



Version 1.0

Department of Economic Security

Division of Developmental Disabilities

**Project: Division of Developmental Disabilities Home and Community
Based Directory**

Subject: Provider Search User Manual

Doc ID: DDD-PS-000-001

Division of Developmental Disabilities Home and Community Based Directory

User Manual

[DDD CAS Qualified Vendor Contract Amendment User Manual](#)

[DDD-QVA-Contract-Application User Manual](#)



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Document ID: DDD-PS-000-001

Version 1.0

June 28, 2017



Version 1.0

Department of Economic Security
Division of Developmental Disabilities
Project: Qualified Vendor Application and Directory System
Subject: Provider Search Maintenance
Doc ID: DDD-PS-000-001

Division of Developmental Disabilities

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<p>Project: Division of Developmental Disabilities Home and Community Based Directory</p> <p>Subject: Provider Search User Manual</p> <p>Doc ID: DDD-PS-000-001</p>

Provider Search for Members

- The following will illustrate what the Member will see when searching for Providers and services.

- Members can select between FACILITY BASED and IN-HOME & COMMUNITY BASED SERVICES.



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Events | Press Room | SiteMap

6/28/2017 10:09:43 A.M.

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Division of Developmental Disabilities Home and Community Based Directory

This website allows members and their families to search for member services by HCBS Providers that are in the HCBS Qualified Provider network

-- | Font Size | ++

[Espanol](#)

Provider Service Type & *Service* are required.

Select a Provider Service Type *

- FACILITY BASED
- IN - HOME & COMMUNITY BASED

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3. The following represents all of the FACILITY BASED SERVICES that are available.

Events | Press Room | SiteMap

6/28/2017 9:31:58 A.M.

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-- | Font Size | ++

[Espanol](#)

Select a Provider Service Type *

- FACILITY BASED
- IN - HOME & COMMUNITY BASED

Select a Service *

- Select a Facility based service



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Division of Developmental Disabilities Home and Community Based Directory
 This website allows members and their families to search for member services by HCBS
 Providers that are in the HCBS Qualified Provider network

-- | [Font Size](#) | ++
[Espanol](#)

Provider Service Type & *Service* are required.

▼

FACILITY BASED

Select a Service *

- CENTER BASED EMPLOYMENT
- DAY TREATMENT & TRAINING - ADULT
- DAY TREATMENT & TRAINING - CHILDREN AFTER SCHOOL
- DAY TREATMENT & TRAINING - CHILDREN SUMMER PROGRAM
- HABILITATION SERVICES - MUSIC THERAPY
- OCCUPATIONAL THERAPY 3+
- OCCUPATIONAL THERAPY EVALUATION 3+
- PHYSICAL THERAPY 3+
- PHYSICAL THERAPY EVALUATION 3+
- SPEECH THERAPY 3+
- SPEECH THERAPY EVALUATION 3+

4. The following represents all of the IN-HOME & COMMUNITY BASED SERVICES that are available.

Division of Developmental Disabilities Home and Community Based Directory
 This website allows members and their families to search for member services by HCBS
 Providers that are in the HCBS Qualified Provider network

-- | [Font Size](#) | ++
[Espanol](#)

Provider Service Type & *Service* are required.

▼

IN - HOME & COMMUNITY BASED

Select a Service *

▼



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- Select a Service from drop down.

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Division of Developmental Disabilities Home and Community Based Directory

This website allows members and their families to search for member services by HCBS

