



DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*



**Division of Developmental Disabilities**

**April 1, 2021**

# Agenda

- Introduction
  - COVID-19 Updates
  - Electronic Visit Verification
  - Announcements
  - Provider Network Development Project
-

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)
-

# COVID-19 Updates

## Temporary Changes to Home and Community Based Services To Be Extended Through Public Health Emergency

During the COVID-19 public health emergency (PHE), AHCCCS has implemented more than 47 programmatic changes in order to ensure access to care for members and to maintain the ongoing viability of its provider network.

The status of each of those requests is posted in the “Status of AHCCCS Emergency Authority Requests” document on [this AHCCCS web page](#).

Although the Home and Community Based programmatic changes were due to expire March 12, 2021, the Centers for Medicare and Medicaid Services (CMS) has issued assurance that the authority to continue these changes (known as Appendix K) will be extended for Arizona at least until the PHE ends.

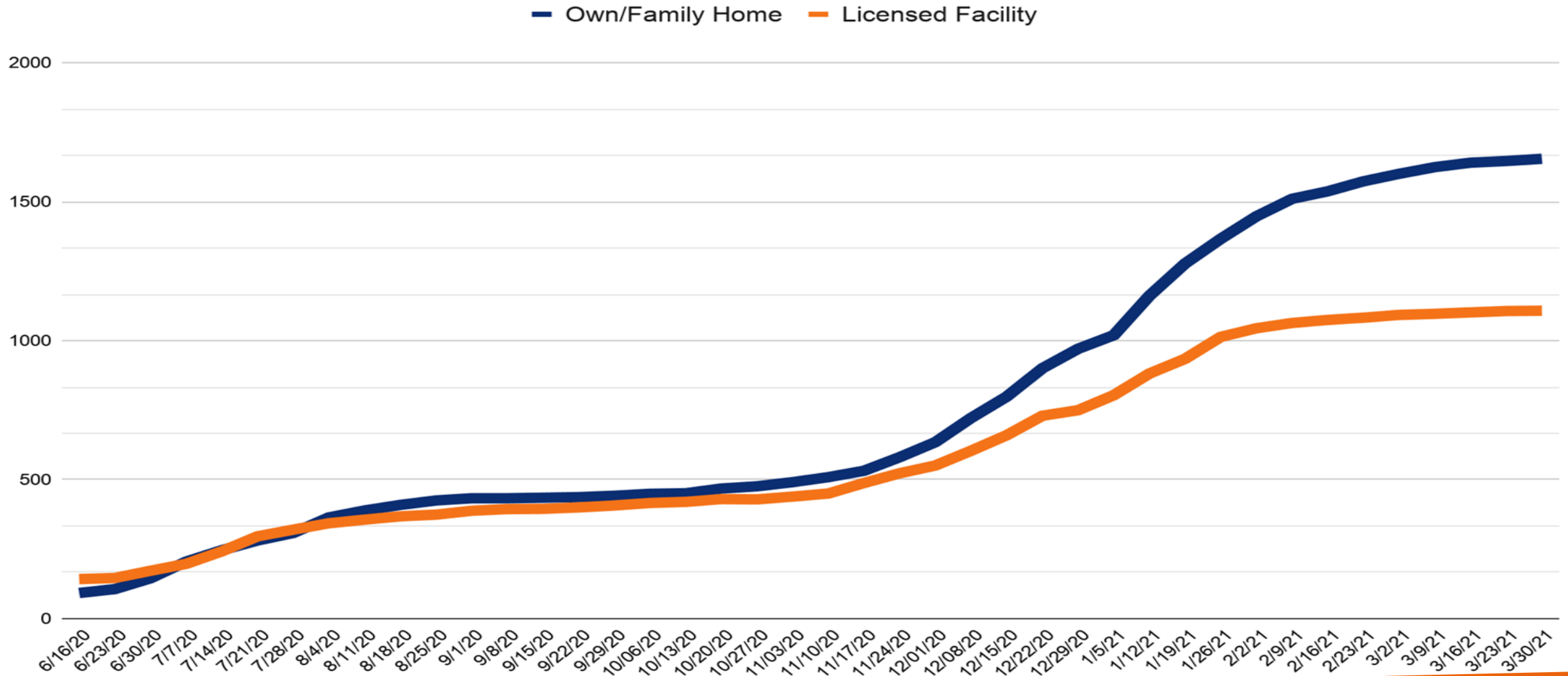
A formal approval of Arizona's Appendix K extension will be posted on the AHCCCS website upon receipt, and, in the interim, all Appendix K flexibilities will be continued.

