



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/Contract and Network Compliance

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TRANSMITTAL DATE: October 7, 2018

TOPIC: Provider Profile - Timeliness Initiative

Target Audience – Qualified Vendors

The Department of Economic Security (DES), Division of Developmental Disabilities (“the Division”), has identified several initiatives to improve the timeliness and transparency of service delivery to DD-ALTCS members. Value Based Purchasing (VBP) is a set of strategies that links provider payments to improved performance, enhanced accountability, a reduction of costs, and improved quality of care across the system. The Division’s newest initiative *Provider Profile- Timeliness* is a “Pay for Performance” strategy. This is designed to encourage transparent and improve timely delivery of services to DD-ALTCS members through publishing data and providing payments to Qualified Vendor Agencies (“agencies”) which deliver services other than licensed residential services or respite.

Subject to available funding, the Division will provide payment incentives to agencies that achieve one (1) of the following Targets identified in *Table 1*.

Target 1- The agency delivers services within seven (7) days of the authorization being assigned, 90% of the time.

Measurement: Percent (%) timeliness by agency
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Target 2- When Target 1 is not met, the agency increases its timeliness by ten (10) percentage (%) points or more
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Measurement: Percentage (%) points increase by agency
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Target 3- When Target 1 or 2 are not met, the agency sustains at least five (5) percentage (%) points from the last measurement cycle
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Measurement: Percentage (%) points increase by agency since the last cycle (one cycle only) *Beginning in Cycle 2
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Table 1

The week of October 9, 2018 your agency will be provided baseline timeliness data for the period of December 1, 2017- March 31, 2018. The Division measured from the date

an authorization was assigned to your agency to the first date of claim for all new and continued members. This data is being provided so your agency can review its current service delivery practices and identify any process improvements you may wish to make prior to the first measurement cycle.

The Division will measure your agency's timeliness for the period of December 1, 2018 to March 31, 2019 (Cycle 1) and will post this data to the Division's website by June 30, 2019. Your agency will be notified in writing regarding any VBP payment it may receive based on this measurement.

Table 2 defines the Cycles for this initiative.

Cycle	Measure	Post and Notify	Implement VBP Payment
1	December 1, 2018-March 31, 2019	June 30, 2019	October 1, 2019-March 31, 2020
2	April 1, 2019-September 30, 2019	December 31, 2019	April 1, 2020- September 30, 2020
3	October 1, 2019-March 31, 2020	June 30, 2020	March 1, 2019
4	April 1, 2020-September 30, 2020	December 31, 2020	April 1, 2021- September 30, 2021

Table 2

The Division intends to identify and post future metrics of performance as we become a more data informed higher quality service delivery system. We continue to value our agency partnerships and are interested in your feedback regarding this initiative. Please send questions or comments to [DDD Customer Service Center email](#).

Thank you!