policies:

2002 – Planning Meeting

Added "If the responsible person requests an alternate site for the planning meeting, the Support Coordinator must document the request and the reason in the progress notes. Planning meetings at an alternative site should be the exception and should not be at the convenience of the Support Coordinator or provider. If the planning meeting occurs at an alternate site, the member must be present. If the member is not present for this alternative site meeting, the Support Coordinator must visit the member's residence and the member must be present for this visit. Both the planning meeting and the visit to the member's residence, must occur prior to the planning meeting due date.

Please send any questions to DDDPolicy@azdes.gov.

Division of Developmental Disabilities

Operations Policy Manual Notification

Date: October 1, 2018

Revision Effective Date: October 1, 2018

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice.

New Policies:

302, Prior Period Coverage Reconciliation: Administrative Services Subcontractors

- New policy that outlines the Division's process to recoup/reimburse a percentage of the Administrative Services Subcontractor's profit or loss for risk groups.

325, Access to Professional Services Initiative and Reconciliation

- New policy that outlines the guidelines regarding the Access to Professional Services Initiative and related reconciliation and limits the financial risk of the AdSS.

407, Workforce Development

- This is a new policy that corresponds to ACOM 407, which has the same name. Division Operations Policy 407 describes Division requirements and technical assistance to the provider regarding monitoring and collecting of information about the workforce, collaborative planning of workforce development initiatives.

415, Provider Network Development and Management Plan; Periodic Network Reporting Requirements

- This is a new policy that corresponds to ACOM 415, which has the same name. Division Operations Policy 415 explains how the Division complies with the requirements of ACOM 415 regarding Division reporting to AHCCCS.

426, Children's Rehabilitative Services Application, Designation and Coverage

- Policy consists only of the following: "The Division contracts with Administrative Services Subcontractors (AdSS) and delegates responsibility for providing certain services in a manner that is compliant with law, its contract, and Division policy. See AdSS Operations Manual Policy 426 Children's Rehabilitative Services Application, Designation and Coverage for the Division policy governing AdSS responsibilities regarding this topic."
-

Revised Policies:

317, Change in Organizational Structure

- Policy was enhanced to include:
 - A Definitions section
 - Statements indicating that a change in organizational structure may require amendments to the Division's contract with AHCCCS and/or the AdSS contract with the Division, and Division's termination of the contract if the Division determines that the change is not in the best interest of the state.
 -
-

Please send any questions to DDDPolicy@azdes.gov.
Division of Developmental Disabilities

Operations Policy Manual Notification

Date: June 13, 2018

Revision Effective Date: June 13, 2018

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice.

The policies identified below may be viewed by accessing the [Policy & Rules](#) screen on the Division's website.

Revised Policies

2003 – Planning Document

- Clarifies what a Managed Risk Agreement includes and when it should be used.

Please send any questions to DDDPolicy@azdes.gov.
Division of Developmental Disabilities

Operations Policy Manual Notification

Date: April 18, 2018

Revision Effective Date: April 18, 2018

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice.

The policies identified below may be viewed by accessing the [Oversight & Policy](#) screen on the Division's website.

Revised Policies:

2002– Planning Meetings

- The number of meetings required to be held in the member's residence has changed from once to at least twice annually.
-

Please send any questions to DDDPolicy@azdes.gov.

Division of Developmental Disabilities

Operations Policy Manual Notification

Date: February 21, 2018

Revision Effective Date: April 2, 2018

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice.

New Policy:

104, Continuity of Operations and Recovery/Emergency Preparedness Plan

- New policy that outlines the Continuity of Operations and Recovery Plan, for the Division of Developmental Disabilities (DDD), including the Continuity of Operations and Recovery Plan/Emergency Preparedness Plan for the Division's Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICFs/IID), in conformance with CMS Final Rule 42 CFR 483.475, "Medicare and Medicaid Programs, Emergency Preparedness Requirements for Medicare and Medicaid Participating Providers and Suppliers;" and in conformance with ACOM 104.
-

Please send any questions to DDDPolicy@azdes.gov.

Division of Developmental Disabilities

Operations Policy Manual Notification

Date: January 3, 2018

Revision Effective Date: February 5, 2018

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice.

