

1 **50 VENDOR CALL REQUIREMENTS FOR QUALIFIED VENDORS**

2  
3 REVISION DATE: (XX/XX/XXXX), 3/2/2022, 3/22/2021

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

8  
9 **PURPOSE**

10  
11 ~~To~~ This policy sets forth establish the non-residential and residential Vendor  
12 Call requirements for Qualified Vendors and to outline the process for  
13 Qualified Vendors to request release from service authorization.

14  
15 **DEFINITIONS**

- 16  
17 1. "Auto-Assignment" means the process used by the Division to  
18 randomly select a Qualified Vendor to provide services to a  
19 Member.
- 20 2. "Behavioral-Supported Group Home" means a time-limited  
21 service, designed for Members who have been deemed to need  
22 intensive behavioral supports, supports the Member's choice to  
23 live in and access opportunities in their communities through  
24 services offered in their group home.
- 25 3. "Business Day" means 8:00 a.m. to 5:00 p.m., Monday through

- 26                    Friday, excluding holidays listed in A.R.S. § 1-301.
- 27            4.    “Day” means a calendar Day unless specified otherwise in this  
28                    policy. If a due date to complete an action falls on a Saturday or  
29                    Sunday, the due date is extended to the following Monday. If a  
30                    due date falls on a state observed holiday, the due date is  
31                    extended to the following Day, excluding weekend Days.
- 32            5.    “Direct Referral” means a phone call, voicemail, ~~and~~/or email  
33                    from the Division to one or more Qualified Vendors requesting  
34                    the Qualified Vendors’ availability and ability to provide services  
35                    for a specific Member or specific group of Members.
- 36            6.    “Emergency” means an immediate need for services due to an  
37                    unexpected change in the Member’s needs or loss of support  
38                    system that may result in injury to the Member or exposure to a  
39                    harmful situation.
- 40            7.    “Emergency Vendor Call” means a notification sent through  
41                    Focus inviting Qualified Vendors to submit a response indicating  
42                    their availability to provide services for a specific Member or  
43                    specific group of Members, who urgently require services due to  
44                    an unexpected change in the Member’s needs or loss of support

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

47 ~~“Behavioral Supported Group Home” “Enhanced Behavioral~~  
48 ~~Group Home” means a time limited service, designed for~~  
49 ~~Members who have been deemed to need intensive behavioral~~  
50 ~~supports, supports the Member’s choice to live in and access~~  
51 ~~opportunities in their communities through services offered in~~  
52 ~~their group home.~~

53 8. “Expansion” means adding capacity to the Division’s Network of  
54 group home services through a new service site, expansion  
55 capacity is determined by the Division not to exceed six  
56 individuals per setting.

57 9. “Expansion Presentation” means an interview the Division and  
58 Members have with a Qualified Vendor(s) that respond to a  
59 Vendor Call for Expansion.

60 10. “Expansion Award Letter” means a written response to the  
61 Qualified Vendor from the Division notifying them of the approval  
62 to add a new group home with specific parameters to the  
63 Division’s network.

- 64 11. "Focus" means a suite of software applications and programs  
65 developed to support the process of delivering ALTCS and State  
66 only funded services to eligible Members. Focus includes the  
67 management of information regarding Member demographics,  
68 service plans, service authorizations, and Vendor Calls, and  
69 ~~claims~~. For purposes of this policy, non-residential service  
70 ~~(HCBS)~~ Vendor Calls are issued in the Focus Client Application,  
71 and residential and supported living service Vendor Calls are  
72 issued in the Focus Program Staffing Application (PSA).
- 73 12. "Member" means the same as "client" as defined in A.R.S. § 36-  
74 551.
- 75 13. "Planning Document" means a written statement of services to  
76 be provided to a Member, including habilitation goals and  
77 objectives, that is developed following an initial eligibility  
78 determination and revised after periodic reevaluations.
- 79 14. ~~"Planning Team" means a group of people including the Member;~~  
80 ~~the Responsible Person; the Support Coordinator; other State of~~  
81 ~~Arizona Department of Economic Security staff, as necessary;~~  
82 ~~and any person selected by the Member, Responsible Person, or~~

83 ~~the Department.~~ means a defined group of individuals comprised  
84 of the Member, the Responsible Person if other than the  
85 Member, and, with the Responsible Person's consent, any  
86 individuals important in the member's life, including extended  
87 family members, friends, service providers, community resource  
88 providers, representatives from religious or spiritual  
89 organizations, and agents from other service systems.

