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## 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: April 27, 2015**

**TOPIC: Announcing the Division's New Provider Relations Unit**

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Effective Monday, April 27, 2015, the Division of Developmental Disabilities (the Division) is launching a new Provider Relations Unit. The purpose of this unit is to support the Division's network of Qualified Vendors, Independent Providers, and other contractors. The role of this unit is to:

- Track provider inquiries and complaints and requests for information that have not been resolved at the lowest level, and
- Ensure that inquiries and concerns are directed to the appropriate Division and/or Department staff for resolution.

The Provider Relations Unit will work with the appropriate staff regarding inquiries and complaints not resolved at the lowest level within the Division. These issues could include such matters as a Qualified Vendor Agreement, Independent Provider Agreement, contract problems or claims. The Division's Business Operations Unit, the Contract Unit, and District Network staff will all be supported by the Provider Relations staff. All processes for handling day-to-day matters *that are specific to a Division member* (e.g., vendor calls, planning meetings, service authorization) will not change.

The DDD Provider Representatives will be available during business hours at 1-866-229-5553 or [DDDProviderRelations@azdes.gov](mailto:DDDProviderRelations@azdes.gov).

Questions about this communication may be directed to the Provider Representatives at the phone number or email address listed above.