



DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*



**Division of Developmental Disabilities**

February 4, 2021

# Agenda

- Introduction
  - COVID-19 Updates
  - Planning Meetings
  - Temporary Rate Book
  - Proposition 207
  - Electronic Visit Verification (EVV)
  - DDD Network Development Updates
-

DDD's top priority is the health and safety of our members, their families, and the professionals in our program that support them

The Division of Developmental Disabilities (DDD) is:

- Working with ADHS and CDC guidelines to ensure appropriate measures are in place to allow for the continuation of necessary services
  - Monitoring service delivery and availability to ensure service continuation
  - Providing regular updates on the DDD COVID-19 Website:  
[https://bit.ly/DDD\\_COVID19Actions](https://bit.ly/DDD_COVID19Actions)
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# COVID-19 Flexibility Updates

## Public Health Emergency

- Extended for 90-Days starting January 21, 2021

## Respite Year 2021

- Extended Hours from 600 to 720
- Extended through September 30, 2021

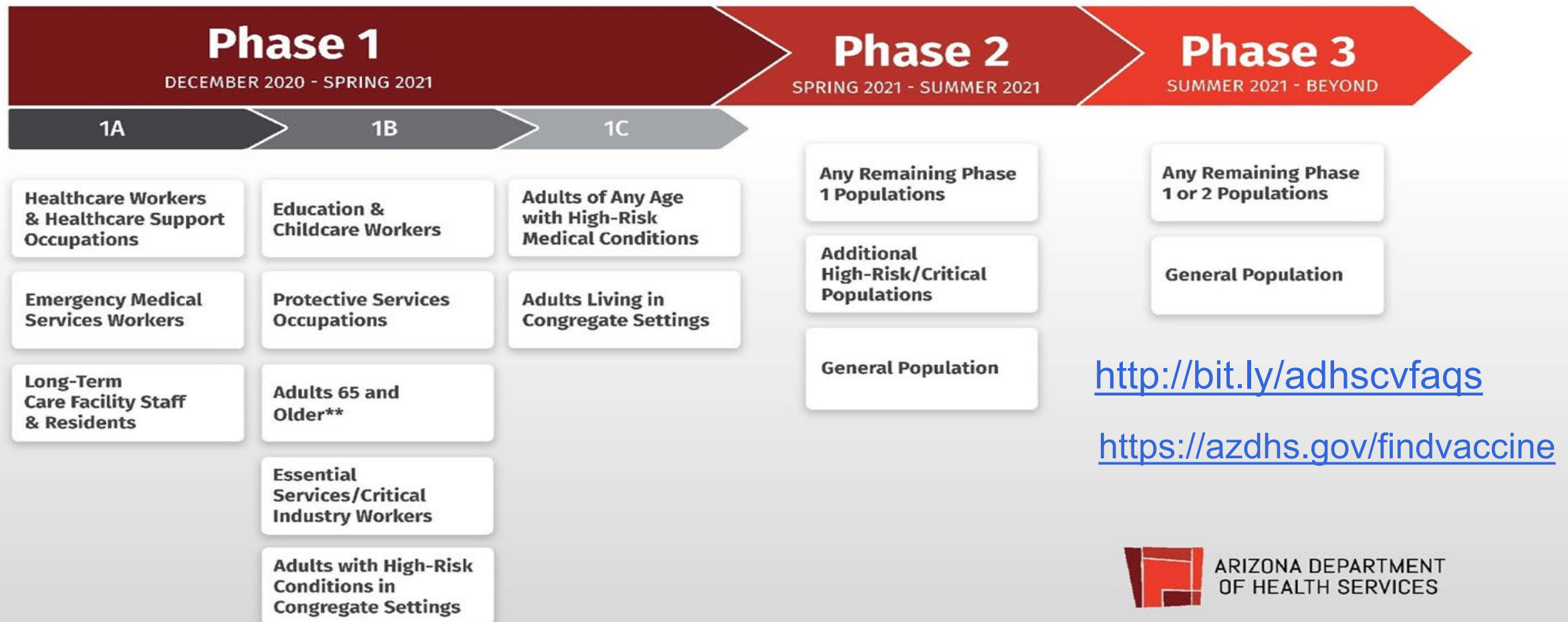
## Home Delivered Meals

- Extended through April 16, 2021



# COVID-19 Vaccinations

## Arizona COVID-19 Vaccine Prioritization\*



\*Distribution groups and timelines of phases shown are tentative. Local allocators may further subprioritize in each phase based on vaccine supply. This information is subject to change due to future [vaccine distribution guidance recommendations](#), FDA approval of vaccines, and vaccine allocation/availability.