Revised Policy:

3003 Selection of Providers

Changes to this policy include:

- Selection of a Qualified Vendor – This section was enhanced to outline when the selection of a new provider may be required: New service is authorized, change in Qualified Vendor is requested, the member/member responsible person requests a change of a Qualified Vendor outside of the planning meeting.
- Identification of the process after a Vendor has been selected and the selection has been added to the members planning document. Describe options on how the member/member representative might choose to select a Qualified Vendor or Independent Provider and identification of a vendor by the member or Vendor Call.
- Description of the selection through the Vendor Call process which includes specific timeframes for members, vendors, and the Division.
- Revision of Selection of Providers through the Independent Provider Vendor Call Process. The Division has a small number of Independent Providers who contract directly via an Independent Provider Agreement (IPA). This Division is not expanding this program. Exceptions may be considered on a case by case basis if a network sufficiency exists to meet a specific member's needs.

Please send any questions to DDDPolicy@azdes.gov.

Division of Developmental Disabilities

Operations Policy Manual Notification

Date: November 29, 2017

Revision Effective Date: November 29, 2017

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice.

The policies identified below may be viewed by accessing the [Oversight & Policy](#) screen on the Division's website.

Revised Policies

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policies present a consistent voice.

6002-B Incident Management System (IMS) Definitions

- Changed "and no provider is present at the time of death" to "and no provider is being paid for service provision at the time of death."
- Changed Client Intervention Techniques to "Prevention and Support Intervention Techniques."

6002-C Reporting Requirements

- Added requirement that the provider notify the District of a serious incident "to include the submission of a detailed incident report."

6002-D Members At Risk if Missing

- Added requirement that Support Coordination complete an Incident Call Report and submit it to the District Quality Unit Incident Report Mailbox within 24 hours.

6002-E Incident Reports

- Added a note stating that if electronic incident reports are completed/submitted from a hand-written document, those documents must be maintained and provided to the Division, upon request

6002-G Abuse and Neglect

- Required that the Support Coordinator complete an Incident Call Report and submit it to the District Incident Report mailbox.

6002-H Referral to Other Investigative Agencies

- Added "Chief Quality Officer" and "Corporate Compliance Unit" to the list of entities permitted to refer incidents for investigation to the DES Office of Special Investigations.

6002-I Incident Closure and Corrective Actions

- Added requirement that Planning Team reconvene to discuss the incident and review the need for any changes in the Risk Assessment to ensure the health and safety of the member.

6002-J Trending for Quality Improvement

- Added requirement that the Division's Central Office designee prepare a Statewide Incident Summary Report "quarterly and/or" annually.

6002-M Mortality Review Process

- Specified that the Support Coordinator complete an Incident Call Report and submit it to the District Quality Unit's Incident Report mailbox.

6002-N Fraud and False Claims

- Changed Division contact unit name and phone number.
-

Please send any questions to DDDPolicy@azdes.gov.

Division of Developmental Disabilities

Operations Policy Manual Notification

Date: August 25, 2017

Revision Effective Date: August 25, 2017

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice.

Revised Policy:

4004-L Reviewing Member's Accounts

This policy has been revised to recognize the use of hardship requests and delete a reference to Community Living Service funds (which have not been used since 2009).

Please send any questions to DDDPolicy@azdes.gov.

Division of Developmental Disabilities

Operations Policy Manual Notification

Date: August 18, 2017

Revision Effective Date: August 18, 2017

Corrections to Operations Manual

There were no policy changes; corrections to the Operations Policy Manual include:

- Corrected Chapter 1000 Table of Contents (TOC) to accurately identify all Chapter 1000 policies, linked the TOC to the policies, and incorporated the corrected Chapter 1000 into the Operations Policy Manual and the complete set of all policy manuals.
-

Please send any questions to DDDPolicy@azdes.gov.

Division of Developmental Disabilities
Operations Policy Manual Notification

Date: February 17, 2017

Revision Effective Date: February 17, 2017

Revised Policy:

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice.

CHAPTER 6000 ADMINISTRATIVE OPERATIONS:

6001-F Case Records

- Added "if needed" and "if applicable" to clarify that certain records are condition specific.
- Updated Unit name and database name.
- Reformatted to current standards.

6001-H Records Storage and Security

- Changed "inactive" to "closed/terminated" and "files" to "records."
 - Updated form names.
 - Reformatted to current standards.
-

Please send any questions to DDDPolicy@azdes.gov.

Division of Developmental Disabilities

Operations Policy Manual Notification

Date: October 21, 2016

Revision Effective Date: October 21, 2016

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice.

