Qualified Vendor Application and Directory System (QVADS)

Provider Instructions - Provider Search Maintenance

DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

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Version 2.1

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	Department of Economic Security
	Division of Developmental Disabilities
Version 1.1	**Project:** Qualified Vendor Application and Directory System
	Subject: Provider Search Maintenance
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1 Services included in Provider Search

The following table illustrates which services have been designated for the Provider Search function.

FACILITY BASED SERVICES (Service Sites)	IN-HOME & COMMUNITY BASED SERVICES (Administrative Sites)
CENTER BASED EMPLOYMENT *	ATTENDANT CARE
DAY TREATMENT & TRAINING – ADULT *	EMPLOYMENT SUPPORT AIDE
DAY TREATMENT & TRAINING – CHILDREN AFTER SCHOOL *	GROUP SUPPORTED EMPLOYMENT
DAY TREATMENT & TRAINING – CHILDREN SUMMER PROGRAM *	HABILITATION SERVICES – INDIVIDUAL DESIGNED LIVING ARRANGEMENTS DAILY
HABILITATION SERVICES – MUSIC THERAPY	HABILITATION SERVICES – INDIVIDUAL DESIGNED LIVING ARRANGEMENTS HOURLY
OCCUPATIONAL THERAPY 3+	HABILITATION SERVICES – MUSIC THERAPY
OCCUPATIONAL THERAPY ELAVUATION 3+	HABILITATION SERVICES – SUPPORT – HOURLY
PHYSICAL THERAPY 3+	HABILITATION, HOURLY, SPECIALIZED BEHAVIOR, BATCHELOR
PHYSICAL THERAPY EVALUATION 3+	HABILITATION, HOURLY, SPECIALIZED BEHAVIOR, MASTER
SPEECH THERAPY 3+	HABILITATION, HOURLY, SPECIALIZED COMMUNICATION
SPEECH THERAPY EVALUATION 3+	HOUSEKEEPING – CHORE/HOMEMAKER
	INDIVIDUAL SUPPORTED EMPLOYMENT
* Services which may provide transportation for Members	NURSING CONTINUOUS, > 4 HOURS PER DAY
	NURSING INTERMITTENT, = or < 4 HOURS PER DAY
	NURSING RESPITE
	NURSING VISIT
	OCCUPATIONAL THERAPY 3+
	OCCUPATIONAL THERAPY ELAVUATION 3+
	PHYSICAL THERAPY 3+
	PHYSICAL THERAPY EVALUATION 3+
	RESPIRATORY SERVICES
	RESPITE DAILY
	RESPITE HOURLY

	SPEECH THERAPY 3+
	SPEECH THERAPY EVALUATION 3+

2   How to Login to QVADS

1.   Login to QVADS by going to url https://www.azdes.gov/main.aspx?menu=96&id=2476 and click the Qualified Vendor Application Directory System link.
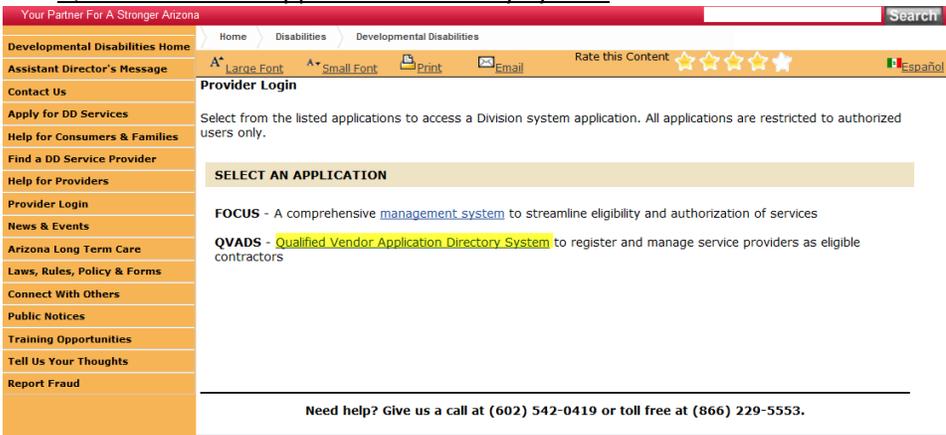
2.   A new window will open; click the '**Login to Vendor Directory**' option.
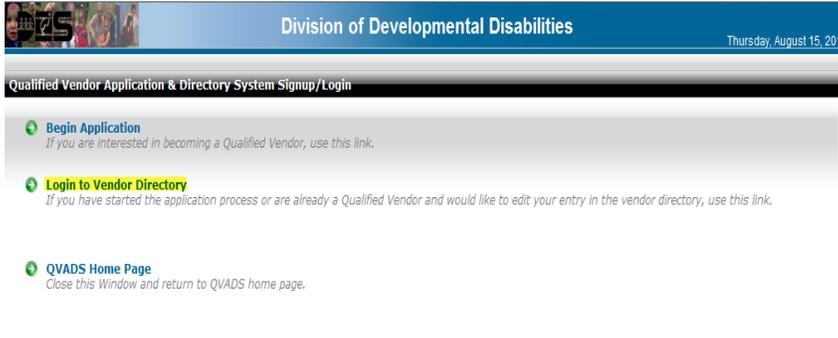
3.   A login prompt will open; enter Email login, Password, and click [Login]
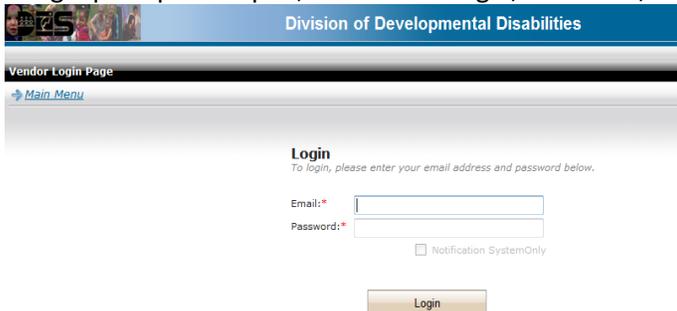
4