\*\*Local jurisdictions may be vaccinating Adults 75 and Older. Visit [azhealth.gov/findvaccine](https://azhealth.gov/findvaccine) for more information.

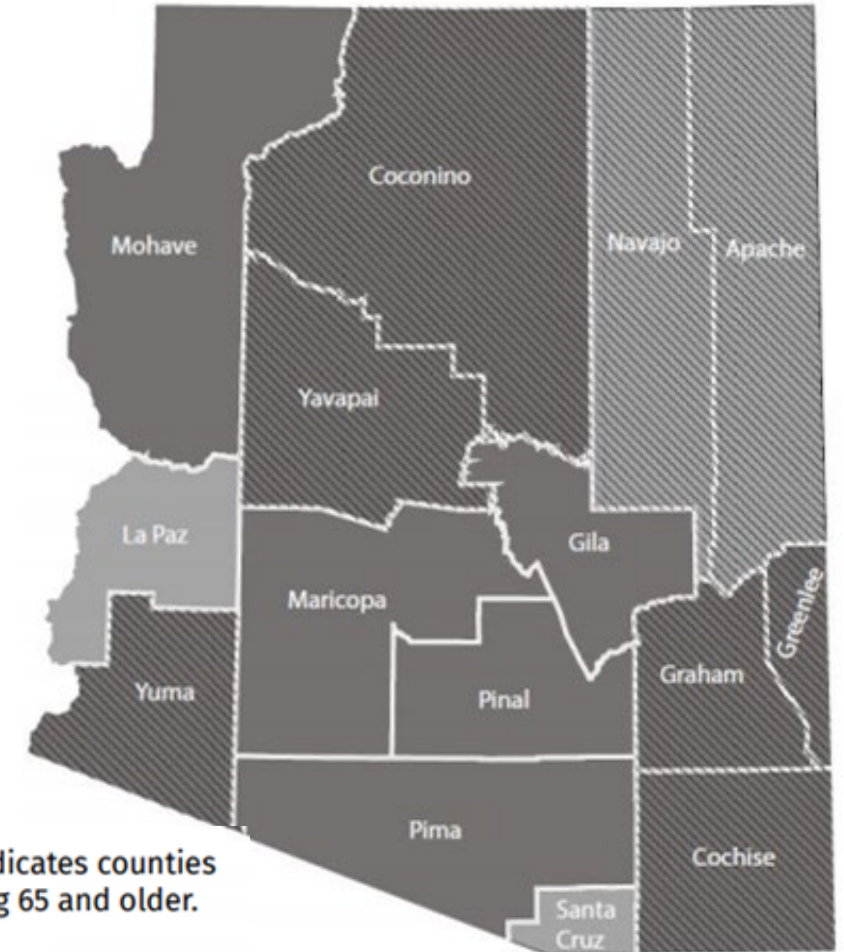
## Prioritization Phase By Arizona County

Arizona COVID-19 vaccine is allocated through local and tribal health jurisdictions. Due to the current limited initial supply of vaccine, Arizona counties will be utilizing a [vaccine prioritization phased approach](#). The map below shows which phase each county is currently vaccinating. Please note that in order to be vaccinated, **you will need to be a member of the current phase**, schedule an appointment, and provide appropriate identification once you arrive at the vaccination site.

- **Phase 1A** - Healthcare Workers & Healthcare Support Occupations, Emergency Medical Services Workers, Long-term Care Facility Staff & Residents
- **Priority Phase 1B** - Education & Childcare Workers, Protective Services Occupations, Adults 65 and older\*\*, Remaining 1A
- **Phase 1B** - Essential Services/Critical Industry Workers, Adults with High-Risk Conditions in Congregate Settings, Remaining 1A & Prioritized 1B
- **Phase 1C** - Adults of Any Age with High-Risk Medical Conditions, Adults Living in Congregate Settings, Remaining 1A & 1B
- **Phase 2** - Additional High-Risk/Critical Populations, General Public, Remaining Phase 1 Populations
- **Phase 3** - General Public, Remaining Phase 1 & 2 Populations

\*\*Counties may be vaccinating Adults 75 & Older. Refer to the map below or visit [azhealth.gov/findvaccine](http://azhealth.gov/findvaccine) for more information.

