DEPARTMENT OF ECONOMIC SECURITY
Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD Business Operations
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TRANSMITTAL DATE: August 29, 2018

TOPIC: GAP Critical Services – Back- Up Planning Requirements

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Target Audience – All Qualified Vendors providing critical services

 The Division of Developmental Disabilities (DDD) requires Qualified Vendors (QVs) to report all Gaps in Critical Services. Critical services are identified as Attendant Care (ATC), Housekeeping/Homemaker (HSK), Respite (RSP), Individually Designed Living Arrangement (IDLA) and Nursing (HN1, HN9, HNR). A gap in a critical service is the difference between the number of hours of home care scheduled in each individual's planning documents and the hours of the scheduled type of critical service that are actually delivered. This reporting aligns with AHCCCS requirements. The QV must continue to monitor authorized hours for critical services and report gaps in critical services monthly. The Gap in Critical Service Logs are submitted to the designated District Lead by the fifth (5th) calendar day of each month as specified in the Qualified Vendor Agreement and Policy.

The reporting template log(s) and instructions are located on the Division's website on the Provider Resources Information page. Qualified Vendors must report gaps in critical services using two separate logs:

- **Gap Log 1** applies to Attendant Care (ATC), Housekeeping (HSK), Respite (RSP) services.
- **Gap Log 2** applies to Individually Designed Living Arrangement (IDLA) and Nursing (HN1, HN9, HNR) services.

QVs who do not have any gaps in critical services during the reporting month are still required to report to the DDD District Lead using the reporting template and documenting "None" or "N/A".

 Qualified Vendors are required to implement specific policies and procedures that address gaps in critical services. All QVs that provide in-home ATC, HSK, RSP, IDLA and/or Nursing services must:

- Implement policies and procedures to identify, resolve, and track gaps in critical services to ensure that appropriately trained additional staff is available within two hours of reporting when the primary staff person is unavailable.

- Ensure that each member's service preference level (*back-up plan*) is met as outlined in the member's planning document.

For more information regarding these requirements, please refer to the Provider Manual, Chapter 62, *Managing Gaps in Critical Services.*

Thank you!