



## DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*

### DIVISION OF DEVELOPMENTAL DISABILITIES

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**TRANSMITTAL DATE:** April 30, 2018

**TOPIC:** Technical Changes in Processing Qualified Vendor Applications

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#### **Target Audience – All Qualified Vendors**

**Effective May 18, 2018 (after hours)**, the FOCUS System for processing Qualified Vendor Applications (QVA) will undergo several technical changes that will require certain additional fields in the QVA be populated. These fields include the following:

#### **A. Information Page - optional fields that now require information**

##### **Executive/Owner**

- 1) Date of Birth (**Optional**)
- 2) Social Security Number (**Optional**)
- 3) Email Address (**Required**)
- 4) Telephone (**Required**)

##### **Contacts Page**

##### **Quality Management Information**

- 1) Name (**Required**)
- 2) Telephone (**Required**)
- 3) Email Address (**Required**)

“Same as Owner” button has been added to auto populate info for all sections including:

- Principal Contact
- Notice Contact
- Quality Management Contact
- Billing/Payments Contact

#### **Administrative and Service Sites Page - optional fields that now require information**

##### **Scheduler Contact**

- 1) First Name (**Required**)
- 2) Last Name (**Required**)

- 3) Phone Number (**Required**)
- 4) Email Address (**Required**)

#### **After Hours Contact**

- 1) First Name (**Required**)
- 2) Last Name (**Required**)
- 3) Phone Number (**Required**)
- 4) Email Address (**Required**)

#### **Services**

At least one service must be added to the site

**Note:** Administrative & Service sites are auto-approved. The newly required fields must be added for an amendment to be processed, however, will not require review by Contracts.

#### **B. The QVA has been revamped to make the amendment process more user friendly. Changes implemented are as follow:**

- 1) When a vendor is ready to submit an amendment, the sequence will be as follows:
  - The vendor selects '**Review Amendment**' from the Actions menu.
  - The "error" page has been updated to more clearly define the errors (if errors are present).
  - The error page will return until all errors are completed. Until then, the amendment cannot be submitted and will remain "**un-submitted**" until the Vendor clears the error(s).
  - When errors have cleared, the **Submit Amendment** page will display.
- 2) The QVA system will issue an email to the Vendor if no action is taken within fifteen (15) days to clear the error(s). If the Vendor does not complete the amendment within the 15 days, the QVA system will issue a second email and the system will continue issuing an email every 15 day until either the amendment is submitted or cancelled.
- 3) The **User Manuals** (New Application User Manual and Amendment User Manual) will be added to the application main menu tab to assist with the processing of the new QVA applications and Contract Amendments.

#### **C. In conjunction with the required field changes mentioned above, all Vendor addresses entered in the QVA system **must now be verified** by using the "**USPS address validator.**"**

To assist with administrative & service sites, a 'Validate All Site Addresses' button will be available. Clicking on that button first will allow the system to validate addresses on the back end. Any sites that still require validation will have an individual validate button next to it on the grid.

**\*\*It is imperative all Vendor addresses in the QVA system have undergone the validation process via the "USPS address validator.**

An amendment supporting the completion of this task **must be submitted via the QVA system prior to July 31, 2018.** The following sections in the QVA system require address validation:

- 1) **Vendor Contact Information**
  - a) Vendor Street address

- b) Vendor Mailing address
- c) Billing/Payment Information

**2) Administrative & Service Sites**

- a) Site addresses

Technical assistance is available from the IT Help Desk by calling (602) 771-1444 should you encounter any difficulties with the information noted above.

***Thank you!***