Revised Policy:

Operations Policy Manual, Policy 2002 Planning Meetings

- Changed "Meeting Location" section to incorporate AHCCCS wording:

"Review visits are to be conducted where the member receives services, including service settings both inside and outside of the member's home as described below. At a minimum, Support Coordinators will conduct review visits with a member in his or her home at least once annually in order to evaluate the living environment, identify potential barriers to quality care, and assess for unmet needs. If a member receives services outside of the home, at a minimum, a review visit must be conducted at one of the member's service setting locations. At the election of the member or member's representative, remaining visits may be conducted at an alternate location that is not a service setting. The location of each review visit, whether at a service setting location or an alternate site, must be determined by the member or member's representative and not for the convenience of the Support Coordinator or providers. The choice of location by the member/representative must be documented in the member file.

"If a Support Coordinator is unable to conduct a review visit as specified above due to the refusal by the member and/or the member's representative to comply with these provisions, services cannot be evaluated for medical necessity and therefore, will not be authorized. A Notice of Action must then be issued to the member setting forth the reasons for the denial/discontinuance of services."

Please send any questions to DDDPolicy@azdes.gov.

Division of Developmental Disabilities

Operations Manual Notification

Date: October 4, 2016

Revision Effective Date: September 30, 2016

No language in the body of the policy was changed, the titles and revision dates were combined.

The Division has combined the following policies:

CHAPTER 1000:

1004-B CONSENT TO MEDICAL TREATMENT OF INCAPACITATED ADULTS,

1004-C CONSENT TO MEDICAL TREATMENT OF MINORS

1004-D CONSENT TO MEDICAL TREATMENT OF INCAPACITATED MINORS

CHAPTER 1000:

1005-A GUARDIANSHIP AND CONSERVATORSHIP

1005-B SURROGATE PARENT

Please send any questions to DDDPolicy@azdes.gov.

Division of Developmental Disabilities
Operations Policy Manual Notification

Date: August 12, 2016

Revision Effective Date: August 12, 2016

Rescinded Policy:

Chapter 1001 Credo Vision and Values

- This policy was rescinded due to the duplicative nature of its content.
-

Please send any questions to DDDPolicy@azdes.gov.

Division of Developmental Disabilities Operations Policy Manual Notification

Date: July 22, 2016

Revision Effective Date: July 22, 2016

Revised Policy:

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice.

CHAPTER 6000 ADMINISTRATIVE OPERATIONS:

6003-B-INFORMAL RESOLUTION/GRIEVANCE PROCESS NON-ARIZONA LONG TERM CARE SERVICES

- Changed "Servies" to "Services" in Title.
 - Changed "Consumer and Family Support" to "Family and Community Resources."
 - Changed "Consumer Resolution Tracking System" to "Resolution System."
-

Revision History:

The July 15, 2016 revision history was corrected from "Chapter 2500 referral and placement services: 540-other care coordination issues" to "Chapter 2000 Support Coordination, 2005 Referral and Placement in Services" to include the correct chapter and subchapter number and name.

Please send any questions to DDDPolicy@azdes.gov.

Division of Developmental Disabilities
Operations Policy Manual Notification

Date: July 15, 2016

Revision Effective Date: July 15, 2016

Revised Policy:

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice.

CHAPTER 2000 SUPPORT COORDINATION

2005 REFERRAL AND PLACEMENT IN SERVICES

- Removed the word "Foster" when referenced in relation to Developmental Homes. **
-

**This policy was revised to comply with the 52nd Legislature, 2nd Regular Session House Bill 2099 (developmental disabilities; terminology; settings) – Chapter 286

Please send any questions to DDDPolicy@azdes.gov.

Division of Developmental Disabilities

Operations Policy Manual Notification

Date: June 13, 2016

Revision Effective Date: June 10, 2016

New Policies:

Historically the Division has used AHCCCS policies and the Division's contract with AHCCCS to inform staff, providers, and stakeholders of the Division's requirements not available in the policy manual. Using this method, it became apparent that there was confusion as to what applied to the Division and what did not apply; the Division implemented a plan to resolve this confusion. In October 2015, the Division began aligning the Division policy manuals with AHCCCS policy manuals by creating the Operations and Medical Manuals to go along with the Eligibility, Behavior Supports, and Provider Manuals. This revision is the second phase of this plan, memorializing current practices into one of the five policy manuals.

CHAPTER 400 – OPERATIONS

439 MATERIAL CHANGES: PROVIDER NETWORK AND BUSINESS OPERATIONS

This policy explains how the Division evaluates changes, to business operations or to the provider network, for the impact of such changes on members and providers. This policy defines the types of changes that may impact members and providers and required notifications.