<https://azahcccs.gov/shared/News/GeneralNews/TempChangesHomeCom.html>

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# COVID-19 Member Positive Tests

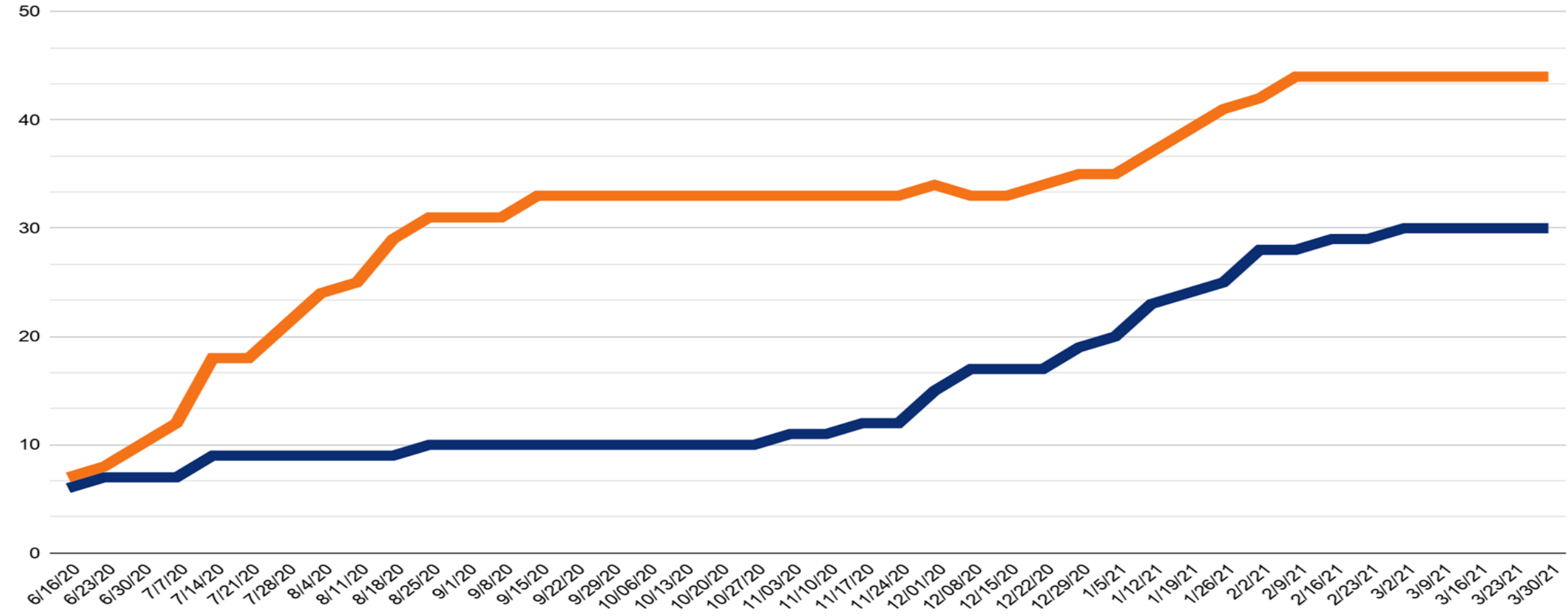
Member Positive Cases - Own/Family Home & Licensed Facilities



