



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

DIRECT REFERRAL PROCESS ANNOUNCEMENT

Target Audience - Qualified Vendors and Providers

Transmittal Date - 07/09/2019

Led by the Arizona Management System (AMS), DES is focused on its True North to ensure all Arizonans who qualify receive timely DES services and achieve their potential. Utilizing AMS principles, DDD is focused on continuous improvement. Process updates are identified and created with input from members, families, staff and providers.

DDD is launching a new direct referral process that will be activated when the Division does not receive a response to a member's vendor call. The change is being made to reduce the number of phone calls made to Vendors and to streamline communication about member service needs. Vendors may continue to receive limited direct phone calls for unique member situations.

Beginning July 9, 2019, the Support Coordinator will issue a Focus vendor call when the planning team assesses a service need. If there are no responses to the Focus vendor call, the need will be added to a Direct Referral Announcement email that will be distributed to all Qualified Vendors contracted for that service. This change is being implemented as a result of feedback received from the vendor community regarding the number of phone calls they were receiving.

The Direct Referral Announcement will be emailed once a week and will contain all open service needs in each District. Qualified Vendors interested in serving a member, should contact the District Network Coordinator to request additional information. The contact information for the coordinator will be in the Direct Referral Announcement.

It is important that Qualified Vendors update their contact information with their local Network team so Direct Referral Announcements are delivered to the correct person within the organization. In addition, to streamline work for both the Division and the Qualified Vendor, the creation and utilization of a single shared referral email address is recommended. The frequency of email address changes will be significantly reduced by granting access to multiple internal staff to a single mailbox. Chapter 50 of the Provider Policy will be revised to align with this process change.

For example: referrals@agencyname.com

If you have questions or would like to provide feedback about this change, please contact the DDD Customer Service Center at 1-844-770-9500 or DDDCustomerServiceCenter@azdes.gov.