CHAPTER 6000 – ADMINISTRATIVE OPERATIONS:

6004-F – COMPLIANCE PROGRAM

Explained the Division's Compliance Program, including identification of responsibility for the program's structure and implementation, and the components of the Compliance Program.

Revised Policies:

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice.

CHAPTER 2000 – SUPPORT COORDINATION:

2003 – PLANNING DOCUMENT

- Added statement, "The Risk Assessment is the Division's Managed Risk Agreement as required in AHCCCS policy."
- Added statement, "The CA160 screen will be printed and placed in the member file."

2004 – SERVICE AUTHORIZATION

The language "The specific authorization requirements for each service are indicated in the Service Provision Guidelines sections in Chapter 600" was removed as it was no longer a current reference.

CHAPTER 3000 – SUPPORT COORDINATION:

3003 – SELECTION OF PROVIDERS

- Stated that the Division does not discriminate against providers who serve high-risk populations or providers who specialize in conditions that result in costly treatment.
- Incorporated vendor call information from Policy 3004.
- Reorganized the policy for clarity.

CHAPTER 6000 – ADMINISTRATIVE OPERATIONS:

6002 – N FRAUD AND FALSE CLAIMS

- Removed the word "Consumer" in reference to the Resolution Unit.
- Removed reference to Office of Compliance and Review to reflect current practice.
- Identified the Division's Compliance Unit as the department that reports fraud/false claims to AHCCCS.

6003 – G ARIZONA LONG TERM CARE SERVICE GRIEVANCE PROCESS

- Removed "Consumer" in all references to the "Consumer Resolution Tracking System."

6003 - I ARIZONA LONG TERM CARE SERVICES APPEALS PROCESS

- Added "within 60 calendar days after the date of the Notice of action" in the second paragraph.
- Address and contact information for OCR was updated.

- “At the time the appeal is filed, the member/responsible person/authorized representative may request an expedited appeal” was added in the third paragraph.
- The word standard was added prior to the word appeal and the word appeal was made plural in the third paragraph.
- “In person or in writing” was added prior to “at any time during the appeal process” in the fourth paragraph.
- “The Division ensures the member/responsible person/authorized representative is included as a party to the appeal process” was added at the end of the fourth paragraph.
- “Standard” was added prior to “Appeal Resolution Timeframe” in the heading after the fourth paragraph.
- Added “...follow the standard appeal resolution timeframe and the appeal will be resolved” in the third paragraph on the second page.
- “The Notice of Appeal Resolution is issued to the member/responsible person/authorized representative” was added to the fifth paragraph on the second page.
- “If the Notice of Appeal Resolution is reversed, OCR will notify Support Coordination and the Health Plan, as appropriate. Upon notification services will be provided expeditiously as the member’s health condition requires. If services were requested to continue pending resolution of the appeal, the Division has the right to recover the cost of services from the member when the Notice of Appeal Resolution is upheld.” Was added as the last paragraph of this policy.

6003 – J ARIZONA LONG TERM CARE SERVICES FAIR HEARING PROCESS

- Site code was omitted to conform with mailing
- Added “a cover letter, copy of the entire file” in the second paragraph after “This file will include...”
- Added “and the appellant” after the record supplied by OCR in the fourth paragraph.

6003 - K CLAIM DISPUTES

- Deleted Site Code
- Added “The Division or the Division subcontracted health plans date all claim disputes upon receipt,” in the fourth paragraph.
- “All claim disputes are thoroughly investigated using applicable authorities and facts obtained from all parties. The Division will issue a letter to the provider if there is a mutual agreement to extend the decision due date to allow the Division to make a decision or allow the provider additional time to submit supporting documentation. All extensions must be agreed upon by both parties” was added in the sixth paragraph.

- Added "...complies with regulatory and contractual requirements" after "the notice of action decision" in the sixth paragraph.

Rescinded Policy:

CHAPTER 3000 - SUPPORT COODINATION

3004 VENDOR CALL PROCESS

- This policy was rescinded as it was incorporated into chapter 3003 Selection of Providers.

Revision History:

An incomplete posting was discovered and has been corrected. It was noticed that the Revision to 3002 Home and Community Based Service Delivery revision was posted online in the chapter only. The error has been remedied.

The Revision history from May 20, 2016 noted 2002-D Planning Meetings, the D has been removed from the revision history to reflect the title 2002 Planning Meetings.

