DEPARTMENT OF ECONOMIC SECURITY
Division of Developmental Disabilities

DDD FOCUS/CAS - Contract Administration System (CAS Online Application)

User Manual

Division of Developmental Disabilities

Table of Contents

INTRODUCTION

The Arizona Department of Economic Security Division of Developmental Disabilities (DES/DDD) Contract Administration System (CAS) enables vendors who provide services to people with developmental disabilities to register for a Qualified Vendor Agreement (QVA). Vendors must have a QVA in order to provide services to DDD members. The website may be used to register, create, and apply for a QVA as well as managing the awarded QVA contract as you provide services to DDD members. You will be viewing information that explains the coordination and efforts of DES/DDD, the Arizona Health Care Cost Containment System (AHCCCS), the Office of Licensing, Certification, and Regulation (OLCR), and other governmental and regulatory agencies.

CAS is used for creating a QVA application and the management of the awarded QVA contract. The QVA application process starts with CAS. . In order to complete the application process, applicants must use the Contract Administration System (CAS; previously QVC) application to enter information for submission to the Division as well as to generate the hardcopy application that must be signed and sent (with supporting documentation) to the Division. The completed agreement will consist of the following three elements. It is important that each applicant understands and completes ALL of the following:

- A completed (filled and submitted) on-line application.
- All printed sections of the Application Submittal Checklist. (See section 4.2)
- All responses to the 'Assurances page'. (See section 4.2)

Provider Resources

Note: You will need ADOBE ACROBAT READER in order to view and print these files. Acrobat reader is a free downloadable program available at www.adobe.com.

Accessing the DES/DDD Website
To reach the DES/DDD Home Page, click the link below or cut and paste the following information into your web browser's Address bar:

https://des.az.gov/services/disabilities/developmental-disabilities

Contract Administration System (CAS)
The Division has provided access to the electronic Qualified Vendor Agreement (QVA) application and contract through the Contract Administration System (CAS) external user portal, or website. The CAS is for vendors to apply or amend an existing QVA contract. The CAS manual is intended to assist you in starting, completing, submitting and updating a Contract Administration System application. Learn more about the CAS later in the manual.

Published Rates
This section provides detailed information about the Division's Published Rates.

- Fair & Equitable Rates, including the advantages
- Rate Book
- Division Rate Look Up File

Billing Information
This section provides detailed Division billing information.

- The Uniform Billing template for provider billing includes all formulas to calculate totals, units, and total amounts due. To aid your transition when using this template version, please do not:

- Copy & paste from previous versions of this template or from old documents
- Change the formatting of any cells
- Use any linked formulas

Supporting documents include:

- Document specifications
- Training Opportunities
- Send questions to dddcontractsmanager@azdes.gov

Additional Resources

- The Arizona W9 for ALL vendors, including instructions

Application Submittal Checklist

Print and follow the Application Submittal Checklist to prepare for the actual application process. Review all of the sections listed before applying. The individual sections are provided in MS Word and Adobe Acrobat file formats. It is strongly recommended that you download these individual files onto your computer for ease of review.

1 Vendor Registration

The Qualified Vendor Agreement is accessed through the Focus management system. Applicants must register through the Focus management system and must have an active registered account to apply for a QVA.

1.1 Accessing the Focus Vendor Manual

Access the manual directly (1) or locate the manual on the DES.az.gov website (2).

Focus Website with Vendor Manual:

https://ddd.azdes.gov/Organization/DDD/FocusDD/frm_login.aspx

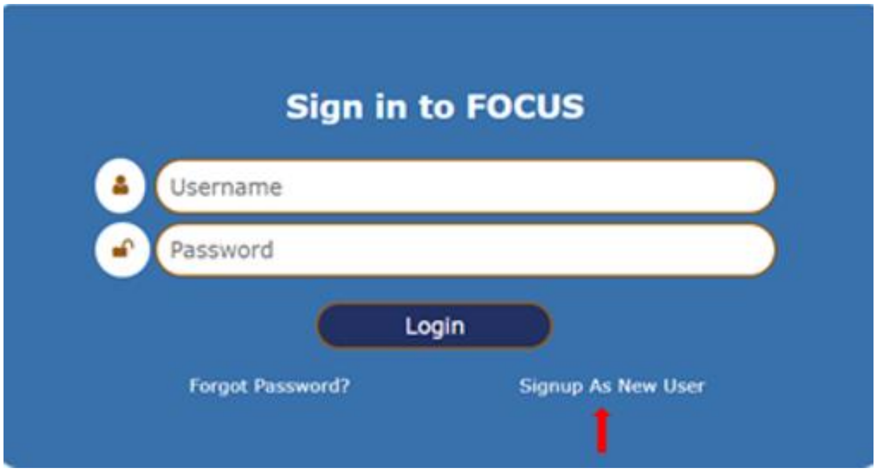
2 Creating Accounts

2.1 Create A New Focus User Account

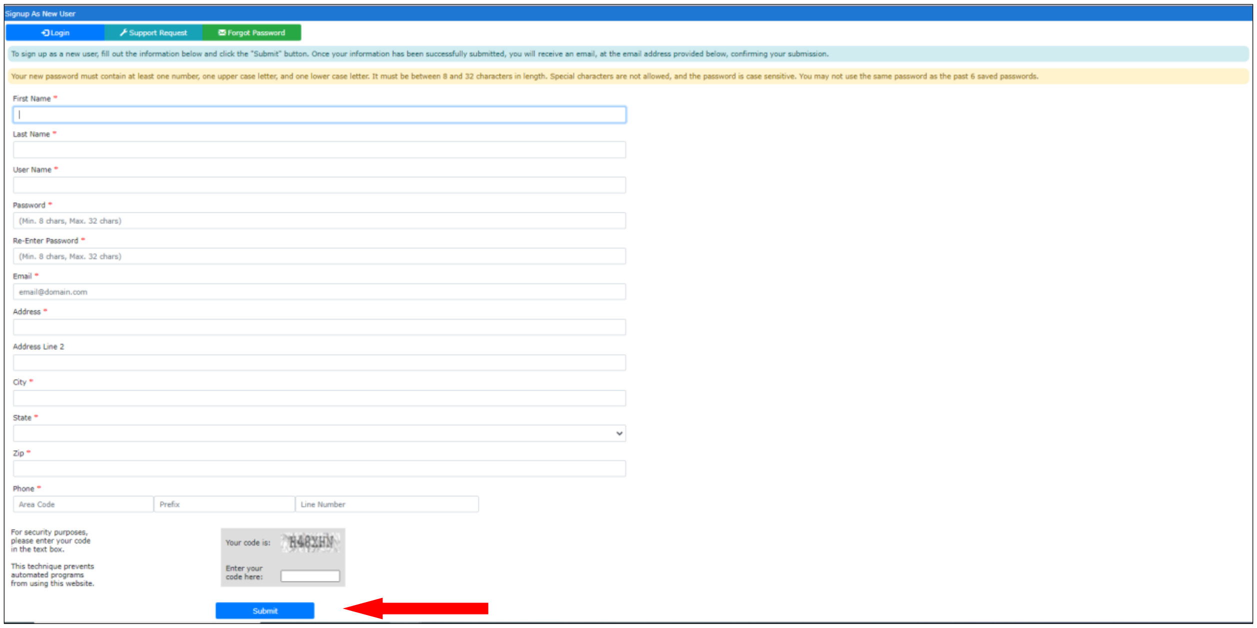
IMPORTANT

- In this document and in the Focus system, the word 'Vendor' may be substituted for the word 'Provider' and vice-versa. In this system, they mean the same thing.
- A Focus user account grants access to the Focus provider management system which contains Division of Developmental Disabilities applications.
- Creating a Focus account does not create a vendor (provider) account. A vendor (provider) account is created inside the Focus system.
- A Focus account requires a unique Username. The Username must be between 8 and 20 characters, without symbols.
- A Focus account requires a unique Email Address. The email must be in a standard email format. (i.e. – email@domain.com)
- For security reasons, all passwords must follow the updated guidelines listed below:
  A. Must contain at least one number, one upper case letter and one lower case letter.
  B. Must be between 8 and 32 characters in length.
  C. Special characters are not allowed.
  D. The password is case sensitive.
  E. Must not be the same as the past 6 saved passwords.
- The signup process will check the provided address for validation through the United States Postal Service. The system will make recommendations if the given address syntax is not found in the USPS database. You may also submit the address 'as is'.
- Focus uses a security step which requires the user to manually enter in a computer-generated code to guard against automated programs attempting to access the website.
- You must verify the email through the automated notification email after signing up within 24-hours or your Focus account will be removed, and you will have to sign up again.

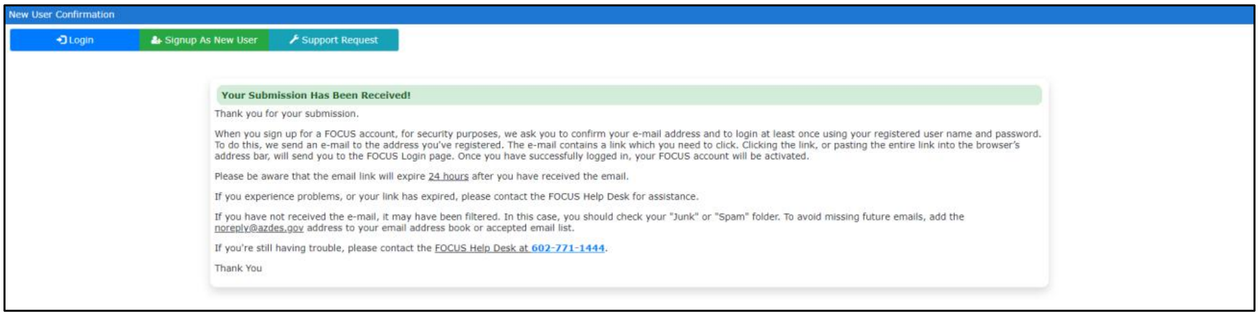
1. On the Focus Login page, click the "Signup As New User" link.



2. Complete all the required fields, and then click the Submit button.

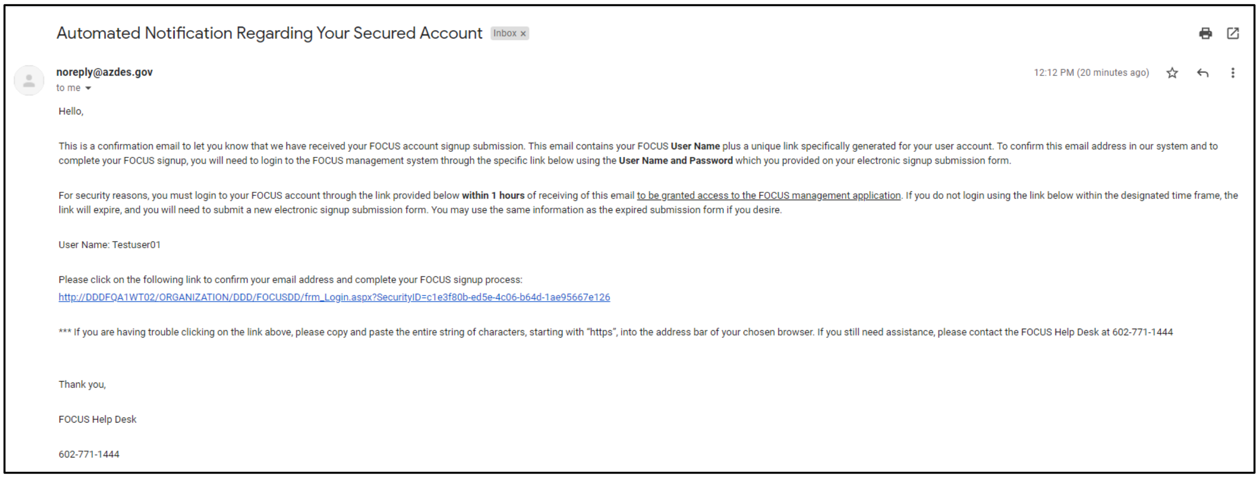


3. Upon submission, the following confirmation screen will display.



4. Open the email sent to the e-mail address you provided on the sign-up screen.

5. Click the URL link provided in the body of the automated email from DDD.
   NOTE: If clicking the link does not work, copy the entire URL address, which starts with “http:”, and paste it into your browser’s address bar, then press the ‘Enter’ key on your keyboard.


Automated Notification Regarding Your Secured Account Inbox ×

noreply@azdes.gov
to me

12:12 PM (20 minutes ago)

Hello,

This is a confirmation email to let you know that we have received your FOCUS account signup submission. This email contains your FOCUS **User Name** plus a unique link specifically generated for your user account. To confirm this email address in our system and to complete your FOCUS signup, you will need to login to the FOCUS management system through the specific link below using the **User Name and Password** which you provided on your electronic signup submission form.

For security reasons, you must login to your FOCUS account through the link provided below **within 1 hours** of receiving of this email to be granted access to the FOCUS management application. If you do not login using the link below within the designated time frame, the link will expire, and you will need to submit a new electronic signup submission form. You may use the same information as the expired submission form if you desire.