# COVID-19 Member Mortality

## Member Deaths - Own/Family Home & Licensed Facilities

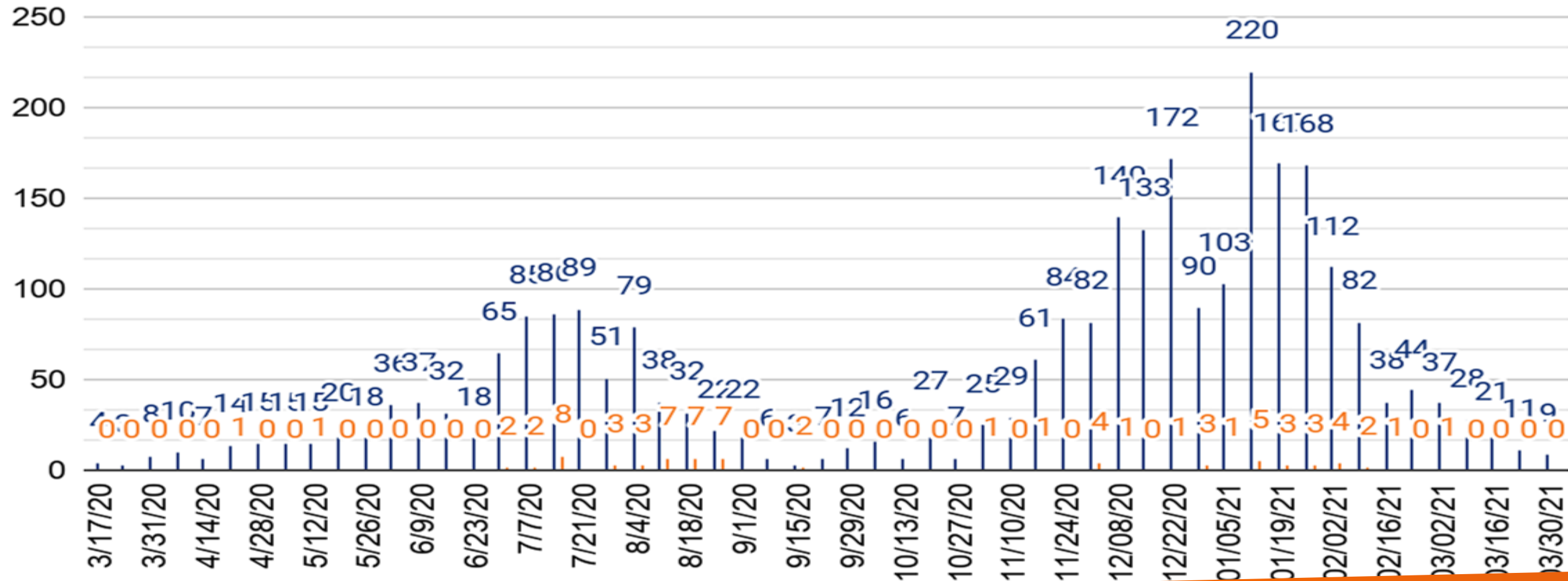
Own/Family Home Deaths Licensed Facility Deaths



# COVID-19 Member Mortality

## Member Positive Cases and Deaths Reported Each Week

■ Weekly Number of Cases    ■ Weekly Number of Deaths



# COVID-19 Vaccine Distribution Update

The State runs vaccination sites in Maricopa, Pima and Yuma counties. As of Wednesday, March 24, 2021, any Arizonan that is age 16\* or older can register to receive the vaccine at one of these locations. These locations include:

- State Farm Stadium in Glendale
- Phoenix Municipal Stadium in Phoenix
- Chandler/Gilbert Community College in Chandler
- The University of Arizona in Tucson
- The Yuma Convention Center in Yuma.

You can make an appointment online at [podvaccine.azdhs.gov](https://podvaccine.azdhs.gov) or by calling 1-844-542-8201.

All counties EXCEPT for Pima, Santa Cruz and Yavapai are following this distribution plan for non-state run POD locations.




# County Vaccine Distribution Plans

## Legend:

**Age Group 55+:** Santa Cruz,  
Yavapai

**Age Group 16+:**  
Apache\*, Coconino\*,  
Cochise\*, Gila, Graham\*,  
Greenlee, La Paz\*,  
Maricopa, Mohave,  
Navajo, Pima, Pinal\*, Yuma

\*Vaccinating age group 18+

 Pattern indicates counties  
vaccinating 65 and older.



Updated: 3/26/2021

# COVID-19 Vaccine Distribution Update

**Apache County:** Apache County residents 18 years of age and older can receive the COVID-19 vaccine. Visit [311info.net/covid-19/](https://311info.net/covid-19/) to find available appointments and locations.