Please send any questions to DDDPolicy@azdes.gov.

Division of Developmental Disabilities

Operations Policy Manual

Date: May 20, 2016

Revision Effective Date: May 20, 2016

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice.

New Policies:

Historically the Division has used AHCCCS policies and the Division's contract with AHCCCS to inform staff, providers, and stakeholders of the Division's requirements not available in the policy manual. Using this method, it became apparent that there was confusion as to what applied to the Division and what did not apply; the Division implemented a plan to resolve this confusion. In October 2015, the Division began aligning the Division policy manuals with AHCCCS policy manuals by creating the Operations and Medical Manuals to go along with the Eligibility, Behavior Supports, and Provider Manuals. This revision is the second phase of this plan, memorializing current practices into one of the five policy manuals.

CHAPTER 400 OPERATIONS:

412 CLAIMS REPROCESSING

- This policy identifies potential causes for payment review, methods used in internal claim review, the process by which recoupments are made, and Corrective Action Plan requirements.

CHAPTER 600 ADMINISTRATIVE OPERATIONS:

6004-E OPERATIONAL REVIEWS

- This policy identifies the objectives of performing operational reviews of Division Contractors, defines the types of operational reviews that may be performed, and specifies timelines related to operational reviews.

Revised Policy:

CHAPTER 2000 SUPPORT COORDINATION:**2002 PLANNING MEETINGS**

- Removed the word "all" in reference to planning meetings in this policy.
- Re-arranged the section "Meeting Location" by moving the phrase "The Support Coordinator may also visit any setting where the member receives services," from the beginning of the section to the end of the section.

CHAPTER 6000 ADMINISTRATIVE OPERATIONS:**6003-L ATTORNEYS AT PLANNING MEETINGS**

- Redefined the scope of this policy to include the Division's requirements, rights, and recommendations regarding the presence of attorneys at Planning Meetings.
- Removed references to tape recording and added reference to audio recording.

6002-D MEMBERS AT RISK IF MISSING

- Removed the phrase, "Unless approval has been obtained from the Division's Assistant Director/Designee."
-

Please send any questions to DDDPolicy@azdes.gov.

Division of Developmental Disabilities

Operations Policy Manual

Date: May 13, 2016

Revision Effective Date: May 13, 2016

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice.

New Policies:

Historically the Division has used AHCCCS policies and the Division's contract with AHCCCS to inform staff, providers, and stakeholders of the Division's requirements not available in the policy manual. Using this method, it became apparent that there was confusion as to what applied to the Division and what did not apply; the Division implemented a plan to resolve this confusion. In October 2015, the Division began aligning the Division policy manuals with AHCCCS policy manuals by creating the Operations and Medical Manuals to go along with the Eligibility, Behavior Supports, and Provider Manuals. This revision is the second phase of this plan, memorializing current practices into one of the five policy manuals.

CHAPTER 200 CLAIMS:

203 CLAIMS PROCESSING

- This policy stipulates requirements for the adjudication and payment of claims.

CHAPTER 300 FINANCIAL:

317 CHANGE IN ORGANIZATIONAL STRUCTURE

- This policy identifies the requirements for submitting changes in the Division's organizational structure and its responsibility of monitoring and evaluating changes in organizational structure.

CHAPTER 400 OPERATIONS:

404 MEMBER INFORMATION MATERIALS

- This policy outlines the requirements for obtaining approval of member information materials from the Arizona Health Care Cost Containment System.

416 PROVIDER NETWORK INFORMATION

- This policy outlines provider information requirements and the content of the Division's website.

436 NETWORK STANDARDS

- This policy provides clarification on the Division's provider network sufficiency and oversight.

438 ADMINISTRATIVE SERVICES SUBCONTRACTS

- This policy provides guidelines and requirements for Administrative Services Subcontracts, monitoring subcontractor performance, reporting performance review results, and notifying the appropriate entity of subcontractor non-compliance and corrective action plans.

Revised Policy:

CHAPTER 1000 MEMBERS AND FAMILIES:

1006 HEALTH CARE DIRECTIVES/ ADVANCE DIRECTIVES

- In the first paragraph the following phrase was added: "The Division will prevent discrimination against a member, and will not place conditions on the provisions of care to the member, because of his/her decisions to execute or not execute an advance directive."
- Under E "call 9-1-1 and provide CPR" was added in between "staff is required to..." and "CPR". The word "initiate" was removed.
- The language under F was clarified, "1. Has a DNR and not in hospice" the word "start" was removed and replaced with the word "provide"
- The language under F was clarified, "2. Has a DNR and in hospice" the word "if" was replaced with the word "when"
- The language under F, 3, was added "3. No DNR: Direct care staff persons will call 9-1-1 and provide CPR until there is a licensed healthcare provider present."