User Name: Testuser01

Please click on the following link to confirm your email address and complete your FOCUS signup process:
http://DDDFQA1WT02/ORGANIZATION/DDD/FOCUSDD/frm_Login.aspx?SecurityID=c1e3f80b-ed5e-4c06-b64d-1ae95667e126

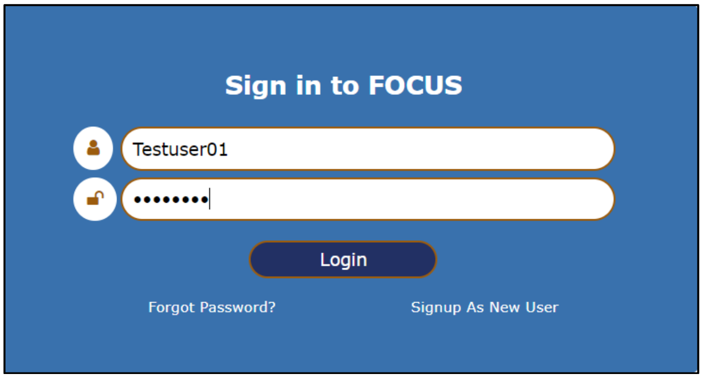
*** If you are having trouble clicking on the link above, please copy and paste the entire string of characters, starting with “https”, into the address bar of your chosen browser. If you still need assistance, please contact the FOCUS Help Desk at 602-771-1444

Thank you,

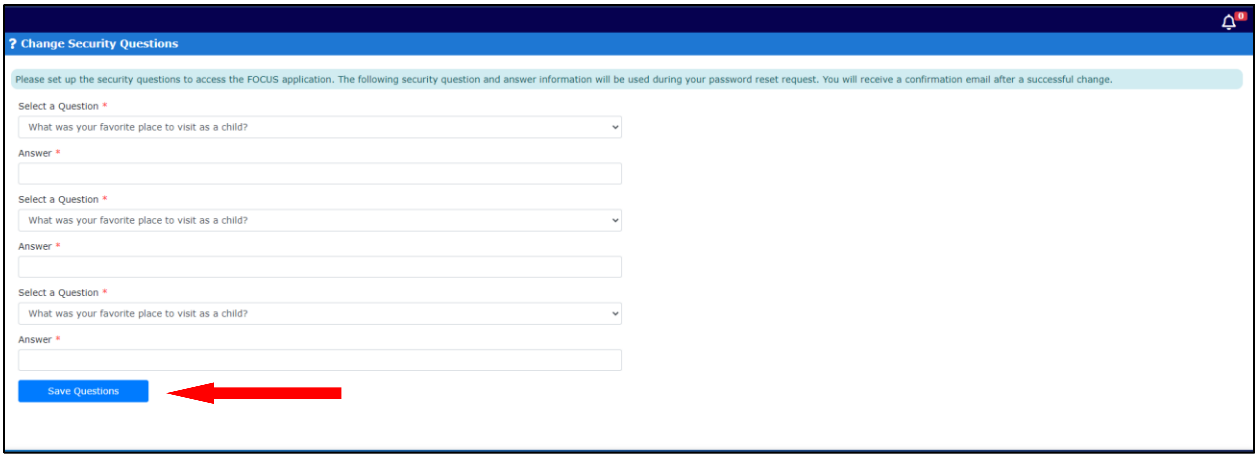
FOCUS Help Desk

602-771-1444

6. You must ONLY use the login page provided by the link the first time after sign-up. Enter in the credentials created on the sign up page, and then click the [Login] button.



7. Choose 3 different security questions and provide an answer to each selected question. Click the [Save Questions] button.



- Once you have successfully signed up and completed the Security Questions and Answers, you will be taken to the Main Menu of your new Focus account. The next step depends on whether you wish to Create a New Vendor Account or request access to an Existing Account.

NOTE: The security questions & answers for the Focus account must be set up by the user during the registration process, failure to do so will result in user lockout. The Forgotten Password process will not work for the provided email. If this step is skipped, it CANNOT be completed at a later time.

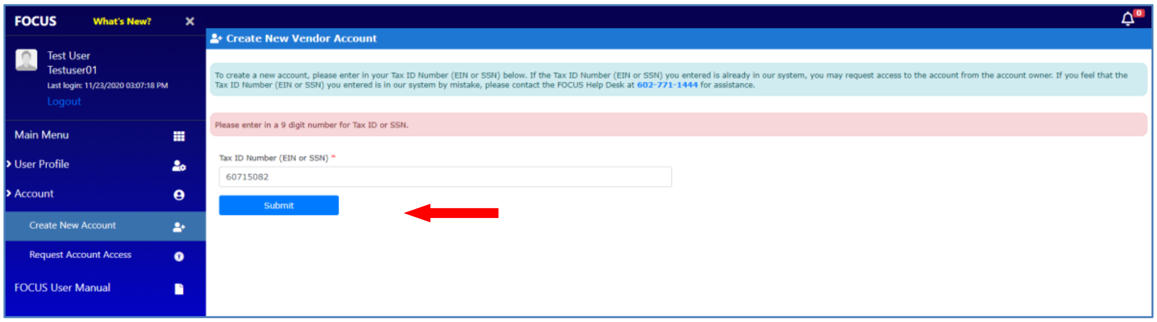
2.2 Create A New Vendor Account

IMPORTANT

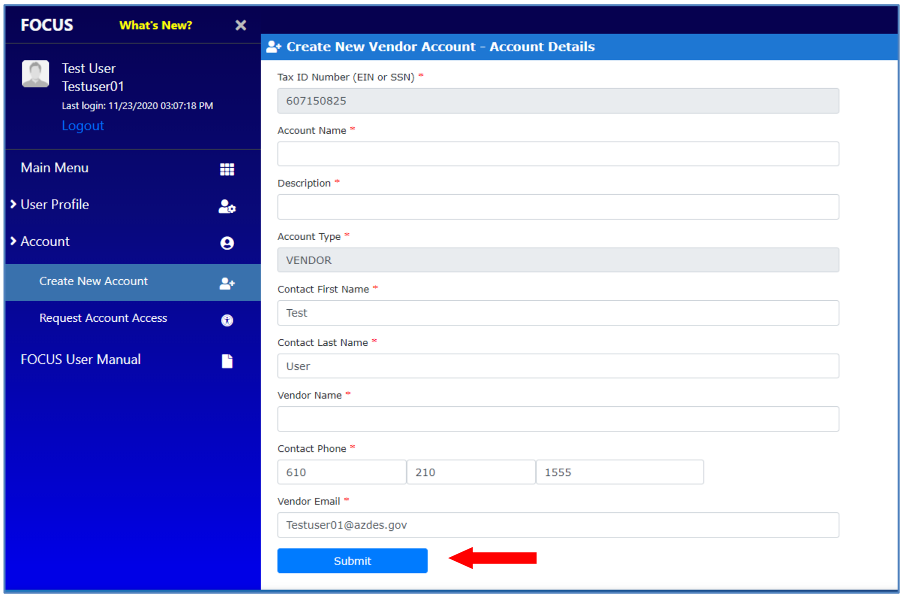
- In this document and in the Focus system, the word 'Vendor' may be substituted for the word 'Provider' and vice-versa. In this system, they mean the same thing.
- A vendor account is different from a Focus user account. The vendor account contains the user's Tax Identification Number (TIN).
- The TIN used to create a vendor account may be a Social Security Number (SSN) or a Federal Employee Identification Number (FEIN). Qualified Vendor Agreements are State documents and are therefore public domain. The Division does NOT recommend using a SSN to create a vendor account (Applicants are discouraged from using SSN in lieu of FEIN).
- Only one vendor account per TIN is allowed in the Focus system.
- Once the new vendor account is created with the associated TIN, an Admin role must be assigned. When a user logs in and the account DOES NOT have an Admin role associated with it, the user will be given the option of assigning themselves to the Admin role.
- If the vendor account already has an Admin role associated with it, the user will be directed to request access to the account.
- A single Focus user account may have multiple vendor accounts associated to it.
- A single Vendor account may have multiple applications. The Admin of the vendor account may add and remove applications and users within the vendor account.

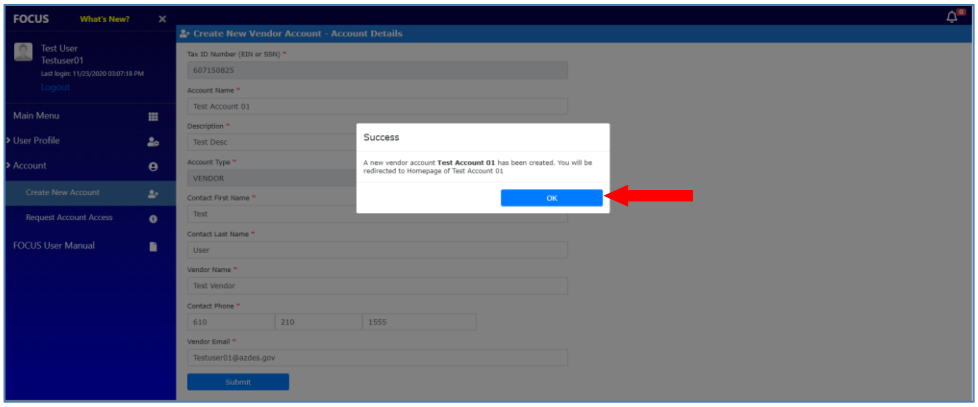
1. Click on the Create A New Vendor Account link.

2. Enter in a 9 digit Tax ID Number (EIN or SSN), and then click the [Submit] button.

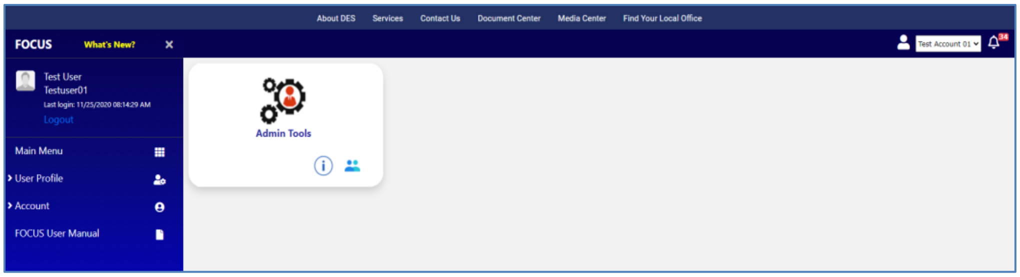


3. Enter in an Account Name and a Vendor Name, and then click the [Submit] button.

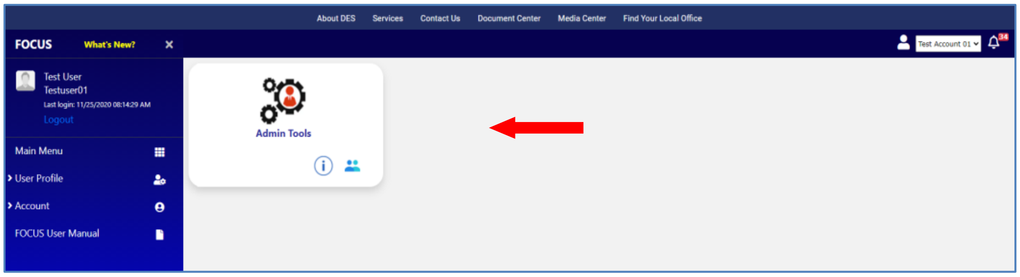




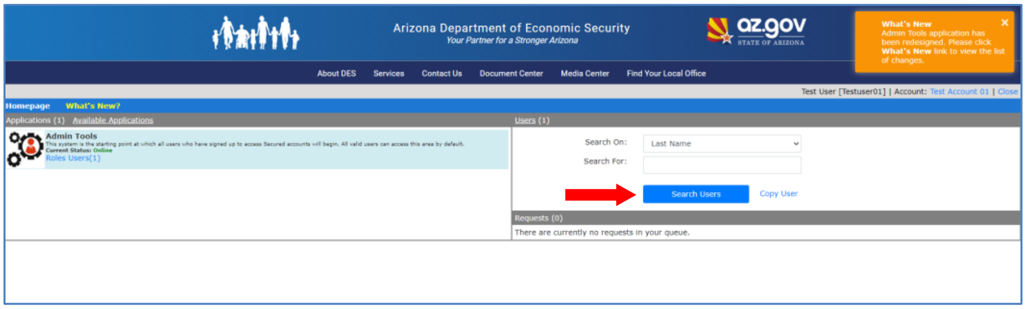
Clicking on ok on the Success message will take you to the Main menu



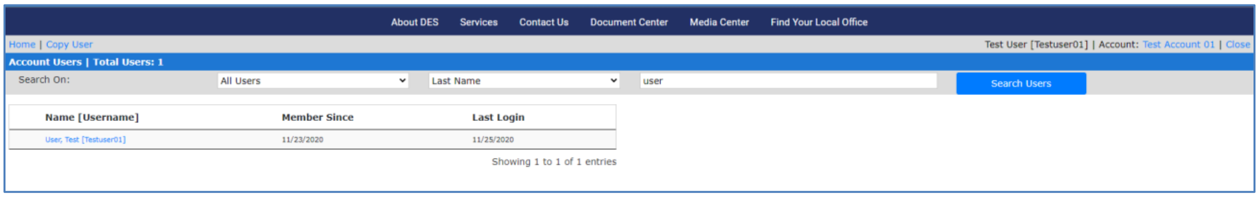
4. On the Main Menu, click Admin TOOLS.



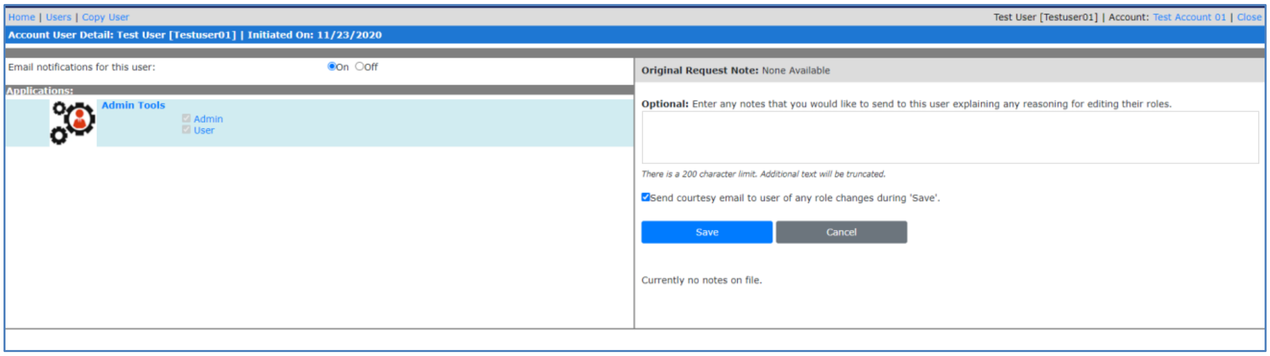
5. Locate the Users search box. Enter the last name of the user created in the Search For field and click the [Search] button.



