



## DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*

### DIVISION OF DEVELOPMENTAL DISABILITIES

## **Sent on Behalf of DES/DDD Business Operations**

*Please do not reply to this message*

**TRANSMITTAL DATE: September 25, 2017**

**TOPIC: Reporting Change – GAP in Critical Services**

---

#### **Target Audience – All Qualified Vendors providing critical services**

Beginning September 2017, the Division of Developmental Disabilities no longer requires Qualified Vendors (QVs) to submit reports for Non-Provision of Services (NPS). **QV's are still required to report Gaps in critical services.** Critical services are identified as Attendant Care (ATC), Housekeeping/Homemaker (HSK), Respite (RSP), Individually Designed Living Arrangement (IDLA) and Nursing (HN1, HN9, HNR). A Gap in a critical service is the difference between the number of hours of home care scheduled in each individual's planning documents and the hours of the scheduled type of critical service that are actually delivered. This change aligns with AHCCCS reporting requirement and is effective for September 2017 reporting. The QV must continue to monitor authorized hours for critical services and report Gaps in critical services on a monthly basis. The Gap in Critical Service Logs are submitted to the designated District Lead by the fifth (5th) calendar day of each month as specified in the Qualified Vendor Agreement and Policy.

The reporting template log(s) and instructions have been revised and are located on the Division's website on the Provider Network Information page. Qualified Vendors must report Gaps in critical services using two separate logs:

- **Gap Log 1** includes - Attendant Care (ATC), Housekeeping (HSK), Respite (RSP) services.
- **Gap Log 2** includes - Individually Designed Living Arrangement (IDLA) and Nursing (HN1, HN9, HNR) services.

QVs who do not have any Gaps in critical services during the reporting month are still required to report to the Division of Developmental Disabilities District Gap Lead's using the reporting template and documenting "None" or "N/A".

For more information regarding these requirements, please refer to the *Managing Gaps in Critical Services* policy in the Division's Provider Manual.

**Thank you!**