Select a Service *

- ATTENDANT CARE
- EMPLOYMENT SUPPORT AIDE
- GROUP SUPPORTED EMPLOYMENT
- HABILITATION SERVICES - INDIVIDUAL DESIGNED LIVING ARRANGEMENTS DAILY
- HABILITATION SERVICES - INDIVIDUAL DESIGNED LIVING ARRANGEMENTS HOURLY
- HABILITATION SERVICES - SUPPORT - HOURLY
- HABILITATION SERVICES - MUSIC THERAPY
- HABILITATION, HOURLY, SPECIALIZED BEHAVIOR, BACHELOR
- HABILITATION, HOURLY, SPECIALIZED BEHAVIOR, MASTER
- HABILITATION, HOURLY, SPECIALIZED COMMUNICATION
- HOUSEKEEPING - CHORE/HOMEMAKER
- INDIVIDUAL SUPPORTED EMPLOYMENT
- NURSING CONTINUOUS, > 4 HOURS PER DAY
- NURSING INTERMITTENT, - or < 4 HOURS PER DAY
- NURSING RESPITE
- NURSING VISIT
- OCCUPATIONAL THERAPY 3+
- OCCUPATIONAL THERAPY EVALUATION 3+
- PHYSICAL THERAPY 3+
- PHYSICAL THERAPY EVALUATION 3+
- RESPIRATORY SERVICES
- RESPIRE DAILY
- RESPIRE HOURLY
- SPEECH THERAPY 3+
- SPEECH THERAPY EVALUATION 3+

- After selecting a service, it displays the search results.

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Results: 56

[Back To Search](#)

1 [ACHIEVE Human Services, Inc. dba Yuma WORC Center](#) Accepting New (928) 718-8676
Office: [ACHIEVE Human Services - Kingman](#)
1867 Gates Ave
KINGMAN, AZ 86401
Languages: SPANISH.

2 [ACHIEVE Human Services, Inc. dba Yuma WORC Center](#) Accepting New (928) 446-6217
Office: [ACHIEVE Human Services - Lake Havasu City #101/103](#)
1979 McCulloch Blvd #101 # 103
LAKE HAVASU CITY, AZ 86403
Languages: SPANISH.

3 [ACHIEVE Human Services, Inc. dba Yuma WORC Center](#) Accepting New (928) 341-1412
Office: [ACHIEVE Human Services, - Center Base](#)



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- Search criteria for **FACILITY BASED SERVICES** includes 'Provider Type', 'Service', 'Zip Code', 'Within ___ miles', 'Language' (able to select multiple Languages) and 'Transportation Needed' (only for designated services). Clicking [Search] will display results.

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Provider Service Type & *Service* are required.

FACILITY BASED

CENTER BASED EMPLOYMENT

Zip Code 5 digit zip code...

Within 5 miles

Language [Clear Languages](#)

Provider Name Facility Name

[RESET FORM](#)

Results: 56 [Back To Search](#)

First Prev 1 2 3 4 5 Next Last

1	ACHIEVE Human Services, Inc. dba Yuma WORC Center Office: ACHIEVE Human Services - Kingman	Accepting New Clients	(928) 718-8676
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- Search by Zip Code**

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Provider Service Type & *Service* are required.

FACILITY BASED

CENTER BASED EMPLOYMENT

Zip Code 5 digit zip code...

City

County

Language [Clear Languages](#)

Provider Name Facility Name

[RESET FORM](#)

Results: 56 [Back To Search](#)

First Prev 1 2 3 4 5 Next Last

1	ACHIEVE Human Services, Inc. dba Yuma WORC Center Office: ACHIEVE Human Services - Kingman	Accepting New Clients	(928) 718-8676
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- Search With in __ Miles


6/28/2017 10:09:43 AM

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Division of Developmental Disabilities Home and Community Based Directory

This website allows members and their families to search for member services by HCBS
Providers that are in the HCBS Qualified Provider network

-- | Font Size | **

[Español](#)

Provider Service Type & *Service* are required.

Within 5 miles

Within 10 miles

Within 15 miles

Within 20 miles

Within 25 miles

Within 30 miles

Within 40 miles

Within 50 miles

Greater than 50 miles

Results: 56



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- **Search by City, Please enter a city name**

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Provider Service Type & *Service* are required.

FACILITY BASED

CENTER BASED EMPLOYMENT

City

Language [Clear](#) [Languages](#)

Provider Name Facility Name

[RESET FORM](#)

Results: 56

[Back To Search](#)

First Prev **1** 2 3 4 5 Next

Last

1 [ACHIEVE Human Services, Inc. dba Yuma WORC Center](#) Accepting New (928) 718-8676
Office: [ACHIEVE Human Services - Kingman](#)
1867 Gates Ave
KINGMAN, AZ 86401 Languages: SPANISH.