6. Click on the user's hyperlink name.



7. Verify the Admin and the User role for the newly created vendor account.



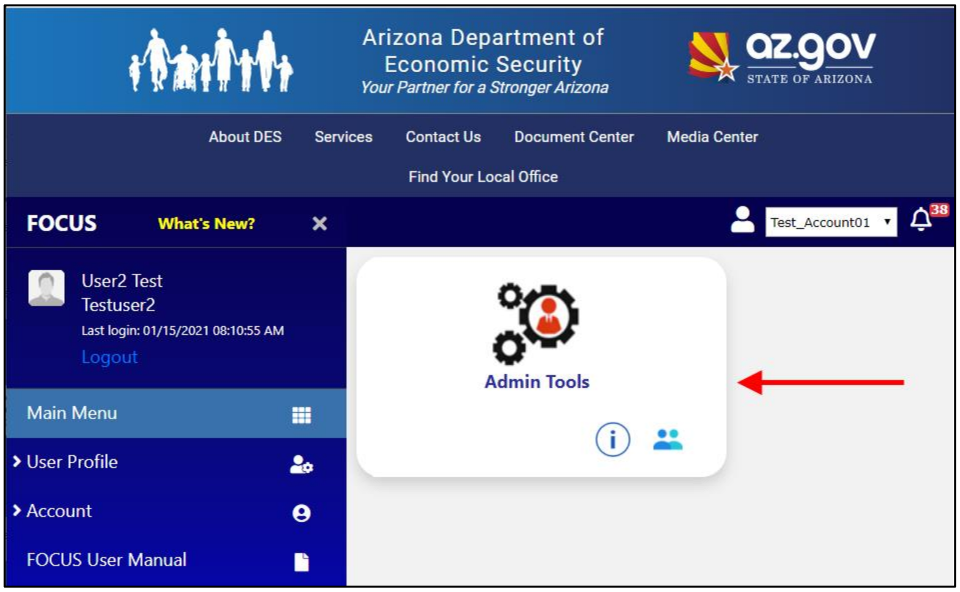
8. The newly created Focus Admin user account now has the ability to add and remove user roles as well as add and remove applications.

2.3 Add An Application To An Existing Vendor Account

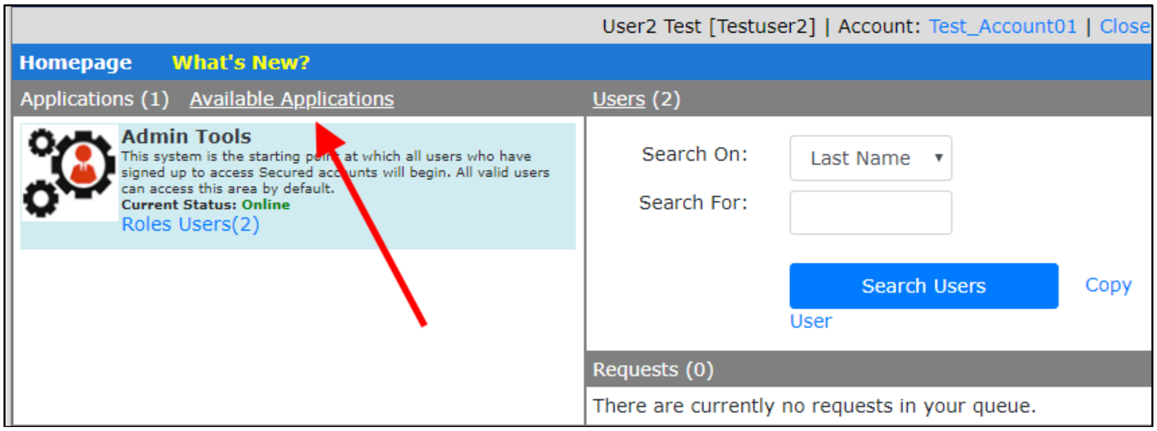
IMPORTANT

- Only a user with the Admin role for the vendor account has the ability to add an application to the vendor account.
- Once the application has been added, a role must be assigned to the user.
- For users assigned to multiple vendor accounts, their roles will need to be removed from each vendor account separately.
- Only the application that the user is authorized to access will be listed to be added.
- The CAS application is only listed when the user has a vendor account. The CAS app will automatically be added to users who have been granted access to a vendor account with the CAS already added to it.

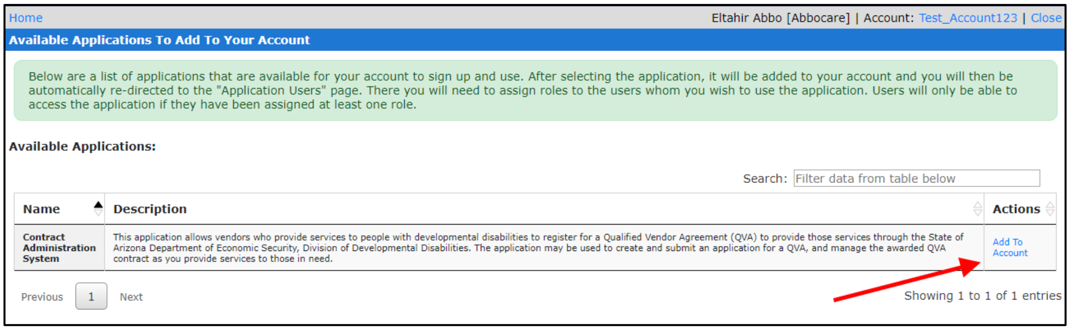
1. On the Main Menu page of the Admin's vendor account, click the Admin TOOLS link to open the Homepage.



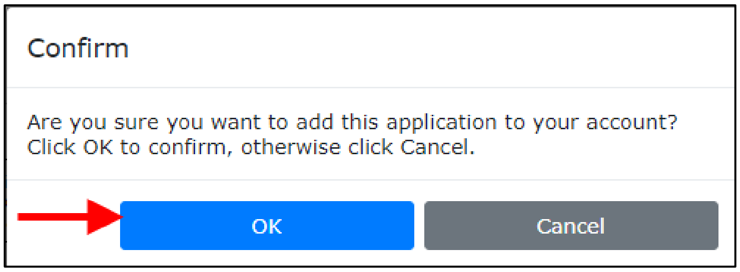
2. Click on the Available Applications link on the user's Homepage.



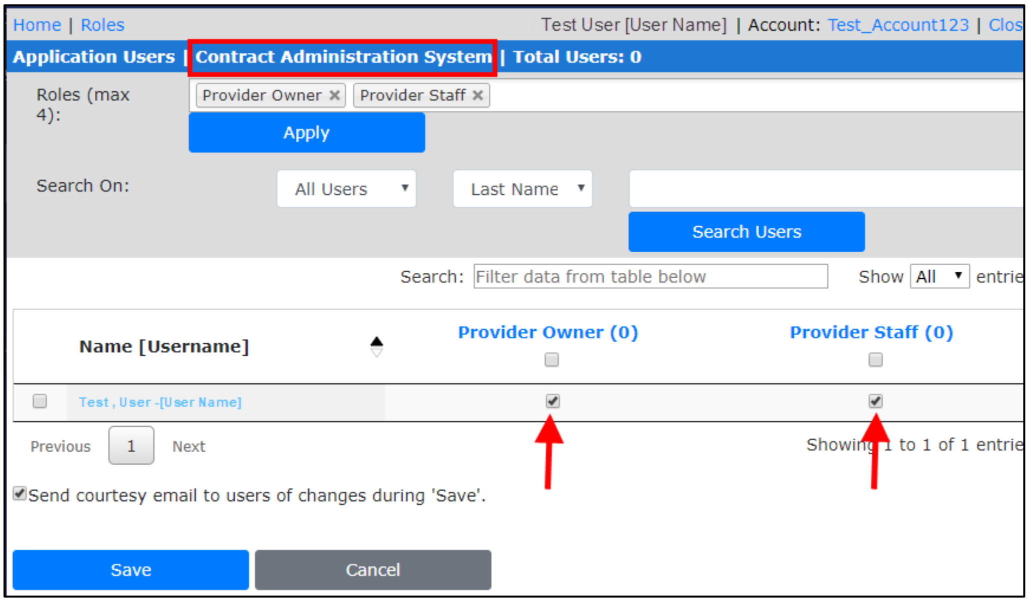
3. Click on the Add to Account link for the app you wish to add to the user's Focus profile.



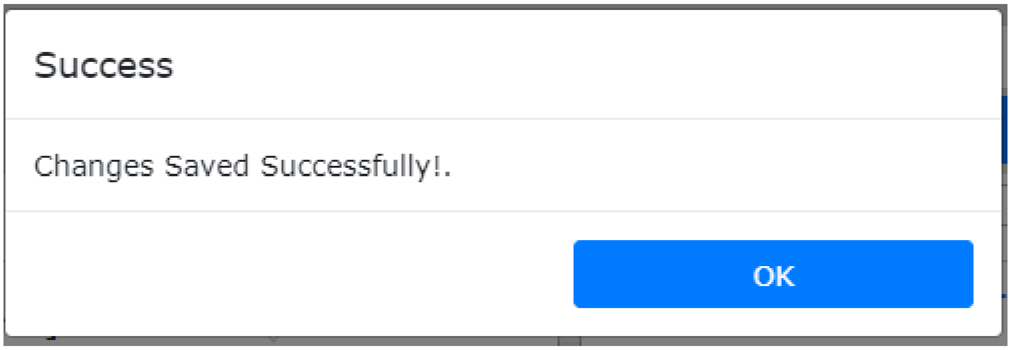
4. Click the [OK] button to confirm your selection.



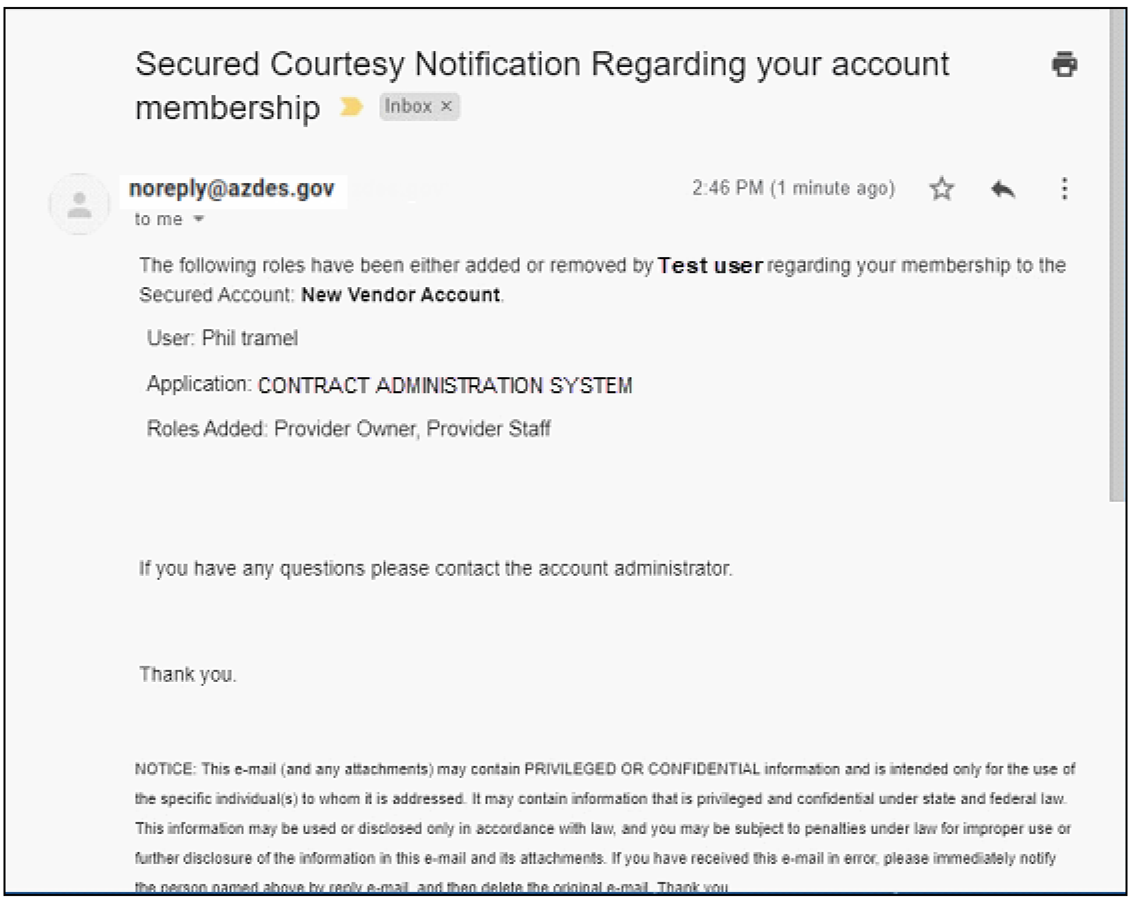
5. Select the user's role for the newly added application and then click the [Save] button.



