

DDD SHOUT

PROVIDER NEWSLETTER

Volume III - May 2019

DDD Health Plan Update

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) with 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): nursing facilities; emergency alert system services; and habilitative physical therapy for members age twenty-one (21) and over, 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. **Mercy Care** and **UnitedHealthcare Community Plan** will provide integrated health care for eligible members effective October 1, 2019.

DDD will continue to provide member case management through **Support Coordinators**. Additionally, **all other LTSS will be provided by DDD's network** of Qualified Vendors and Providers.

Member Communications

DDD is contacting members to provide information regarding open enrollment and instructions on selecting their new DDD Health Plan.

- Week of 4/8/2019 – [April Member Email](#)
- Week of 4/15/2019 – [First Letter to Members Via USPS](#) (Member Letters section)
- Week of 4/15/2019 – Pre-Recorded Messages to Members
- Week of 5/13/2019 – [May Member Email](#)
- Week of 5/29/2019 – Second Letter to Members Via USPS

Open Enrollment

- The enrollment period for members that were DDD and ALTCS eligible *prior to April 5, 2019*, is **June 14 to July 15, 2019**.
- The enrollment period for members *who become DDD and ALTCS eligible between April 5, 2019, and September 30, 2019*, is **October 1 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. Questions may also be submitted through the form on [the DDD website](#).

Members with questions can call their Support Coordinator or the Customer Service Center at 1-844-770-9500, option 1.

Qualified Vendors Requesting Release from Authorized Services

The Division recently received feedback from the provider community about its response to requests from Qualified Vendors (QV) to be released from authorized services. [Article 21, Chapter 6](#) defines the process for providers to seek a review by the Division in situations where the QV believes it can no longer meet a member's needs and the planning team disagrees about releasing the authorization.

In order to ensure timely responses to requests, any QV that wishes to request to be released from authorized services for a member should submit its request through the DDD Customer Service Center via email at DDDCustomerServiceCenter@azdes.gov. The Customer Service Center will then assign the request to the appropriate District Program Manager or designee. This process change will allow for better tracking and reporting on the process for requesting release from authorization as outlined in Article 21, Chapter 6, Section "P" of sub-section R6-6-2107:

If the Qualified Vendor determines, subsequent to its selection, that it cannot meet the consumer's needs, the Qualified Vendor may request an informal review by the Division.

- The party requesting a review shall submit a written request to the Division through the DDD Customer Service Center via email at DDDCustomerServiceCenter@azdes.gov.
- The Division District Program Manager shall review the facts and provide the final decision in writing to the Qualified Vendor within 21 days of the request for a review.
- If the District Program Manager rejects the Vendor's request, the District Program Manager shall provide the Qualified Vendor with the reason for the decision.
- A Qualified Vendor who disagrees with the decision of the Division District Program Manager may file a grievance as provided by R6-6-1801 et seq. and R6-455 6-2201 et seq.

After-Hours Telephone Survey Testing Requirements for Qualified Vendors

The Division uses Qualified Vendor after-hours phone numbers as well as office phone numbers in the Qualified Vendor Portal (QVP) to implement quality control measures, including testing the responsiveness of Qualified Vendors to after-hours telephone calls, the results of which are reported to the Arizona Health Care Cost Containment System (AHCCCS). The Qualified Vendor Agreement (QVA) requires Qualified Vendors to keep all contact information up to date in the Qualified Vendor Portal (QVP), formally known as QVADS. It is not sufficient for a Qualified Vendor to notify the Division's District staff regarding changes to contact information; the Qualified Vendor is required to update the information in the QVP. This includes the after-hours contact telephone numbers.

Qualified Vendors should review their information provided monthly or as changes occur. These updates should be made in the QVP (Administrative and Services Sites) to ensure after-hours contact information is up to date. The after-hours contact information is used by the Division to contact the agency during non-operating hours. Calls placed to a Qualified Vendor agency's after-hours telephone number must be returned to the caller within 15 minutes, as required by the Division and AHCCCS. The calls may be answered by a person or by a recording/answering machine. *However, if a recording/answering machine is used for those calls, the recording must direct the caller to a contact number which will be answered within 15 minutes.* For more information on telephone testing of Qualified Vendors, please review DDD Provider Manual, [Chapter 45 - After Hours Telephone Survey](#).