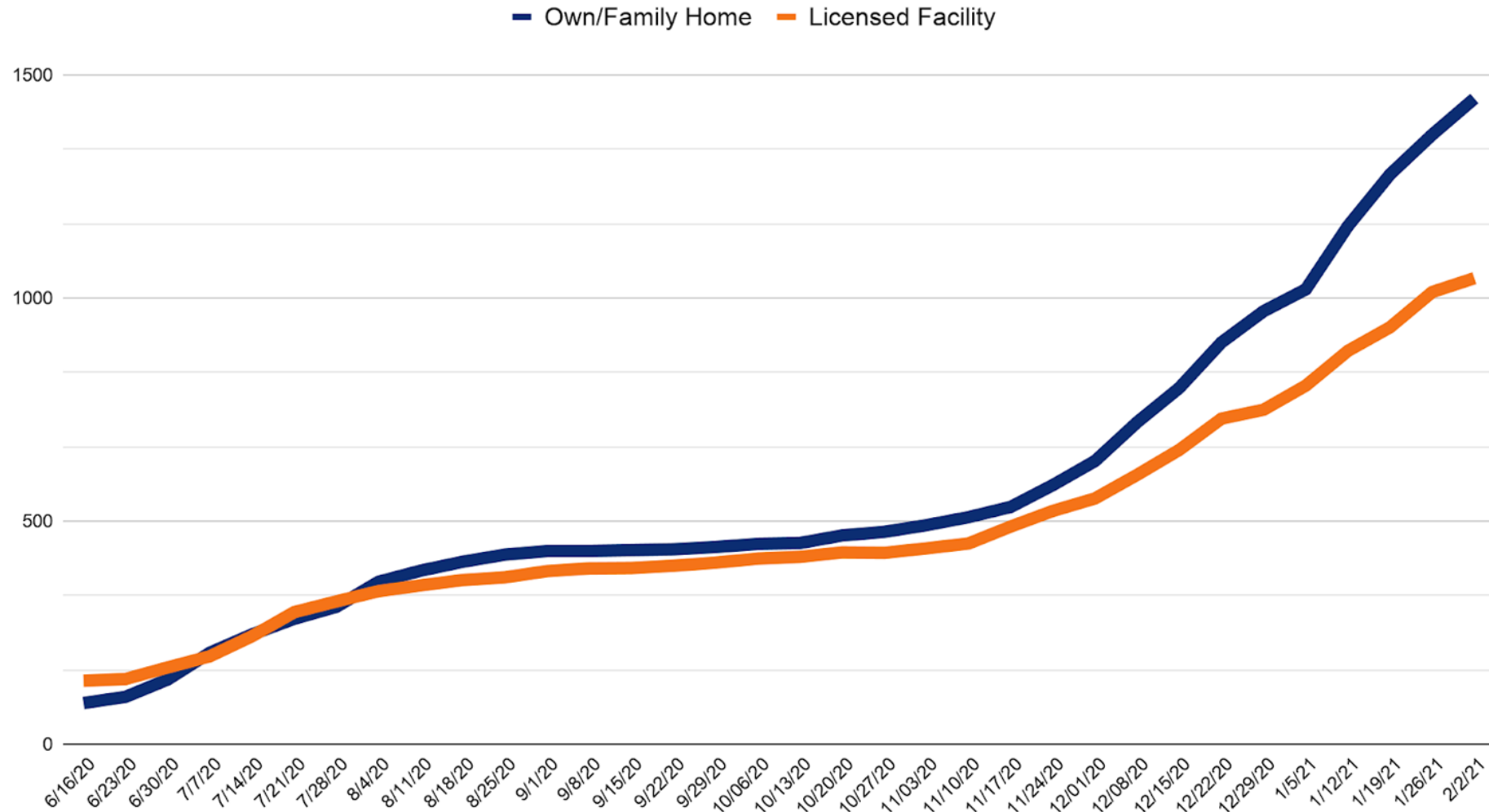
<http://bit.ly/adhscvcounty>



Coconino, Navajo, Apache, Yavapai, Yuma, Graham, Greenlee & Cochise County currently vaccinating individuals 65 and older

