



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

VENDOR PROFILE TIMELINESS METRIC

Target Audience - Qualified Vendors

Transmittal Date - 01/08/2020

The Arizona Department of Economic Security Division of Developmental Disabilities (DDD) partners with its Qualified Vendor Network to deliver quality services so its members can lead self-directed, healthy and meaningful lives. DDD continues to be committed to increasing transparency and providing information and data to our members, families, vendors and community stakeholders to successfully support its members when making choices about the services they receive.

DDD plans to publish Vendor Profiles as outlined in Vendor Announcements transmitted [November 18, 2019](#), and [December 2, 2019](#). The profiles will be readily available on the DDD web page beginning January 24, 2020. These initial metrics are intended as a starting point for the Vendor Profiles, with future enhancements guided by members, families, vendors, and other stakeholder feedback.

The four initial metrics to be published are listed below

1. Timeliness of Services
2. Group Home Compliance
3. Business Operations Compliance
4. Delivery of Therapy Services

The Timeliness of Services metric reports the percentage of time a vendor delivers services within seven days of authorization being assigned. The percentage is calculated based on the start date of the authorization assigned to the agency to the first date of claim for all new and continuing members. Services measured include all service lines except licensed residential settings and respite. The Division's target goal is 90%. Each vendor will receive an email from the Division with their timeliness score by January 17, 2020, and will have until January 31, 2020, to contact the Division at DDDBusinessOperationsComments@azdes.gov to appeal. Timeliness of Services scores will be updated on the Vendor Profile page in late February 2020.

The Division will continue to host town hall meetings in each district over the next calendar year. One of the goals of these meetings is to determine what vendor information is most important to members and families. Feedback from the town hall meetings in late 2019 has been compiled and some of the suggestions will be implemented in the next vendor profile release in April. Town Hall meetings will continue to be used to improve the Vendor Profile to ensure data and information relevant to families and members is available.