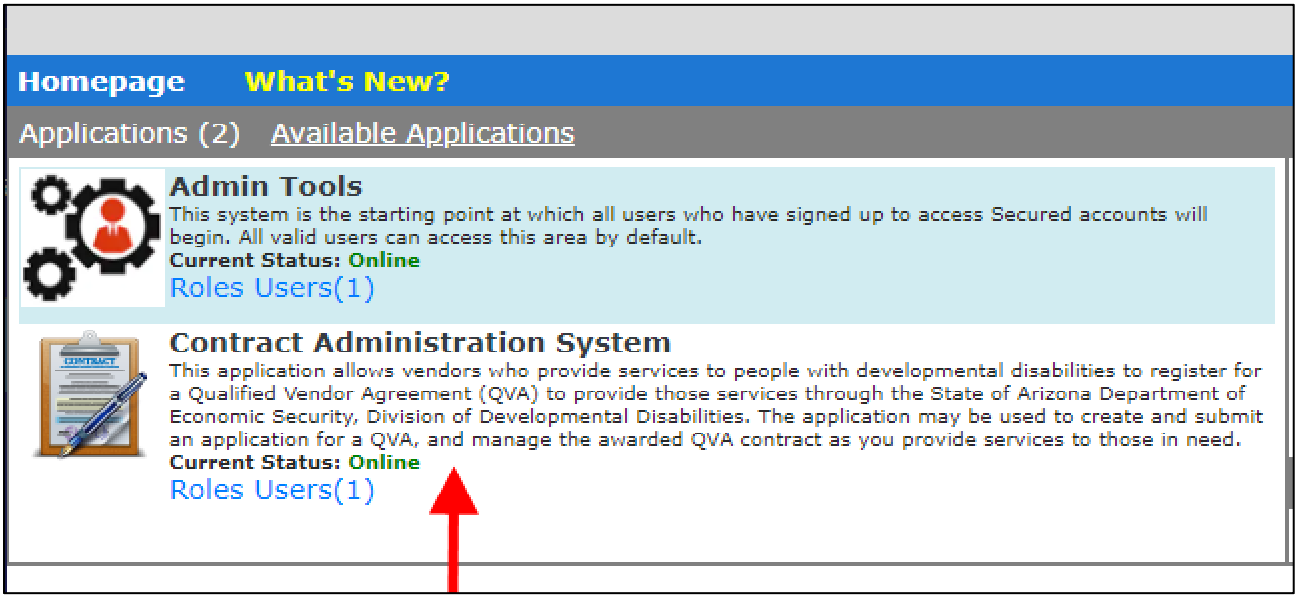
6. A confirmation message is displayed, and the application is added to the user's Focus account.



7. An automated notification email is sent to the user to inform that a new application/role has been added to their user account.



8. Click the Home button in the left corner. The added application is now listed on the Application list of the user's Focus account and the roles are listed under the Users section of the added application.



3 Begin Application

Now that you have completed the registration to become a vendor with the State of Arizona, you may begin a new Qualified Vendor Agreement application. Read the important points below before starting the application process. You may contact the DDD Focus Help Desk for assistance at any time at (602)-771-1444. Unnecessary delays may occur if applicants do not review all information provided and follow the instructions given.

IMPORTANT:

- Only one QVA application/contract per Federal Employee ID Number (FEI) is allowed.
- Once a QVA application has been started, the DDD Contracts Team will be able to view all pages of the application and monitor it during the process.
- Once the application is submitted by the vendor, changes to the application will no longer be permitted. The DDD Contracts Team will process the application as is.
- Starting a QVA application does not mean that you have a contract with the State of Arizona. The QVA application must be submitted, processed and the contract must still be awarded.
- **All questions must be answered fully and honestly in order for your application to be considered. The answers will be used by DES/DDD in deciding whether or not to award a contract.**

3.1 Login to the Focus Management System

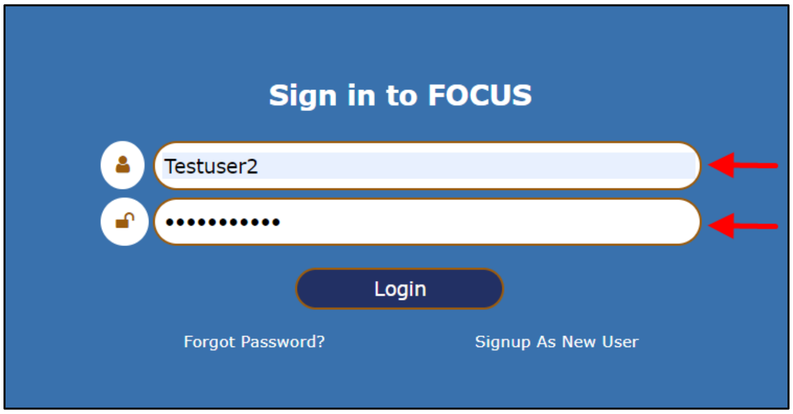
Follow the steps below to login to the Focus management system:

1. Visit https://des.az.gov/services/disabilities/developmental-disabilities/vendors-providers/current.
2. Under “General Information” click “Login to Focus or Create an Account” section.
3. Once on the Focus Login Page, enter in your Focus Username + Password.

4. Click the [Login] button

3.2 Main Menu

Once logged in, the first page that opens in Focus is the Main Menu. From the Main Menu, you will be able to access the Contract Administration System (CAS) system. You can either create a new QVA application or manage an existing QVA application or contract. You must meet one of the following criteria to be able to create a new QVA application:



- <u>You have not already started a QVA application under the current FEIN.</u> (The status listed in header of your QVA contract application = N/A)

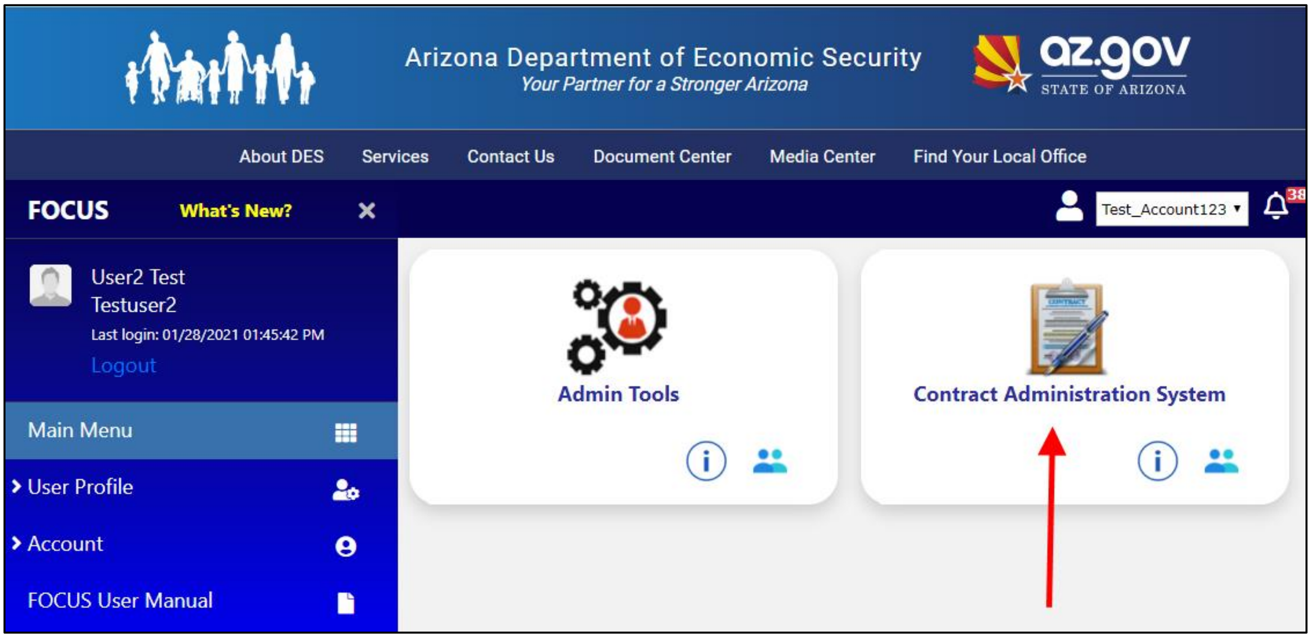
- Your past QVA application was canceled by you BEFORE being submitted. (The status listed in header of your QVA contract application = CANCELED)
- Your past QVA application was canceled by a DDD Manager BEFORE being submitted. (The status listed in header of your QVA contract application = MANAGER CANCEL)
- Your past QVA application was denied by a DDD Manager AFTER being submitted. (The status listed in header of your QVA contract application = MANAGEMENT DENIED)
- Your past QVA contract was terminated by a DDD Manager AFTER being awarded. (The status listed in header of your QVA contract application = CONTRACT TERMINATED)

To create a new QVA application, follow the steps below …

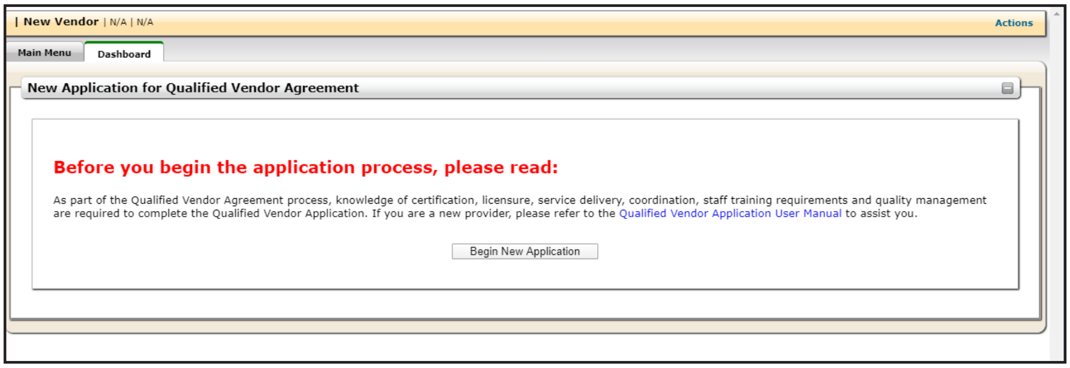
1. Click on the Contract Administration System (CAS) link on the Focus Main Menu.

>>> RESULTS: You will be redirected to the Dashboard tab of the Qualified Vendor Agreement application.

NOTE: If you already have an existing active QVA application or active QVA contract, then the first link on the Main Menu will read '**Manage QVA Application**' or '**Manage QVA Contract**', depending on which one you have. Clicking on either of those links will take you into your current application or contract.



2. Click on the [Begin New Application] button on the Dashboard tab.



>>> **RESULTS:** A new QVA application is created under the current vendor logged in. You are now taken to the Information tab of your new QVA application.

3.3 Information

The Information tab contains information about the Vendor, the Executive/Owner and Authorized Signatories.

IMPORTANT:

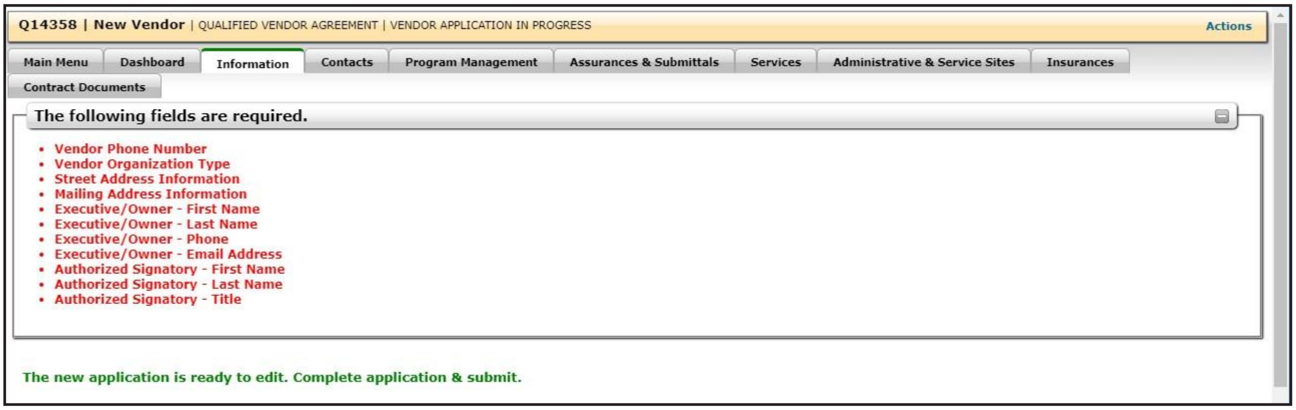
- Some of the data provided during registration has carried over to the Information page.
- All required fields on this page (identified with red asterisks “ * “) need to be filled in before the

application can be submitted to DDD.

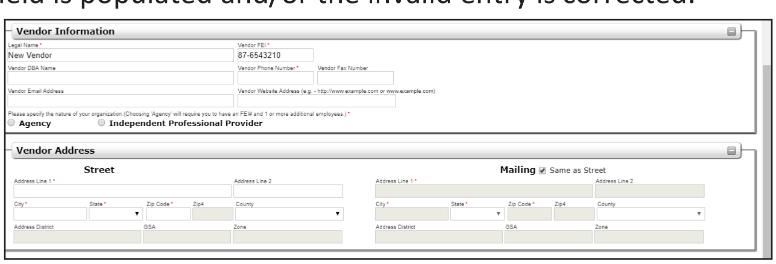
- You may save unfinished work on this page at any point and return to complete it at a later date without losing the data.
- The exceptions to the above point are the ‘Legal Name’ field and the ‘FEI’ field. The ‘Legal Name’ field and the ‘FEI’ field may not be left blank when saving this page.

The key items of the Information tab are pointed out on the next few pages. Take note of the sections and their descriptions before filling out the fields on the Information tab.

Fill in and save all of the required fields on the page to complete the Information page. Fill in any optional fields that apply.



