



DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*



**Division of Developmental Disabilities**

**July 1, 2021**

# Agenda

- Introduction
  - COVID-19 Updates
  - Announcements
  - DDD Strategic Plan - Current 2 Future (C2F)  
    Sherri Wince, DDD Chief Strategy Officer
  - Feedback on Future Town Hall Events
-

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

## AHCCCS COVID Flexibilities

### Flexibilities Ending Prior to the Conclusion of the PHE

- Effective July 1, 2021 - All Direct Care Workers will once again be required to complete their training requirements within 90-days of being hired.\*
- Effective October 1, 2021 - Annual limit of respite hours will return to 600 hours per contract year.

### Flexibilities Ending Upon Conclusion of the PHE

- Virtual case management (support coordination) visits for ALTCS members.\*\*
- Reimbursement for parents offering direct care to minor children.
- Virtual supervisory visits of Direct Care Workers.
- Home delivered meals.

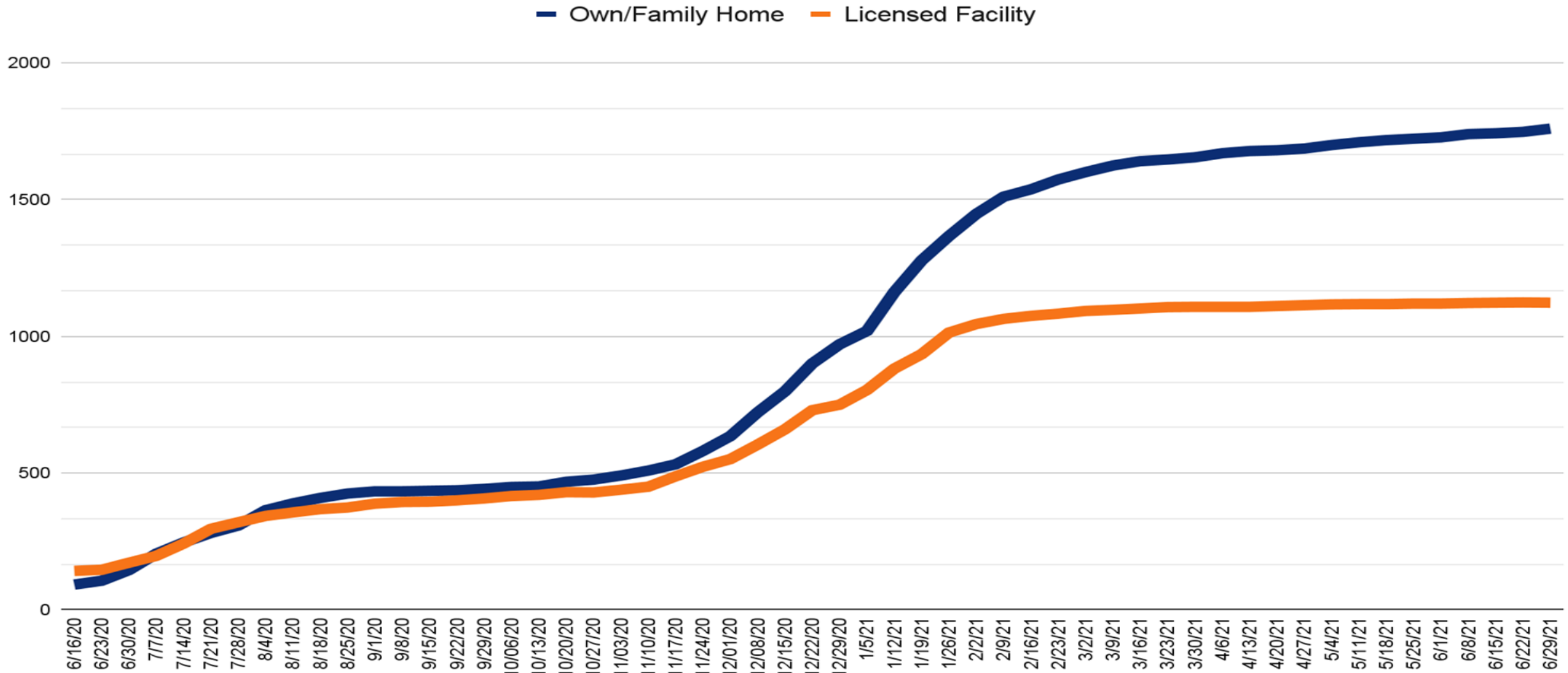
\*DDD is currently seeking clarification if this will also apply to DCWs who are providing Attendant Care services to their minor children, since this flexibility will end at the conclusion of the PHE.