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- **Search by County – Select a county name by clicking drop down.**

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This website allows members and their families to search for member services by HCBS Providers that are in the HCBS Qualified Provider network

-- | Font Size | ++

[Espanol](#)

Provider Service Type & *Service* are required.

FACILITY BASED

CENTER BASED EMPLOYMENT

County

Language [Clear](#) [Languages](#)

Provider Name Facility Name

[RESET FORM](#)



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- **Select a County name.**

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This website allows members and their families to search for member services by HCBS
Providers that are in the HCBS Qualified Provider network

Font Size | Espanol

Provider Service Type & *Service* are required.

FACILITY BASED

CENTER BASED EMPLOYMENT

County

Language

Provider Name

Results: 56
[Back To Search](#)

County

- APACHE
- COCHISE
- COCONINO
- GILA
- GRAHAM
- GREENLEE
- MARICOPA
- MOHAVE
- NAVAJO
- PIMA
- PINAL
- SANTA CRUZ
- YAVAPAI
- YUMA
- LA PAZ

- **Service search by languages.**

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Division of Developmental Disabilities Home and Community Based Directory
This website allows members and their families to search for member services by HCBS
Providers that are in the HCBS Qualified Provider network

Font Size | Espanol

Provider Service Type & *Service* are required.

FACILITY BASED

CENTER BASED EMPLOYMENT

Zip Code

5 digit zip code..

Within 5 miles

Language

- ALBANIAN (ALB)
- AMHARIC (AMH)
- APACHE (APA)
- ARABIC (ARA)

Clear Languages

5 Next



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6. Search criteria for **IN-HOME & COMMUNITY BASED SERVICES** includes 'Provider Service Type', 'Select a Service', 'Select a service area....', 'Language' (able to select multiple Languages) and 'Agency with choice?'

Clicking [Search] will display results.

- **Select Provider Service Type**

The screenshot shows the Arizona Department of Economic Security website. The header includes the state seal, the date 6/28/2017 10:09:43 A.M., and the department name. A navigation bar contains links for Home, About DES, FAQs, Contact Us, Reports, Forms, Office Locator, and Advanced Search. The main content area is titled 'Division of Developmental Disabilities Home and Community Based Directory' and explains that the site allows members to search for services by HCBS Providers. Below this, there are links for 'Font Size' and 'Espanol'. A search form is displayed with two dropdown menus: the first is set to 'IN - HOME & COMMUNITY BASED' and the second is 'Select a Service *'. A note above the form states: '*Provider Service Type* & *Service* are required.'

- **Search by selecting a service**

This screenshot shows the same website as the previous one, but with the 'Select a Service *' dropdown menu open. The menu lists the following service options: ATTENDANT CARE, EMPLOYMENT SUPPORT AIDE, GROUP SUPPORTED EMPLOYMENT, HABILITATION SERVICES - INDIVIDUAL DESIGNED LIVING ARRANGEMENTS DAILY, HABILITATION SERVICES - INDIVIDUAL DESIGNED LIVING ARRANGEMENTS HOURLY, HABILITATION SERVICES - SUPPORT - HOURLY, HABILITATION SERVICES - MUSIC THERAPY, HABILITATION, HOURLY, SPECIALIZED BEHAVIOR, BACHELOR, HABILITATION, HOURLY, SPECIALIZED BEHAVIOR, MASTER, HABILITATION, HOURLY, SPECIALIZED COMMUNICATION, HOUSEKEEPING - CHORE/HOMEMAKER, INDIVIDUAL SUPPORTED EMPLOYMENT, NURSING CONTINUOUS, > 4 HOURS PER DAY, NURSING INTERMITTENT, - or < 4 HOURS PER DAY, NURSING RESPITE, NURSING VISIT, OCCUPATIONAL THERAPY 3*, OCCUPATIONAL THERAPY EVALUATION 3*, PHYSICAL THERAPY 3*, PHYSICAL THERAPY EVALUATION 3*, RESPIRATORY SERVICES, RESPITE DAILY, RESPITE HOURLY, SPEECH THERAPY 3*, and SPEECH THERAPY EVALUATION 3*.