A. The QVA Application Number is unique and is generated by the system. The number is displayed in the header next to the Vendor Name at all times. The ‘Q’ signifies a Qualified Vendor Agreement application. If the application is awarded a contract, the application number will be lengthened and updated to a QVA Contract Number.
B. The Contract Type of the application is a “Qualified Vendor Agreement”. The contract type will be displayed in the header at all times.
C. The Status of the application at this point is “VENDOR APPLICATION IN PROGRESS”. This is the first status of the application. The status will update with each new phase of the application and contract process. The current status will display in the header at all times.
D. The Actions menu contains 2 actions at this point.
   - Review Application = When all required fields have been filled out, the application may be submitted to DDD for processing.
   - Cancel Application = The Application may be cancelled only when it is in the VENDOR APPLICATION IN PROCESS status.
E. The Required Fields section lists the name of any incomplete required field at the time the page is saved. It will also list invalid entries in any of the fields. The error message will be removed once the missing required field is populated and/or the invalid entry is corrected.



F. The Vendor Information section contains the following:
   - Legal Name = the name listed on your W-9 tax form. This field cannot be left blank.
   - Vendor FEI = number given during registration. This field cannot be changed.
   - Vendor DBA Name = name doing business as. May be same as 'Legal Name'. Not required.
   - Vendor Phone / Fax / Email / Website = the 'Vendor Phone' is required, the others are not.

G. The Vendor Organization Type is similar to the vendor's tax classification. QVAs are separated into 2 different types. Only one type may be selected, and the type may be changed in the future to fit a change in the vendor's tax classification. The two QVA Vendor Organization Types are:
   - Agency = an entity with 1 or more employees.
   - Independent Professional Provider = an entity with 0 additional employees **(this does not pertain to subcontractors)**.

H. The Vendor Address section contains the vendor's street address (or physical address) and mailing address. A QVA requires both; however, they can be the same address.

I. A 'Same as Street' check box is available in the mailing address area for convenience. Selecting the check box will automatically update the mailing address to match the street address, and make the mailing address fields read-only. Deselecting the check box will open the mailing address fields for editing.

J. The following fields are for DDD Admin use only. These fields will be populated automatically by the system when the page is saved, and they are based on the address provided.
   - Zip4 / Address District / GSA / Zone

United States Postal Service (USPS) – Address Validation

The addresses in the QVA will be validated using the USPS database. Each time a completed address is saved, a new window will open and provide suggestions for those addresses not found exactly in the USPS database.

Any address in the database similar to the entered address will be listed in the new window for the vendor to consider.

If the address entered is found exactly as is in the USPS database, the address validation window will not open and the address will be saved as is.

If there are no suggestions, then a [Close] button option will be displayed in the pop up window where the suggested addresses would normally be.

- The suggested address may be selected by clicking the [Use suggested address] button. If this button is selected, the window will close and the entered address will update to the suggested address automatically on the Information page.
- The entered address may be kept by clicking the [Use Address As Entered] button. If this button is selected, the window will close and the entered address will be saved to the Information page as entered.

Once the Information page is saved with all required fields filled in correctly, plus any desired optional fields, the message "Data saved successfully" will be displayed near the top of the page.

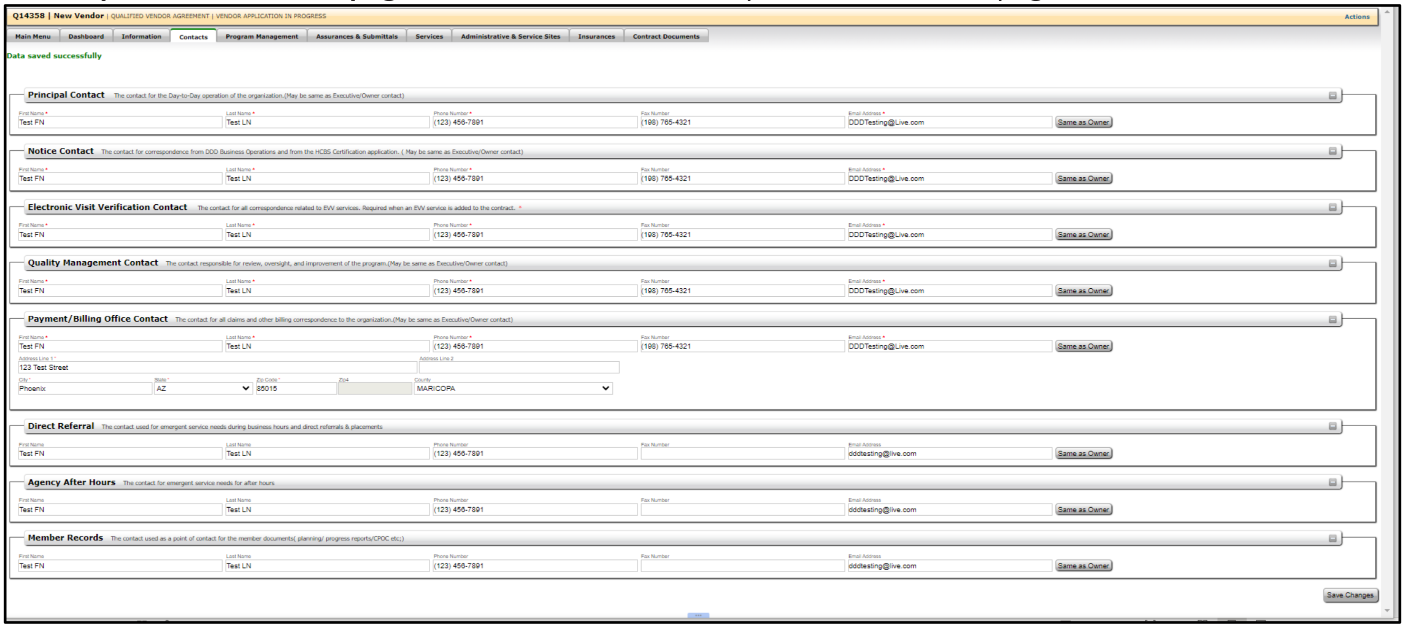
3.4 Contacts

The Contacts tab contains information for the different contacts at your organization. The contacts do not have to be unique. You may use the same information for multiple contacts. The contact information may be the same as the Executive/Owner contact. (Use the [Same as Owner] button to automatically add the same information.)

The QVA requires 8 different types of contacts. Take note of the contacts and their descriptions before filling out the fields on the Contacts page.

1. **Principal Contact** = the contact for the Day-to-Day operations of the organization.
2. **Notice Contact** = the contact for all correspondence from DDD Business operations and from the HCBS Certification application including vendor announcements. (The Notice email address is prepopulated with the email address from vendor registration)
3. **Quality Management Contact** = the contact responsible for review, oversight and improvement of your program.
4. **Electronic Visit Verification Contact =** the contact for all correspondence related to EVV* services. Required when an EVV Service is added to the contract.
5. **Agency After Hours =** the contact for emergent service needs for after hours.
6. **Direct Referral =** The contact used for emergent service needs during business hours and direct referrals and placements.
7. **Member Records =** The contact used as a point of contact for the member documents (planning/progress reports/CPOC etc.;)
8. **Billing / Payments Contact** = the contact for all claims and other billing correspondence.

To complete the Contacts page, fill in and save all the required fields on the page.

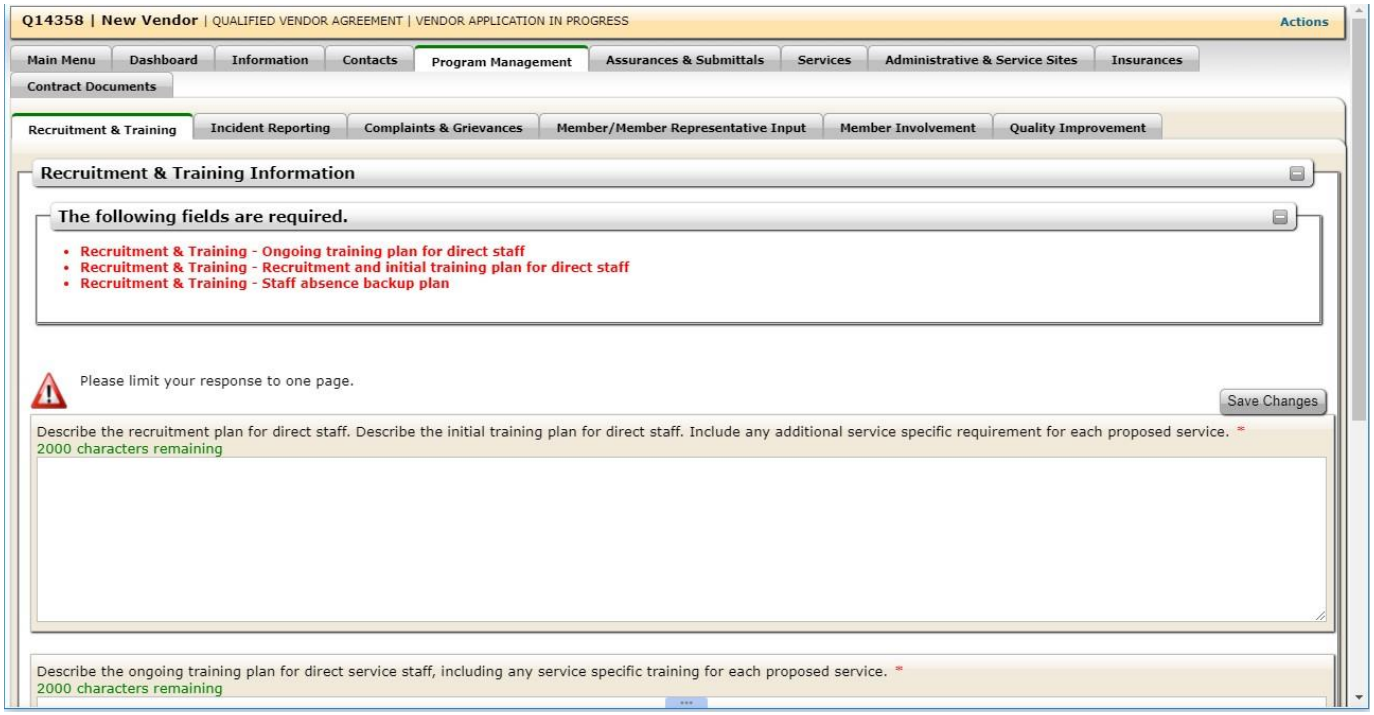


3.5 Program Management

The Program Management tab contains information related to the policies and procedures for your business as a whole. The information provided on the Program Management sub tabs will be viewed by DDD and will be used in the process of awarding a contract.

IMPORTANT:

- There is no 'spell-check' feature in the major text areas. It is recommended to cut and paste your responses into the webpage from a word processing program (i.e. MS Word, etc.) to spell check your entries.
- All fields in the Program Management sub tabs are required. It is important to respond to each item. The electronic online application may not be submitted until all fields are properly filled in and saved.



A. Each sub tab has a section for missing required fields. When the page is saved, any required field left blank will be listed in the "The following fields are required" section.

B. Each sub tab is saved independently. You will need to click the [Save Changes] button on each individual sub tab page to save your entries for that specific page.

C. Each major text area is limited to a maximum of 2000 characters. The character counter for each entry will display the current character count remaining. Any additional characters beyond the 2,000 limit will not display when printed.

To complete the Program Management tab, fill in all of the fields in the following sub tabs.

Recruitment & Training

Describe the recruitment plan for direct staff. Describe the initial training plan for direct staff. Include any additional service specific requirement for each proposed service.

- Recruitment plan should include position, qualifications, and how recruitment takes place.
- Initial Training plan should include what training is required and when/where/how the training will be conducted.
- Individual Providers should indicate they are either an Independent Professional Provider or a staffed Agency.

Describe the ongoing training plan for direct service staff, including any service specific training for each proposed service.

- Plan should include position, training required, and when/how the training will be conducted.
- Individual Providers should indicate what training they have had, and when/where/how the training was obtained.

Describe briefly the backup plan for direct service staff absences (preplanned and emergency absence). Please include the process for reporting NON-PROVISION of services for all services that apply.

- Preplanned absences and Emergency absences backup plans should include: Notification of member and family and Rescheduling or alternative staff coverage.

Incident Reporting

Which position in the organization is responsible for the final review of the incident prior to submission to the Division?

- Name and title of individual.

Which position in the organization is responsible for notifying a member/member representative of incidents?

- Name and title of individual.

Does the organization have written policies and procedures regarding the reporting of incidents of abuse, neglect and exploitation?

- A “Yes” response is required by Section 5 – Service Requirements in the Request for Qualified Vendor Application.

Are reporting protocols shared with members/member representatives?

- A “Yes” response is required by Section 5 – Service Requirements in the Request for Qualified Vendor Application.

How are incidents of abuse, neglect, exploitation or injury reported internally? The response should include the following:

- Reference existing agency policy.
- Includes assessment for potential abuse, neglect, exploitation, or injury and prevention plan and periodic re-assessments.
- Indicate who is responsible for reporting incidents.
- Indicate who the incident is reported to. (i.e. agency Administrator, immediate supervisor, etc.)
- Indicate when the incident is reported (i.e., immediately, within 24 hours, etc.)
- Indicate how notification will take place. (i.e. verbal and/or written, phone, e-mail, fax, mail).
- Verbal notifications followed up with a written report.
- Form to be used: Incident Report DD-191, Agency internal form.
- What action is taken on the member’s behalf immediately and as a follow-up.

How are incidents of abuse, neglect, exploitation or injury reported externally? The response should include the following:

- Reference DDD policy on Incident Reporting, Division Operations Manual Chapters 6002-C and 6002-E.
- Indicate who is responsible for reporting incidents.
- Indicate who the incident is reported to. (i.e. DES/DDD support coordinator, protective services, police, and family/guardian).

