

50 VENDOR CALL REQUIREMENTS FOR QUALIFIED VENDORS

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REFERENCES: A.A.C. R6-6-2101; A.R.S. § 36-551; Qualified Vendor Agreement.

PURPOSE

This policy sets forth Vendor Call requirements for Qualified Vendors and to outline the process for Qualified Vendors to request release from service authorization.

DEFINITIONS

1. "Auto-Assignment" means the process used by the Division to randomly select a Qualified Vendor to provide services to a Member.
2. "Behavioral-Supported Group Home" means a time-limited service, designed for Members who have been deemed to need intensive behavioral supports, supports the Member's choice to live in and access opportunities in their communities through services offered in their group home.
3. "Business Day" means 8:00 a.m. to 5:00 p.m., Monday through

Friday, excluding holidays listed in A.R.S. § 1-301.

4. "Day" means a calendar Day unless specified otherwise in this policy. If a due date to complete an action falls on a Saturday or Sunday, the due date is extended to the following Monday. If a due date falls on a state observed holiday, the due date is extended to the following Day, excluding weekend Days.
5. "Direct Referral" means a phone call, voicemail, or email from the Division to one or more Qualified Vendors requesting the Qualified Vendors' availability and ability to provide services for a specific Member or specific group of Members.
6. "Emergency" means an immediate need for services due to an unexpected change in the Member's needs or loss of support system that may result in injury to the Member or exposure to a harmful situation.
7. "Emergency Vendor Call" means a notification sent through Focus inviting Qualified Vendors to submit a response indicating their availability to provide services for a specific Member or specific group of Members, who urgently require services due to an unexpected change in the Member's needs or loss of support

system that may result in injury to the Member or exposure to a harmful situation.

8. "Expansion" means adding capacity to the Division's Network of group home services through a new service site, expansion capacity is determined by the Division not to exceed six individuals per setting.
9. "Expansion Presentation" means an interview the Division and Members have with a Qualified Vendor(s) that respond to a Vendor Call for Expansion.
10. "Expansion Award Letter" means a written response to the Qualified Vendor from the Division notifying them of the approval to add a new group home with specific parameters to the Division's network.
11. "Focus" means a suite of software applications and programs developed to support the process of delivering ALTCS and State only funded services to eligible Members. Focus includes the management of information regarding Member demographics, service plans, service authorizations, and Vendor Calls. For purposes of this policy, non-residential service Vendor Calls are

issued in the Focus Client Application, and residential and supported living service Vendor Calls are issued in the Focus Program Staffing Application (PSA).

12. "Member" means the same as "client" as defined in A.R.S. § 36-551.
13. "Planning Document" means a written statement of services to be provided to a Member, including habilitation goals and objectives, that is developed following an initial eligibility determination and revised after periodic reevaluations.
14. "Planning Team" means a defined group of individuals comprised of the Member, the Responsible Person if other than the Member, and, with the Responsible Person's consent, any individuals important in the member's life, including extended family members, friends, service providers, community resource providers, representatives from religious or spiritual organizations, and agents from other service systems.
15. "Qualified Vendor" means any person or entity that has a Qualified Vendor Agreement with the Division of Developmental Disabilities.

16. "Receiving Group Home" means a Division group home developed using the Vendor Call process to identify vacant capacity to be used for Members with an Emergency need for group home services.
17. "Residential Services" means, for the purpose of this policy, the same as Community Residential Setting defined in A.R.S. § 36-551 (15), except this policy does not apply to state-operated services.
18. "Responsible Person" means the parent or guardian of a developmentally disabled minor, the guardian of a developmentally disabled adult or a developmentally disabled adult who is a Member for whom no guardian has been appointed.
19. "Support Coordinator" means the same as "Case Manager" under A.R.S. § 36-551.
20. "Vendor Call" means a notification sent through Focus inviting Qualified Vendors to submit a response indicating their availability to provide services for a specific Member or specific

group of Members, based on the requirements defined in the Member's Planning Document.

POLICY

A. STANDARD VENDOR CALLS - NON-RESIDENTIAL SERVICES

1. Qualified Vendors shall designate and authorize staff, after ensuring the authorized staff have their own individual Focus login, to respond to Vendor Calls within Focus.
2. Qualified Vendors shall view Vendor Calls in the Focus Client Application for all non-residential services they are approved to provide in their Qualified Vendor Agreements.
3. Qualified Vendors shall review the Vendor Call in its entirety to determine if they can meet the needs and preferences of the Member as outlined in the Vendor Call, prior to responding "yes" or "no" to a Vendor Call in Focus.
 - a. If the Qualified Vendor determines that they do have the resources and qualified staff available to meet the Member's needs, the Qualified Vendor shall respond "yes" to the Vendor Call as directed in Focus.

