



DDD SHOUT

QUALIFIED VENDOR AND PROVIDER NEWSLETTER

March 2026

Independent Provider Agreements Ending June 30, 2026

This notice is to inform Qualified Vendors that the Independent Provider Agreements (IPA), which are a part of the Independent Provider (IP) Program, will not be extended and will expire on June 30, 2026. IPs are contracted to provide one or more of the following services: Attendant Care, Habilitation-Hourly, Supported Living-Hourly, Homemaker, or Respite. These IPs will be available for employment or subcontracting with a Qualified Vendor agency.

A letter outlining this change was mailed to all Independent Providers (IP) on February 27, 2026. The Division will assist Members receiving services from an IP to identify a Qualified Vendor for the IP to be employed or subcontracted by, should they decide to continue providing services. To ensure a smooth service transition, the Division will also transfer the Member's approved service authorization(s) to the Qualified Vendor selected by the Member, if the Member wishes to continue receiving services from the IP. In addition, the Division will assist interested IPs, who are not currently providing services to a Member, in identifying a Qualified Vendor to become employed or subcontracted by.

IPs have:

- A Class 1 Fingerprint Clearance Card,
- Article 9,
- CPR,
- First Aid, and
- Criminal History Self-Disclosure.

IPs transitioning to a Qualified Vendor to provide Attendant Care and/or Homemaker services should already have and can provide prospective employers/subcontractors copies of their training and other requirements for employment, however, they will need to pass the Direct Care Worker Training and Testing Program Competency Test as outlined in [Division Policy Manual, Chapter 1240-A Attendant Care and Homemaker \(Direct Care Services\)](#).

The Division requests that Qualified Vendors, once selected by the Member or IP, encourage the IP to become employed or subcontracted as soon as possible, rather than waiting until the IPA expires.

Qualified Vendors who have questions about this change should contact [Provider Network Support](#).

Program Review Committee (PRC) Updates

Second District West PRC Team

The Program Review Committee (PRC) is formally announcing the addition of a second District West PRC team to support the district's behavior plan reviews. Behavior plan authors must follow these guidelines for submitting behavior plan packets to District West:

- Plans for members whose last names start with A through M should be sent to [DDD West PRC](#).
- Plans for members whose last names start with N through Z should be sent to [DDD West 2 PRC](#).

Avoid HIPAA Violations By Using Secure Email

Division policy and procedure require that emails containing member information be sent using secure (encrypted) email. The Division uses Virtru through Gmail to encrypt email before it is sent. There are many options for ensuring emails are encrypted, and Qualified Vendors must identify the solution that works best for them, when they send an email with member information. Most encryption programs, including Virtru, encrypt the email's body, but cannot encrypt the email's subject line. As a result, including member information in the subject line constitutes a HIPAA violation even if the email is encrypted.

HIPAA Identifiers, including the following, may never be included in the subject line of an email:

- Member Name
- Member Date of Birth
- Member initials
- Member address
- Fax number
- Email address

PRC Administration is implementing a new subject line format to prevent any member's Protected Health Information (PHI) or Personally Identifiable Information (PII) from appearing in the subject line of outgoing emails. This new format includes the email topic and the date and time of the PRC review of that member's behavior plan. For example, "Corrections 02/14/2026 10:30." The PRC Administration thanks all vendors for their understanding and patience while PRC transitions to this new subject line format.

As a reminder, sending the behavior plan/packets via regular email is a HIPAA violation. Behavior Plan/Packets must be encrypted to protect all members' private information.

Qualified Vendors with questions or concerns should contact the [PRC Administration](#).

Prevention And Support Training Update: Announcing New Name and Implementation Dates

As [announced on September 8, 2025](#), the Division is modifying the current curriculum used for intervention (currently called Prevention and Support), which has been in place for nearly a decade. The DES Office of Professional Development, in collaboration with a group of Qualified Vendor trainers and DDD subject matter experts, has revised the training. To differentiate from the previous Prevention and Support curriculum, the Division has named the new curriculum, **Providing Respectful Opportunities and Understanding De-escalation (PROUD)**.

What's Changed?

This modified curriculum has been developed, incorporating industry best practices with a person-centered focus. The PROUD curriculum includes refreshed content in core topics, as well as the addition of person-centered topics, De-escalation & Safety Awareness and Trauma-Informed Support. Physical intervention techniques have also been revised to move in a less restrictive direction, focusing

on building positive relationships between members and direct care workers (DCW)/direct support professionals (DSP). The curriculum will also now require DCW/DSP to understand and demonstrate de-escalation strategies. Finally, the instruction certification clinic will change from 3 days to 4 days of in-person instruction to streamline the path to instructor certification. Multiple clinics are scheduled throughout March, April, May, and June 2026. All applicants must complete the [PROUD New Instructor Clinic Packet](#) to register.

Implementation Dates

- All DCW/DSP with current Prevention & Support certification must be trained in the new curriculum by **December 31, 2027** unless the following applies:
 - All new Direct Care Workers/Direct Support Professionals hired after **July 31, 2026**, must be trained in the new curriculum.
 - All Direct Care Workers/Direct Support Professionals identified as needing retraining in member intervention techniques after **July 31, 2026** as a result of corrective action, must be trained in the new curriculum.

As a reminder, training is outlined in Article 9 ([Arizona Administrative Code 6-6-901 through 6-6-909](#)) and is required for all direct support professionals providing paid care to members who may exhibit unsafe behavior as documented in the member's planning document and behavior plan. Qualified Vendors with questions about training requirements should review the [Division Behavior Supports Manual Chapter 600 Training](#). Qualified Vendors with questions about PROUD should contact the [Training Unit](#).

