



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD Network Unit

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TRANSMITTAL DATE: June 16, 2017

TOPIC: Planned Changes to the Vendor Call System

Target Audience – All Qualified Vendors

In response to Governor Ducey's initiative and in order to create and improve its operational efficiencies, DES is using the *Arizona Management System (AMS)* as a framework for change. The Division, along with several other initiatives, is in the process of revising its current vendor call process and is evaluating better ways to manage the Vendor Call System in the future. The Division has engaged independent consultants and providers as part of these initiatives and will continue to seek provider feedback as we make changes to the Vendor Call System.

Recently new vendor call procedures and revised vendor call forms were posted internally before adequate internal messaging and instruction was provided. We have subsequently removed these forms and requested that staff discontinue using the new forms and continue with existing vendor call processes until additional instruction is provided. We apologize for any confusion this may have caused.

The Division will provide updates to the provider community via Vendor Blast and scheduled provider meetings as we move forward with planned changes to the Vendor Call System. We ask your patience as we implement these changes and request that you share concerns or issues with us by contacting us at our Customer Services Center at (844)770-9500 or via email at DDDCustomerService-Providers@azdes.gov

Thank you!