- b. If the Qualified Vendor determines that they do not have the resources or qualified staff available, then the Qualified Vendor shall respond “no” to the Vendor Call.
4. Qualified Vendors shall respond to each Vendor Call issued in Focus with either a “yes” or “no” response.
5. Qualified Vendors may request additional information about the Member if needed to determine if they can provide the service needed.
6. Qualified Vendors shall not respond “yes” to the Vendor Call if they are only requesting to review the additional information.
7. Qualified Vendors may change their response between “yes” and “no” in Focus at any time until the Vendor Call closes.
8. The Qualified Vendor shall change the “yes” response to “no” response in Focus within two Business Days of determining that they can no longer meet the Member’s needs or no longer has qualified staff available.

B. STANDARD VENDOR CALLS - COMMUNITY RESIDENTIAL SERVICES AND SUPPORTED LIVING SERVICES

1. Qualified Vendors shall view Vendor Calls in the Focus PSA for Supported Living and Community Residential Services they are approved to provide in their Qualified Vendor Agreements.
2. Qualified Vendors shall have designated and authorized staff, with their own individual Focus PSA login, to respond to Vendor Calls.
3. Qualified Vendors interested in providing the service shall respond in writing to the Vendor Call by using the Focus PSA if they have the available capacity and ~~of~~ qualified staff to provide the service as outlined in the Vendor Call.
4. Qualified Vendors shall review, at minimum, the Planning Document in its entirety to determine if they can meet the needs and preferences of the Member prior to submitting a written response to the Vendor Call in the Focus PSA.
5. The Qualified Vendor shall submit a written response to the Division as directed by the close date after the interested Qualified Vendor has reviewed the Member's additional information and determined staff are available and qualified to meet the Member's needs.

6. The Qualified Vendor shall respond to the Vendor Call with the following information in the written response to the Division:
 - a. Required fields completed;
 - b. Experience and background to provide the requested services to include:
 - i. The number of years the Qualified Vendor has provided services, or if the Qualified Vendor has not provided services, other pertinent experience; and
 - ii. The number and type of homes the Qualified Vendor currently operates for DDD or other state agencies, if applicable.
 - c. A written plan to meet identified needs as described in the Member's residential assessment profile, describing how the Qualified Vendor will:
 - i. Provide necessary and Member-specific training to staff; and
 - ii. Meet the Member's cultural or linguistic needs.
 - d. A description of how the Qualified Vendor will meet the Member's special accommodations, outlining:

- i. How complex support needs, including medical or behavioral accommodations, will be met, including assurances that the Qualified Vendor will work collaboratively with the Member's health plan to incorporate any required functional behavioral assessment recommendations; and
 - ii. Any environmental modifications needed.
- e. A time frame by which the service(s) will be delivered, outlining:
- i. The timeframe that service delivery will begin, which will include the Responsible Person visiting the residential setting in their preferred geographic location; and
 - ii. For group home Expansions, all required inspection time frames from the Arizona Department of Health Services (ADHS), the Division's Monitoring, Office of Licensing, Certification and Regulation, and site code issuance not to exceed 90 days.

- f. Any additional information responsive to the Vendor Call for services to include:
 - i. The date by which the Qualified Vendor will offer the Responsible Person a copy of the Qualified Vendor's policy manual; and
 - ii. A description of how the Qualified Vendor will involve the Member in the daily planned activities of the home.

C. AUTO-ASSIGNMENT – NON-RESIDENTIAL, COMMUNITY RESIDENTIAL SERVICES AND SUPPORTED LIVING SERVICES

The Qualified Vendor shall contact the Responsible Person within one Business Day of being notified of the Auto-Assignment.

D. DIRECT REFERRALS – NON-RESIDENTIAL, COMMUNITY RESIDENTIAL SERVICES AND SUPPORTED LIVING SERVICES

- 1. Qualified Vendors shall respond to the Division's Direct Referrals within one Business Day.
- 2. Qualified Vendors shall ensure their communication methods are ready to receive communications from the Division to include:

- a. Email addresses are not blocking Division messages.
 - b. Telephone systems are ready to receive calls and voicemail from Division staff.
3. Qualified Vendors who accept the Direct Referral for HCBS shall meet the requirements in Section (A) of this policy.
 4. Qualified Vendors who accept the Direct Referral for Residential Services shall meet the requirements in Section (B) of this policy.