3 Adding / Updating Administrative & Service Sites

In order to designate areas where In-Home services will be delivered by the provider, in-home services must be assigned to an Administrative Site. Facility Based Services must have a Service Site with a list of services delivered at the site. The Provider Search application will return results for Facility Based services based on the address of the Service Site. Follow the instructions below to add Administrative and Service Sites to your Qualified Vendor contract with the division.

1. Click Amend my Contract

2. Click My Administrative & Service Sites

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3. Click the [Add New Site] button

4. Complete the information on the 'General Information' tab and click the [Save] button.

After clicking the [Save] button three other tabs appear that must be completed.

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5. Complete the information on the 'Contact Information' tab and click the [Save] button.
    Note: If you exit any tab without saving, the information will not be saved.

6. Complete the information on the 'Site Information Listed' tab; select Administrative Site or Service Site and click the [Save] button.

7. Assign services to the site on the 'Services' tab. Click the [Add New Service] button.

8. From the service list click the service to add it to the site.
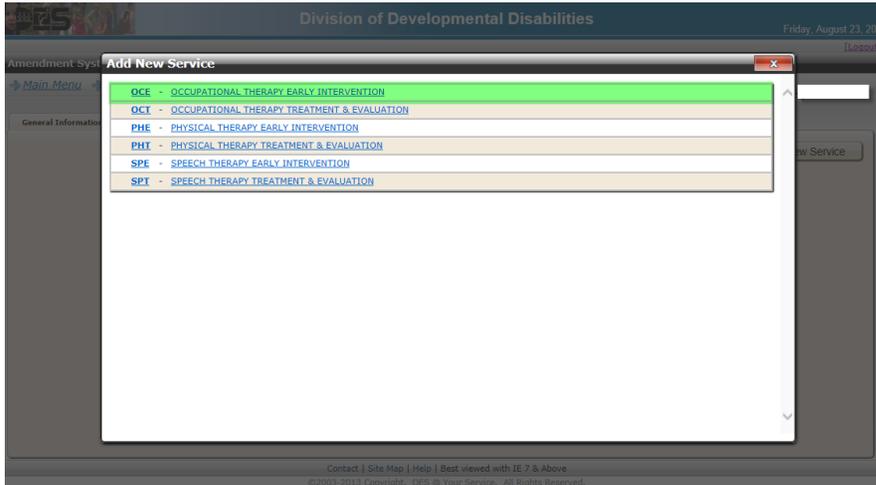
9. The selected services for the site are displayed on the 'Services' tab.
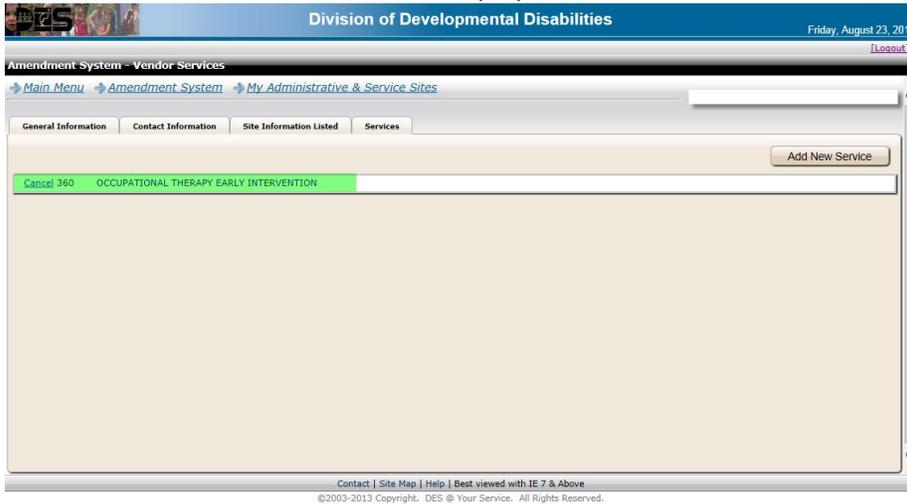
10. After adding or updating all Service and Administrative Site information the changes must be submitted to become part of your Qualified Vendor contract with the division. Follow the instructions in 'How to submit a contract amendment' to complete the process.