# COVID-19 Member Positive Tests

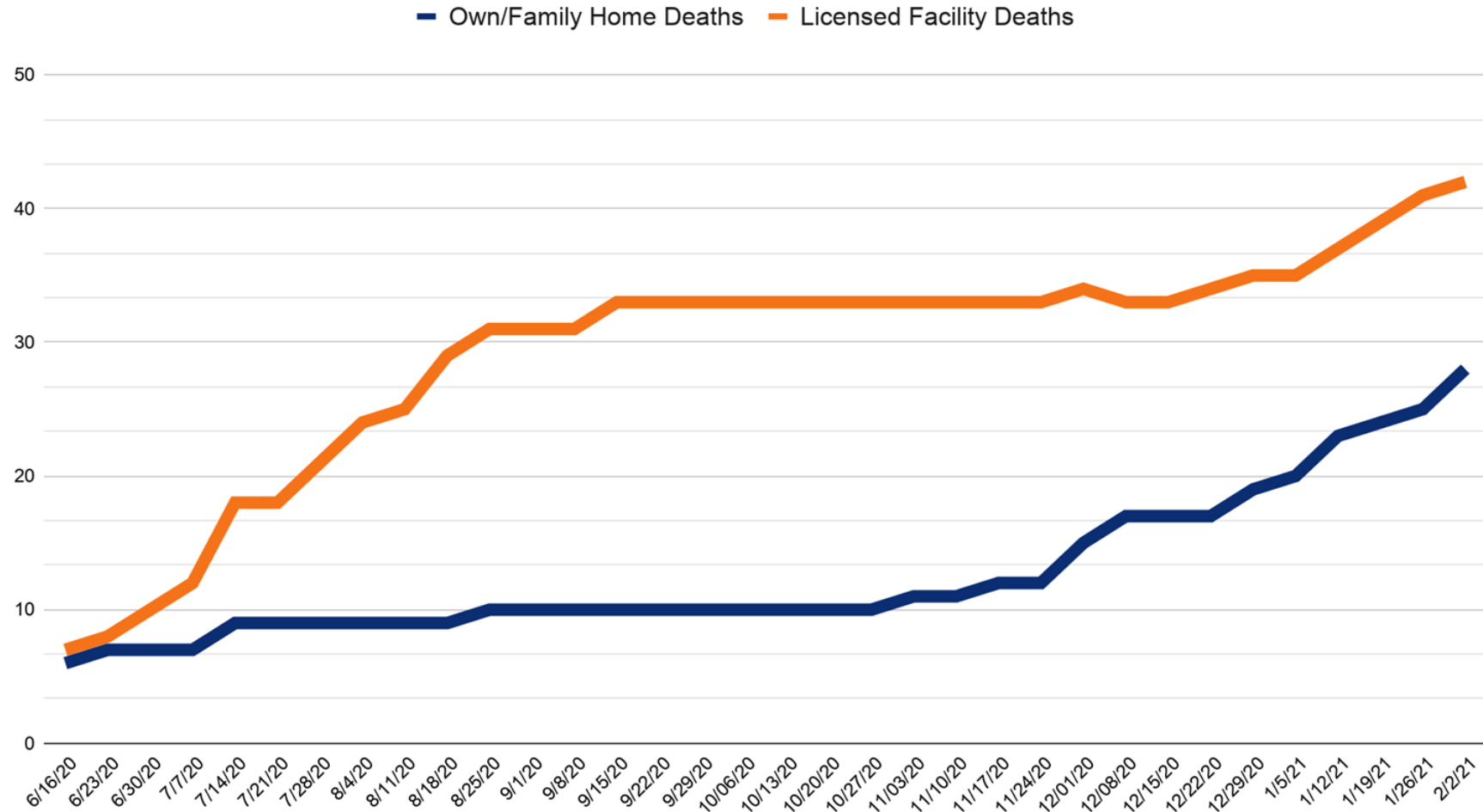
Member Positive Cases - Own/Family Home & Licensed Facilities



