



DDD Shout Qualified Vendor and Provider Newsletter - May 2026

Claims Closing Procedures For Fiscal Year 2025

Due to the fiscal year closing on June 30, 2026, the last date to file corrected claims for dates of services between July 1, 2024 and June 30, 2025 is June 12, 2026.

Qualified Vendor Tools for Members

Vendor Profile

On May 21, 2026, the Division will release an updated [vendor profile page](#) that currently includes two categories used to measure vendors: timeliness of service delivery (after a vendor call is accepted) and group home compliance. This tool presents data on DDD vendors that members and families can use to make choices about who provides their services. As part of the strategic plan, the Division intends to grow this vendor profile page over the years to include additional information about the Division's Qualified Vendors, with the goal of helping inform members and families when they are making decisions about which vendor to choose to provide services.

HCBS Directory

Members and families can search for Home and Community-Based Service (HCBS) providers ("Qualified Vendors") online. The [DDD HCBS Directory tool](#) helps find a vendor nearby. This online tool allows users to search for a vendor service site or a vendor that provides in-home services. Searches can be completed by service type, and results can be narrowed by service area, vendor name, language, and accessibility features. Clicking a provider will bring up details about their business, which can be printed, including languages spoken and accessibility features. Qualified Vendors are responsible for updating and maintaining this information at the site-specific level. This requirement is reflected in [Provider Policy Manual Chapter 47, Managing Vendor Call Lists, Vendor Directories, Scope of Services and Reporting Requirements](#). It is critical that Qualified Vendors maintain their location listings in CAS to ensure correct information is displayed to members and families searching for a provider. This includes ensuring they have accurate office hours when a member or family could call to ask questions. Incorrect or outdated information may cause your agency to not appear in a member's search and result in a missed opportunity to support a member's service needs. Instructions to maintain site information in the Provider Search can be found in the [DDD Vendor Directory Application User Manual](#).

Office of Licensing Certification and Regulation (OLCR)

Quick Connect Updates

The Division has launched a new Quick Connect (QC) Training that covers the three agency roles and the functions each role is authorized to perform in QC. This training provides hands-on QC learning opportunities and includes a guide with step-by-step instructions and images. Qualified Vendors can register for the Quick Connect (QC) training by emailing the [OLCR Training Unit](#) with the subject line: Quick Connect training and training date. The email must include the participant's name and email address. The Quick Connect training schedule is outlined in the following table.

DATE	TIME	LOCATION
Thursday, June 11, 2026	9:00 AM - 1:00 PM	Virtual
Tuesday, June 23, 2026	9:00 AM - 1:00 PM	Virtual
Thursday, July 16, 2026	9:00 AM - 1:00 PM	Virtual
Tuesday, August 4, 2026	9:00 AM - 1:00 PM	Virtual
Tuesday, September 8, 2026	9:00 AM - 1:00 PM	Virtual
Tuesday, October 6, 2026	9:00 AM - 1:00 PM	Virtual
Thursday, November 12, 2026	9:00 AM - 1:00 PM	Virtual

[Eden Nowak](#) is DDD's Quick Connect (QC) Liaison who can assist agencies with QC requests such as password resets, providing access to new staff, updating licensing worker caseloads, and other QC troubleshooting.

HCBS Certification Focus Application Changes

The Office of Licensing, Certification and Regulation (OLCR) has been working to update the HCBS Certification Focus Application to improve alignment with Article 15 and streamline processes. Effective May 27, 2026, the following items in the HCBS Certification Focus Application will be updated:

- The Service Provider's AHCCCS ID will be removed from the Application and no longer be needed. The Application will no longer display Category of Services, as this is determined by AHCCCS during AHCCCS registration and renewal. Instead, the application will display the specific Home and Community Based Service(s) (HCBS) the Qualified Vendor is contracted to provide, pulled from the Contract Administration System (CAS), in the ADM sites folder.
- When Respite is added to or removed from a group home location, it will now trigger an amendment in the Application that the Qualified Vendor must submit.
- When an HCBS Certification is closed due to failure to submit a timely application or when a submitted withdrawal form is received, the closure notice will be emailed to the Qualified Vendor.

Additionally, the following changes will be made to the HCBS Certificate.

- Will no longer have the Qualified Vendor's AHCCCS ID, and instead will include their FEIN.
- Will now include each HCBS service for which the Qualified Vendor is certified.
- Group Home HCBS Certificates will include the specific type of habilitation group home service.
- The HCBS Certificate will have an updated look to align with DES branding standards.

Once the updates take effect on May 27, 2026, Qualified Vendors should be aware that any existing application forms for Initials and Renewals will be returned to the Qualified Vendor for resubmission to reflect the updated services list from the CAS application. This will occur as the application is assigned

and the HCBS Specialist begins reviewing the forms. The revised HCBS Certificate and the updated list of HCBS services will apply only to new approvals following the release; Qualified Vendors will retain the old format until their applications are renewed, amended, or updated.

Qualified Vendors with questions about these upcoming changes should contact [OLCR](#).

AHCCCS HNT and ECR Rulemaking

On April 10 and April 14, AHCCCS hosted public forums on revisions to the HCBS Needs Tool (HNT) and the Extraordinary Care Review policy. AHCCCS said that families who believe services for their child might be affected should start planning now. It is important that staff share this information with families so they understand the timeline and also how they can provide feedback through public comment or public hearings. No changes are being made to the current assessment process at this time.

