



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

PANDEMIC PERFORMANCE PLAN SERVICE DELIVERY CHANGES

Target Audience - Qualified Vendors and Providers

Transmittal Date - 03/12/2020

As vendors implement their [Pandemic Performance Plans](#) or become aware of specific potential exposures to COVID-19, it may become necessary to change the service delivery for a specific member or at a specific service location. The Division will work with the vendor to coordinate these changes. Vendors should send notification of proposed service delivery changes via email to DDDQMUdocs@azdes.gov with the following information:

- Vendor name
- Name and number for the primary person coordinating the change
- What is the specific proposed service delivery change?
- Why does the vendor feel this change is required?
- Has the local health department been contacted for potential exposure?
- If yes, what direction was given?
- What is the location/address where the services occur?
- How many members will be affected by the proposed change?
- What will the vendor do to mitigate the effects of the service change, for example provide alternative services (coordinate with the assigned Support Coordinator)?
- Provide draft of the proposed member notification with link to the ADHS website.

The DDD Quality Management Unit will work with the Qualified Vendor to ensure the health and safety of all members as these situations are reviewed.

The [CDC](#) and [ADHS](#) websites continue to be the authority on information related to COVID-19. Additionally, AHCCCS has created a [supplemental FAQ](#) with additional information related to AHCCCS covered services.