**Cochise County:** Cochise County residents or workers over the age of 18 are now eligible for a vaccine in Cochise County. Visit [covid-cochisehealth.hub.arcgis.com/pages/vaccines](https://covid-cochisehealth.hub.arcgis.com/pages/vaccines) or call 520-432-9400 to find available appointments and locations.

**Coconino County:** Coconino County residents over the age of 18 are now eligible for a vaccine in Cochise County. Visit [www.coconino.az.gov/2580/COVID-19-Vaccination-Locations](https://www.coconino.az.gov/2580/COVID-19-Vaccination-Locations) to find available appointments and locations.

**Graham County:** Graham County residents 18 years of age and older can receive the COVID-19 vaccine. Registration: Those who would like a COVID-19 vaccination may contact their primary care physician or schedule an appointment at [www.graham.az.gov](https://www.graham.az.gov) with the health department.

# COVID-19 Vaccine Distribution Update

**Greenlee County:** All residents of Greenlee County 16\* years of age and older can now register online to be vaccinated at [www.gilahealth.com/covid-19/covid-19-vaccine](http://www.gilahealth.com/covid-19/covid-19-vaccine) or by calling 928-865-2601.

**Gila County:** Gila County residents aged 16\* years of age and older can now register online to be vaccinated. Please register at [www.gilahealth.com/covid-19/covid-19-vaccine](http://www.gilahealth.com/covid-19/covid-19-vaccine). Individuals without internet access may get assistance by calling:

- The Clifton Health Department (928) 865-2601
- The Duncan Health Department (928) 359-2866
- Gila Health Resources (928) 865-7512

**La Paz County:** La Paz County residents 18 years of age and older can receive the COVID-19 vaccine. Call 928-669-1100 to make an appointment.

**Maricopa County:** Maricopa County residents 16\* years of age and older are eligible to receive the vaccine. Registration is available online at [www.maricopa.gov/5659/COVID-19-Vaccine-Locations](http://www.maricopa.gov/5659/COVID-19-Vaccine-Locations).

# COVID-19 Vaccine Distribution Update

**Mohave County:** Mohave County residents 16\* years of age and older can receive the COVID-19 vaccine. Visit <https://www.mohavecounty.us/ContentPage.aspx?id=127&cid=1444&page=2&rid=2230> to find a provider that can provide the vaccine in your area.

**Navajo County:** Navajo County residents 16\* years of age and older can receive the COVID-19 vaccine. Visit <https://reports.mysidewalk.com/523bc7fc44> to find a location distributing vaccines and their contact information to register for an appointment.

**Pima County:** Adults 18 years and over, living with disabilities (physical, intellectual/developmental, mental health and /or sensory) and/or high risk medical conditions who are receiving long term care service at home can register for an available appointment at one of these sites:

- Banner/Kino - <http://www.bannerhealth.com/staying-well/health-and-wellness/wellness/covid/pima-county-vaccine>
- Tucson Medical Center/Tucson Convention Center - <https://register.vaccine.pima.gov/>
- In-Home Vaccine for Long-Term Care Recipient - <https://register.vaccine.pima.gov/>

# COVID-19 Vaccine Distribution Update

**Pinal County.** All persons ages 18 and older are eligible for COVID vaccines at Pinal County locations - if they live or work in Pinal County. This includes staff living in Pinal County as well as DDD members. <https://www.pinalcountyz.gov/publichealth/CoronaVirus/Pages/vaccinelocations.aspx>

**Yuma County:** Yuma County residents 16\* years of age and older are eligible to receive the vaccine. Registration is available online at <http://azhealth.gov/findvaccine> for all locations in Yuma County.

# COVID-19 Vaccine Distribution Update

Eligible Medicaid members can get non-emergency medical transportation (NEMT) to their vaccine appointment even if it is at a drive through site.

Contact your health insurance provider for more details.