As of 02/02/2021

# COVID-19 Member Mortality

Member Deaths - Own/Family Home & Licensed Facilities

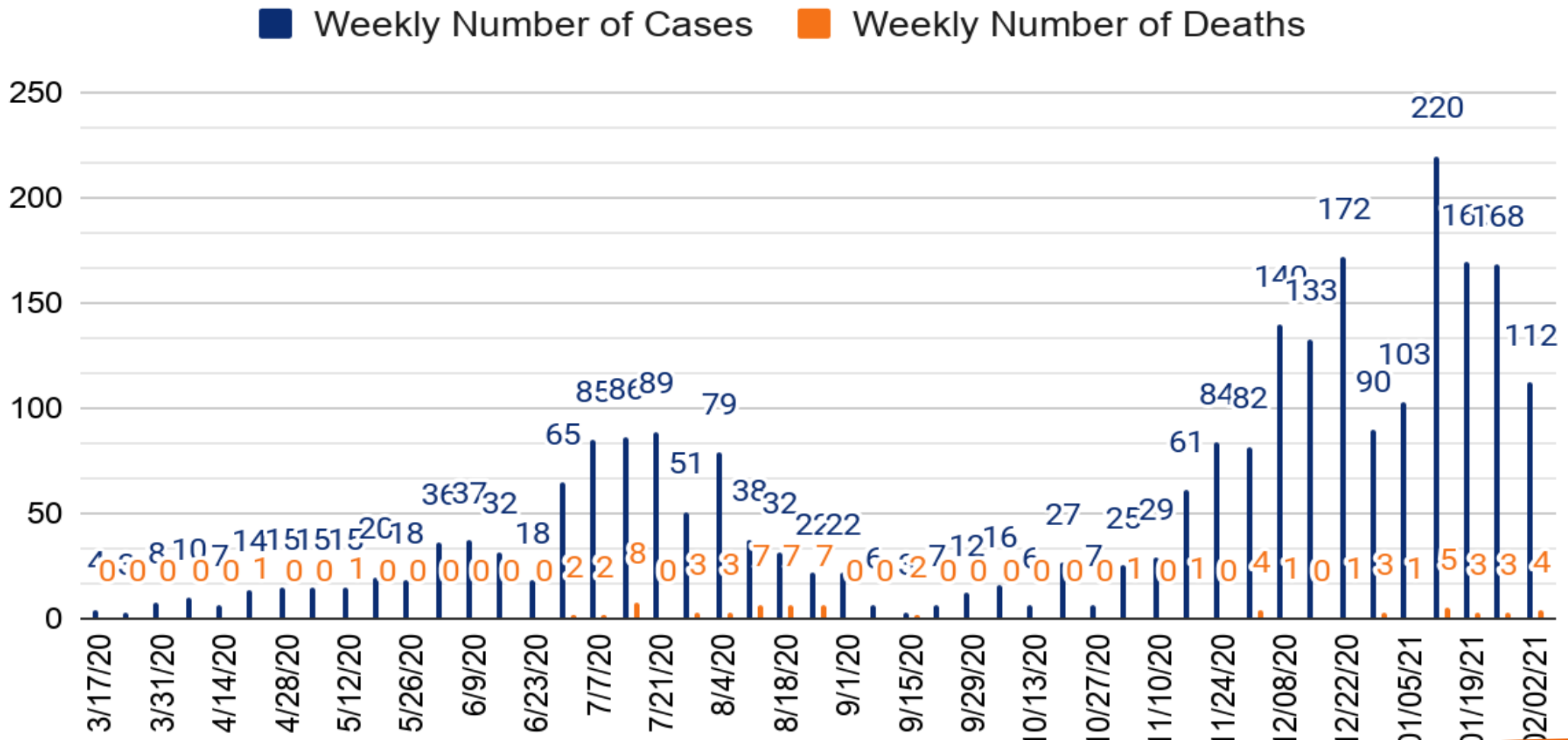


As of 02/02/2021



# COVID-19 Member Mortality

## Member Positive Cases and Deaths Reported Each Week



# Planning Meetings

- Virtual Planning Meetings are preferred while ensuring the health, safety and wellbeing of our members.
- In-person meetings should only be considered when all other options for a virtual meeting have been exhausted.
- If a member or the member's family cannot connect to a virtual meeting, is there another family member, friend, community resource, or an existing paid provider that can help.
- If no video conference option is available, an in person will be held with appropriate precautions:
  - Screen for any COVID like symptoms,
  - Wear a Mask,
  - Social Distance,
  - Meet outside if possible

# Temporary Rate Book

Effective from January 1, 2021, to March 31, 2021 the Division is making additional funding available for vendors who agree to use 70% of the incentive adjustment amount toward direct care staff.

- The Division grants each vendor the flexibility with salaries, wages, and stipends.
- Allowable expenses for the 70% revenue funds include, but are not limited to:
  - Salary adjustments
  - Stipends
  - Incentives
  - Related payroll and benefit costs related to the increase

## Services include:

- Attendant Care
- Habilitation, Hourly
- Habilitation, Early Childhood Autism Specialized Hourly
- Respite (Hourly/Daily)
- Homemaker
- Home Health Aide
- Habilitation, Community Protection and Treatment Group Home
- Habilitation, Group Home
- Independent Living Arrangements (Hourly/Daily)

# Proposition 207

DDD has been engaging various stakeholders about areas of focus the Division should consider in creating a Policy surrounding the use and storage of Recreational Marijuana

On January 13, 2021, the Division sent an announcement for Public Comment on DDD Provider Policy: *Use and Storage of Marijuana (Cannabis) in Residential Settings*

Public Comment period ended February 3, 2021

To be notified directly by email about changes to DDD policies and publications: <http://bit.ly/dddpolicyupdates>



# Electronic Visit Verification (EVV)

EVV is being implemented as a result of the 21<sup>st</sup> Century Cures Act, which is a federal requirement.