4   How to submit a contract amendment

1. Click the 'Amendment System ' link in the header of the page

2. Click the [Submit for Review] button

3. One of two change confirmation screens will appear. The one displayed does not require a review and approval by the division's contracts unit. If a review by the contracts unit is required the changes will be displayed on the page. Click the [Submit] button to confirm the requested changes.

Note: Site changes do not have to be approved prior to configuring the Vendor Directory and the Provider Search.
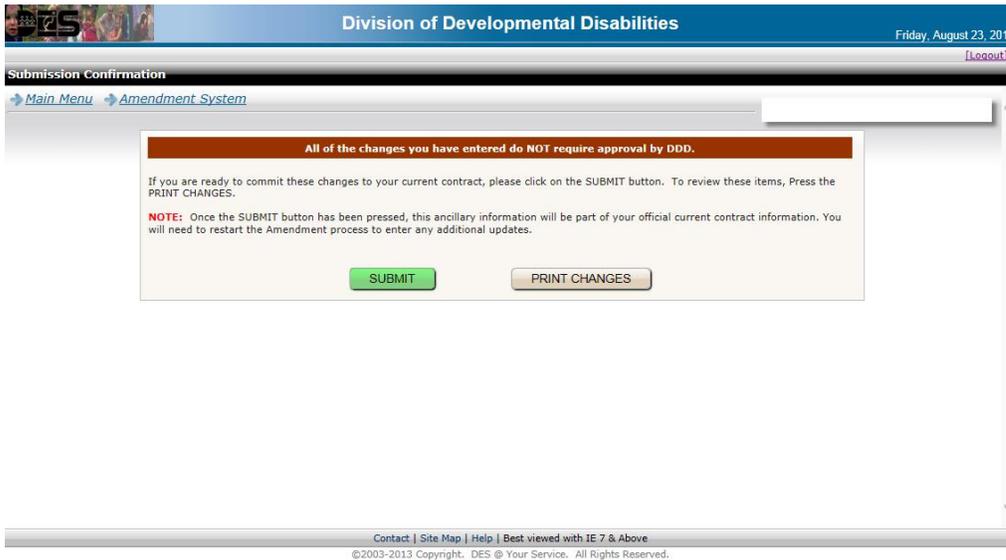
5 How to Configure In Home Services in the Vendor Directory

In Home Services can be provided by vendors with an approved Qualified Vendor Contract anywhere in the state of Arizona. The Vendor Directory allows providers to designate areas where they are able to provide services. The Provider Search tool will only return results for In Home services, based on the designated areas entered by the provider in the Vendor Directory.

1. From the QVADS Main Menu select the link 'Vendor Directory'
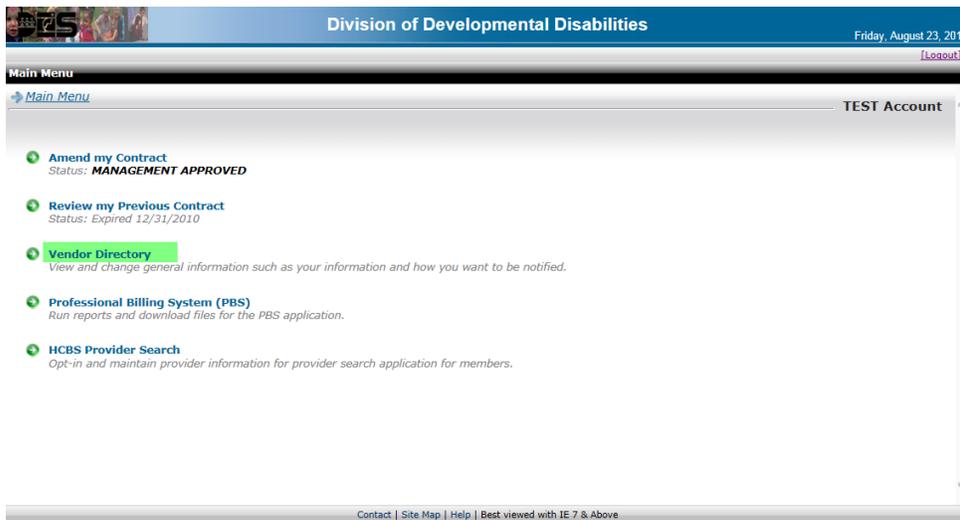
2. Click the 'My Areas' Link