Please send any questions to DDDPolicy@azdes.gov.

Division of Developmental Disabilities
Operations Manual Notification

Date: Friday, March 25, 2016

Revision Effective Date: March 25, 2016

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice.

The Division has posted revisions to the Operations Manual as follows:

CHAPTER 2000:

SECTION 2007 CASE CLOSURE

- Under "Notification of Case Closure," changed reference from "as described in Chapter 2200" (which was a reference to a location in the prior Policy Manual) to read "as described in this policy manual."

Please send any questions to DDDPolicy@azdes.gov.

Division of Developmental Disabilities

Operations Manual Notification

Date: Friday, February 26, 2016

Revision Effective Date: February 26, 2016

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice.

The Division has posted revisions to the Operations Manual as follows:

CHAPTER 2000:

SECTION 2003 PLANNING DOCUMENT

- In the first paragraph the words “behavioral heal services, and” were added after “community based services”
- “(e.g., Annual Plan, Reassessment of the Planning Document, Changes in the ISP, cover sheet)” was added in section “H” after the words “Planning Document”
- The words “for the future” were added after the word “vision” in the section “Vision and Priorities”
- The words “develop and teach” were added after the words, “The selected provider shall.”
- Back-Up plans were changed to “Contingency Plan” to match style and form name.
- “Providing care to the member in an institutional setting” was added after “compared to the cost of” and the language “an Intermediate Care Facility for Individuals with an Intellectual Disability (ICF/IID) was removed.
- All forms were edited to reflect official form name.
- Old references to Member Rights and Responsibilities were replaced with “Notice of Action (NOA) requirements in policy.”
- Under “B. Alternative placements,” the phrase “of the cost of serving the member in an institutional setting” were added and the words “CES threshold” were removed.

SECTION 2002 PLANNING MEETINGS

- All form names were edited to reflect the name of the official form.
- Assisted Living Centers and Assisted Living Homes were added in parentheses after each reference of Assisted Living Facilities.

- Working days was changed to business days throughout
 - The language, "The written notice given at the end of each planning meeting serves as the 10 days written notice" was added under Scheduling Subsequent Meetings. The language, "In addition, the Support Coordinator shall provide the team members written notice of upcoming annual planning meetings at least 10 days in advance" was removed.
 - Re-formatted outline to match Division style.
-

CHAPTER 3000:

SECTION 3001 FAMILY MEMBERS AS PAID PROVIDERS

- The language in "E. A single family member who is...." was removed.
- The language in "J. Qualified family members may...." was removed.
- In the first paragraph "through a Qualified Vendor" was added after "family members may be paid through."
- Under B., after "A spouse of a," the words "member eligible for the Division" were added and the phrase "under specific circumstances" was added after the words "their spouse."

SECTION 3002 HOME AND COMMUNITY BASED SERVICE DELIVERY

- The sections "Traditional," "Agency with Choice," and "Individual Independent" were added back in from the previous manual.
 - "Co-employment" was replaced by "partnership" throughout.
-

An incomplete posting was discovered in the January 29, 2016 posting and was corrected. It was noticed that the revisions were not updated online in each chapter of the manual; they were posted online in the complete set of manuals only. The error has been remedied.

Please send any questions to DDDPolicy@azdes.gov.

Division of Developmental Disabilities
Operations Manual Notification

Date: Friday, January 29, 2016

Revision Effective Date: Friday, January 29, 2016

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice.

The Division has posted revisions to the Operations Manual as follows:

CHAPTER 6000 ADMINISTRATIVE OPERATIONS GRIEVANCE AND APPEALS:

6003-C APPEAL PROCESS FOR MEMBERS WHO RECEIVE STATE FUNDED SERVICES

Language clarification that the abbreviation OCR stands for Office of Compliance and Review.

6003-J ARIZONA LONG TERM CARE SERVICES FAIR HEARING PROCESS

Language clarification that the abbreviation OCR stands for Office of Compliance and Review.

6003-K CLAIM DISPUTES

Language clarification that the abbreviation OCR stands for Office of Compliance and Review.

6003-M CONDUCTING ALL MEETINGS

Language clarification that the abbreviation OCR stands for Office of Compliance and Review.