90 15. "Qualified Vendor" means any person or entity that has a  
91 Qualified Vendor Agreement with the Division of Developmental  
92 Disabilities.

93 16. "Receiving Group Home" means a Division group home  
94 developed using the Vendor Call process to identify vacant  
95 capacity to be used for Members with an Emergency need for  
96 group home services.

97 17. "Residential Services" means, for the purpose of this policy, the  
98 same as Community Residential Setting defined in A.R.S. § 36-  
99 551 (15), except this policy does not apply to state-operated  
100 services.

- 101 18. "Responsible Person" means the parent or guardian of a  
102 developmentally disabled minor, the guardian of a  
103 developmentally disabled adult or a developmentally disabled  
104 adult who is a Member for whom no guardian has been  
105 appointed.
- 106 19. "Support Coordinator" means the same as "Case Manager" under  
107 A.R.S. § 36-551.
- 108 20. "Vendor Call" means a notification sent through Focus inviting  
109 Qualified Vendors to submit a response indicating their  
110 availability to provide services for a specific Member or specific  
111 group of Members, based on the requirements defined in the  
112 Member's Planning Document.

113 **POLICY**

114 **A. STANDARD VENDOR CALLS - NON-RESIDENTIAL SERVICES**

115 **~~Non-Residential Services~~**

- 116 1. Qualified Vendors shall designate and authorize staff, ~~with~~ after  
117 ensuring the authorized staff have their own individual Focus  
118 login, ~~their own individual Focus login,~~ to respond to Vendor  
119 Calls within Focus, ~~to avoid delays.~~

- 120           2.     Qualified Vendors shall view Vendor Calls in the Focus Client  
121                     Application for all non-residential services they are approved to  
122                     provide in their Qualified Vendor Agreements.
- 123           ~~3.     Qualified Vendors shall designate and authorize staff, with their  
124                     own individual Focus login, to respond to Vendor Calls within  
125                     Focus to avoid delays.~~
- 126           3.     Prior to responding “yes” or “no” to a Vendor Call in Focus,  
127                     Qualified Vendors shall review the Vendor Call in its entirety to  
128                     determine if they can meet the needs and preferences of the  
129                     Member as outlined in the Vendor Call, prior to responding “yes”  
130                     or “no” to a Vendor Call in Focus.
- 131           a.     If the Qualified Vendor determines that they do have the  
132                     resources and qualified staff available to meet the  
133                     Member’s needs, the Qualified Vendor shall respond “yes”  
134                     to the Vendor Call as directed in Focus.
- 135           b.     If the Qualified Vendor determines that they do not have  
136                     the resources or qualified staff available, then the Qualified  
137                     Vendor shall respond “no” to the Vendor Call.

138 4. Qualified Vendors shall respond to each Vendor Call issued in  
139 Focus with either a "yes" or "no" response.

140 ~~5. Qualified Vendors may request additional information about the~~  
141 ~~Member if needed to determine if they can provide the service~~  
142 ~~needed.~~

143 ~~a. If the Member has a current HIPAA release on file, the~~  
144 ~~additional information will be sent to the Qualified Vendor~~  
145 ~~by secure email within two calendar Days by the Support~~  
146 ~~Coordinator.~~

147 ~~b. If the Member does not have a current HIPAA release on~~  
148 ~~file, or the Member does not agree to sign a HIPAA~~  
149 ~~release, the Member's protected health information will be~~  
150 ~~redacted from the Vendor Call, (county and zip code will~~  
151 ~~remain.).~~

152 ~~4. Qualified Vendors are not required to respond "yes" to the~~  
153 ~~Vendor Call if they request to review additional information.~~

154 ~~b. If the Member has a current HIPAA release on file, the~~  
155 ~~additional information will be sent to the Qualified Vendor~~

- 156 ~~by secure email within two days by the support~~  
157 ~~coordinator.~~
- 158 c. ~~If the Member does not have a current HIPAA release on~~  
159 ~~file, or the Member does not agree to sign a HIPAA~~  
160 ~~release, the Member's protected health information will be~~  
161 ~~redacted from the Vendor Call, (county and zip code will~~  
162 ~~remain.).~~
- 163 5. Qualified Vendors may request additional information about the  
164 Member if needed to determine if they can provide the service  
165 needed.
- 166 6. Qualified Vendors shall not ~~may optare not required to~~ respond  
167 "yes" to the Vendor Call if they are only requesting to review the  
168 additional information.
- 169 7. Qualified Vendors may change their response between "yes" and  
170 "no" in Focus at any time until the Vendor Call closes.
- 171 8. The Qualified Vendor shall change the "yes" response to "no"  
172 response in Focus within two Business Days of determining if a  
173 Qualified Vendor determines that they can no longer meet the  
174 Member's needs or no longer has qualified staff available.