E. EMERGENCY VENDOR CALLS – NON-RESIDENTIAL, COMMUNITY RESIDENTIAL SERVICES AND SUPPORTED LIVING SERVICES

1. Qualified Vendors shall meet the requirements in Section (D) of this policy for responding to Direct Referrals.
2. Qualified Vendors shall respond to Emergency Vendor Calls for HCBS as required in Section (A) of this policy.
3. Qualified Vendors shall respond to Emergency Vendor Calls for Residential Services as required in Section (B) of this policy.
4. Qualified Vendors that respond to the Emergency Vendor Call for Residential Services may meet with the Responsible Person to

coordinate the move if time permits prior to providing Residential Services.

F. SELECTION – NON-RESIDENTIAL, COMMUNITY RESIDENTIAL SERVICES AND SUPPORTED LIVING SERVICES SERVICES

1. The Qualified Vendor for non-Residential Services selected by the Responsible Person shall complete the following within one Business Day of being notified of the Responsible Person's selection by the Division:
 - a. Acknowledge the service authorization in Focus; and
 - b. Contact the Responsible Person to identify a date to start services.

2. The Qualified Vendor selected by the Responsible Person shall complete the following prior to providing Residential or Supported Living Services:
 - a. Acknowledge the service authorization(s) in Focus.
 - b. Verify that the service site is approved by the Division.

- c. Attend a meeting with the Member's Planning Team to discuss plans for ensuring a smooth transition for the Member.
3. The Qualified Vendor selected by the Responsible Person shall attend a post-move meeting following the Member's move into a community residential and supported-living setting with the Member's Planning Team to discuss behavioral health supports when necessary, and habilitative outcomes as per timelines required in Division Medical Policy Chapter 1620-E.

G. EXPANSION - ALL GROUP HOMES

1. Qualified Vendors shall respond to Expansion Vendor Calls by meeting the requirements as outlined in Section B of this policy.
2. The Qualified Vendor shall participate in Expansion Presentations at the Division's request.
3. The Qualified Vendor shall develop all materials used in Expansion Presentations, such as brochures, videos, or slide decks, in accordance with Provider Policy Chapter 34.
4. The Qualified Vendor shall:

- a. Comply with each required parameters of the Expansion Award Letter;
 - b. Contact the Division with any concerns regarding the parameters of the Expansion Award Letter; and
 - c. Provide updates on the status of the Expansion awarded as determined by the Division.
5. The Qualified Vendor shall, within 90 Days of receiving the Expansion Award Letter, complete the following:
- a. Obtain a home that is owned or leased by the awarded Qualified Vendor within the parameters documented in the Expansion Award letter.
 - b. Notify DDD Network at DDDResidentialunit@azdes.gov to fill out the address box above and reissue this letter.
 - c. Obtain a license for the group home as required by ADHS.
 - d. Add the new home address to the service site section in the Division's Contract Administration System.
 - e. Submit a copy of the DHS license to the credentialing unit at DDDcredentialing@azdes.gov and copy the

dddresidentialunit@azdes.gov mailbox when it is the Qualified Vendor's first Expansion group home.

- f. Obtain an HCBS certificate from the Division for the home.
- g. Register the home with AHCCCS as a provider type 25- DD group home.
- h. Submit an inspection request to DDD Monitoring at DDDMonitoring@azdes.gov and pass the inspection.
- i. Obtain a site code by contacting the assigned DDD Contract Specialist.
- j. Provide communication at a cadence determined by the Division on recruitment efforts to obtain appropriate staffing levels.

**H. REQUEST FOR RELEASE FROM SERVICE AUTHORIZATION –
NON-RESIDENTIAL, COMMUNITY RESIDENTIAL SERVICES AND
SUPPORTED LIVING SERVICES**

- 1. The Qualified Vendor may request a release from a service authorization by:

- a. Obtaining agreement from the Planning Team as documented in the Member's record; or
 - b. Sending an outline of the reasons for requesting a release from service authorization to the DDD Customer Service Center (CSC) if a request for release is not agreed upon by the Planning Team.
2. The Qualified Vendor shall continue to provide service until a new Qualified Vendor is authorized.

SUPPLEMENTAL INFORMATION

STANDARD VENDOR CALLS -NON-RESIDENTIAL, COMMUNITY

RESIDENTIAL SERVICES AND SUPPORTED LIVING SERVICES

1. If the Member has a current HIPAA release on file, the additional information will be sent to the Qualified Vendor by secure email within two Days by the support coordinator.
2. If the Member does not have a current HIPAA release on file, or the Member does not agree to sign a HIPAA release, the Member's protected health information will be redacted from the Vendor Call and additional information.

3. The Division shall maintain non-Residential Services Vendor Calls as open until a Qualified Vendor is selected or Auto-Assigned.
4. The Division, for non-residential services, shall change a Qualified Vendor's "yes" response to "no" when the Qualified Vendor has notified the Division that they are unable to meet the needs of the member outlined in the Vendor Call and have failed to change their response as outlined in section A.8 of this policy.

