



DDD SHOUT

PROVIDER NEWSLETTER

Volume II - April 2019

DDD Health Plan RFP Award

The Arizona Department of Economic Security (DES) Division of Developmental Disabilities (DDD) is committed to empowering Arizonans with developmental disabilities to lead self-directed, healthy and meaningful lives. DDD provides members eligible for the Division and the Arizona Long Term Care System (ALTCS), health care coverage through DDD Health Plans.

DDD Health Plans combine physical health services, behavioral health services, Children's Rehabilitative Services (CRS) (if eligible) and the following long term services and supports (LTSS): skilled nursing facilities; emergency alert services; and physical therapy for members over the age of twenty-one (21), delivered by a single health plan. This integrated health care model ensures close collaboration and care coordination between the DDD Health Plans, its providers and DDD, resulting in improved member health outcomes.

DDD is pleased to announce that open solicitation (ADES19-00008322) has been awarded to the following Managed Care Organizations (MCO), UnitedHealthcare and Mercy Care. Effective October 1, 2019, these MCOs will provide integrated health care for eligible members. Members will receive letters the week of April 15 and May 13 that will include details about the new MCOs and where they can find information about both DDD Health Plan options. Members that were DDD and ALTCS eligible prior to April 5, 2019, will have open-enrollment June 14, 2019 to July 15, 2019. Members that become DDD and ALTCS eligible after April 5, 2019, will have open-enrollment October 1, 2019 to October 30, 2019.

DDD is working closely with current and future contractors to ensure continuity of care for all members. As transition activities occur over the next few months, more information will be made available directly to members and providers as well as through the DDD website. Questions may also be submitted through the form on [the DDD website](#).

Please have any members with questions call the Customer Service Center at 1-844-770-9500 or their Support Coordinator.

Q4 Survey Reminder

On Monday March 25, 2019, the Division published a vendor announcement regarding the Q4 survey and the distribution of one-time funding for eligible providers who complete the survey. Qualified Vendors must have rendered one or more of the select Home and Community Based Services (HCBS) that received a rate increase due to Proposition 206 passage and be a current DDD provider to be eligible for this funding. See the following link for a list of select services included for one-time funds: <https://des.az.gov/sites/default/files/media/Rate-Table-7-1-2018-Updated.pdf>.

The Q4 survey will utilize the provider survey generated by National Core Indicators (NCI), as opposed to Survey Monkey. Eligible providers should have received a custom link to the survey via e-mail on Friday, March 15. The survey can only be accessed via this link.

While the due date for the NCI survey in the e-mail is June 30, 2019, providers must complete the survey by May 17, 2019, to be eligible for the one-time funding. This distribution of funds will be based on the total amount of paid claims for the selective HCBS identified for dates of service January 1, 2019, through March 31, 2019, as recorded by May 1, 2019. The distribution of funds will be proportionate to the total amount of paid claims during this time period. Please email any questions to DDProp206Survey@azdes.gov.

Provider Forums

The DES Division of Developmental Disabilities (DDD) in partnership with the Northern Arizona University Institute for Human Development will be hosting forums across the state in April and May 2019. The three goals to be discussed at each of these forums include: (1) The existing service model for long term services and supports to identify what is working and what can be improved, (2) Alternate models for delivering these services and (3) Ideas related to Governor Ducey's [Executive Order 2019-03](#) regarding the protection of people with disabilities.

The schedule and locations for these forums can be found on [the Current Provider page](#) on the DES website.

Workforce Development Planning

A Workforce Development Plan provides a systematic approach to:

- Make certain there are enough employees to provide all currently assigned members their services timely in scope, duration and frequency.
- Ensure direct care staff are qualified and competent to provide care that meets members' needs in a culturally and linguistic manner.
- Forecast future needs which allow for strategic planning to build workforce capacity and improve your business culture.

Having a Workforce Development Plan will improve your ability to: (a) develop hiring and recruitment strategies; (b) develop and maintain a competent workforce; (c) provide consistent and high-quality care to members; (d) focus on retention; (e) reduce turnover; (f) reduce overtime; and (g) prevent gaps in service.

What can I do now as a vendor to support my workforce? Review the Division's [Operations Manual Chapter 407 – Workforce Development](#):

- Complete an evaluation of your current workforce strategies;
- Conduct employee surveys and exit surveys. How are you using the information? Do you share the results with your employees? How do you engage your employees in systemic change?
- Develop a Recognition program and provide other benefits for employees (i.e. years of service awards, employee of the month, etc.; Peer Support Programs; Flexible work schedules; Advancement and professional development opportunities);
- What is the workplace culture? How available are your Managers / Supervisors? Is it a fun place to work? How do you engage all employees? Are you focused on recruitment or retention or a combination of the two?
- Collaborate with your employees, other vendors, community partners and the Division on workforce development strategies.

Policy Public Comment

DDD is soliciting public comments regarding proposed changes to Chapter 200, sections D, E and G in the Eligibility Manual as well as Chapter 600 in the Behavioral Support Manual. These proposed changes are open to public comment for 30-days from the date of posting. More information regarding these proposed changes and instructions for submitting comments can be found on DDD website.

Send an email with your contact information to DDDPolicy@azdes.gov to be notified directly by email about changes to DDD policies and publications.

AHCCCS Electronic Visit Verification (EVV)

On Tuesday, February 26, 2019, the Arizona Health Care Cost Containment System (AHCCCS) announced the selection of Sandata Technologies, LLC as the statewide electronic visit verification (EVV) vendor.

By January 1, 2020, AHCCCS and MDQ are planning to implement EVV for all personal care services and home health care services to comply with Electronic Visit Verification requirements in the 21st Century Cures Act (Cures Act).

[Stakeholders can learn more and stay updated via the AHCCCS EVV website.](#)

- Cures Act requirements
- Program goals
- Applicable service codes and provider types
- EVV Model and funding structure
- Timeline

Read previous volumes of the DDD Shout:

[Volume I, March 2019](#)

If you have any information that you would like to see in the DDD Shout, please email your suggestions to DDDCommunications@azdes.gov.

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