- 175 9. ~~Prior to responding "yes" or "no" to a Vendor Call in Focus,~~  
176 ~~Qualified Vendors shall review the Vendor Call in its entirety to~~  
177 ~~determine if they can meet the needs and preferences of the~~  
178 ~~Member as outlined in the Vendor Call, prior to responding "yes"~~  
179 ~~or "no" to a Vendor Call in Focus.~~
- 180 a. ~~If the Qualified Vendor determines that they do have the~~  
181 ~~resources and qualified staff available to meet the~~  
182 ~~Member's needs, the Qualified Vendor shall respond "yes"~~  
183 ~~to the Vendor Call as directed in Focus.~~
- 184 b. ~~If the Qualified Vendor determines that they do not have~~  
185 ~~the resources or qualified staff available, then the Qualified~~  
186 ~~Vendor shall respond "no" to the Vendor Call.~~  
187 ~~after responding "yes" to the Vendor Call,, the Qualified Vendor~~  
188 ~~shall change the "yes" response to "no" response in Focus.~~
- 189 10. ~~The Division shall maintain non-Residential Services Vendor Calls~~  
190 ~~as open until the Qualified Vendor is selected or auto-assigned.~~

191 **B. STANDARD VENDOR CALLS - COMMUNITY RESIDENTIAL**  
192 **SERVICES AND SUPPORTED LIVING SERVICES**~~Services and~~  
193 **Supported Living Services**~~Residential Services~~

- 194 1. Qualified Vendors shall view Vendor Calls in the Focus PSA for  
195 Supported Living and Community Residential ~~all~~ sServices they  
196 are approved to provide in their Qualified Vendor Agreements.
- 197 2. Qualified Vendors shall have designated and authorized staff,  
198 with their own individual Focus PSA login, to respond to Vendor  
199 Calls.
- 200 ~~3. The Division shall ensure standard Vendor Calls remain open for~~  
201 ~~at least five calendar days.~~
- 202 3. Qualified Vendors interested in providing the service announced  
203 in the Vendor Call shall respond in writing to the Vendor Call by  
204 using the Focus PSA if they have the available capacity and of  
205 qualified staff to provide the service as outlined in the Vendor  
206 Call. ~~Interested Qualified Vendors interested in providing the~~  
207 ~~service and have the available capacity of qualified staff to~~  
208 ~~provide the service as outlined in the Vendor Call shall respond~~  
209 ~~to the Vendor Call in writing by using the Focus PSA.~~
- 210 4. ~~Prior to submitting a written response to the Vendor Call in the~~  
211 ~~Focus PSA,~~ Qualified Vendors shall review, at minimum, the  
212 Planning Document in its entirety to determine if they can meet

213 the needs and preferences of the Member prior to submitting a  
214 written response to the Vendor Call in the Focus PSA.

215 ~~6. If the Division has a signed HIPAA release, t~~The Division shall  
216 ~~send a secure email with the Member's additional information to~~  
217 ~~the interested Qualified Vendor, if the Division has a signed~~  
218 ~~HIPAA release.~~

219 ~~7. If the Division does not have a signed HIPAA release, t~~The  
220 ~~Division shall send a secure email to the interested Qualified~~  
221 ~~Vendor with the Member's personal identifiable information~~  
222 ~~redacted, if the Division does not have a signed HIPAA release.~~

223 5. ~~Once the interested Qualified Vendor has reviewed the Member's~~  
224 ~~additional information and determined staff are available and~~  
225 ~~qualified to meet the Member's needs, t~~The Qualified Vendor  
226 ~~shall submit a written response to the Division via the Focus PSA~~  
227 ~~as directed in the Vendor Call by the close date~~ after the ~~If the~~  
228 ~~Division has a signed HIPAA release, t~~The Division shall send a  
229 ~~secure email with the Member's additional information to the~~  
230 ~~interested Qualified Vendor, if the Division has a signed HIPAA~~  
231 ~~release.~~

