



# DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*

## DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

### **UPDATE - THERAPY PROJECT**

Target Audience - Qualified Vendors and Providers

Transmittal Date - 06/05/2019

Led by the Arizona Management System (AMS), DES is focused on its True North to ensure all Arizonans who qualify receive timely DES services and achieve their potential. Utilizing AMS principles, DDD is focused on continuous improvement. As previously communicated, the Division held a Kaizen event in February focused on Therapy service delivery with the goal of improving efficiency and communication between a member's providers.

As outlined in the Vendor Announcement, [Therapy Review Project Update](#) issued April 24, 2019, a Plan of Care (POC) requirement was released as part of the Therapies project being tested at the Chandler and Avondale offices. In alignment with the goal of improving efficiency as well as assisting qualified vendors in meeting the POC requirement, updated Therapy Evaluation/Assessment and Quarterly Progress Report templates are being developed. These documents will be made available to vendors providing services to members at the pilot offices upon completion. Two WebEx trainings have been scheduled, [Thursday June 20, 2019, at 11:00a.m.](#) and [Tuesday, June 25, 2019, at 1:00p.m.](#), to educate and answer questions regarding the documents and requirements. All qualified vendors and providers are invited to attend one of these sessions.

Qualified vendors and providers can reference the vendor announcement, [Therapy Review Project Update](#), which included a draft guide for vendors providing services in the test offices that outlines the documentation requirements for Occupational, Physical, and Speech-Language Pathology Therapy services.