\*\*DDD is still considering when the resumption of in-person planning meetings will occur and what the new model will look like. This will be communicated once a date is selected..

AHCCCS is reviewing additional flexibilities and will provide additional information as it becomes available.

# COVID-19 Member Positive Tests

Member Positive Cases - Own/Family Home & Licensed Facilities

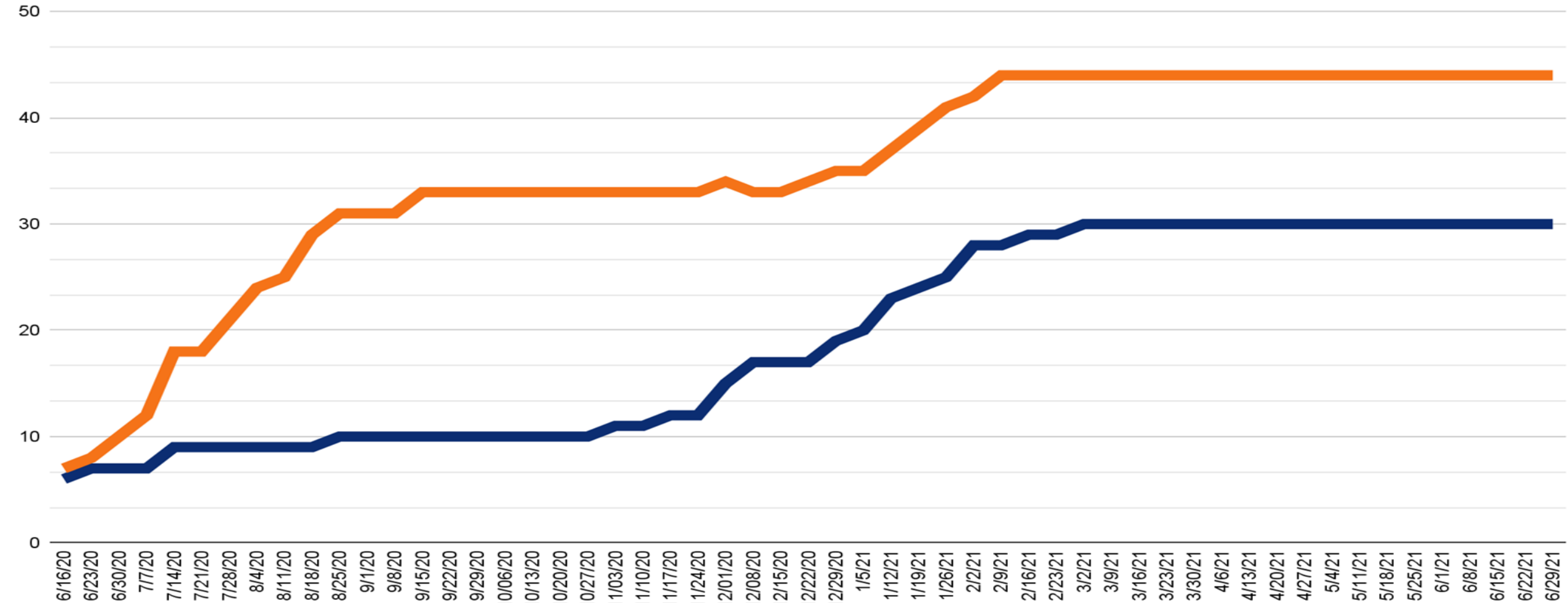




# COVID-19 Member Mortality

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

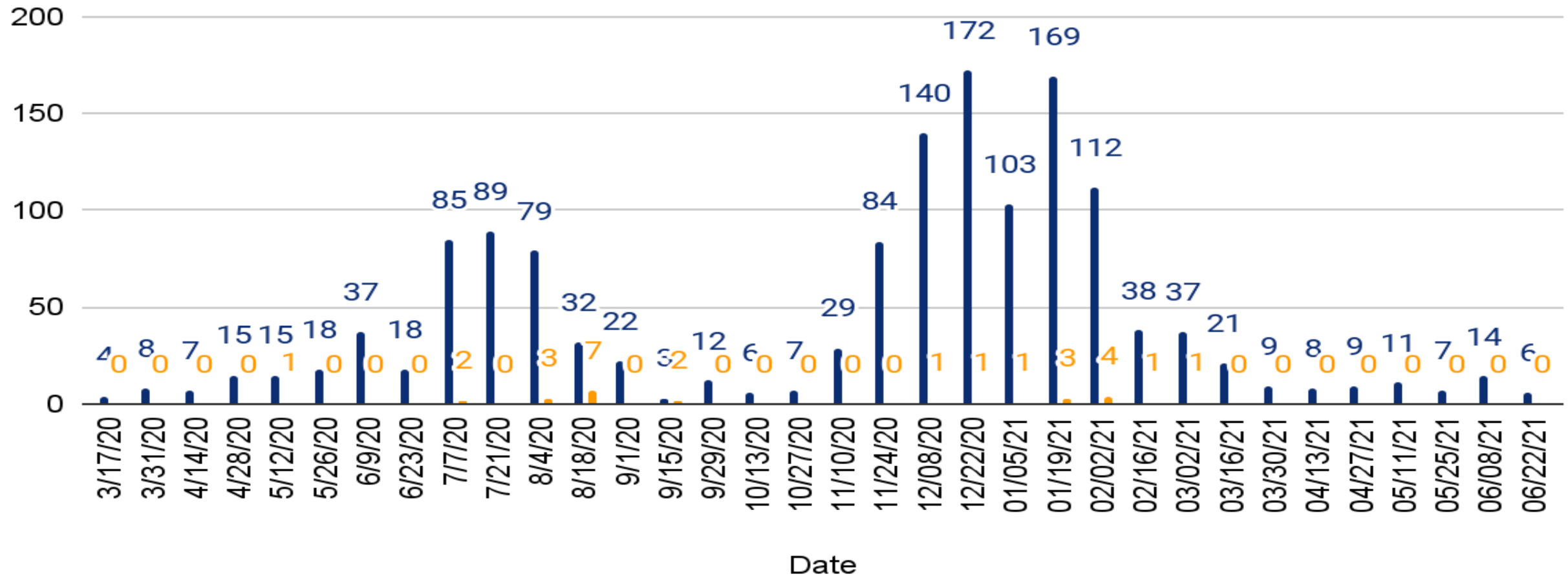
Own/Family Home Deaths Licensed Facility Deaths



