

DDD SHOUT

VENDOR & PROVIDER NEWSLETTER

DDD Shout - September 2024

CMS Rules for Billing and Reporting Units

The Centers for Medicare and Medicaid Services (CMS) requires rounding service units based upon the amount of time rendering the service. DDD Service Specifications state that the Qualified Vendor shall keep a record of each member's attendance, including time of arrival and departure. The time begins when the Qualified Vendor assumes responsibility for the member and arrival at the site destination and ends when the Qualified Vendor ends this responsibility. The DDD Rate Book states that when billing, the Qualified Vendor should round its direct service time to the nearest 15-minute increment. When billing the vendor shall comply with the CMS Rule of 8 or CMS 51%.

Reporting Changes and Maintaining Current License and Certifications

After being approved as an AHCCCS registered provider, Qualified Vendors are required to report any changes to their information using the AHCCCS Provider Enrollment Portal (APEP). Changes may include, but are not limited to:

- Change in service address,
- Changes in ownership or managing employees,
- Maintain current license and certifications,
- Respond to any requests from AHCCCS about enrollment information.

An example would be when a Qualified Vendor providing therapy services does not appropriately update AHCCCS with changes in licensing in instances when an SLP assistant becomes an SLP [Speech Language Pathologist]. Instances like this will result in claims being denied or reversed if already paid when AHCCCS determines the claim should not be paid based on the rendering provider's information.

Qualified Vendors must verify that the rendering provider meets all requirements to deliver services to Division members including but not limited to: their credentials, AHCCCS registration, registry clearances, and fingerprint clearance. This includes verifying their AHCCCS Provider ID Type. Failure to perform these activities may result in unpaid claims, reversed claims, and other DDD, Medicaid and licensing board consequences.

Public Notice Requesting Informal Stakeholder Input: 6 A.A.C. 6, Article 14 - Electronic Monitoring of Group Homes, Nursing-Supported Group Homes, and Intermediate Care Facilities

The Department of Economic Security (Department) is in the process of creating 6 A.A.C. 6, Article 14 - Electronic Monitoring of Group Homes, Nursing-Supported Group Homes, and Intermediate Care Facilities; the administrative rules that will cover the use of electronic monitoring devices in Group Homes, Nursing Supported Group Homes, and Intermediate Care Facilities settings. The Department has posted a Public Notice requesting informal stakeholder input on the current draft of these rules on the Department's website.

The Public Notice can be viewed at: [Public Notice - 6AAC6 Article 14 - Electronic Monitoring of Group Homes, Nursing-Supported Group Homes, and Intermediate Care Facilities](#).

Program Review Committee Update

Behavior Support Manual Revisions- Chapter 100 Applicability, Definitions and Guiding Principles

As shared last month, the Division recently updated the DDD Behavior Support Manual. The next several newsletter topics will highlight these changes. We are also working on a Frequently Asked Questions (FAQ) document that will be shared at a later date.

This month's update will focus on two guiding principles that must be considered when developing members' behavior plans, person-centered planning and positive behavior support.

Person-Centered Planning

Person-centered thinking influences and guides the way we listen and respond to people. If someone on a Member's Planning Team is thinking in a person-centered way, they will encourage and empower the Member to exercise control over their own life. Person-centered thinking also ensures that people are recognized and valued for contributions to their community, whether those contributions are in the past, current, or future. Person-centered thinking takes a strong stance that nobody is broken—the disability is just one attribute of the person and does not need to be fixed.

The person-centered thinking approach:

- Builds on the member's strengths, choices and needs.
- Identifies ways to be involved in the community and socially active.
- Promotes independence and inclusion.

Positive Behavior Support

Positive Behavior Support offers strategies to modify the environment and modify interactions with Members to:

- Teach skills to replace challenging behaviors;
- Offer proactive and functional strategies to promote a positive lifestyle change;
- Prevent the occurrence of challenging behaviors; and
- Outline responses to challenging behaviors to reduce the likelihood that these behaviors will reoccur in

the future.

Positive Behavior Support is based on four principles:

- An understanding that people (even caregivers) do not control others but seek to support others in their own behavior change process.
- A belief that there is a reason behind all challenging behavior, that people with challenging behavior should be treated with compassion and respect, and that they are entitled to lives of quality and effective services.
- The application of a large and growing body of knowledge about how to better understand people and make humane changes in their lives that can reduce the occurrence of challenging behavior.
- A conviction to continually move away from the threat and/or use of unpleasant events to manage behavior.

If you have any questions on the Behavior Support Manual, please contact DDDPrcAdministration@azdes.gov.

For Technical Assistance on plan submission requirements, please contact your PRC team for assistance. See links [PRC District Chair](#) or the [Administrative Assistants](#).

For technical assistance on the Behavior Plan, please contact the PRC Administrator for your district or DDDprcadministration@azdes.gov.

Volunteer for PRC

Are you looking to get more involved in the Developmental Disabilities Community? We need YOU! The DES Division of Developmental Disabilities (DDD) is looking for volunteers to serve on the Program Review Committees (PRC) and the Independent Oversight Committees (IOC). DDD has five districts throughout the state. Each district has an IOC and PRC that meet virtually. These committees review behavioral plans and incident reports to ensure the protection of member's rights, prevention of abuse, neglect, and exploitation, and that best practices are being followed. If you'd like to learn more, contact the DDD Volunteer Team at DDDVolunteers@azdes.gov, or fill out the [Express Interest Form](#).

NCI-IDD Family Survey 2022-23 National Reports Now Available!

Each year, participating states send surveys to families of children and adults using state DD system services. They are called the National Core Indicators - Intellectual and Developmental Disabilities (NCI-IDD) Family Surveys.

DDD will work with a contractor to send out an NCI-IDD Family Survey to DDD members and their families for the year 2024. The survey should arrive around January 2025 via the mail, so keep your eyes open! DDD wants your feedback.

2022-23 Survey Results

In 2022-23, almost 10,000 family members of people receiving Home and Community-Based Services (HCBS) from 18 states participated in the surveys. Responding families come from diverse backgrounds.

Each year, we ask families about access to information and services, participation in the community, choice and control, and more. Here are the main takeaways from the 2022-23 survey:

Among families of children and teenagers under the age of 18 who receive DD system services from their state:

- 84% say the service plan includes all the services and supports their family member needs. But just 66% say their family gets the supports and services they need
- 80% of respondents say their child does things in the community

Among families of adults who live with the family and receive DD system services from their state:

- 62% say someone in their family can always choose or change their family member's support workers
- 80% report their family member can always see a primary care provider when needed. Meanwhile, just 49% report their family member can always get mental or behavioral health supports when needed

Among families of adults living outside the family home and receiving DD system services from their state:

- 51% say their family member's support workers change too often
- 93% say services and supports are helping their family member to live a good life. But just 39% say they are always satisfied with services and supports

These findings suggest that, on average, children and adults who use state DD system services can access supports, but there are still areas of unmet needs.

Policy Public Comment

The Division is currently accepting public comments for new and revised policies. Policies posted include a few from the Division Medical and Operations Policy Manuals as well as all of the policies in the Division's Behavior Supports Policy Manual. The policy revisions can be found on the [Policy page](#) of the Division's website and this form, <https://forms.gle/4MGCsdyKTRPjNa3m9>, can be used to submit public comments.

Get Caught Up

Did you know the Division posts [vendor announcements and editions of the Shout](#) on the web? Get caught up and stay informed on all of the recent vendor communications.

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.