- 232 ~~7. If the Division does not have a signed HIPAA release, t~~The  
233 Division shall send a secure email to the interested Qualified  
234 Vendor with the Member's personal identifiable information  
235 redacted, if the Division does not have a signed HIPAA  
236 release. interested Qualified Vendor has reviewed the Member's  
237 additional information and determined staff are available and  
238 qualified to meet the Member's needs.
- 239 6. The Qualified Vendor shall respond to the Vendor Call with the  
240 following information in the written response to the Division:  
241 a. Required fields completed; ~~Date Qualified Vendor can start~~  
242 ~~services.~~  
243 b. ~~Name of the Qualified Vendor.~~  
244 c. ~~Contact name.~~  
245 d. ~~Contact phone number.~~  
246 e. ~~Contact email.~~  
247 b. The Experience and background to provide the requested  
248 services to include:

- 249 i. The number of years the Qualified Vendor has  
250 provided services, or if the Qualified Vendor has not  
251 provided services, other pertinent experience; and
- 252 ii. The number and type of homes the Qualified Vendor  
253 currently operates for DDD or other state agencies, if  
254 applicable.
- 255 c. A written plan to meet identified needs as described in the  
256 Member's residential assessment profile, describing how  
257 the Qualified Vendor will:
- 258 i. ~~A description of how the Qualified Vendor will Provide~~  
259 ~~necessary and Member-specific training to staff; and~~
- 260 ii. ~~A description of how the Qualified Vendor will Meet~~  
261 ~~the Member's cultural or linguistic needs.~~
- 262 d. A description of how the Qualified Vendor will meet the  
263 Member's special accommodations, outlining to include:
- 264 i. ~~A description of~~ How complex support needs,  
265 including medical or behavioral accommodations, will  
266 be met, including assurances that the Qualified  
267 Vendor will work collaboratively with the Member's

- 268 health plan to incorporate any required functional  
269 behavioral assessment recommendations; and
- 270 ii. ~~A description of~~ Any environmental modifications  
271 needed.
- 272 e. A time frame by which the service(s) will be delivered,  
273 outlining:
- 274 i. ~~A description of~~ The timeframe that service delivery  
275 will begin, which will include the ~~Member or~~  
276 Responsible Person visiting the residential setting in  
277 their preferred geographic location; and
- 278 ii. ~~A description of~~ For group home Expansions, all  
279 required inspection time frames from the Arizona  
280 Department of Health Services (ADHS), the  
281 Division's Monitoring, Office of Licensingure,  
282 Certification and Regulation, and site code issuance  
283 not to exceed 90 days, ~~for group home Expansions.~~
- 284 f. Any additional information responsive to the Vendor Call  
285 for services to include:

- 286 i. The date by which the Qualified Vendor will offer the  
287 Member or Responsible Person a copy of the  
288 Qualified Vendor's policy manual; and
- 289 ii. A description of how the Qualified Vendor will involve  
290 the Member in the daily planned activities of the  
291 home.
- 292 ~~10. The Division may require the Qualified Vendor to provide~~  
293 ~~additional information in the Qualified Vendor's response to~~  
294 ~~Expansion Vendor Calls for Enhanced Behavioral Supported~~  
295 ~~Group Homes and Receiving Group Homes.~~
- 296 ~~11. After the Vendor Call closes, The Division shall provide the~~  
297 ~~Responsible Person, as applicable, with all responses that meet~~  
298 ~~the needs of the Member as outlined in the Vendor Call, after~~  
299 ~~the Vendor Call closes.~~
- 300 ~~12. The Division shall notify Qualified Vendors if their written~~  
301 ~~response does not meet the needs specified in the Vendor Call.~~
- 302 ~~13. If a Residential Services Vendor Call closes without identifying a~~  
303 ~~Qualified Vendor, The Division shall conduct Direct Referrals as~~  
304 ~~outlined in Section D. of this policy, if a Residential Services~~

305 ~~Vendor Call closes without identifying a Qualified Vendor as~~  
306 ~~outlined in Section D. of this policy.~~

307 **C. AUTO-ASSIGNMENT – NON-RESIDENTIAL, COMMUNITY**

308 **RESIDENTIAL SERVICES AND SUPPORTED LIVING**

309 **SERVICES~~Non-Residential and Residential Services~~**

310 ~~1. The Division shall auto-assign the service to a Qualified Vendor if~~  
311 ~~a Member or Responsible Person is unwilling, unable, or does not~~  
312 ~~select a Qualified Vendor from the vendors who respond “yes” to~~  
313 ~~the Vendor Call in Focus for non-Residential Services or submit a~~  
314 ~~written response in the Focus PSA for Residential Services, the~~  
315 ~~Division shall auto-assign the service to a Qualified Vendor.~~