Timeline

- April 2026: Emergency Rule renewed; Regular Rule for another 180 days (through October 15, 2026) while filed with the Secretary of State.
- April-May 2026: 30-day public comment period on the Regular Rule opens.
- May 2026: AHCCCS hosts a public hearing on the Rule.
- May-June 2026: AHCCCS reviews public comments and refines Rule language.
- July-August 2026: Governor's Regulatory Review Council reviews and formally approves the Rule.
- August 2026: Policies finalized; health plans begin readiness work.
- Early Fall 2026: New HNT and ECR policies go live. Families should begin planning now in case service hours change.

Proposed HNT Changes

AHCCCS is proposing to amend the age limits for some activities in the HNT from those published last year. Those differences are listed in the Notes document, and AHCCCS has also created a table on its [ALTCS web page, under Assessing Care Needs for ALTCS Members](#), that compares the October 2025 HNT with the proposed revised HNT.

Additional Resources for Families

- [AHCCCS HNT/ECR FAQs](#)
- [ALTCS webpage - Assessing Care Needs for ALTCS Members](#)
- Email PPCG@azahcccs.gov with questions

The [Proposed rule](#) related to the HNT and ECR was published on Friday, April 17, 2026, on the Arizona Secretary of State's website. Comments can be submitted to the [AHCCCS Rules Unit](#) by email through May 19, 2026, at 5:00 pm. AHCCCS will also hold a [virtual public meeting](#) on May 19, 2026, at 2:00 pm, during which members of the public can provide comments and feedback.

Qualified Vendor Member Communications

Per [Division Provider Policy Manual Chapter 34 – Provider Publications](#) and RFQVA DDD-2024 section 6.3.5.2, all vendor presentations, brochures, and other member materials, including notifications related to changes in service delivery, are required to be submitted to the Division for review and approval before they can be provided to members and families.

These materials must be submitted via email to dddproviderpublications@az.des.gov at least 30 calendar days before the anticipated date of delivery or publication. The DDD Provider Publications Manager will review the submitted documents and respond with either required edits or document approval. Qualified Vendors and Providers should not publish any documents or send general communications to members without first receiving approval from the Provider Publications Manager.

Behavior Support Manual - Chapter 400

Requesting an Exception from PRC Standard Review

The Planning Team may request an exception from the PRC standard review for members who are stable on Psychotropic Medications and do not require interventions with Restrictive Techniques to manage behavior. The PRC shall review eligibility for exceptions from the PRC standard review on an annual basis, in accordance with Article 9 requirements.

To request an exception to the PRC Standard review process, the Planning Team must submit the following to their District PRC Chair:

- a. The [PRC Standard Review Exception Request](#)
- b. A copy of the Member's current Planning Document;
- c. A copy of the Member's current Behavior Plan, with data and information that meets the criteria for an exception from the PRC Standard Review Process as described in [Behavior Support Manual Chapter 400](#);
- d. Other documents demonstrating the eligibility criteria for and exception from the PRC standard process as described in [Behavior Support Manual Chapter 400](#);
- e. Documentation that there is ongoing medical monitoring, quarterly medication reviews, and laboratory testing as needed; and
- f. Copies of the assessment of the Planning Document for the previous 12 months.

After receiving the PRC Standard Review Exception Request and required supporting documents, the PRC Chair or their designee will review the request for exception. They will request further information if, during the review process, it is determined that additional information is needed. The PRC Chair will make a determination after reviewing the documentation and forward the Exception Form to the Planning Team, indicating approval and the date of the next scheduled review, or denial with the reason for denial and the scheduled PRC review date for a PRC standard review.

If a continued exception from the PRC standard review process is desired, the Planning Team should submit a PRC Standard Review Exception Request form annually, including an updated Behavior Plan, and prior to the expiration of the current approval.

If the Member is no longer eligible for an exception, the Planning Team must develop a Behavior Plan and submit it to PRC for PRC standard review.

Qualified Vendors with questions should contact their [district's PRC Administrator](#).

Independent Provider Agreements Ending June 30, 2026

On March 3, 2026, the Division notified 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.

All Independent Providers (IP) were notified on February 27, 2026. The Division is helping Members receiving services from an IP identify a Qualified Vendor for the IP to be employed by or subcontracted with, should they decide to continue providing services. The Division is transferring 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 is assisting 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 \(Direct Care Services\)](#).

Therapy Options Video

A new Therapy Options video is now available online for members and their families. This video can be easily shared and provides clear explanations of the available service location options: clinical, natural, and telehealth. It clearly explains the different location options where members can obtain therapy services. The video can be [viewed on YouTube](#) and is also available on the [DDD website](#), along with several other informative videos covering a variety of DDD topics that can be shared with members and their families.

Join the Behavioral Health Administration Virtual Lunch and Learn Event

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

Next Session

- Date: Wednesday, May 20, 2026, from 12:00 p.m. to 1:00 p.m.
- Topic: Unlocking Opportunity: Navigating Employment Systems to Work for You
- Presenters:
 - Jessica Winchester, MBA & ACRE, Employment First Program Manager
 - Gina Griffiths, MSW, Employment First Coordinator
- [Register in advance](#)

Session Description

Disability employment systems can be complex and overwhelming for both job seekers and the professionals who offer support. Join this session to understand the kinds of employment supports

available through state systems (and services) and how they work together for success. Learn from the AZ Employment First team how these resources fit together to support employment pathways and make work possible!

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.