- Indicate when the incident is reported (i.e., immediately, within 24 hours, etc.)
- Indicate how notification will take place. (i.e. verbal and/or written, phone, e-mail, fax, mail).
- Verbal notifications followed up with a written report.
- Form to be used: Incident Report DD-191 or an agency internal form which includes all required components. See the Provider Quick Guide for Incident Reporting for more information.
- What action is taken on the member's behalf immediately & as a follow-up.

Describe the internal review process for incident reports, including trending, and how corrective action is implemented.

- Should include who will investigate the incident. (i.e. staff, physician, other individuals).
- Should indicate what outcomes will be determined. (i.e. need for performance improvement, continued monitoring, staff training, policy change).
- Should indicate what follow-up treatment/action/preventative action will be implemented.
- Should indicate timeframe for completion of internal reviews.
- Should indicate how the completion of a correction is verified.

Complaints & Grievances

Which position in the organization is responsible for resolving the complaint/grievance?

- Name and title of individual.

Does the organization have a complaint/grievance form?

- If the business does not have a form, in the large text area at the bottom of the page, indicate if they are planning to develop a form and how complaint/grievances are filed or what procedure they are currently following.

Does the organization have written policies and procedures regarding the submission of complaints/grievances?

- If the business does not have written policies, in the large text area at the bottom of the page, indicate if they are planning to develop and implement written policies and what procedures they are currently following.

Are complaints/grievances shared with members and/or member representatives?

- In the large text area at the bottom of the page, indicate why or why not.

Who can file a complaint/grievance?

- Should indicate timeline including review time and response time.

Describe the complaints/grievances process.

- Should indicate who reviews complaints/grievances, what steps are included in the review processes, and what actions may be taken.

Member/Member Representative Input

How is input from members/member representatives gathered?

- Should provide an opportunity, at least annually, for a member satisfaction survey.
- Should discuss collection of information and feedback from meetings with families, individuals, and groups.
- Should mention suggestion box, comment cards, etc.

Describe the process used to measure member/ member representatives' satisfaction with services.

- Should indicate who reviews formal and informal input/feedback.
- Should explain how formal and informal input/feedback is reviewed.
- Should indicate what follow-up action may be taken.
- Should outline how input is shared and utilized to improve service delivery.
- Should explain how improvement is measured or demonstrated (i.e. fewer complaints about a particular area of service, complements for service delivery method changes, etc.)

Describe how member/member representatives are involved in the hiring and/or evaluation of direct service staff.

- Should indicate if and how members/families/member representatives are formally involved in hiring of direct service staff. (i.e. if a family or member referred applicant meet requirements, the vendor may opt to hire them, if family or member is part of the interview committee, etc.)
- Should indicate if and how members/families/member representatives are formally involved in evaluation of direct service staff. (i.e. if input/feedback about specific staff members is directly solicited from members/families/ member representatives.)
- Should indicate if annual surveys and input/feedback are used in employee evaluations.

Within the organization which position(s) is responsible for receiving and utilizing feedback to improve member satisfaction?

- Name and title of individual.

Describe how members/member representatives are involved in improving overall quality of services provided by the organization.

- Should reiterate the responses in the questions above.

Does the organization provide an analysis of overall member feedback to members/member representatives who may be considering services with the organization?

- Should indicate if letters of reference and commendation are available to families upon request.
- Should indicate if licensing reports are available for review.
- Should indicate if interested parties are directed to DES/DDD or other governing entities for licensing reports, number and nature of unusual incidents, and related compliance issues.

Member Involvement

If your organization has a community advisory group and/or participates in any external advisory groups, describe your company's involvement. If none, describe your company's plans to develop, or participate in, a group in the future.

- Should list possible members/families/member representatives' involvement similar to the following:
  - Recruit as vendor volunteers
  - Recruit as advisory representatives
  - Involve in planning and participating in events
  - Train to assist in conducting meetings/training
  - A resource for recruitment, interviewing, and recommendation of potential staff
  - Utilize feedback in the monitoring process
  - Provide opportunity to ask questions, make presentations, or comment at open agenda meetings
  - Request donations of furniture, appliances, vehicles, etc.

Describe any other method used by your organization to provide opportunities for members/member representatives to be actively involved in your organization's operations. (i.e. staff recruitment, staff training and development, monitoring, social events, etc.)

- Should name the advisory group and indicate its purpose, frequency of meetings, how participants are recruited and their role.

Quality Improvement

Describe the process used by the organization to monitor and evaluate the services provided as they relate to the service plan outcome.

- Should tell how monitoring and evaluation is conducted. (i.e. staff meetings, review of required staff reports addressing ISP goals and objectives, site visits, evaluations by families, etc.)
- Should indicate frequency of monitoring and evaluations.

Describe the overall organizational approach toward improving the quality of the services provided. (The response should address trending incidents, grievance and compliant processes, on-site monitoring and member feedback.)

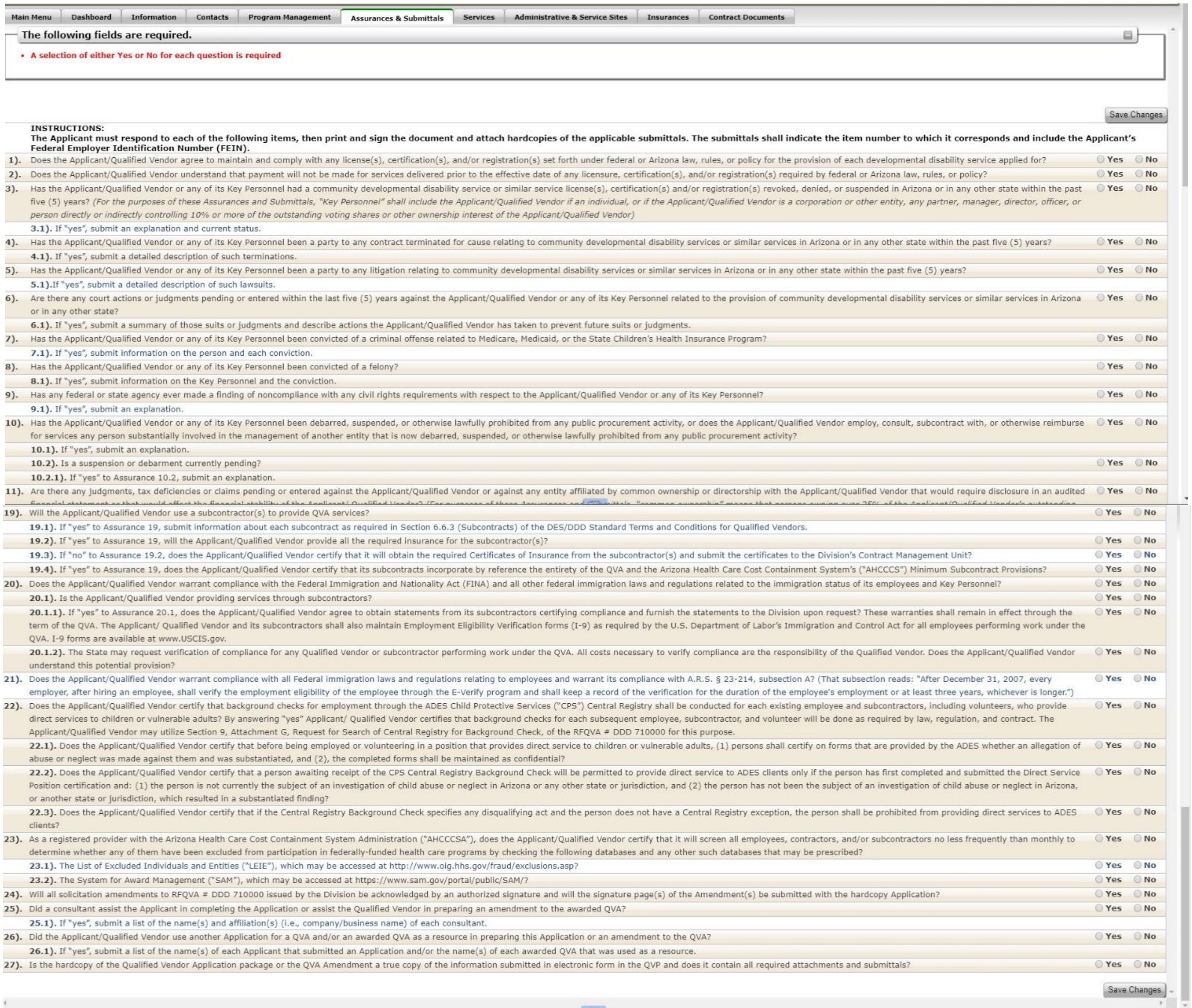
- Should address method of assessing/re-assessing member needs, how it is determined if goals and objectives have been met, and approach to establishing appropriate services through the ISP.
- Should discuss staff evaluations and implementation processes of new procedures.
- Should address the types and frequency of managerial reports used to track practices and as tools for quality improvement.

3.6 Assurances & Submittals

The Assurances & Submittals tab pertains to your disclosure of additional information related to your business operations and financial status, as well as your understanding of Arizona and DES/DDD laws, rules and policies.

IMPORTANT:

- Each of the assurances is required and must be answered.
- Depending on how you answer some questions, you may be required to submit additional documentation as attachments. Each attachment needs to include:
  - The corresponding Assurance number
  - The applicant's Federal Employer ID Number (FEIN)
- Once the application is submitted, you will need to print and sign the Assurances document and attach hardcopies of all the applicable submittals.



To complete the Assurances & Submittals page, select 'Yes' or 'No' for each question on the page and then click the [Save Changes] button to save your entries.

3.7 Services

The Services tab contains information related to the services you wish to offer under your Qualified Vendor Agreement. Such information includes Service Description, Transportation and the business' policies & procedures for each service. Click here to view the service specification online to learn about the available services. Click here to view service specification checklists for required documentation for each service.

IMPORTANT:

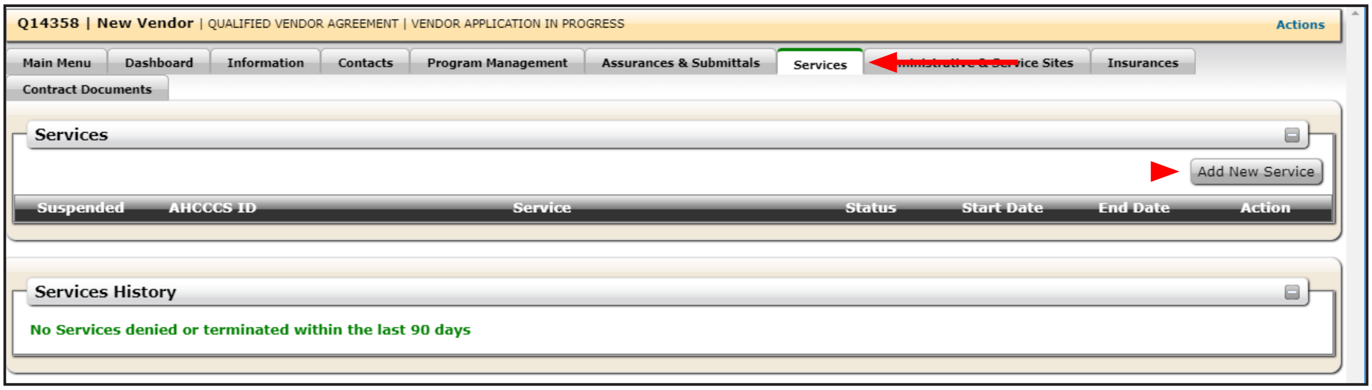
- Responses should reflect knowledge and understanding of service specifications and how you intend to conduct business in compliance with the agreement/contract.
- Services added to the application will be individually approved or denied by DDD management.
- Services will start out as pre-approved when the contract is initially awarded. Once a Readiness Review has been completed, the service will be approved and activated after registering with AHCCCS and adding valid vendor insurance to the awarded contract. A denied service may be added again and

re-submitted for a new approval process.

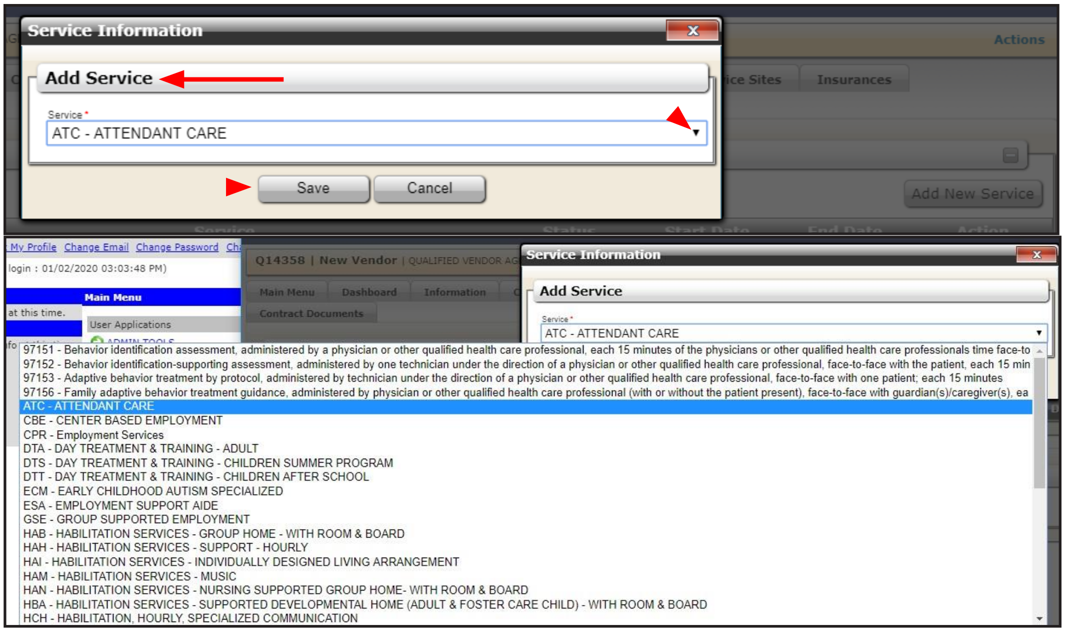
- Four (4) Habilitation services have associated Room & Board services. When these four Habilitation services are selected, the associated R&B service MUST BE selected and provided as well. Below is a list of the service dependencies:
  - HAB - GROUP HOME - WITH ROOM & BOARD + RRB - ALL GROUP HOMES
  - HAN - NURSING SUPPORTED GROUP HOME- WITH ROOM & BOARD + RRB - ALL GROUP HOMES
  - HPD - COMMUNITY PROTECTION/TREATMENT GROUP HOME - WITH ROOM & BOARD + RRB - ALL GROUP HOMES
  - HBA - SUPPORTED DEVELOPMENTAL HOME (ADULT & FOSTER CARE CHILD) - WITH ROOM & BOARD + RBD - DEVELOPMENTAL HOME
- An added service may be removed by the vendor before the application is submitted. Once the application has been submitted, the service may only be removed by DDD Contract management.
- A vendor may request a service be removed from the awarded contract. However, the removal of the service will be determined by the Division based on need, and other factors.
- The **Service History** section displays only services which have been denied or terminated in the past **90 days**. (*Since this is a new application, the Service History will be empty.*)

To add a service to the QVA application, follow the steps below.