316 ~~2. The Division shall include a Qualified Vendor that responds “yes”~~  
317 ~~to the Vendor Call in Focus or submits a written response in~~  
318 ~~Focus PSA in the auto-assignment process as necessary.~~

319 ~~3. The Division shall notify the selected Qualified Vendor of the~~  
320 ~~auto-assignment within one business day.~~

321 ~~4. The Qualified Vendor shall contact the Member or Responsible~~  
322 ~~Person within one Business Day of being notified of the Auto-~~  
323 ~~Assignment.~~

- 324 **D. DIRECT REFERRALS – NON-RESIDENTIAL, COMMUNITY**
- 325 **RESIDENTIAL SERVICES AND SUPPORTED LIVING SERVICES**
- 326 **Non-Residential and Residential Services**
- 327 1. ~~The Division shall make Direct Referrals if a Vendor Call does not~~
- 328 ~~receive any responses within seven days for non-Residential~~
- 329 ~~Services or within five days for Residential Services.~~
- 330 2. ~~The Division shall make Direct Referrals in the Member’s~~
- 331 ~~preferred geographic area and may extend the search to proximal~~
- 332 ~~areas or statewide.~~
- 333 3. ~~The Division shall continue to make Direct Referrals until the~~
- 334 ~~service is assigned or is no longer needed by the Member.~~
- 335 1. Qualified Vendors shall respond to the Division’s Direct Referrals
- 336 within one Business Day.
- 337 2. Qualified Vendors shall ensure their communication methods are
- 338 ready to receive communications from the Division to include:
- 339 a. Email addresses are not blocking Division messages.
- 340 b. Telephone systems are ready to receive calls and voicemail
- 341 from Division staff.

342           3.     Qualified Vendors who accept the Direct Referral for HCBS non-  
343           Residential Services shall meet the requirements in Section  
344           (A)(A)(5)(a)(b) of this policy.

345           4.     Qualified Vendors who accept the Direct Referral for Residential  
346           Services shall meet the requirements in Section (B)(B)(5) of this  
347           policy.

348 **E.     EMERGENCY VENDOR CALLS – NON-RESIDENTIAL, COMMUNITY**  
349 **RESIDENTIAL SERVICES AND SUPPORTED LIVING SERVICES**  
350 **Non-Residential and Residential Services**

351           1.     ~~The Division shall issue Emergency Vendor Calls for Members by~~  
352           ~~the using following methods:~~

353           a.     ~~Posting the Emergency Vendor Call in Focus for non-~~  
354           ~~Residential Services; or~~

355           b.     ~~Posting the Emergency Vendor Call in Focus PSA for~~  
356           ~~Residential Services; and~~

357           c.     ~~Making Direct Referrals as outlined in Section D(1)(2)(3) of~~  
358           ~~this policy, including contacting Receiving Group homes~~  
359           ~~first for Members needing a group home service.~~

- 360        1.     Qualified Vendors shall meet the requirements in Section  
361                    ~~(D)(4)(5)(6)~~ of this policy for responding to Direct Referrals.
- 362        2.     Qualified Vendors shall respond to Emergency Vendor Calls for  
363                    HCBS non-Residential Services as required in Section (A) of this  
364                    policy.
- 365        3.     Qualified Vendors shall respond to Emergency Vendor Calls for  
366                    Residential Services as required in Section (B) of this policy.
- 367        ~~5. The Division shall maintain Emergency Vendor Calls for~~  
368                    ~~Residential Services as open in the Focus PSA for up to three~~  
369                    ~~business days.~~
- 370        ~~6. The Division shall maintain Emergency Vendor Calls for non-~~  
371                    ~~Residential Services as open until a Qualified Vendor is selected,~~  
372                    ~~it is no longer an Emergency need, or the service is no longer~~  
373                    ~~needed.~~
- 374        4.     Qualified Vendors that respond to the Emergency Vendor Call for  
375                    Residential Services may meet with the ~~Member or~~ Responsible  
376                    Person to coordinate the move if time permits prior to providing  
377                    Residential Services.