Join the Division of Developmental Disabilities Behavioral Health Administration Virtual Lunch and Learn Event

The Division of Developmental Disabilities is hosting monthly Lunch and Learn Sessions.

Next Session

- Date: Wednesday, March 18, 2026, from 12:00 p.m. to 1:00 p.m.
- Topic: What To Expect When You're Expecting ABA - A Practical Discussion for Care Coordinators and Non-Behavior Analysts
- Presenters: Ehren Werntz, Ph.D. - Vice President of Family and Community Services at AZA United. His work over the past 20+ years has focused on improving the lives of people with autism as well as the families and communities that support them. These days, his work focuses on supporting the treatment and care of complex behavior among individuals with co-occurring DD and SMI diagnoses.
- [Register in advance](#)
 - A confirmation email will be sent to the email address registered with the option to add the event as a calendar listing on the user's default calendar application. Users who experience a delay in receiving the email should check their spam folder for the email.

Session Description

Since Applied Behavior Analysis (ABA) began appearing in Arizona's Behavioral Health system a little more than a decade ago, it has increased in presence and demand. Due to its relative novelty in the Behavioral Health system, its considerable difference from other therapy models, and many commonly

held misconceptions, it is understandable that many people don't fully understand what they are requesting or submitting referrals for. This presentation provides a practical breakdown of ABA, designed to help consumers and care coordinators better understand what they are requesting when they refer for ABA.

After attending this session, participants will be able to describe common ABA service delivery models, ABA as a methodology apart from service delivery models, and common applications and limitations of ABA.

2026 AHWGMA Webinar and Question and Answer Opportunities

The 2026 Arizona Healthcare Workforce Goals and Metrics Assessment (AHWGMA) is a statewide effort designed to strengthen Arizona's healthcare delivery system by capturing real-time insights into staffing capacity, workforce capability, and talent pipeline readiness across the state. The data collected through the AHWGMA identifies where organizations are experiencing skill gaps or capacity strain, anticipates future labor needs, and guides the prioritization of workforce development resources and supports to ensure providers have the right people, with the right skills, at the right time to meet member and community needs. As outlined in section B of [Division Provider Manual Chapter 63](#), Qualified Vendors are required to complete the annual AHWGMA.

Informational Webinars

The Arizona Workforce Development Coalition (AWFDC) is hosting informational webinars, offering a high-level overview of the statewide AHWGMA initiative, a walkthrough of this year's assessment questions, and time for live questions. Attendees will leave with a clearer understanding of the goals and metrics that matter most for strengthening Arizona's healthcare system.

- [Register for March 11, 2026 from 9:00 am to 10:00 am AZ](#)
- [Register for March 23, 2026 from 9:00 am to 10:00 am AZ](#)

Question and Answer Sessions

These sessions will provide organizations with the opportunity to ask questions, gain clarification, and build connections with members of the Arizona Workforce Development Coalition (AWFDC) for support with completing the 2026 Arizona Healthcare Workforce Goals and Metrics Assessment (AHWGMA).

- [Register for April 7, 2026 from 10:00 am to 10:30 am AZ](#)
- [Register for April 30, 2026 from 2:30 pm to 3:00 pm AZ](#)
- [Register for May 19, 2026 from 11:00 to 11:30 am AZ](#)
- [Register for May 27, 2026 from 1:00 pm to 1:30 pm AZ](#)

The assessment period opens on April 1, 2026, and ends on May 21, 2026. The Division will publish a vendor announcement with a link to the survey once it is available.

Visit the [Arizona Workforce Development Coalition \(AWFDC\)](#) or the [AHWGMA initiative webpage](#) for more information.

Qualified Vendors with questions related to Workforce Development requirements should contact the [DDD Workforce Development Team](#).

National Core Indicators (NCI)

[National Core Indicators - Intellectual and Developmental Disabilities \(NCI-IDD\)](#) is a joint effort between the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute (HSRI). NCI uses [surveys and in-person interviews](#) to measure member satisfaction with DDD programs and services.

Vital Research LLC (Vital) is the National Core Indicator-IDD [NCI-IDD] Surveys vendor. Beginning this month, Vital is contacting members, families, vendors, and Support Coordinators to schedule In-Person Survey (IPS) interviews. Vital Research has sent IPS notifications to schedule interviews. Visit the [Vital Research, LLC and DDD website](#) to learn more.

There are also three Family Surveys. Each Family Survey is specific to the member identified on the letter included with the survey. The Family Guardian Survey (FGS), Adult Family Survey (AFS), and Child Family Survey (CFS) can be completed online or on paper. All Family Surveys are anonymous. Questions about NCI may be submitted to the [Division's NCI Coordinator](#).

Report Fraud, Waste, Abuse and Misconduct

Report to DDD:

- Call DDD at 1-877-822-5799
- Send an email to dddfwa@azdes.gov
- Send a letter to DES/DDD
- Attn: Corporate Compliance Unit
1789 W Jefferson St.
Mail Drop 2HA1
Phoenix, AZ 85007
- Complete this [online form](#).

Report to AHCCCS

- Provider Fraud
 - In Arizona: 602-417-4045
 - Outside Arizona: 1-888-ITS-NOT-OK (1-888-487-6686)
- Report Member Fraud:
 - In Arizona: 602-417-4193
 - Outside Arizona: 1-888-ITS-NOT-OK (1-888-487-6686)
- If you have questions about AHCCCS fraud, abuse of the program, or abuse of a member, email the AHCCCS Office of Inspector General (OIG) at AHCCCSFraud@azahcccs.gov.