3. A list of Administrative and Service Sites is displayed. Click the Administrative Site to add areas where you are able to provide In Home services.
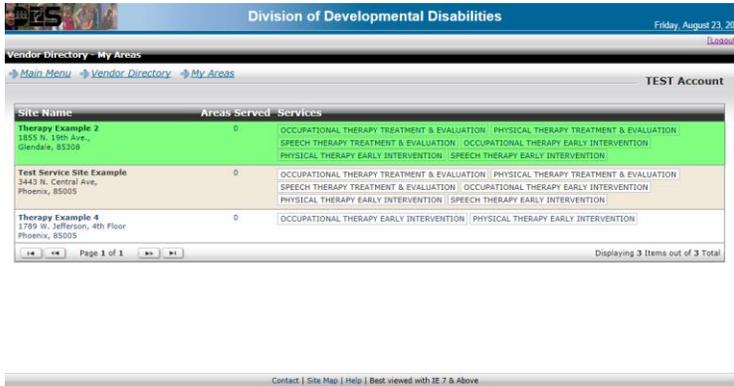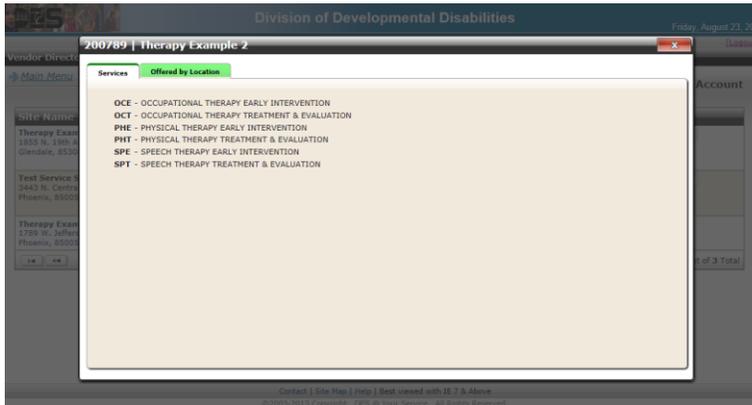

4. A window displaying the Site Name and a list of services offered at the site opens. Click the tab 'Offered by Location'

5. Select a county from the drop down box.

6. Each service assigned to the site is displayed for each city that is part of the selected county. Check the boxes for each service and city where you are able to serve consumers. You can also use the select all services option or the select all city option. Click the [Save Changes] button. Once the selections are saved they are highlighted in yellow.

    Note: Each time a new county is selected you must save the changes before selecting another county or your selections will be lost.

6   How to set up and submit Provider Search Maintenance options

1. Verify all approved Facility Based services are assigned a service site. Verify all In Home services are assigned to an Administrative site and have assigned areas in the Vendor Directory. If these two things are not complete, the services will not appear in the Provider Search Maintenance screen.