378 **F. SELECTION – NON-RESIDENTIAL, COMMUNITY RESIDENTIAL**  
379 **SERVICES AND SUPPORTED LIVING SERVICES**  
380 **Non-Residential and Residential Services**

381 ~~1. The Division shall notify the Qualified Vendor within one business~~  
382 ~~day of being informed of the Member or Responsible Person’s~~  
383 ~~selection.~~

384 1. The Qualified Vendor for HCBS non-Residential Services selected  
385 by the Responsible Person shall ~~The selected Qualified Vendor for~~  
386 ~~non-Residential Services shall complete the following within one~~  
387 Business Day ~~of being notified of the Member or Responsible~~  
388 ~~Person’s selection by the Division:~~

- 389 a. Acknowledge the service authorization in Focus; and  
390 b. Contact the ~~Member or Responsible Person~~ to identify a  
391 date to start services.

392 ~~3. The Division shall notify the Qualified Vendors that responded~~  
393 ~~“yes” to Vendor Calls for Residential Services that were not~~  
394 ~~selected within 14 calendar days of the Vendor Call closing.~~

395 2. Prior to providing Residential Services, The Qualified Vendor  
396 non-Residential Services selected by the Member or Responsible

397 Person shall ~~The selected Qualified Vendor shall~~ complete the  
398 following prior to providing Residential or Supported Living  
399 Services:

- 400 a. Acknowledge the service authorization(s) in Focus.
- 401 b. Verify that the service site is approved by the Division.
- 402 c. Attend a meeting with the Member's Planning Team to  
403 discuss plans for ensuring a smooth transition for the  
404 Member.

405 3. ~~Following the Member moving into a residential setting,~~ The  
406 Qualified Vendor non-Residential Services selected by the  
407 Responsible Person shall ~~The selected Qualified Vendor shall~~  
408 attend a post-move meeting following the Member's move into a  
409 community residential and supported-living setting with the  
410 Member's Planning Team to discuss behavioral health supports  
411 when necessary, and habilitative outcomes as per timelines  
412 required in Division Medical Policy Chapter 1620-E.

413 **G. EXPANSION - All Group Homes**

- 414 ~~1. The Division shall consider expanding the network when all~~  
415 ~~existing options for identified Member(s) have been exhausted or~~  
416 ~~if a network capacity need has been identified.~~
- 417 ~~2. The Division shall send Expansion Vendor Calls to:~~  
418 ~~a. Meet the needs of a group of Members.~~  
419 ~~b. Develop new or vacant capacity.~~
- 420 ~~3. The Division shall require new group homes to meet cost~~  
421 ~~effectiveness requirements outlined in the Division's Medical~~  
422 ~~Policy 1620-C.~~
- 423 1. Qualified Vendors shall respond to Expansion Vendor Calls by  
424 meeting the requirements as outlined in Section B of this policy.
- 425 2. The Qualified Vendor shall participate in Expansion Presentations  
426 at the Division's request.
- 427 3. The Qualified Vendor shall develop all materials used in  
428 Expansion Presentations, such as brochures, videos, or slide  
429 decks, in accordance with Provider Policy Chapter 34.
- 430 ~~7. Members shall select the preferred Qualified Vendor based on~~  
431 ~~the collective decision of the Members or Responsible Persons.~~

432 ~~7. The Division shall notify the Qualified Vendors that were not~~  
433 ~~selected.~~

434 ~~8. The Division shall notify the Qualified Vendor when selected with~~  
435 ~~an Expansion Award Letter.~~

436 4. The Qualified Vendor shall:

437 a. Comply with meet all each required parameters of the  
438 Expansion Award Letter;

439 b. ~~The Qualified Vendor shall~~ Contact the Division with any  
440 concerns regarding the parameters of the Expansion Award  
441 Letter; and

442 c. ~~The Qualified Vendor Shall~~ Provide updates on the status  
443 of the Expansion awarded as determined by the Division.

444 5. The Qualified Vendor shall, within 90 ~~calendar~~ Days of receiving  
445 the Expansion Award Letter, complete the following:

446 a. Obtain a home that is owned or leased by the awarded  
447 Qualified Vendor within the parameters documented in the  
448 Expansion Award letter.

449 b. Notify DDD Network at [DDDResidentialunit@azdes.gov](mailto:DDDResidentialunit@azdes.gov) to  
450 fill out the address box above and reissue this letter.