# COVID-19 Member Positive Cases & Mortality

## Weekly Increase in Cases and Weekly Increase in Deaths

■ Weekly Increase in Cases    ■ Weekly Increase in Deaths



# COVID-19 Vaccine Distribution Update

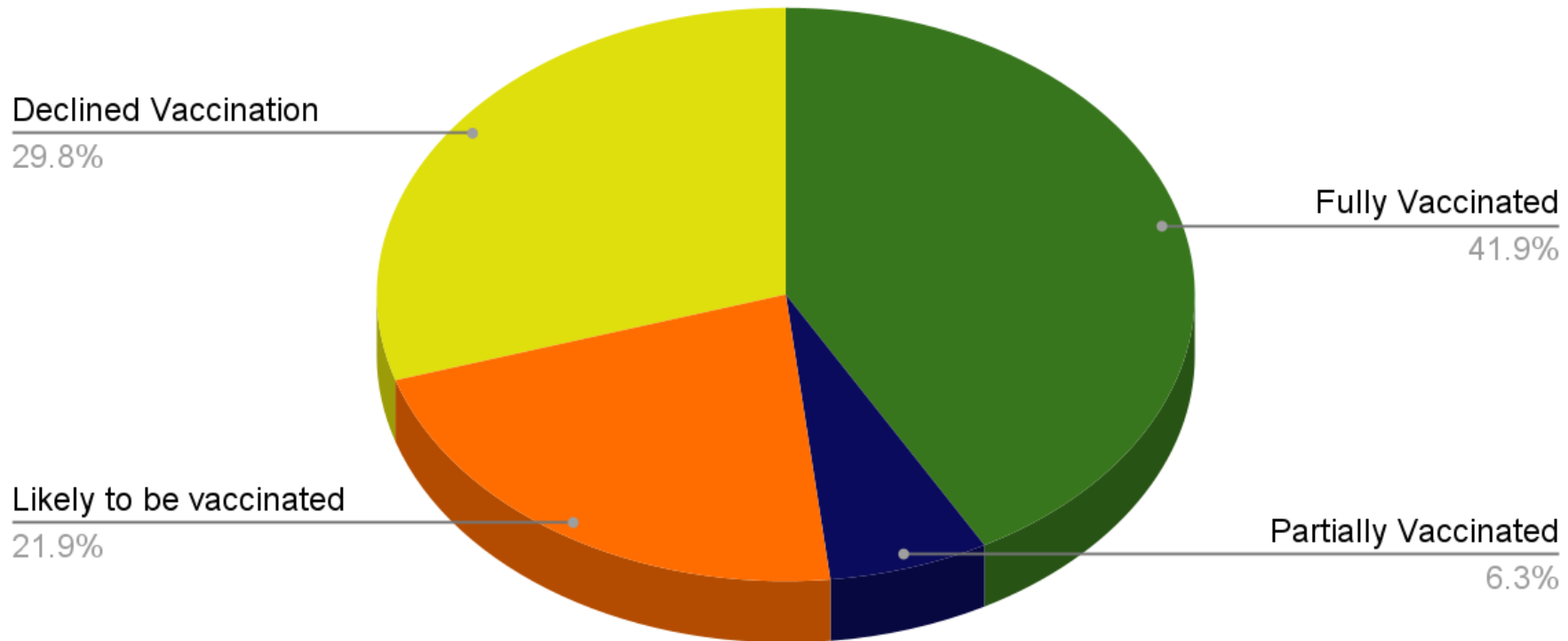
- All Arizonans age 12 and older are eligible to get a COVID-19 vaccine.
- Locations
  - ADHS is operating several state run vaccination sites across the state.
  - Pharmacies and other healthcare facilities also have vaccines.
  - <https://azdhs.gov/findvaccine>
- Members who need help making an appointment can call 1-844-542-8201.
- CDC [Myths and Facts About COVID-19 Vaccine](#)



# Member Vaccination Data

## COVID-19 Vaccination Among DDD Members

*28,656 Vaccine Eligible Members*



# 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.

# Updated Mask Guidance

- CDC Updated Mask Guidelines on May 13, 2021
  - Fully vaccinated people no longer need to wear a mask or physically distance in any setting, except where required by federal, state, local, tribal, or territorial laws, rules, and regulations, including local business and workplace guidance
  - DDD updated its [COVID-19 QVA Guidance for Congregate Settings and Direct Care Workers](#) document on May 25, 2021 to align

# Announcements

- Qualified Vendor Agreement Public Comment Period
  - Published June 28, 2021  
<https://bit.ly/dddrfqvareview>
  - Public Comment Period will last for 60 days (August 27, 2021)
- American Rescue Plan Act
  - AHCCCS is holding a meeting to review their plan for ARPA funding
  - Wednesday, July 7, 5:00 p.m. (AZ/ MST)
  - Register in advance for this webinar:  
[https://ahcccs.zoom.us/webinar/register/WN\\_IQNHvyXjR3e\\_pczQ0QqMMg](https://ahcccs.zoom.us/webinar/register/WN_IQNHvyXjR3e_pczQ0QqMMg)
- Arizona Disability Voter Coalition (AzDVC)
  - Tuesday, August 17, 2021 from 9:00 a.m. to 11:00 a.m.
  - Attendees can join the meeting using <https://zoom.us/j/94967382883>

# DDD Strategic Planning



**Current 2 Future Initiatives**

# DDD Contract with AHCCCS

Since 1988, the Division has had a contract with AHCCCS to deliver long term supports and services to members who are ALTCS eligible.

Since 1997, the Division's contract has also included a responsibility to provide case management (Support Coordination) to DDD members who are also Medicaid eligible. These folks are in the Targeted Support Coordination (TSC) program.

AHCCCS regularly monitors the Division's ability to meet the terms of our contract and at least every 3 years, AHCCCS completes a formal review called an Operational Review.



# DDD Contract with AHCCCS

Between 2017 and 2019, AHCCCS took several contract actions to address deficiencies they identified. The Division was issued 4 Notice to Cure letters.

- Vendor Call 3/2/17
- Access to Care 4/27/17
- HIPAA 1/7/18
- Quality of Care (QOC) 10/15/18

On 3/18/19 AHCCCS requested the Division develop a Corrective Action Plan related to the Nursing Assessment process.