2. From the QVADS Main Menu select 'HCBS Provider Search'

3. Clicking on the desired record will display a screen to set up all Provider Search fields for that particular location.
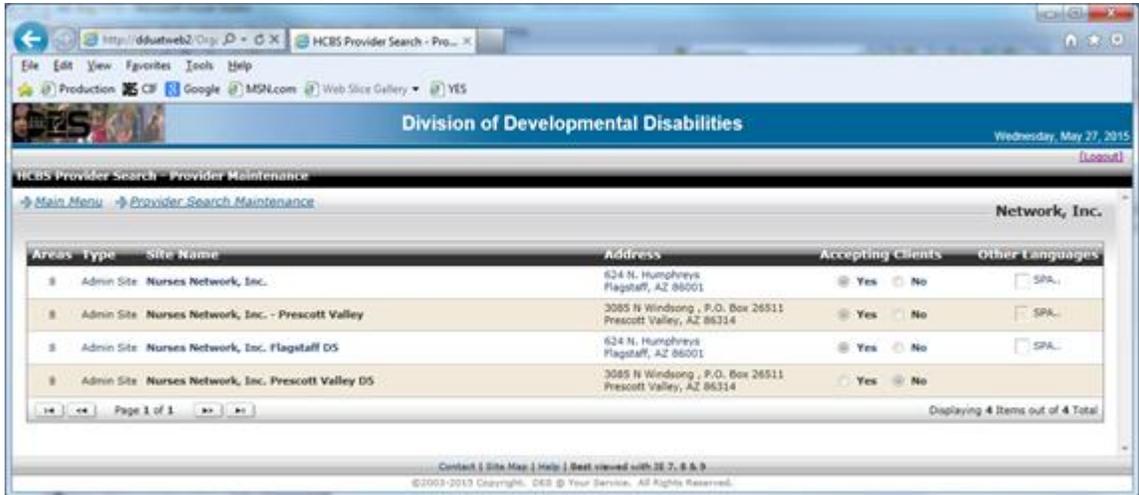
4. To designate 'Accepting New Clients' and 'SPANISH', and 'AMERICAN SIGN LANGUAGE,' click each check-box and select [Update Office].
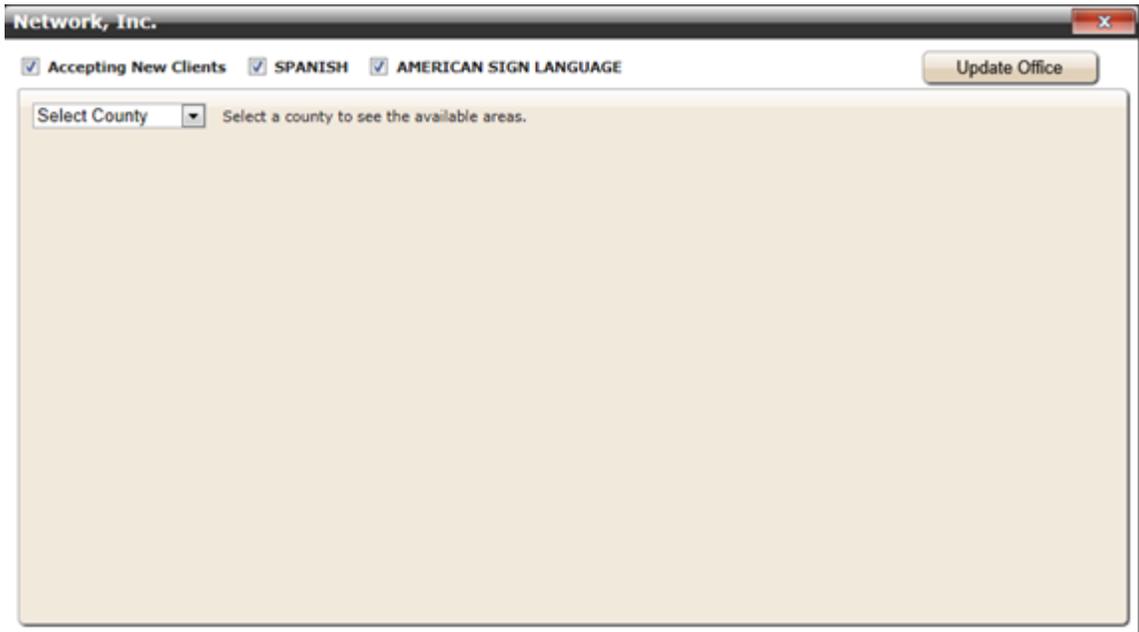
5. For FACILITY BASED SERVICES, only 'Accepting New Clients', 'SPANISH', and 'AMERICAN SIGN LANGUAGE' will be available to update. Counties/Cities will no longer be available since the Member is traveling to the Facility.