- 451 c. Obtain a license for the group home as required by ADHS.
- 452 d. Add the new home address to the service site section in
- 453 the Division's Contract Administration System.
- 454 e. Submit a copy of the DHS license to the credentialing unit
- 455 at [DDDcredentialing@azdes.gov](mailto:DDDcredentialing@azdes.gov) and copy the
- 456 [dddresidentialunit@azdes.gov](mailto:dddresidentialunit@azdes.gov) mailbox when it is the
- 457 Qualified Vendor's first Expansion group home.
- 458 f. Obtain an HCBS certificate from the Division for the home.
- 459 g. Register the home with AHCCCS as a provider type 25\_DD
- 460 group home.
- 461 h. Submit an inspection request to DDD Monitoring at
- 462 [DDDMonitoring@azdes.gov](mailto:DDDMonitoring@azdes.gov) and pass the inspection.
- 463 i. Obtain a site code by contacting the assigned DDD
- 464 Contract Specialist.
- 465 j. Provide communication at a cadence determined by the
- 466 Division on recruitment efforts to obtain appropriate
- 467 staffing levels.

468 ~~11.~~ The Division may rescind an Expansion Award if the parameters  
469 outlined in the Expansion Award Letter are not met, not met  
470 timely, or as determined by the Division.

471 **H. REQUEST FOR RELEASE FROM SERVICE AUTHORIZATION**

472 **– NON-RESIDENTIAL, COMMUNITY RESIDENTIAL SERVICES**

473 **AND SUPPORTED LIVING SERVICES ~~Non-Residential and~~**

474 **Residential Services**

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

477 a. Obtaining agreement from the Planning Team as  
478 documented in the Member's record; or

479 b. Sending an outline of the reasons for requesting a ~~Prior to~~  
480 ~~discontinuing providing services to a Member, The Qualified~~  
481 ~~Vendor shall notify the Planning Team and obtain agreement~~  
482 ~~from the Planning Team~~

483 ~~2. The Qualified Vendor shall submit a request for release from~~  
484 ~~service authorization to the DDD Customer Service Center (CSC)~~  
485 ~~if a request for release is not agreed upon by the Planning Team.~~

- 486        ~~3. The CSC shall process the request and submit it to the District~~  
487            ~~Program Manager (DPM) for resolution.~~
- 488        ~~4. The DPM shall consider the following situations as as applicable~~  
489            ~~when reviewing requests for release of service authorization:~~
- 490            ~~a. The Qualified Vendor has documented attempts to contact~~  
491                ~~the Member, without success, and services have not been~~  
492                ~~provided.~~
- 493            ~~b. The Qualified Vendor responded "yes" to the Vendor Call,~~  
494                ~~the Member or Responsible Person subsequently changed~~  
495                ~~the conditions or expectations, and the Qualified Vendor~~  
496                ~~can no longer meet the Member's needs, and services~~  
497                ~~have not been provided.~~
- 498        ~~5. The DPM shall notify the Qualified Vendor of the decision within~~  
499            ~~21 calendar days.~~
- 500            ~~a. If the request is denied, the DPM shall include the reasons~~  
501                ~~for denial in the notification.~~
- 502            ~~b. A Qualified Vendor who disagrees with the decision of the~~  
503                ~~DPM may file a grievance as provided by A.A.C. R6-6-1801~~  
504                ~~et seq. and A.A.C. R6-6-2201 et seq.~~

505           2.     The Qualified Vendor shall continue to provide service until a  
506                    new Qualified Vendor is authorized.

507     **SUPPLEMENTAL INFORMATION**

508     **STANDARD VENDOR CALLS -NON-RESIDENTIAL, COMMUNITY**

509     **RESIDENTIAL SERVICES AND SUPPORTED LIVING SERVICES**

510     1.     If the Member has a current HIPAA release on file, the additional  
511            information will be sent to the Qualified Vendor by secure email within  
512            two Days by the support coordinator.

513     2.     If the Member does not have a current HIPAA release on file, or the  
514            Member does not agree to sign a HIPAA release, the Member's  
515            protected health information will be redacted from the Vendor Call and  
516            additional information.

517     3.     The Division shall maintain non-Residential Services Vendor Calls  
518            as open until a Qualified Vendor is selected or Auto-Assigned.

519     4.     The Division, for non-residential services, shall change a  
520            Qualified Vendor's "yes" response to "no" when the Qualified Vendor  
521            has notified the Division that they are unable to meet the needs of the  
522            member outlined in the Vendor Call and have failed to change their  
523            response as outlined in section A.8 of this policy.

524 **STANDARD VENDOR CALLS - Community Residential Services**  
525 **and Supported Living Services**

526 1. The Division shall ensure standard Vendor Calls remain open for  
527 seven Days.

