



## DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

# PROVIDER PROFILE BUSINESS OPERATIONS METRIC COMPLIANCE

Target Audience - Qualified Vendors and Providers

Transmittal Date - 12/02/2019

On November 18, we announced that the Division of Developmental Disabilities (DDD) will launch an exciting project called “Provider Profiles” that will increase transparency and provide information and data to our members, families, providers and community stakeholders. The data are a valuable tool to help DDD members and their families when making choices about their services.

As a follow up to the November 18 announcement, we are providing additional details on what the Business Operations Compliance metric will measure. As outlined, each provider will receive a “Yes” or “No” score for this metric. Providers will receive a “Yes” if the answer to the four questions below are all “Yes.” If any of the answers to those questions are “No,” providers will receive a “No.” The four questions being tracked are listed below:

1. Has the Qualified Vendor provided all the necessary financial documentation required under section 6.3.3 of the Qualified Vendor Agreement?
2. Has the Qualified Vendor maintained the minimum insurance requirements under 6.7.6 of the Insurance Requirements?
3. Has the Qualified Vendor responded to the survey regarding starting salaries for Direct Care Workers, <https://www.surveymonkey.com/r/ppdcwwages?>
4. Has the Qualified Vendor responded to the survey regarding policies and training to report potential abuse and neglect, <https://www.surveymonkey.com/r/3YYPWRF?>

To help better understand each of the four questions that will be used to report the metric, below is detailed information about each:

### **1. Financial Documentation:**

Financial documentation requirements are listed in [Section 6 of the Qualified Vendor Agreement's DES/DDD Standard Terms and Conditions for Qualified Vendors.](#)

Documentation requirements are based on the amount of payments received from the Department for Qualified Vendor services rendered in the state fiscal year. These are detailed in sub-sections in 6.3.3.4 – 6.3.3.7.

DDD will measure compliance based on what was required at the end of the last state fiscal year (June 30, 2019). Qualified Vendors who have not yet submitted their required financial documentation will have until **5:00 p.m. (Arizona time) December 31, 2019**, to do so in order to receive a 'Yes' for this question.

## **2. Insurance Requirements:**

Insurance requirements are listed in Section 6 of the Qualified Vendor Agreement's DES/DDD Standard Terms and Conditions for Qualified Vendors. The requirements are detailed in sub-section 6.7.6.

DDD will measure compliance based on whether the Qualified Vendor's insurance is current as of December 1, 2019. Qualified Vendors who have not yet submitted their required insurance documentation will have until **5:00 p.m. (Arizona time) December 31, 2019**, to do so in order to receive a 'Yes' for this question.

## **3. Survey of Direct Care Worker Salaries\*:**

The Division is conducting this survey to help inform rate setting for DDD services. All Home and Community Based Services are included in this survey, whether they are provided by a direct care worker or professional staff.

Qualified Vendors must respond to this survey <https://www.surveymonkey.com/r/ppdcwwages> by no later than **5:00 p.m. (Arizona time) December 31, 2019**, in order to receive a 'Yes' for this question.

## **4. Survey of Abuse & Neglect Policies and Training\*:**

DDD is conducting this survey to supplement the information collected around Governor Ducey's Executive Order 2019-03 "Relating to Enhanced Protections for Individuals with Disabilities." If a Qualified Vendor already responded to this survey in response to the vendor announcement, "[Provider Rate Increase Update](#)," sent on September 26, 2019, they do not need to take the survey again. The link to this survey is <https://www.surveymonkey.com/r/3YYPWRF>.

Qualified Vendors must respond to this survey by no later than **5:00 p.m. (Arizona time) December 31, 2019**, in order to receive a 'Yes' for this question.

\*Responses in the surveys will not be shared publicly. The only information to be shared publicly will be whether the survey was completed by the Qualified Vendor.

In early January 2020, the Division intends to notify each Qualified Vendor as to whether they will be receiving a "Yes" or "No" for each of the four questions. If the Qualified Vendor feels the Division's assessment is incorrect, they will have one week to provide evidence as to why their compliance metric should be changed. The Division will not publish the metric until the opportunity for provider response has expired.

We appreciate your collaboration on this exciting project to better serve our members. Any questions you have can be submitted to the DDD Customer Service Center at 1-844-770-9500 ext. 1 or by email at [DDDCustomerServiceCenter@azdes.gov](mailto:DDDCustomerServiceCenter@azdes.gov).