The DDD services impacted are:

- Attendant Care
- Homemaker/Housekeeping
- Habilitation Hourly
- Home Health
- Respite *(May be provided by DDD or as a behavioral health benefit by DDD Health Plan sub-contractors)*
- Skills Training and Development *(provided as a behavioral health benefit by DDD Health Plan sub-contractors)*



# Electronic Visit Verification (EVV)

- EVV applies to all providers including paid family direct care workers who live with the member and independent providers.
- It helps AHCCCS and DDD track member's access to care
- The particular EVV System (Sandata or Alternative EVV) is selected by the vendor
- Their vendor can help members and families understand what devices are available to them
- Vendors providing impacted services had to begin using EVV on January 1, 2021

# Electronic Visit Verification (EVV)

- The Independent Provider (IP) program requires the use of a Fiscal Intermediary. DDD awarded this contract to PCG, Public Partnership Ltd (PPL)
  - AHCCCS, Sandata, DDD, and PPL are working together to ready the Alternative EVV System used by PPL.
  - We expect the EVV system and training for IPs, members, and families to be completed by mid-summer, the IPs and members will begin to use the Alternative EVV system at that time.

# Electronic Visit Verification (EVV)

AHCCCS has posted Policy 540 to implement this program. There are four documents associated with the policy:

- [Attachment A, Electronic Visit Verification Designee Attestation](#)
- [Attachment B, Paper Timesheet Attestation](#)
- [Attachment C, AHCCCS Electronic Visit Verification Paper Timesheet](#)
- [Attachment D, EVV Member Contingency Back-Up Plan](#)

AHCCCS has published [Frequently Asked Questions on its website](#) that address a number of topics.

- [General FAQ](#)
- [FAQ for Members with Live-In Caregivers](#)
- [Member Device FAQ](#)
- [Telehealth and EVV FAQ](#)



# Electronic Visit Verification (EVV)

- There are no exemptions for EVV, but AHCCCS has offered some flexibilities such as the continued use of paper timesheets with a FOB device for those members that meet certain criteria including:
  - Limited to no connectivity
  - Use of device would cause adverse health effects/symptoms
  - Moral or religious grounds
  - Live-in caregivers
  - Witness or domestic violence protections

# Electronic Visit Verification (EVV)

- AHCCCS policy requires a second level of verification by the member, guardian or a designee.
- The person doing the verification cannot be the paid caregiver.
- The policy does accommodate scenarios where there is no one to verify through documentation on the Designee Attestation.



# Electronic Visit Verification (EVV)

Vendors now are responsible for Back Up planning.



**AHCCCS MEDICAL POLICY MANUAL**  
**POLICY 540, ATTACHMENT D - EVV MEMBER CONTINGENCY/BACK-UP PLAN**

MEMBER NAME		AHCCCS ID #	DATE OF PLAN
<b>SERVICES PROVIDED</b>		<b>FREQUENCY</b>	<b>PREFERENCE LEVEL</b>
1.			
2.			
3.			
<b>MEMBER SERVICE PREFERENCE LEVEL</b> – Based on member’s choice for how quickly a replacement caregiver will be needed if the scheduled caregiver becomes unavailable. Members must be informed that they have the right to request a back-up caregiver within two hours if they choose. Place Preference Level letter (A, B, C, etc.) on the corresponding service Preference Level line:			
<b>A</b>	Must be rescheduled within two hours of originally scheduled start time.		
<b>B</b>	Must be rescheduled within 24 hours of originally scheduled start time.		
<b>C</b>	Must be rescheduled within 48 hours of originally scheduled start time.		
<b>D</b>	Will be performed at the next scheduled visit.		
<b>MEMBER HAS BEEN ADVISED THAT S/HE MAY CHANGE THE MEMBER SERVICE PREFERENCE LEVEL AND ALSO HIS/HER BACK-UP PLAN, AS INDICATED BELOW, AT ANY TIME, INCLUDING AT THE TIME THE CAREGIVER IS LATE OR DOES NOT SHOW UP*</b>			
<i>Agency Representative Printed Name and Signature</i>		<i>Date</i>	

If my caregiver does not show up to provide services as scheduled, in the case of a life-threatening emergency, I will contact 9-1-1; otherwise, my back-up plan is as follows:

BACK-UP PLAN	NAME	PHONE NUMBER
Step 1 I will contact my provider agency. My provider agency will answer my call or get back to me in 15 minutes.		
Step 2 If my provider agency doesn't respond in 15 minutes, I will contact Sandata EVV at Sandata Customer Care at 855-928-1140.		
Step 3 I will call my non-paid caregiver to provide the service I need.		



