



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD Clinical Quality Management Unit

Please do not reply to this message

TRANSMITTAL DATE: September 20,2018

TOPIC: Request for Division of Developmental Disabilities (DDD) Member Medical Records

TARGET AUDIENCE: All DDD Providers

Medical records requests are a key part of quality and compliance monitoring activities. This effort ensures that DDD members have access to quality, affordable healthcare. This communication is to notify your office that effective Monday, September 24, 2018, it may receive medical records requests from DDD's Clinical Quality Management Unit. The Division expects DDD providers to follow standard practice guidelines to improve continuity and quality of member care by assuring timely, legible, accurate and comprehensive documentation of patient-provider interactions. Well-documented medical records facilitate communication, coordination and continuity of care, as well as promoting effective treatment. Medical records belonging to members communicate the member's past medical treatment, past and current health status and plans for future health care.

Below are the expected turnaround times if your office receives a medical record request:

- Routine – provide the records within 30 days
- Expedited - provide the records within 14 days
- Emergent – provide the records within 1 day

We appreciate your cooperation and adherence to these timeframes.

Questions may be sent to Customer Service Center at DDDCustomerServiceCenter@azdes.gov or 1-844-770-9500.

Thank you!