528 2. The Division may require the Qualified Vendor to provide  
529 additional information in the Qualified Vendor's response to Expansion  
530 Vendor Calls for Behavioral-Supported Group Homes and Receiving  
531 Group Homes.

532 3. The Division shall provide the Responsible Person, as applicable,  
533 with all responses that meet the needs of the Member as outlined in  
534 the Vendor Call, after the Vendor Call closes.

535 4. The Division shall notify Qualified Vendors if their written  
536 response does not meet the needs specified in the Vendor Call.

537 5. The Division shall conduct Direct Referrals if a Residential  
538 Services Vendor Call closes without identifying a Qualified Vendor as  
539 outlined in Section D of this policy.

540 **AUTO-ASSIGNMENT – NON-RESIDENTIAL, COMMUNITY**

541 **RESIDENTIAL SERVICES AND SUPPORTED LIVING SERVICES**

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

552        **DIRECT REFERRALS – NON-RESIDENTIAL, COMMUNITY**

553        **RESIDENTIAL SERVICES AND SUPPORTED LIVING SERVICES**

- 554        1. The Division shall start Direct Referrals if a Vendor Call does not  
555        receive any "yes" responses within seven Days.
- 556        2. The Division shall make Direct Referrals in the Member's  
557        preferred geographic area and may extend the search to proximal  
558        areas or statewide.
- 559        3. The Division shall continue to make Direct Referrals until the  
560        service is assigned or is no longer needed by the Member.

561 **EMERGENCY VENDOR CALLS – NON-RESIDENTIAL, COMMUNITY**

562 **RESIDENTIAL SERVICES AND SUPPORTED LIVING SERVICES**

563 The Division shall issue Emergency Vendor Calls for Members by the  
564 using following methods:

- 565 a. Posting the Emergency Vendor Call in Focus for non-Residential  
566 Services until a Qualified Vendor is selected, it is no longer an  
567 Emergency need, or the service is no longer needed; or  
568 b. Posting the Emergency Vendor Call in Focus PSA for Residential  
569 Services for up to three Business Days.

570 **SELECTION – NON-RESIDENTIAL, COMMUNITY RESIDENTIAL**  
571 **SERVICES AND SUPPORTED LIVING SERVICES**

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

577 **EXPANSION - All Group Home Services**

- 578        1. The Division shall consider expanding the network when all  
579        existing options for identified Member(s) have been exhausted or if a  
580        network capacity need has been identified.
- 581        2. The Division shall send Expansion Vendor Calls to:
- 582        a. Meet the needs of a group of Members.
- 583        b. Develop new or vacant capacity.
- 584        3. The Division shall require new group homes to meet cost  
585        effectiveness requirements outlined in the Division's Medical Policy  
586        1620-C.
- 587        4. The Division shall notify the Qualified Vendors that were not  
588        selected.
- 589        5. The Division shall notify the Qualified Vendor when selected with  
590        an Expansion Award Letter.
- 591        6. The Division may rescind an Expansion Award if the parameters  
592        outlined in the Expansion Award Letter are not met, not met timely, or  
593        as determined by the Division.

594        **REQUEST FOR RELEASE FROM SERVICE AUTHORIZATION Non-**  
595        **Residential and Residential Services**

- 596 1. The Division's CSC processes Qualified Vendor requests for release  
597 from service authorization for both Non-Residential and Residential  
598 services, and submits requests to the respective District Program  
599 Manager (DPM) for resolution.
- 600 2. The DPM shall consider the following situations as applicable when  
601 reviewing requests for release of non-residential service authorization:
- 602 a. The Qualified Vendor has documented attempts to contact the  
603 Responsible Person, without success, and services have not been  
604 provided.
- 605 b. The Qualified Vendor responded "yes" to the Vendor Call, the  
606 Responsible Person subsequently changed the conditions or  
607 expectations, and the Qualified Vendor can no longer meet the  
608 Member's needs, and services have not been provided.
- 609 3. The DPM shall notify the Qualified Vendor of the decision within 21  
610 Days.
- 611 a. If the request is denied, the DPM shall include the reasons for  
612 denial in the notification.

- 613            b. A Qualified Vendor who disagrees with the decision of the DPM  
614            may file a grievance as provided by A.A.C. R6-6-1801 et seq.  
615            and A.A.C. R6-6-2201 et seq.

Draft Policy for Public Comment