Qualified Vendor Re-Credentialing

The Division of Developmental Disabilities in order to improve efficiencies and align its processes with other Managed Care Organizations, is conducting an internal audit on our credentialing and re-credentialing process through the utilization of the [Arizona Management System, or AMS](#). Every Qualified Vendor contracted with DDD that provides services to DDD members has a credential file with the Division. DDD "re-credentials" all qualified vendors for a maximum of three years. The Division will be "pending" credentials for six months for all vendors whose initial credentialing or re-credentialing period falls between November 2018 and December 2018. This will not impact your contract with DDD. As this is an internal audit, Qualified Vendors will only be required to provide additional information if it is determined the file is incomplete. We anticipate this process will be completed by October 1, 2019.

The credentialing process encompasses the validation that vendors are compliant with contract mandates, ensuring health and safety, and fiscal solvency. The contracts and network procedure for vendors also includes, as applicable, a review of the Contract Agreement, licensure, an on-site inspection with program monitoring reports for residential settings and day programs, certification verification, liability insurance verification forms, incident reports, fact-findings, quality of care concerns, grievances, post-payment audits, contract actions, and corrective action plans. You will receive a follow-up letter regarding your credentialing status. The Division will also use vendor announcements and our monthly provider newsletter to keep you apprised of changes.

Qualified Vendors impacted by this audit will receive a letter by mail with more information.

Qualified Vendors with questions regarding this process should contact the Division's Credentialing Coordinator via email at DDDCredentialing@azdes.gov or 602-771-8128.

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. Sandata will deliver the statewide EVV system that will be made available to all service providers required to use EVV.

Beginning in 2020, AHCCCS will require Medicaid providers of personal care and home health services to use Electronic Visit Verification (EVV) pursuant to Section 1903 of the Social Security Act (42 U.S.C. 1396b). EVV is an electronic based system that verifies when caregiver visits occur and documents the precise time services begin and end. It ensures that members receive their medically necessary services. Service providers may choose to use an alternate EVV system vendor (at their own cost) and must interface with the statewide system as a data aggregator. More information on AHCCCS' plans for EVV is outlined on the [AHCCCS website](#).

AHCCCS is requesting service providers, subject to EVV, complete the survey to inform readiness activities to support successful implementation of the EVV system. Providers that complete the survey in its entirety and submit it by 05/28/19 will be eligible for a Differential Adjusted Payment (DAP) of 1.0% for all services subject to EVV for dates of service 10/01/2019 – 09/30/2020. **This means service providers will receive a 1% increase to their current rate for services during the period of 10/01/2019 – 09/30/2020.**

The survey can [be found here](#) and a hard copy version of the survey can [be found here](#) to help providers prepare to answer the survey online.

Policy Public Comment

DDD is soliciting public comments regarding proposed changes to Provider Policy Manual *Chapter 61 - Home and Community Based Services (HCBS) Certification and Provider Registration*. 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 the [DDD website](#).

Email your contact information to DDDPolicy@azdes.gov to receive notification of changes to DDD policies and publications by email.

HIPAA Online Reporting

DDD is making changes to current practices to enhance reporting of potential HIPAA breaches. These changes will provide a consistent method for DDD personnel, members, Qualified Vendors and Providers to report a potential breach. Everyone is encouraged to use [the new online form](#) to report suspected HIPAA breaches. Please contact DDD Privacy Officer, Shawna Odorizzi, at DDDPrivacy@azdes.gov with any questions.

Get Caught Up

Did you know the Division posts PDF versions of vendor announcements on the web? Get caught up on all of the recent vendor communications and stay informed: <https://des.az.gov/services/disabilities/developmental-disabilities/vendors-providers/vendor-announcements>.

Read previous volumes of the DDD Shout:

- [Volume I, March 2019](#)
- [Volume II, April 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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