# DDD Strategic Vision

For two weeks in January 2020, over 40 Division leaders met to address our current state and how to move to the future desired state, understanding that ultimately, our success would lead to improved outcomes for people receiving our services.

## Current 2 Future Initiatives:

- Address the 5 Contract Actions
- Prepare for the next Operational Review so as not to receive any additional Contract Actions
- Address significant deficiencies in the American Indian Health Plan
- Begin to address the business culture through a Year of Listening
- Person Centered Service Plan

# Improvements

- Successfully addressed a backlog of 27,000 Incident Reports as potential Quality of Care (QOC) concerns while implementing new process so this doesn't occur again.
- Successfully implemented a Care Management program in collaboration with the DDD ALTCS Health Plans.
- Successfully executed an improved Case Transfer process statewide.

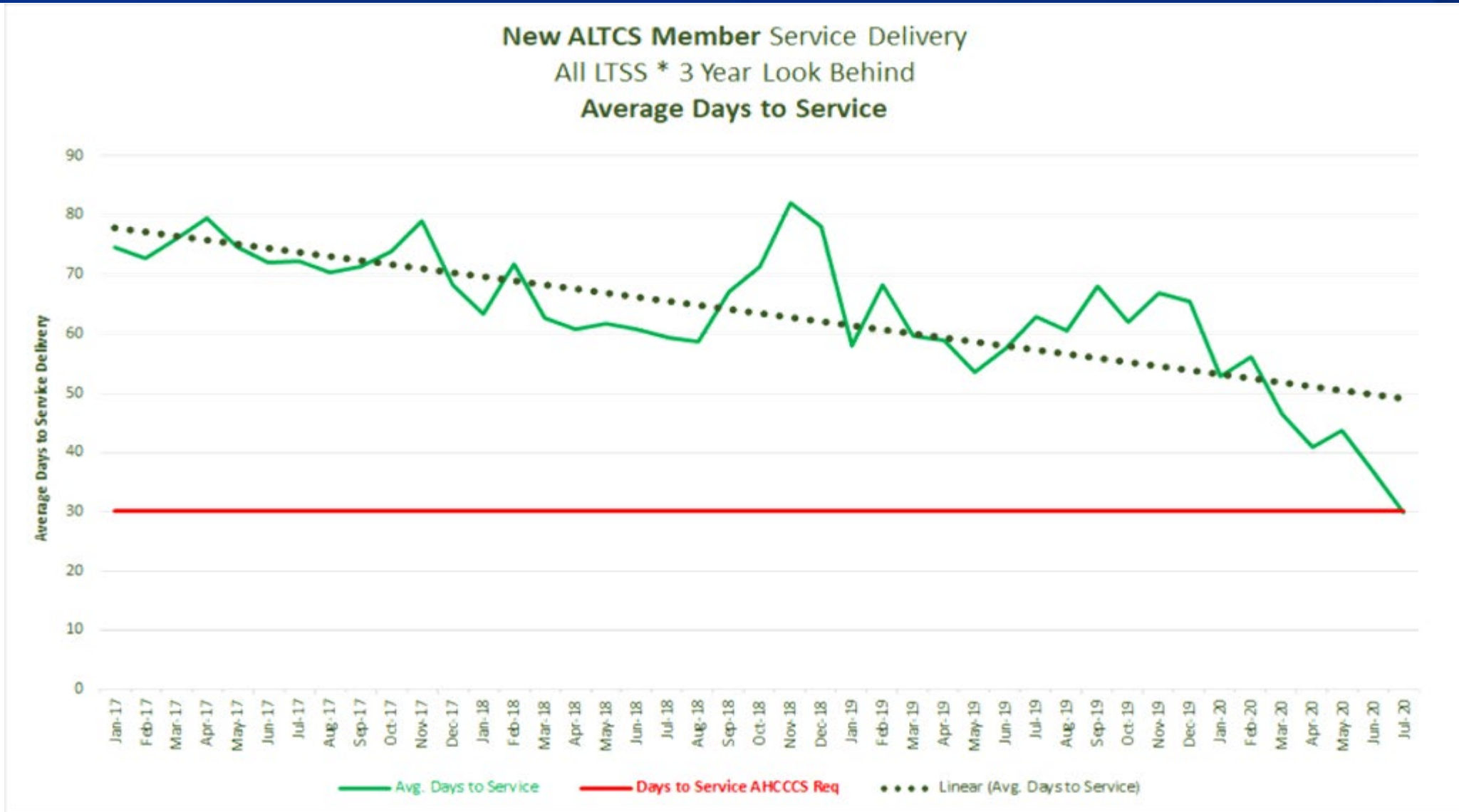
# Improvements

- Participated in staff engagement activities with over 3600 employees.
- Successfully wrote, solicited, and awarded a contract to a vendor (WellSky) to address our claims payment deficiencies.
- Completed an internal review and are 95% complete in our Operational Readiness.
- Successfully closed the Vendor Call Notice to Cure.