AHCCCS Health Plan	How to Schedule NEMT
Banner University Family Care	800-582-8686, Option 3 Hours: Mon.–Fri. 7:30 a.m.–5 p.m.
Banner University Family Care: Long Term Care	833-318-4146, Option 3 Hours: Mon.–Fri. 7:30 a.m.–5 p.m.
Mercy Care	1-800-624-3879 Hours: Mon.–Fri. 7 a.m.–6 p.m.
Mercy Care RBHA	1-800-564-5465 Hours: Mon.–Fri. 7 a.m.–6 p.m.
United HealthCare	1-888-700-6822 Hours: 24 hours a day, 7 days a week

AHCCCS Health Plan	How to Schedule NEMT
Care1st	602-778-1800 or 1-866-560-4042 Hours: 24 hours a day, 7 days a week
Health Choice Arizona	602-386-3447 or 1-800-322-8670 Hours: 24 hours a day, 7 days a week
Magellan Complete Care	1-800-424-5891, Option 1 or 1-833-474-5060 Hours: Mon.–Fri. 8 a.m. –6 p.m.
Arizona Complete Health	1-888-788-4408 Hours: Mon.–Fri. 8 a.m.–5 p.m.

# COVID-19 Vaccinations

## Arizona COVID-19 Vaccine Prioritization\*

### Age-Based Criteria\*\*

MARCH 2021

APRIL 2021

APRIL-MAY 2021

MAY 2021

**Age Group**  
55 - 64

**Age Group**  
45 - 54

**Age Group**  
35 - 44

**Age Group**  
16 - 34

### Frontline Essential Workers<sup>o</sup>

MARCH 2021 - SUMMER 2021

- Food and agriculture
- Grocery store, convenience store, and carniceria workers
- U.S. Postal Service
- Manufacturing workers
- Public transit workers, including buses, Light Rail, Uber, Lyft, taxis, and rideshare
- State and local government workers
- Funeral home workers

### Phase 1A & Prioritized 1B Groups

Vaccination will continue for groups previously listed under Phase 1A and Prioritized Phase 1B:

- Healthcare Workers & Healthcare Support Occupations
- Emergency Medical Services Workers
- Long-Term Care Facility Staff & Residents
- Education & Childcare Workers
- Protective Services Occupations
- Adults 65 and Older

### Santa Cruz and Yavapai Counties

<http://bit.ly/adhscvfaqs>

<https://azdhs.gov/findvaccine>



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

\*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 transition to a younger age group based on ≥55% of current age group covered OR decreased demand in current group.

<sup>o</sup>Defined by [ACIP](#) as subset of essential workers at highest risk for work-related exposure due to required work-related duties performed onsite and involve being in close proximity (<6 feet) to public or coworkers. List may vary by local jurisdiction.

# COVID-19 Vaccine Distribution Update

Support Coordinators have begun calling members to inquire about their desire to get the vaccine and what supports they may need.

As of March 30, 2021, 7874 members/families have been contacted.

- High percentage interested in vaccine.
- Higher than expected number not interested.
- Some interested but want at a later date.
- Encourage members/families to speak with their PCP about the vaccine.

CDC myths and facts about COVID-19 vaccines:

<https://www.cdc.gov/coronavirus/2019-ncov/vaccines/facts.html>



# COVID-19 Vaccine Distribution Update

Qualified Vendors and Providers may get questions from members or their families regarding the COVID-19 vaccine.

- The Division has added a links to:
  - [\*Information About the COVID-19 Vaccine for People in Arizona\*](#) created by the Arizona Developmental Disabilities Network and
  - [\*COVID-19 Vaccine Information in Plain Language\*](#) created by the Self Advocacy Resource and Technical Assistance Center (SARTAC) on its [Actions Related to COVID-19](#) web page.