6. For IN-HOME & COMMUNITY SERVICES, the County, City, and Services Offered selections will still be available.

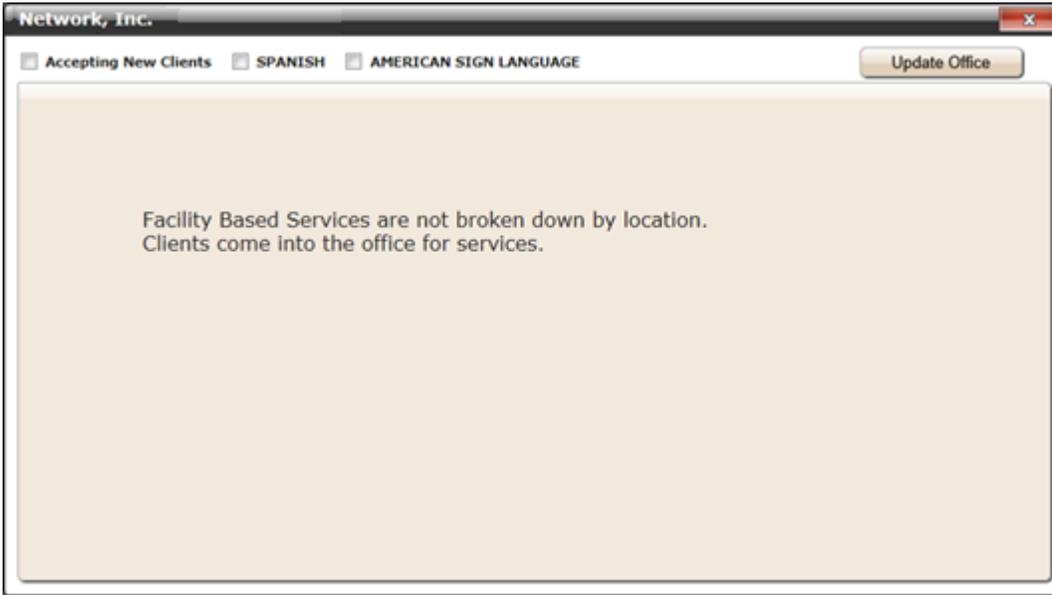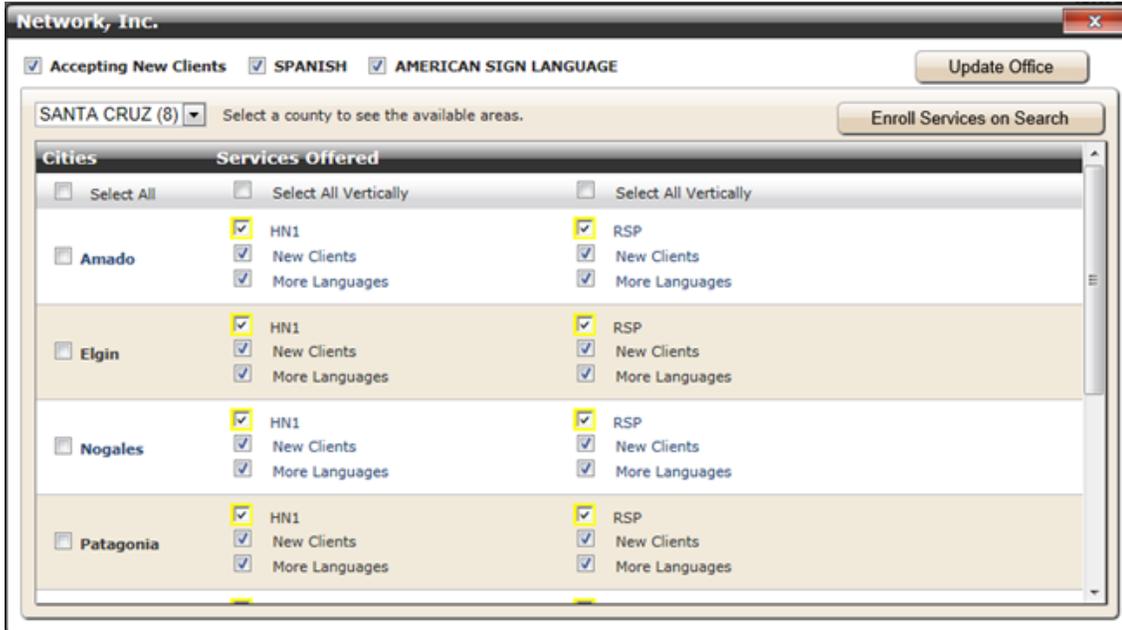NOTE: after updates are edited, select the pertaining save feature, [Update Office] or [Enroll Services on Search] to complete the process.

7   Provider Search for Members (Example)

1. Currently, eligible Members can search for therapy services by accessing the following link (Find a DD Service Provider), however, it has been updated with a new Provider search interface for Members seeking Facility Based or In-Home & Community Based services.

2. By selecting the above link, the following screen will appear. Search criteria for 'Provider Type' will include FACILITY BASED SERVICES or IN-HOME & COMMUNITY BASED SERVICES. This is a progressive search, therefore each selection that is made will initiate the next selection.