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- **Service search by selecting a service area...**

The screenshot shows the top navigation bar of the Arizona Department of Economic Security website. Below the navigation bar, there is a header for "Providers that are in the HCBS Qualified Provider network". A dropdown menu is open, displaying a list of service areas. The first item, "Please select a service area...", is highlighted in blue. The list includes: Aguilá, Ajo, Alpine, Amado, Anthem, Apache Junction, Arivaca, Arizona City, Arlington, Ash Fork, Avondale, Bagdad, Bapchule, Bellemont, Benson, Bisbee, Black Canyon City, Blue, Blue Gap, Bouse, Bowie, Buckeye, Bullhead City, Bylas, Cameron, Camp Verde, Carefree, Casa Grande, and Cashion.

- **Service search by languages.**

The screenshot shows the search interface on the Arizona Department of Economic Security website. The page title is "Division of Developmental Disabilities Home and Community Based Directory". Below the title, there is a message: "This website allows members and their families to search for member services by HCBS Providers that are in the HCBS Qualified Provider network". There is a "Font Size" control and a link to "Espanol". The search form includes a message: "Provider Service Type" & "Service" are required. The form has three dropdown menus: "IN - HOME & COMMUNITY BASED", "ATTENDANT CARE", and "Please select a service area...". Below these is a "Language" dropdown menu with a "Clear Languages" link. The language options are: ALBANIAN (ALB), AMHARIC (AMH), APACHE (APA), and ARABIC (ARA). At the bottom, there is a "Page To Search" field and a pagination control with "First", "Prev", "1", "2", "3", "4", "5", and "Next" buttons.



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- Agency with choice?

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This website allows members and their families to search for member services by HCBS
Providers that are in the HCBS Qualified Provider network

-- | Font Size | ++
[Espanol](#)

Provider Service Type & *Service* are required.

IN - HOME & COMMUNITY BASED

ATTENDANT CARE

Please select a service area...

Language [Clear Languages](#)

Provider Name Facility Name

Agency with Choice?
Yes
No

- Member selects a record from the results list, Vendor detail information with google map displays. User can **send a message to the Provider** by clicking “**Send a Message to This Provider**” link.

6/26/2017 10:09:43 A.M. ARIZONA DEPARTMENT OF ECONOMIC SECURITY

Back To Search First Prev 1 2 3 4 5 Next Last

Central Arizona Council on DD | CACDD Rm 107
www.cacdd.org
3690 S Cactus Rd
Apache Junction, AZ 85119
(480) 982-2501

Other Languages:
Additional Notes:

[Send A Message To This Provider](#)



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8. Allows a user to send a message to the selected Provider's email.

Events Press Room SiteMap

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To: A New Horizon, LLC | A New Horizon LLC, Admin

First Name *

Last Name *

Email *

Phone Number

Address

City

State

Zip Code *

Transportation Needed?

* Your Message... (Please limit to 500 characters)

[Cancel Message](#)

9. Member information that is entered on this form will be **sent (via email)** to the **Provider** when **[SEND MESSAGE]** is selected

Events Press Room SiteMap

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To: Central Arizona Council on DD | CACDD Rm 107

Ragu

Hunt

ABC@email.com

602-771-1480

123 Cental ave

Phoenix

Arizona

85006

Yes

Test Message

[Cancel Message](#)

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- 10.** The email that is sent to the selected Provider will appear similar to the example below.

This is an inquiry for the following request:

Provider: Central Arizona Council on DD | CACDD Rm 107

Address: 3690 S Cactus Rd, Apache Junction, AZ 85119

Phone: (480) 982-2501

Service Category: CENTER BASED EMPLOYMENT

Needs Transportation: YES

Name: Ragu Hunt

Address: 123 Cental ave

City, State Zip: Phoenix, Arizona 85006

Phone Number: 602-771-1480

Email Address: ABC@email.com

Message: Test Message