STANDARD VENDOR CALLS - COMMUNITY RESIDENTIAL SERVICES AND SUPPORTED LIVING SERVICES

1. The Division shall ensure standard Vendor Calls remain open for seven Days.
2. The Division may require the Qualified Vendor to provide additional information in the Qualified Vendor's response to Expansion Vendor Calls for Behavioral-Supported Group Homes and Receiving Group Homes.
3. The Division shall provide the Responsible Person, as applicable, with all responses that meet the needs of the Member as outlined in the Vendor Call, after the Vendor Call closes.

4. The Division shall notify Qualified Vendors if their written response does not meet the needs specified in the Vendor Call.
5. The Division shall conduct Direct Referrals if a Residential Services Vendor Call closes without identifying a Qualified Vendor as outlined in Section D of this policy.

AUTO-ASSIGNMENT – NON-RESIDENTIAL, COMMUNITY

RESIDENTIAL SERVICES AND SUPPORTED LIVING SERVICES

1. The Division shall Auto-Assign the service to a Qualified Vendor if a Responsible Person is unwilling, unable, or does not select a Qualified Vendor from the vendors who respond “yes” to the Vendor Call in Focus for HCBS Services or submit a written response in the Focus PSA for Residential Services.
2. The Division shall include a Qualified Vendor that responds “yes” to the Vendor Call in Focus or submits a written response in Focus PSA in the Auto-Assignment process as necessary.
3. The Division shall notify the selected Qualified Vendor of the Auto-Assignment within one Business Day.

DIRECT REFERRALS – NON-RESIDENTIAL, COMMUNITY

RESIDENTIAL SERVICES AND SUPPORTED LIVING SERVICES

1. The Division shall start Direct Referrals if a Vendor Call does not receive any “yes” responses within seven Days.
2. The Division shall make Direct Referrals in the Member’s preferred geographic area and may extend the search to proximal areas or statewide.
3. The Division shall continue to make Direct Referrals until the service is assigned or is no longer needed by the Member.

EMERGENCY VENDOR CALLS – NON-RESIDENTIAL, COMMUNITY

RESIDENTIAL SERVICES AND SUPPORTED LIVING SERVICES

1. The Division shall issue Emergency Vendor Calls for Members by the using following methods:
 - a. Posting the Emergency Vendor Call in Focus for non-Residential Services until a Qualified Vendor is selected, it is no longer an Emergency need, or the service is no longer needed; or
 - b. Posting the Emergency Vendor Call in Focus PSA for Residential Services for up to three Business Days.

SELECTION – NON-RESIDENTIAL, COMMUNITY RESIDENTIAL

SERVICES AND SUPPORTED LIVING SERVICES

1. The Division shall notify the Qualified Vendor within one Business Day of the selection being made by the Responsible Person or Division.
2. The Division shall notify the Qualified Vendors that responded “yes” to Vendor Calls for Residential Services that were not selected within 14 Days of the Vendor Call closing.

EXPANSION - ALL GROUP HOME SERVICES

1. The Division shall consider expanding the network when all existing options for identified Member(s) have been exhausted or if a network capacity need has been identified.
2. The Division shall send Expansion Vendor Calls to:
 - a. Meet the needs of a group of Members.
 - b. Develop new or vacant capacity.
3. The Division shall require new group homes to meet cost effectiveness requirements outlined in the Division's Medical Policy 1620-C.
4. The Division shall notify the Qualified Vendors that were not selected.

5. The Division shall notify the Qualified Vendor when selected with an Expansion Award Letter.
6. The Division may rescind an Expansion Award if the parameters outlined in the Expansion Award Letter are not met, not met timely, or as determined by the Division.

REQUEST FOR RELEASE FROM SERVICE AUTHORIZATION

1. The Division's CSC processes Qualified Vendor requests for release from service authorization for both Non-Residential and Residential services, and submits requests to the respective District Program Manager (DPM) for resolution.
2. The DPM shall consider the following situations as applicable when reviewing requests for release of non-residential service authorization:
 - a. The Qualified Vendor has documented attempts to contact the Responsible Person, without success, and services have not been provided.
 - b. The Qualified Vendor responded "yes" to the Vendor Call, the Responsible Person subsequently changed the conditions or

expectations, and the Qualified Vendor can no longer meet the Member's needs, and services have not been provided.

3. The DPM shall notify the Qualified Vendor of the decision within 21 Days.
 - a. If the request is denied, the DPM shall include the reasons for denial in the notification.
 - b. A Qualified Vendor who disagrees with the decision of the DPM may file a grievance as provided by A.A.C. R6-6-1801 et seq. and A.A.C. R6-6-2201 et seq.