1. From the Services tab, click the [Add New Service] button.



2. Select a service from the Add Service pop up window and then click the [Save] button.



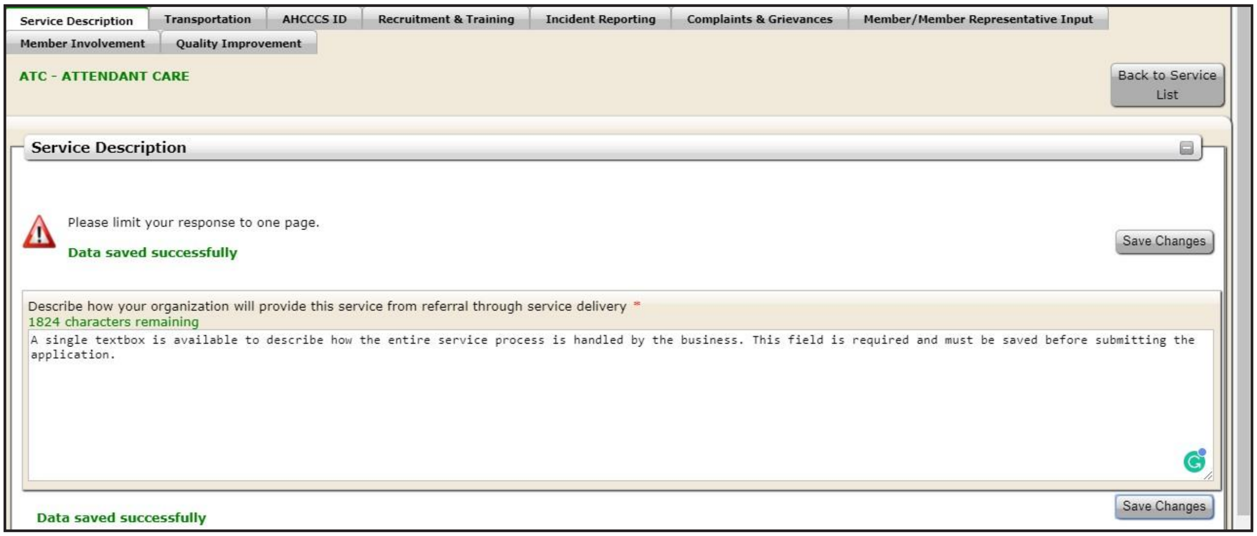
>>> RESULTS: The service detail sub tabs are created for the individual services. The default sub tab page is AHCCCS ID.

3. Fill in all required fields on each of the Service sub tabs mentioned below.

NOTE: If the policies & procedures for the service match the policies & procedures for the agency on the Program Management tab, then leave the matching sub tabs on the service tab blank and only fill in the following required sub tabs: Service Description, Transportation & AHCCCS ID (AHCCCS ID is not required at this point in the application process; however, it will be required prior to the award of the contract).

Service Description

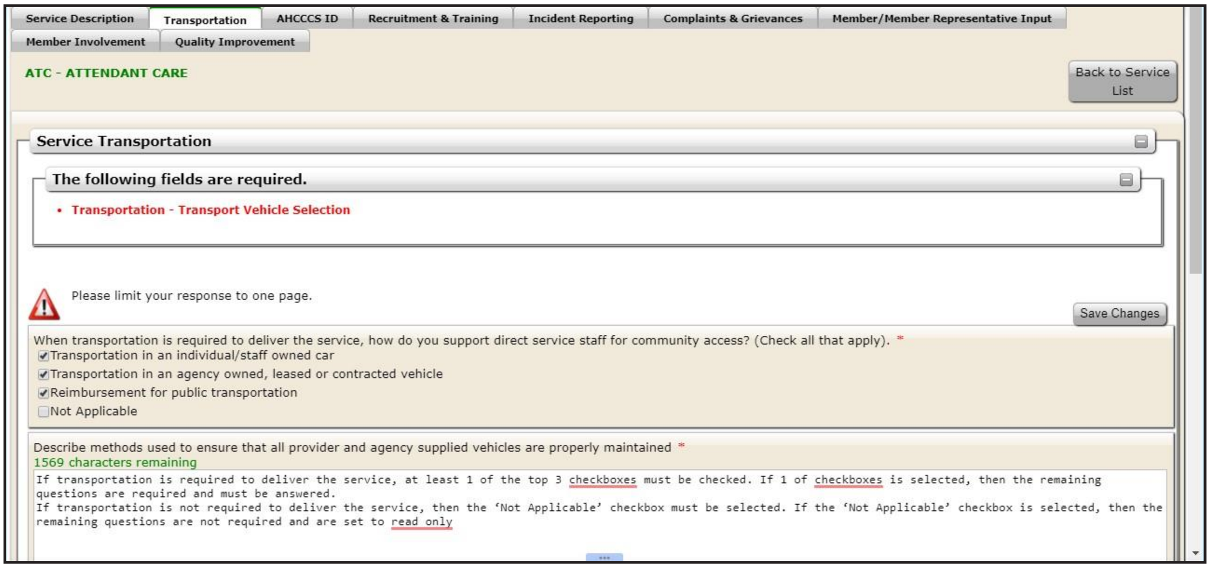
A single textbox is available to describe how the entire service process is handled by the business. This field is required and must be saved before submitting the application.

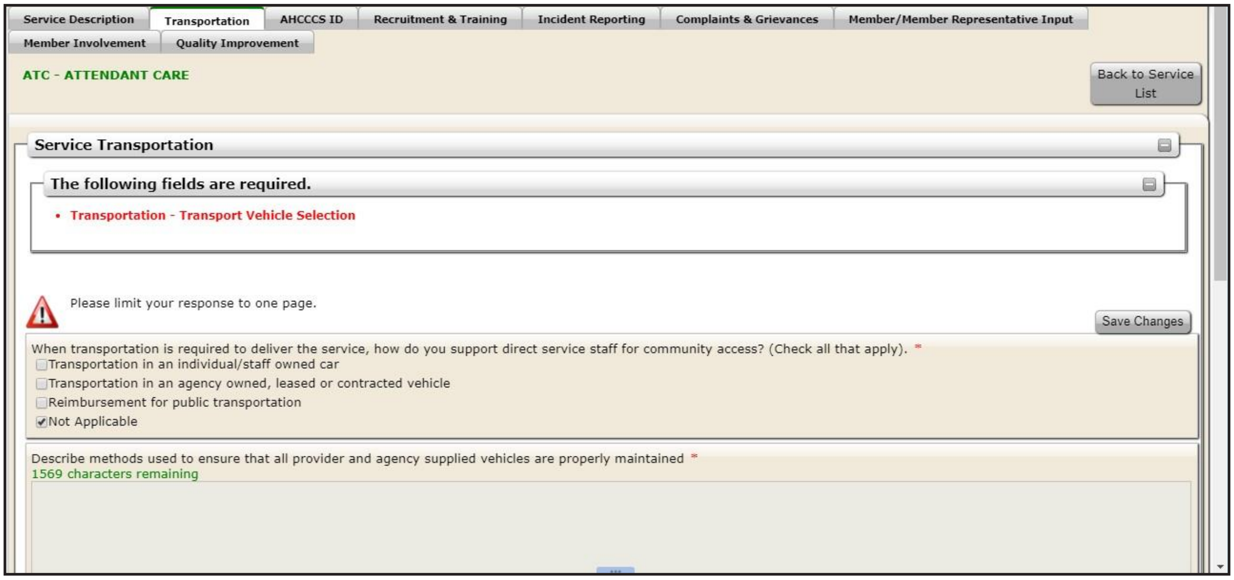


Transportation

If transportation is <u>required to deliver the service</u>, at least <u>1 of the top 3 checkboxes</u> must be checked. If 1 checkbox is selected, the <u>remaining questions are required</u> and must be answered.

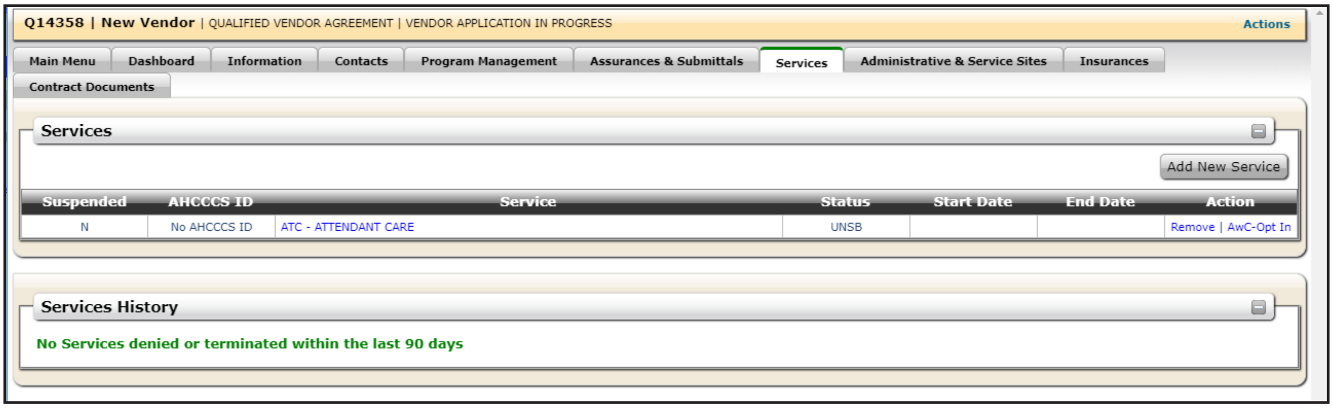
If transportation is <u>not required to deliver the service</u>, then the <u>'Not Applicable' checkbox</u> must be selected. If the 'Not Applicable' checkbox is selected, the <u>remaining questions are not required and are set to read only</u>.





AHCCCS ID

<u>The AHCCCS ID field on this page is not required</u>. DDD will complete the AHCCCS ID once the service is activated with AHCCCS.



The remaining **Service sub tabs** are duplicates of the sub tabs in the <u>Program Management tab</u>. Fill in the following **Service sub tabs** ONLY if the policies & procedures for the service added are different from the policies & procedures of the business on the Program Management sub tabs. <u>The fields in the following Service sub tabs are all optional</u>.

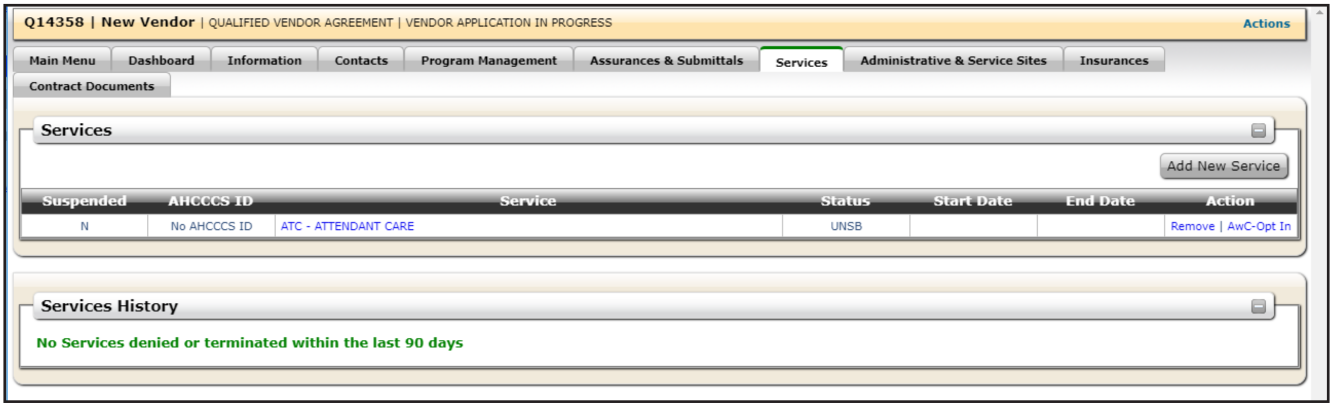
- Recruitment & Training
- Incident Reporting
- Complaints & Grievances
- Member/Member Representative Input
- Member Involvement
- Quality Improvement

Once all required fields on all sub tabs have been filled in, click the [Back to Service List] button to close out the sub tabs and return to the service list.