# 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)

AHCCCS recently released [Policy 540 Electronic Visit Verification](#)

There are four documents associated with the policy that some members may utilize them based on their situation:

- [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](#)
- [Scheduling FAQ](#)

# Announcements

- Vendor Call-Implementation began March 22, 2021. For more information visit the Vendor Call - Network Development webpage: <http://bit.ly/ddd-vendorcall>.
- Congregate Settings and Assessing Risk Guidance Updates
  - ADHS updated guidance for visitation in congregate settings
  - CDC updated high risk conditions

# Announcements

## Funding Initiatives

- COVID 19-Temporary Incentive Rate Book is approved to be extended through June 30, 2021 <https://des.az.gov/services/disabilities/developmental-disabilities/vendors-providers/rates-authorizations-billing>
- Timeliness- Vendors will be compensated based on the percentage of the time they serve members within seven days of an authorization being assigned
  - Selected services from October 2019 through March 2020
- Prevention of Abuse, Neglect, and Exploitation Training - as required by Provider Manual *Chapter 64 - Preventing Abuse, Neglect and Exploitation*

# 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

## Jami Petner-Arrey

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# Provider Network Development Consultation

BURNS & ASSOCIATES, INC.

Health Policy Consultants



Human Services  
Research Institute

**NASDDDS**

National Association of State Directors of Developmental Disabilities Services

# Provider Network Development Consultation

## 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

# Provider Network Development Consultation

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?

# Provider Network Development Consultation

DDD decided to focus on three areas for improvements to 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.

# Provider Network Development Consultation

Proposed “New” Contract

Future

Quality Management Plan

Accreditation

Strengthening employment training for some employment services

Expanding DSP training requirements

# Provider Network Development Consultation

## Current Contract

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Application Submittal Checklist

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Section 1 - Notice of Request for Qualified Vendor Application

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Section 2 - Table of Contents

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Section 3 - Instructions to Applicants

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Section 4 - Background

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Section 5 - Services Requirements / Scope of Work

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Section 6 - Standard Terms & Conditions

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Section 7 – Service Specifications

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Section 8 - Arizona Geographic Map

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Section 9 – Attachments, Certifications, Agreements, Plans

## Proposed Contract

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Section 0 – Cover Page

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Section 1 – Introduction

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Section 2 – Table of Contents

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Section 3 – Standard Terms & Conditions

---

Section 4 – Instructions

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Section 5 – Scope of Work

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Section 6 – Exhibits

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Section 7 – Attachments

# Provider Network Development Consultation

## Current Services

- Attendant Care
- Career Preparation Readiness
- Center-Based Employment
- Day Treatment and Training, Adult
- Day Treatment and Training, Child (After School)
- Day Treatment and Training, Child (Summer)
- Employment Support Aid
- Group Supported Employment
- Habilitation, Communication
- Habilitation, Community Protection and Treatment Hourly
- Habilitation, Consultation
- Habilitation, Early Childhood Autism Specialized
- Habilitation, Group Home
- Habilitation, Hourly Support
- Habilitation, Individually Designed Living Arrangement
- Habilitation, Music
- Habilitation, Nursing Supported Group Home
- Habilitation, Specialized Behavior: Service Not Being Solicited
- Habilitation, Vendor Supported Developmental Home (Child and Adult)
- Home Health Aid
- Homemaker
- Individual Supported Employment
- Nursing
- Occupational Therapy
- Person Center Planning Facilitation: Service Not Being Solicited
- Physical Therapy
- Respiratory Therapy
- Respite
- Room and Board, All Group Homes
- Room and Board, Vendor Support Developmental Homes (Child and Adult)
- Speech Therapy
- Support Coordination (Case Management): Service Not Being Solicited
- Transition to Employment
- Transportation

# Provider Network Development Consultation

## Service Changes

### Removed:

- Support Coordination (Case Management)
- Person Center Planning Facilitation
- Habilitation, Specialized Behavior
- Habilitation, Consultation
- Habilitation, Early Childhood Autism Specialized

### Transitioned:





# Provider Network Development Consultation

## **Current Section 9 – Attachments, Certifications, Agreements, Plans**

- Section 9A – Application and Award Agreement
- Section 9B – Qualified Vendor Application and Directory System
- Section 9C – Certification Regarding Lobbying
- Section 9D – Debarment
- Section 9E – Data-Sharing Request/Agreement View Sample
- Section 9F – Developmental Home Third Party Agreement
- Section 9G – Request for Central Registry, Background Check
- Section 9H – Business Plan
- Section 9I – Contingency Plan
- Section 9J – Business Associate Agreement
- Section 9K – Utilization Data
- Section 9L – Participation Boycott of Israel
- Amendment #7 with Signature Page