3. For FACILITY BASED SERVICES, when a Provider and Service are selected, it will display *all* Providers that offer the specific service selected (by default). When additional search criteria is entered, for example Zip Code, it will display results according to Zip Code entered. Please note that the 'Areas' selection for FACILITY BASED SERVICES in Provider Search Maintenance has been removed (see page 16, number 5). Only check-boxes for **Accepting New Clients**, **SPANISH**, and **AMERICAN SIGN LANGUAGE** can be designated. For example, if all three check-boxes were un-checked, the Provider will still appear in the search results, but the 'Accepting Clients' and 'Languages' columns will be blank. Search results will have columns for Provider, Address, City, Zip, Phone, Accepting Clients, and Languages.
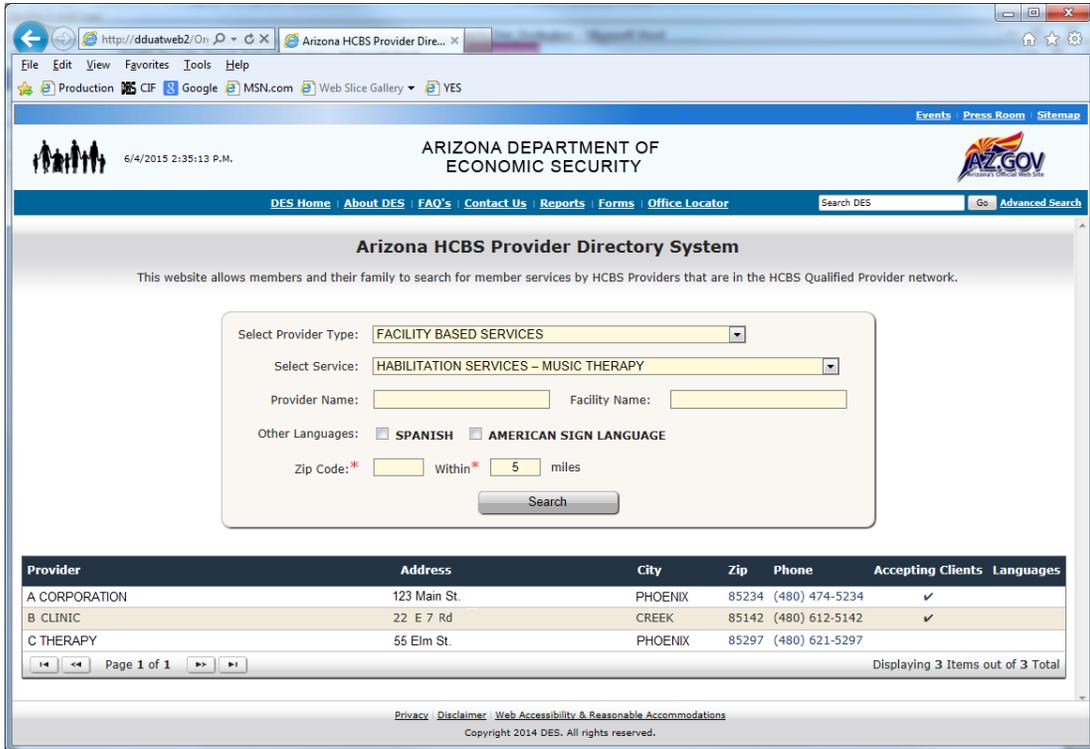
4. For FACILITY BASED SERVICES, selecting a Provider from the results list will have a Google map of its location in the 'Provider Communication Form' and allow the Member to send an email to the Provider with required information.

5. For IN-HOME & COMMUNITY BASED SERVICES, when a Provider and Service are selected, it will display *all* Providers that offer the specific service selected (by default). When additional search criteria is entered, results will be dependent on how the Provider is set up in QVADS (My Areas and Provider Search Maintenance), and since this release will reset *all* Provider's QVADS records, each Provider must re-set themselves up in QVADS for specific areas (County/City). For example, if a Zip Code is entered, it will *still* display all Providers who offer the service selected unless they are setup for a specific area (County, City) in which case they will not show unless the Zip entered pertains to them. If Providers do not set themselves up in QVADS, they will appear in search results if they offer the service selected, whether they are accepting new clients or not. Search results will have columns for Provider, Address, City, Zip, Phone, Accepting Clients, and Languages.