# Improvements

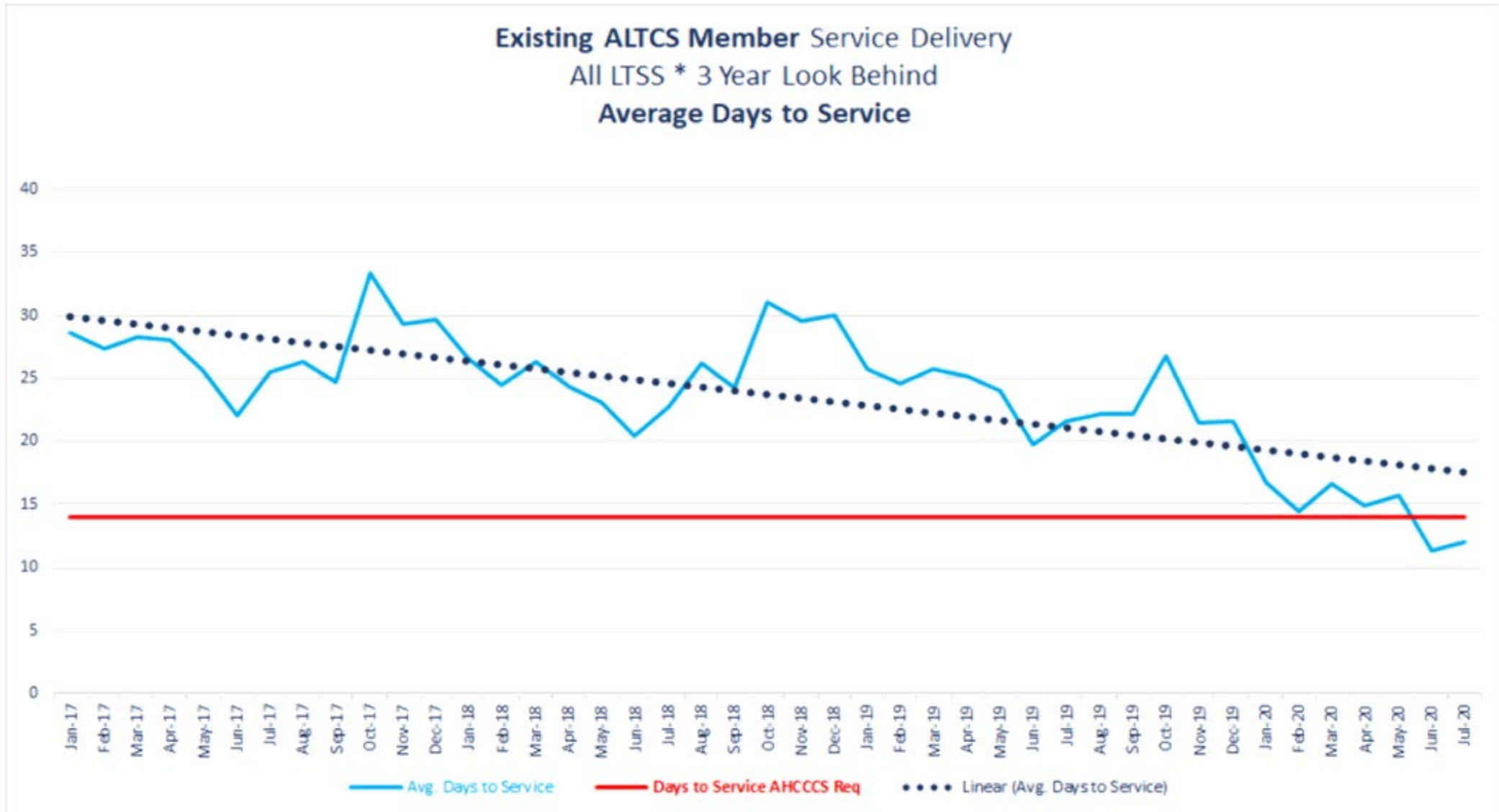
- Completed pilots of the new Nursing Assessment Process and preparing to release the new tool and policies for public comment.
- Planned, learned, and continue to discover opportunities in serving people in the American Indian Health Plan.
- Positively impacted the lives of people needing our supports and services.