## **Proposed Section 9 – Attachments**

Section 7A – Assurances

Section 7B – Business Plan

Section 7C – Contingency Plan

Section 7D – Developmental Home Subcontract

# Provider Network Development Consultation

## 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 in May 2021
- Will last for approximately 60 days
- Comments will be used to make changes and finalize the contract
- We're having meetings this month to discuss with different stakeholders

- Developmental Disabilities
- Individuals & Families
- Find Out If You Are Eligible for Services
- Providers & Vendors**
- Licensing & Certification
- Accomplishments & Initiatives
- DDD Health Plans Information
- Policy & Rules
- Public Councils & Committees
- Contact Developmental Disabilities
- How To Print Page Content
- Language Assistance

## Qualified Vendor Agreement (QVA) Public Comment



In September 2019, the Division of Developmental Disabilities (DDD) partnered with Burns & Associates Inc. to improve the quality of services that our members receive. A new, draft Qualified Vendor Agreement (QVA) has been developed with input from stakeholders including Qualified Vendors, members, families and other organizations. All parts of the QVA have been reviewed and revised in some manner as a result of this project, and as such, all portions are being posted for public comment.

### Resources

- [Structure Comparison](#)
- [Summary of Changes \(Plain Language\)](#)

### Instructions

- Click on the name of the document in the *Qualified Vendor Agreement Draft Documents* section to view each revised document.
- Use the Google Form link to the right of each document to submit comments about each specific document.
- Be as specific as possible when submitting comments including referencing the line number.

If you have questions related to the project, but unrelated to a specific document, please submit them using this form, <https://forms.gle/BqvkgTSyXfJX2AVr8>.

- [Qualified Vendor Agreement Draft Documents](#)
- [Timeline](#)
- [Frequently Asked Questions](#)

## Resources

- Structure Comparison
- Summary of Changes (Plain Language)

## Instructions

- Click on the name of the document in the *Qualified Vendor Agreement Draft Documents* section to view each revised document.
- Use the Google Form link to the right of each document to submit comments about each specific document.
- Be as specific as possible when submitting comments including referencing the line number.

If you have questions related to the project, but unrelated to a specific document, please submit them using this form, <https://forms.gle/BqvkgTSyXFJX2AVr8>.

### Qualified Vendor Agreement Draft Documents

- Section 1 - Introduction
- Section 2 - Table of Contents
- Section 3 - Standard Terms & Conditions (Use this link to submit comments, <https://forms.gle/KsCnACnYAp2MBUYj9>.)
- Section 4 - Instructions
- Section 5 - Scope of Work (Use this link to submit comments, <https://forms.gle/24B12vziLdnpugmx9>.)
- Section 6 - Exhibits
  - Section 6A - Pathways to Employment (Use this link to submit comments, <https://forms.gle/vogXcLCDJTMUGP1p6>.)
  - Section 6B - Center Based Employment (Use this link to submit comments, <https://forms.gle/XamFrFGTGPqQnv8j6>.)
  - Section 6C - Group Supported Employment (Use this link to submit comments, <https://forms.gle/QVJWZy2HKaKMMSJj8>.)
  - Section 6D - Individual Supported Employment (Use this link to submit comments, <https://forms.gle/ZaV4gUzyYfdn9b8P6>.)
  - Section 6E - Day Treatment and Training Adult (Use this link to submit comments, <https://forms.gle/udpnY5hVNvsdNis3A>.)

# DEPARTMENT OF ECONOMIC SECURITY

*Division of Developmental Disabilities*

## RFQVA Public Comment Submission Form - Section 6G Transportation

The Arizona Department of Economic Security ("Department" or "ADES")/Division of Developmental Disabilities ("Division" or "DDD") proposes new or revisions to Section 6G - Transportation of the Qualified Vendor Agreement. Use this form to submit your comments regarding these revisions.

Written comments and opinions on the proposed policy will be accepted until 11:59 PM (Arizona Time) on XX/XX/2021.

Please complete this form in its entirety.

\* Required

Email address \*

Your email

First Name \*

Your answer

Last Name \*

Your answer



# Provider Network Development Consultation

## Stay Involved!

### Town Hall Meetings

- We'll come back and update you about the final changes

### 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)