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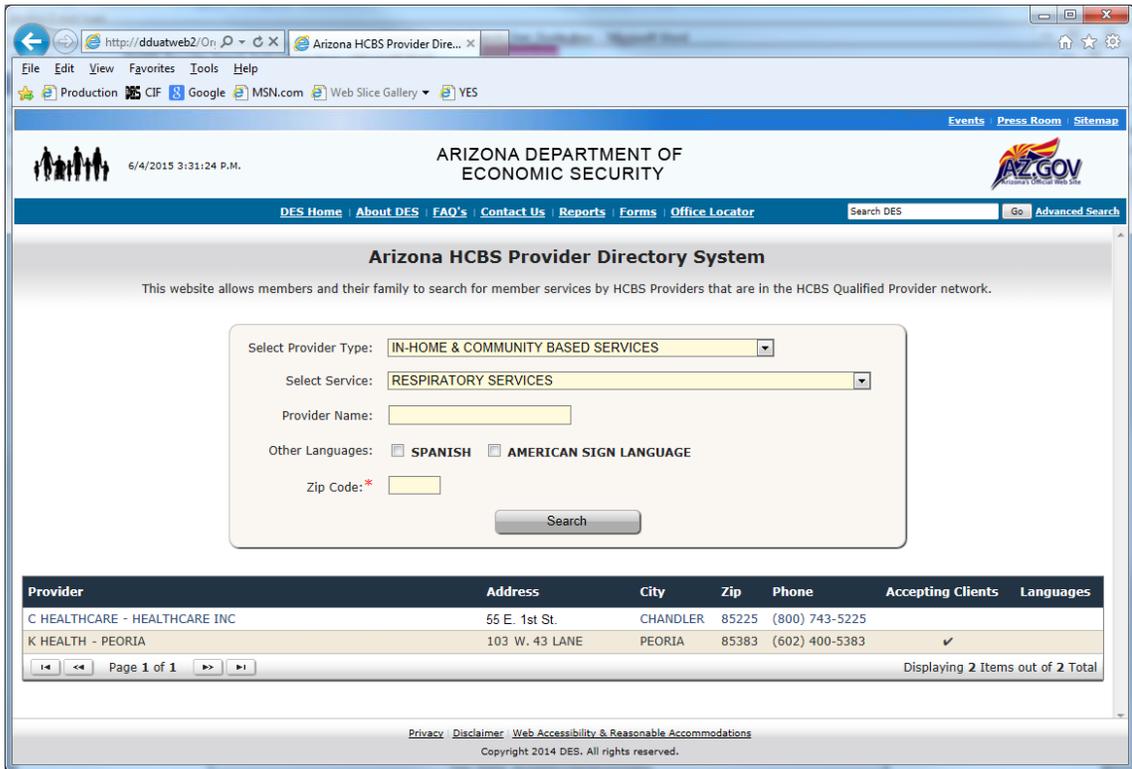6. Clicking on the desired result record will display a 'Provider Communication Form' which provides a means to send required Member information to the Provider. Please note that for IN-HOME & COMMUNITY BASED SERVICES, a Google map will not display, because the Provider is traveling to the Member, and a map is not needed. Clicking [Submit] will submit Member information in the form of an email and will display the following confirmation message, "Your request has been submitted successfully."
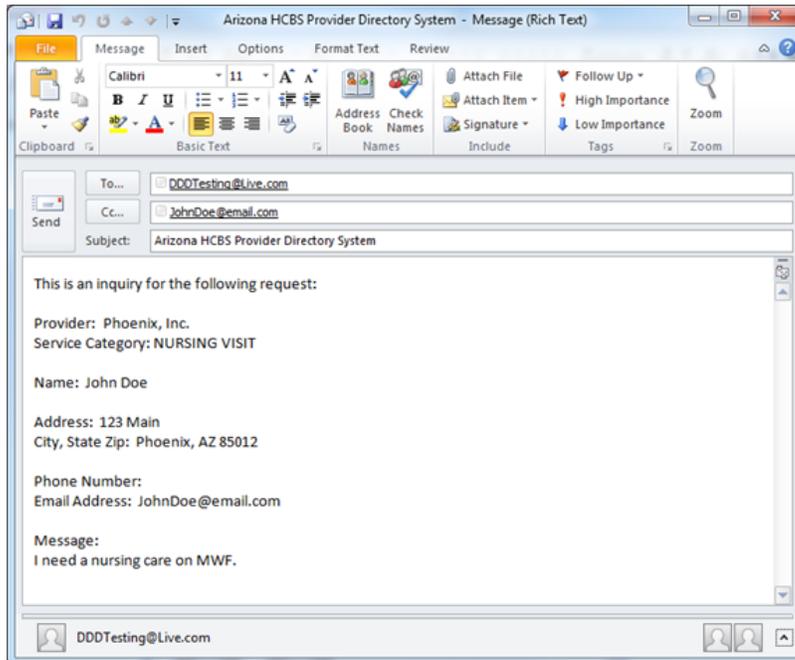
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After clicking [Submit], the email will pop-up for you to review and [Send].

7. For IN-HOME & COMMUNITY BASED SERVICES, there are 4 services that will trigger the **Agency w/Choice** check-box on the search criteria screen:
   - ATTENDANT CARE
   - HABILITATION SERVICES – INDIVIDUAL DESIGNED LIVING ARRANGEMENTS HOURLY
   - HABILITATION SERVICES – SUPPORT - HOURLY
   - HOUSEKEEPING – CHORE/HOMEMAKER