# Timely Service Delivery – New Members All LTSS



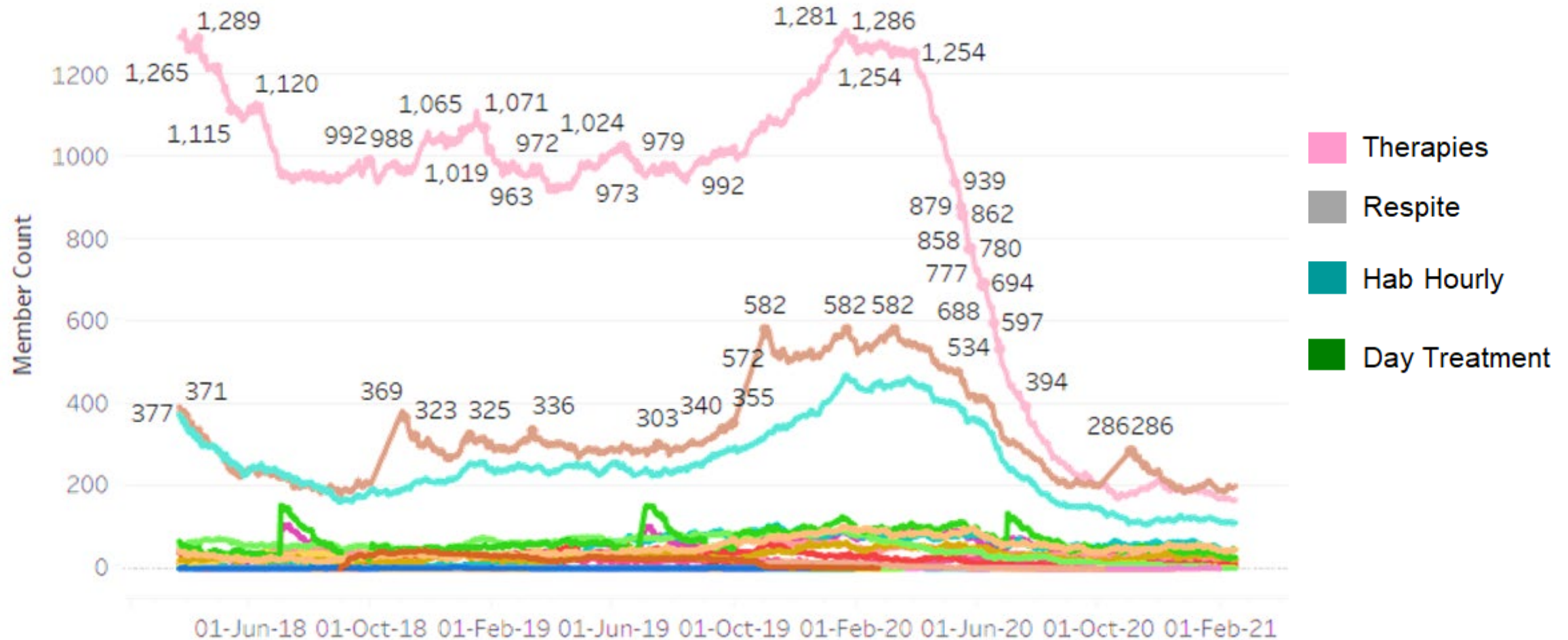


# Timely Service Delivery – Existing Members All LTSS



# Unassigned Authorizations - All Members Over 30 Days

## 02 Unassigned Authorizations Trend



# Looking to the Future

- National Committee for Quality Assurance (NCQA) Accreditation
  - Case Mgmt w/LTSS Distinction
- CMS Interoperability Rule
- Rulemaking (2021 - 2025)
- Legislative Changes
- DDD Health Plan Operational Review (OR) 2021
- AHCCCS Contract Changes
  - Including Health Information Exchange (HIE)

# Future Topics for Town Hall Meetings

- What would you like us to discuss/cover in these Town Hall events?
- What Guest Speakers would you like to see here?
- Does the monthly schedule work for each of you?
- Do you like the virtual format?





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**Questions?**