

DDD SHOUT

PROVIDER NEWSLETTER

Volume VIII - October 2019

DDD Behavioral Health Complex Care Team

DDD has created an internal escalation process designed to be deployed when members indicate they are not receiving adequate service. Members and providers should work directly with their Support Coordinator and follow the member's DDD Health Plan's escalation process to address access to care issues first. If the member's needs remain unmet, DDD has a robust clinical team comprised of licensed staff available to assist and provide clinical recommendations and additional supports when needed.

The complex care team routinely monitors utilization of behavioral health services, including newly determined members with a Serious Mental Illness (SMI) designation, members with five or more incident reports in a month, behavioral health inpatient admissions and behavioral health crisis contacts. Our District Behavioral Health Specialists use this data to provide technical assistance to Support Coordinators help members return to baseline. DDD internally assigns staff on a weekly basis to complex members through an interdisciplinary statewide team. The complex care team meets monthly with both DDD Health Plans, Mercy Care and UnitedHealthcare Community Plan, to address any member issues that are outstanding to focus on a collaborative environment to best meet the needs of these complex members.

If members need a higher level of service, DDD staff clinicians are available to partner with the Support Coordinator to provide care management. This is a short-term intervention to ensure all clinical needs are met while keeping the relationship with the Support Coordinator.

Virtru Email Encryption Issues

The Division has heard from some providers who are having intermittent issues opening encrypted emails sent by the Division using Virtru. DDD is investigating the issue with the DES IT team to determine the cause and potential solution. If you are having issues with Virtru, we ask that you send an email to Phillip Tramel, ptramel@azdes.gov, who has been designated as our internal contact for this issue. Please include as much information as possible, including what email service you are using (Outlook, Gmail, Yahoo, etc.), your device's operating system (Windows 10, Windows 8, OS Mohave, OS Catalina, iOS, Android, etc.), what if any Firewall or total device protection software or hardware you are using and any screenshots you can take showing the issue. We apologize for this inconvenience and hope to have the issue resolved as soon as possible.

Rate Book Updates

The Division has posted an updated [Rate Book on the DDD website](#). This new version, effective October 21, 2019, includes the following updates:

- Adjustment to HAB and HPD Adopted Rates that were incorrect due to an Excel decimal rounding error
- Updated language for HAB modifiers for Developmental Home Services and Group Home services
- Added HAB ranges 16 to 20 for Table 1
- Updated HCPS codes for HNV and HN9 services

- Services performed in Flagstaff are not subject to two different rates based on the density of the location (urban vs. rural). As a result, rural rates have been removed from services performed in Flagstaff in Employment Services, Specialized Habilitation Services and Transportation Services.
- The benchmark rates for Tier 2 & 3 natural therapy services (OTA, PTA, STA) were posted incorrectly. That error has now been corrected.
- The previous version of the rate book did not show an adopted rate for Transportation, Family and Friend. In addition, the benchmark rate was incorrect. Both of these errors have now been corrected.

As communicated in the vendor announcement, Provider Rate Increase Update, sent September 26, 2019, providers should use these new rates for all claims submitted for services provided after October 1, 2019. These rates will be retroactive for services provided since July 1, 2019. **Providers submitting claims for services provided between July 1, 2019, and September 30, 2019, should use the rates from the new Provider Rate Book.** Any claims previously submitted for services provided between July 1, 2019, and September 30, 2019, and that have already been paid by the Division will be reimbursed with the difference in the rate value. Providers do not need to take any additional action on previously paid claims.

DDD to Host Statewide Town Hall Meetings

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. With a focus on increased collaboration and communication with our members, families and providers, the Division will be hosting Town Hall meetings throughout the state on a monthly basis.

The goal for these Town Hall meetings is to allow the Division to communicate improvements and changes that have been implemented as a result of previous Town Hall feedback and other information important to our stakeholders. Additionally, the Division will solicit feedback from stakeholders regarding new DDD ideas for continuous improvement. Time will also be allotted for open discussion during which attendees can present ideas, concerns and feedback to the Division.

As dates and locations are confirmed, the [schedule will be continually updated](#). Providers, members, family members and advocates are all invited to attend these Town Hall meetings.

The current Town Hall schedule is as follows:

Time	Date	City	Location
6 p.m. – 8 p.m.	October 23, 2019	Tucson	El Pueblo Activity Center 101 W. Irvington Road Tucson, AZ 85706
6 p.m. – 8 p.m.	November 6, 2019	Flagstaff	Flagstaff Medical Center McGee Auditorium 1200 N. Beaver Street Flagstaff, AZ 86001
6 p.m. – 8 p.m.	November 14, 2019	Central Phoenix	Osborn Middle School 1102 W. Highland Ave Phoenix, AZ 85013
6 p.m. – 8 p.m.	February 2020	Yuma	TBD
6 p.m. – 8 p.m.	March 2020	Casa Grande	TBD
6 p.m. – 8 p.m.	April 2020	Avondale	TBD
6 p.m. – 8 p.m.	May 2020	Show Low	TBD
6 p.m. – 8 p.m.	June 2020	Scottsdale / Paradise Valley	TBD
6 p.m. – 8 p.m.	July 2020	Tucson	TBD
6 p.m. – 8 p.m.	August 2020	Mesa	TBD

Member Monthly Email

The DDD Communications unit has started using Constant Contact to email members and their families the monthly member update. Constant Contact is an established opt-in email marketing service, so any members or family of members who'd like to continue receiving these updates must opt-in. We need your help to ensure those who'd like to continue to receive updates opt-in. Please share this information with the members and families you serve. They can opt-in using this link, http://bit.ly/ddd_news, or the "Sign-Up" button on the top of the [DDD Facebook](#) page. Both link to the Constant Contact sign up page.

Electronic Signatures

Several Vendors/Providers have inquired about the use of electronic signatures in their forms and documentation. The Arizona Department of Administration defines an electronic signature as "an electronic sound, symbol, or process attached to or logically associated with a record and executed or adopted by a person with the intent to be bound by or to authenticate a record."

Vendors/Providers may use electronic signatures as long as those signatures comply with [DES Policy](#).

Key requirements of an electronic signature must include the following:

- An electronic signature shall be unique to the person using it
- It shall be capable of reliable verification
- It shall be linked to a record in a manner so that if the record is changed the electronic signature is invalidated.

Benefits of an Electronic Signature

- Lower transaction costs (Less paperwork and manpower)
- Faster deadlines met
- Signature security (Encryption)

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). AHCCCS is using EVV to help ensure, track and monitor timely service delivery and access to care for members. They are also using EVV to help reduce provider administrative burden associated with scheduling and hard copy timesheet processing. 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. New information is available for providers on the [AHCCCS website](#) under the "Information for Providers and MCOs" drop-down, including an updated timeline and general information on what information or support you can expect and when you can expect it.

Get Caught Up

Did you know DDD posts PDF versions of vendor announcements and past issues of the DDD Shout on its website? 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](#)

[Volume III, May 2019](#)

[Volume IV, June 2019](#)

[Volume V, July 2019](#)

[Volume VI, August 2019](#)

[Volume VII, September 2019](#)

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

#####

©2019 Arizona Department of Economic Security

NOTICE: This e-mail (and any attachments) may contain PRIVILEGED OR CONFIDENTIAL information and is intended only for the use of the specific individual(s) to whom it is addressed. It may contain information that is privileged and confidential under state and federal law. This information may be used or disclosed only in accordance with law, and you may be subject to penalties under law for improper use or further disclosure of the information in this e-mail and its attachments. If you have received this e-mail in error, please immediately notify the person named above by reply e-mail, and then delete the original e-mail. Thank you.