



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

PROVIDER PROFILE - TIMELINESS

Target Audience - DDD Qualified Vendors

Transmittal Date - 02/14/2019

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 transparency 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 the table below.

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

Measurement 1: Percent (%) timeliness by agency

Target 2: When Target 1 is not met, the agency increases its timeliness by ten (10) percentage (%) points or more

Measurement 2: Percentage (%) points increase by agency

Target 3: When Target 1 or 2 are not met, the agency sustains at least five (5) percentage (%) points from the last measurement cycle

Measurement 3: Percentage (%) points increase by agency since the last cycle (one cycle only)

*Beginning in Cycle 2

Your agency has been provided baseline timeliness data for the period of July 1, 2017- June 30, 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 was 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 April 1, 2019 to September 30, 2019 (Cycle 1) and will post this data to the Division’s website by January 31, 2020. Your agency will be notified in writing regarding any VBP payment it may receive based on this measurement.



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The table below defines the timeframes of the first four Cycles for this initiative.

Cycle	Measure	Post and Notify
1	April 1, 2019 – September 30, 2019	January 31, 2020
2	October 1, 2019 - March 31, 2020	July 31, 2020
3	April 1, 2020 – September 30, 2020	January 31, 2021
4	October 1, 2020-March 31, 2021	July 31, 2021

The Division intends to identify and post future metrics of performance as we become a more data informed and higher quality service delivery system. The Division has provided a Frequently Asked Questions (FAQ) document about this initiative.

The FAQ can be found at https://des.az.gov/sites/default/files/Provider_Profile_FAQ_021419.pdf.

Please send questions or comments to DDDCustomerServiceCenter@azdes.gov