# Office of Individual and Family Affairs (OIFA)

Customer Service Center

1-844-770-9500 option 1

[DDDCustomerServiceCenter@azdes.gov](mailto:DDDCustomerServiceCenter@azdes.gov)



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**Questions?**



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# Arizona Provider Network Development Consultation

Hearing from you!



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# Our team

**BURNS & ASSOCIATES, INC.**

Health Policy Consultants



Human Services  
Research Institute

**NASDDDS**

National Association of State Directors of Developmental Disabilities Services



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# Project purpose

Support DDD to improve service models and contract design, with stakeholder input, aligned with the Division's "True North"

"True North" means the DDD empowers Arizonans with developmental disabilities to lead self-directed, healthy, and meaningful lives



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We conducted research and talked to stakeholders to recommend ideas for improving services and contracts

We focused on:

What would make services better?

What would make contracts or the process of becoming a vendor better?

What would support vendors to deliver the best possible services?





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# We are interested in hearing from:

- Individuals with intellectual and developmental disabilities
- Their families
- Advocates
- Vendors
- Other professionals





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# Recent Meetings

- Vendor Meetings
- Member/Family Meetings
- Townhall
- Self-Advocate Meeting

# Vendor Meeting Key Takeaways

## Structural Changes

- Generally supported
- May be easier for vendors, both for new vendors and those expanding services
- Wanted to be sure that most important elements are in the contract, and that vendors are protected

## Training

- Agreement that streamlined and more training is crucial, but must be compensated
- DCW can be good for some services, and many services supplement training
- Want to build off good vendor trainings and match trainings to services

## Employment

- Employment can be supported through school, planning, and early expectations for employment
- Employment first need not mean employment only and day services are critical
- Need to consider HCBS rules

## Quality

- It is important for people with disabilities and their families to identify what is quality
- In addition to compliance and safety measures, real quality should also be systematically measured

# Member/Family Meeting Key Takeaways

## Day/Employment

- Parents want to know about options for meaningful day activities
- Important to support transitions to/from other services
- HCBS rules should be considered

## In-home services

- The members and family's culture and age are should be considered
- Matching the members to staff and to the right vendor helps
- Family should be involved in training about the member

## Residential

- Members should have meaningful things to do at home (gardening, having pets)
- Members should be able to make informed choices
- Behavioral support can make or break residential
- Want compatibility for roommates

## Specialized

- Services seem to work well
- Support coordinators need to check in
- Families want staff that show they care



