



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

QUALIFIED VENDORS REQUESTING RELEASE FROM AUTHORIZED SERVICES

Target Audience - Qualified Vendors

Transmittal Date - 4/30/19

The Division recently received feedback from the provider community about its response to requests from Qualified Vendors (QV) to be released from authorized services. [Article 21, Chapter 6](#) defines the process for providers to seek a review by the Division in situations where the QV believes it can no longer meet a member's needs and the planning team disagrees about releasing the authorization.

In order to ensure timely responses to requests, any QV that wishes to request to be released from authorized services for a member should submit its request through the DDD Customer Service Center via email at DDDCustomerServiceCenter@azdes.gov. The Customer Service Center will then assign the request to the appropriate District Program Manager or designee. This process change will allow for better tracking and reporting on the process for requesting release from authorization as outlined in Article 21, Chapter 6, Section "P" of sub-section R6-6-2107:

If the Qualified Vendor determines, subsequent to its selection, that it cannot meet the consumer's needs, the Qualified Vendor may request an informal review by the Division.

- The party requesting a review shall submit a written request to the Division District Program Manager.
- The Division District Program Manager shall review the facts and provide the final decision in writing to the Qualified Vendor within 21 days of the request for a review from the Qualified Vendor.
- If the District Program Manager rejects the Vendor's request, the District Program Manager shall provide the Qualified Vendor with the reason for the decision.
- A Qualified Vendor who disagrees with the decision of the Division District Program Manager may file a grievance as provided by R6-6-1801 et seq. and R6-455 6-2201 et seq.

For questions about this communication, please contact: DDDCustomerServiceCenter@azdes.gov.