# Self - Advocate Meeting

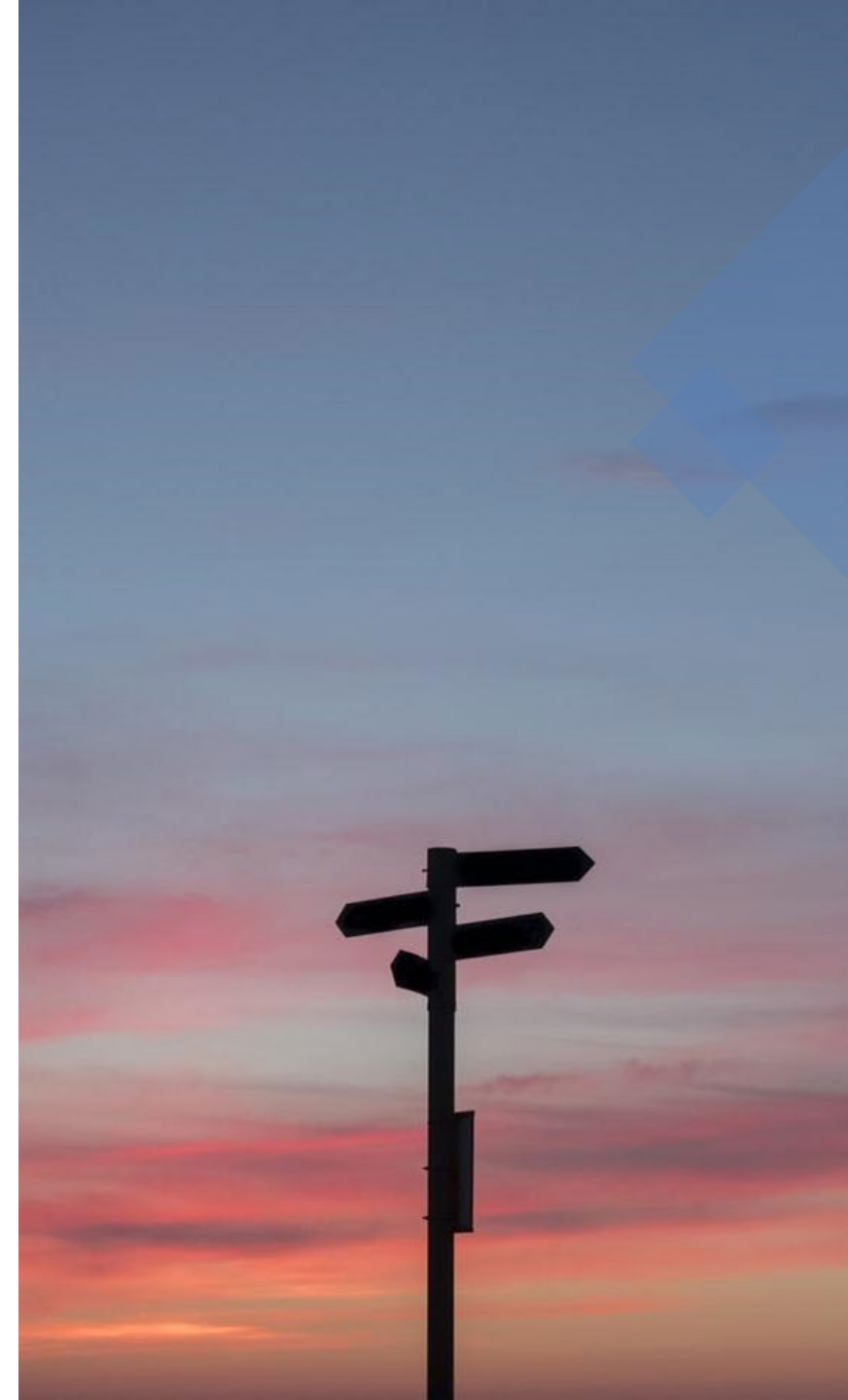
- Self-advocates shared:
  - Difficulty in finding staff, feeling like it is their responsibility
  - Feelings of not being supported by staff
  - Difficulty in finding support for personal ambitions (e.g., employment)
  - Lack of skill among supporters (e.g., not being trained for special medical equipment)
  - Inability to support people according to their needs (e.g., refusing to complete a transfer in the way someone is comfortable with)

## How are we using this information?

- We're making decisions about the services and the contracts and are listening to people throughout the state to help inform those decisions.

## Some examples:

- Considering a longer-term plan to work on strengthening training
- Reconsidering the contract structure
- Implementing a Workforce Development Plan
- Adding specific examples to service specifications





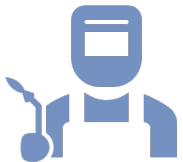
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DDD decided to focus on three areas for improvements in the contract including:



Quality



Employment



Training

Some of the changes we recommend will be ongoing beyond when the new contract is implemented. No changes will be final until after the public comment period.



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In the current contract we're recommended enhancing:

- Quality Management Plans
- Workforce Development Plans
- Quality Monitoring
- Vendor standards

Later we're recommending:

- Accreditation

Strong components and measures can support the Division to continually move towards its True North, ensuring that people disabilities to lead self-directed, healthy, and meaningful lives in their communities and receive the highest quality services possible.





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- In the current contract we're recommending:
  - Changing Service Specifications
    - Combining Transition to Employment and Career Preparation Readiness with additional components
  - Add vendor incentives for finding and keeping jobs

Services must support, prioritize, and promote employment!



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- In the current contract we're recommending:
  - Offering incentives to vendors for enhanced training
- Later we're recommending:
  - Expanded training requirements for all DSPs, aligned with person-centered principles
  - Strengthening the requirements for training for some employment staff

The Direct Support Professional workforce is the lynchpin to high quality services, investing in training can have profound impacts on the support people receive!

## Join us in the public comment period

- During public comment, the contract will be posted for people with disabilities, families, vendors, and advocates to review and provide feedback.
- Expected to start April 1<sup>st</sup>, 2020
- Will last for approximately 60 days
- Comments will be used to make changes and finalize the contract
- We'll be reaching out to vendors and people with disabilities to discuss the changes
- We'll share the changes with you in a townhall



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# Stay Involved!

### Townhall meetings

- Meetings like today to you our ideas and get yours

### Vendor meetings

- Meetings with vendors to discuss vendor-specific topics

### Website

- Check DDD's website for details at <https://des.az.gov/qualified-vendor-network-project>

### Email

- Contact us anytime through the project to make sure we hear your ideas: [AZnetworkdev@burnshealthpolicy.com](mailto:AZnetworkdev@burnshealthpolicy.com)