CONGRATULATIONS! YOUR SERVICE HAS BEEN SUCCESSFULLY ADDED.

NOTE: Notice the newly added service on the Services tab of your QVA application.

A. The AHCCCS ID is blank until the contract is awarded, and the service is registered with AHCCCS.



B. The name of the service is displayed as a hyperlink which will open to the Service's sub tabs.
C. The status of the new service is displayed as 'Unsubmitted' until processed by DDD.
D. The Service Start Date is blank until the contract is awarded, the Readiness Review Date has been added, the service is registered with AHCCCS and the insurance has been added to the contract. The Contract Management Specialist (CMS) activates the service start date.
E. The available actions for a new service are 'Remove' and 'AwC-Opt In' or 'AwC-Opt Out'.

Edit a service: Click on the service name hyperlink in the Services list on the QVA application. The service sub tabs will display. Edit any field and then save the individual page using the [Save Changes] button located on the page.

Remove a service: Click the "Remove" link under the Actions column of the selected service on the QVA application. Once the "Remove" link is selected, the service will be removed from the service list and the application. The service will now become available to be added again and will be listed on the drop-down of the Add Service pop up window when the [Add New Service] button is selected.

NOTE: Certain habilitation services have required dependencies. See Chapter 3.7 for more information.

Agency with Choice

Agency with Choice (AwC) is an option offered to **ALTCS members** who reside in their own home. Under the Agency with Choice option, the provider agency and the member/individual representative enter into a partnership agreement. The provider agency serves as the legal employer of the Direct Care Worker (DCW) and the member/individual representative serves as the day-to-day managing employer of the DCW.

Adding your service to the Agency with Choice program as a provider, a.k.a. vendor, will allow your business to be available to members in the AwC program. Any qualifying service may be individually opted-in or out at any time by the vendor through the CAS. The QVA services which qualify to be part of the AwC program are listed below:

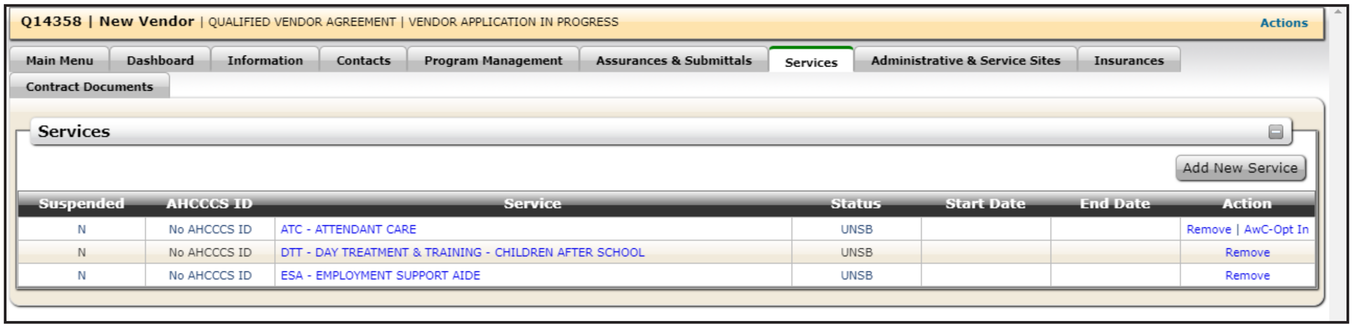
- ATC - ATTENDANT CARE
- HAH - HABILITATION SERVICES - SUPPORT – HOURLY
- HAI - HABILITATION SERVICES - INDIVIDUALLY DESIGNED LIVING ARRANGEMENT
- HSK - HOMEMAKER

To Opt-In a service, click on the 'AwC-Opt In' link under the Action column for the service.

A. When a service is not part of the program, the service name displays as is and the available action is to Opt-In.

To Opt-Out of a service, click on the 'AwC-Opt Out' link under the Action column for the service.

A. When in the AwC, the service name displays "*AGN w Choice" next to it and the available action is to Opt-Out.



3.8 Administrative & Service Sites

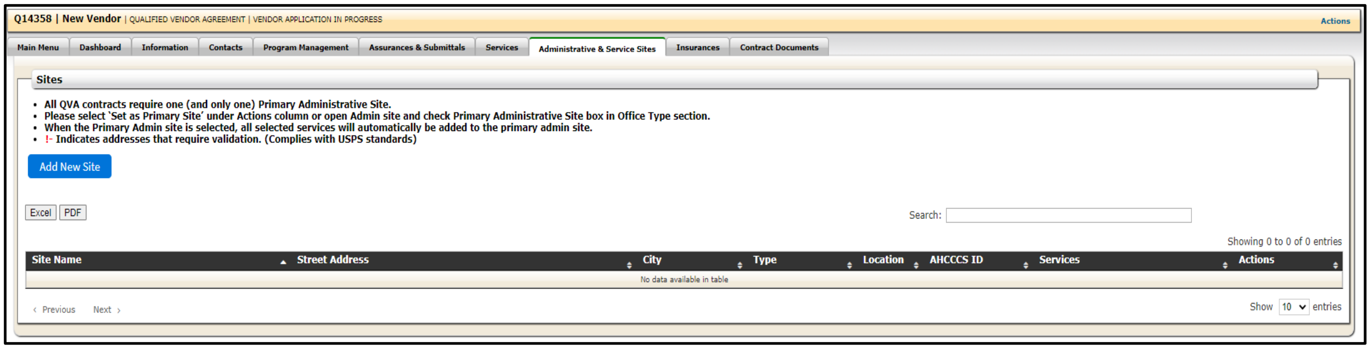
The **Administrative & Service Sites tab** contains information related to where you will be Administering your business and services under the Qualified Vendor Agreement.

IMPORTANT:

- There are two types of sites to add to the QVA: 1) Administration Site & 2) Service Site.
- There is a "Primary" designation for the Administrative Site type.
- A QVA application requires the applicant to select and identify at least one (1) Admin Site to be designated as the Primary Administration site and may not be submitted without one Primary Administration site added.
- The Primary Administrative site will have all services included in the application automatically added to it. (*NOTE: The services on the site will NOT be automatically removed if the Primary designation is removed. If desired, the services will need to be removed manually by the vendor.*)
- All non-Primary Admin sites will be referred to as "Admin satellite" sites.
- A single QVA application may have multiple Administration and/or Service Sites.
- Sites can only be added or removed by the vendor.
- Vendors have access to site information during the application period and the awarded contract period.
- Any added site may be audited and reviewed by the Division of Developmental Disabilities.
- A current Service site may be copied over to a new Admin Site with one click of a button and a current Admin Site may be copied over as a new Service Site. A Service Site should never be added by the vendor until awarded an Expansion or Group Home Award by the Division.
- All information from the current site will be duplicated to the new site type. Both sites will remain active.
- The vendor may elect to have the Site Address removed from the Provider Search. If removed, the Primary Admin address will be displayed in its place in Provider Search.
- An optional Office Type Description may be added to the site type info if desired.

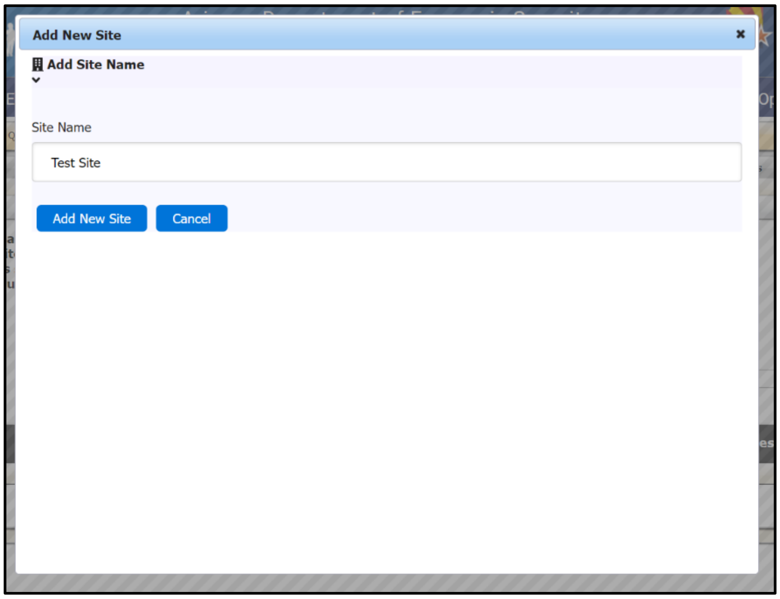
Add a site to the Qualified Vendor Agreement

1. From the Administrative & Services Sites tab, click on the [Add New Site] button.



>>>**RESULTS**: The Add New Site pop up window for the individual site is displayed.

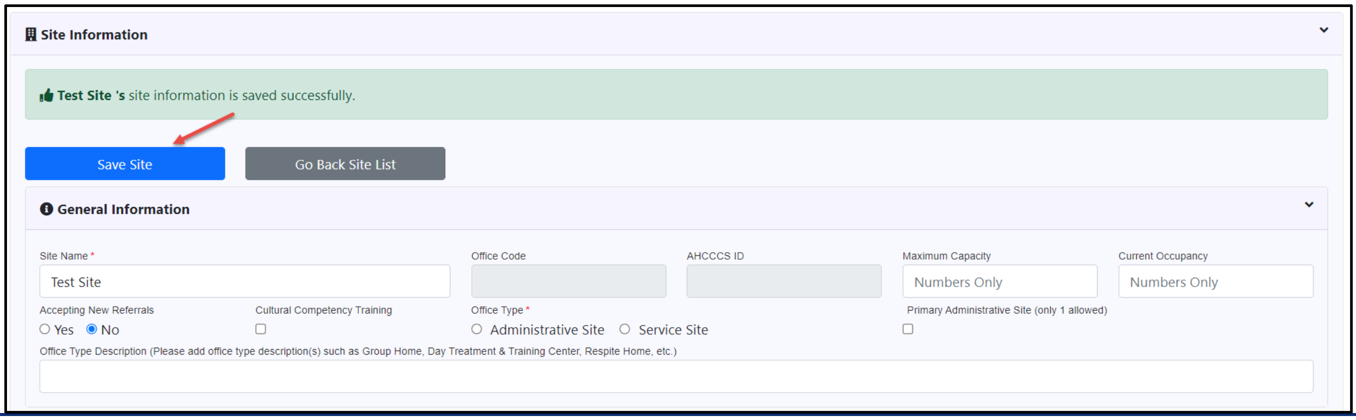
2. Fill in the Site Name and click the [Add New Site] button for the Site Information Page to be made available.



>>> Result: The 'Site Information & Service Page' will be loaded. **Note:** The site will be added to QVA when the [Add New Site] button is clicked.

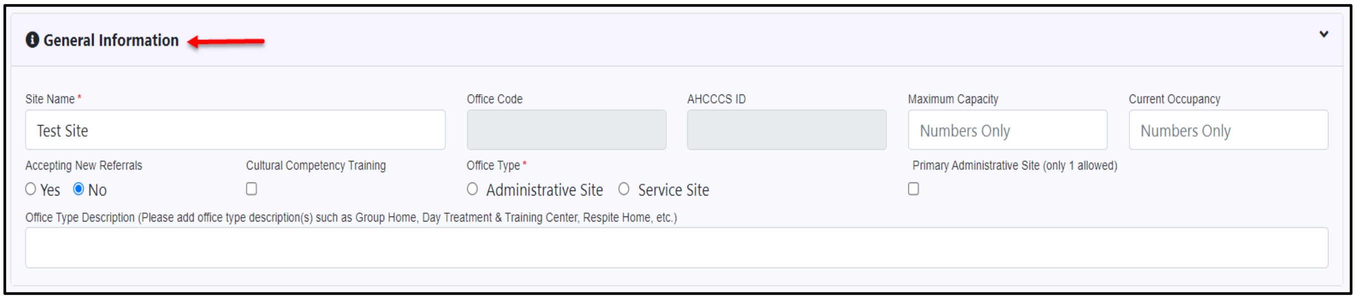
3. Site Information Section -

The Site Information Section consists of 7 different sub-sections for providing information on the individual site created.

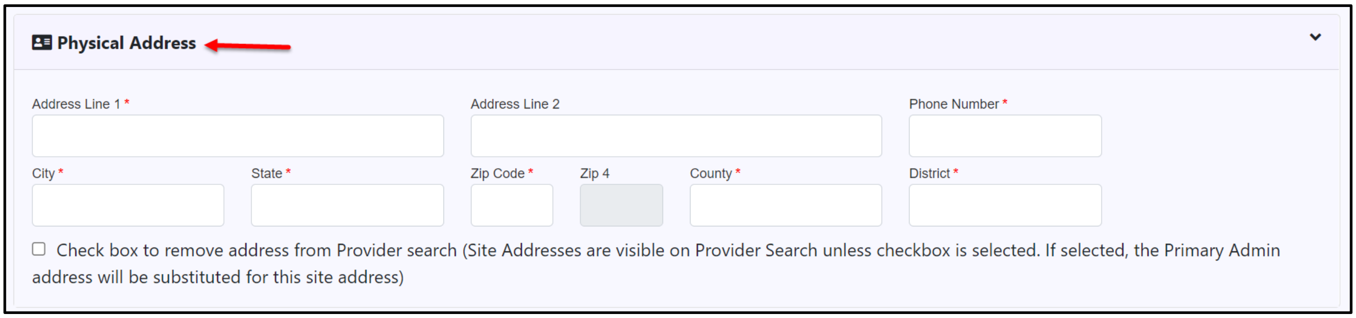


The information entered in any of the sections will be saved successfully on clicking [Save Site] button. The added site will be listed in the Sites section in Administrative & Service Sites tab when the [Go Back Site List] is clicked.

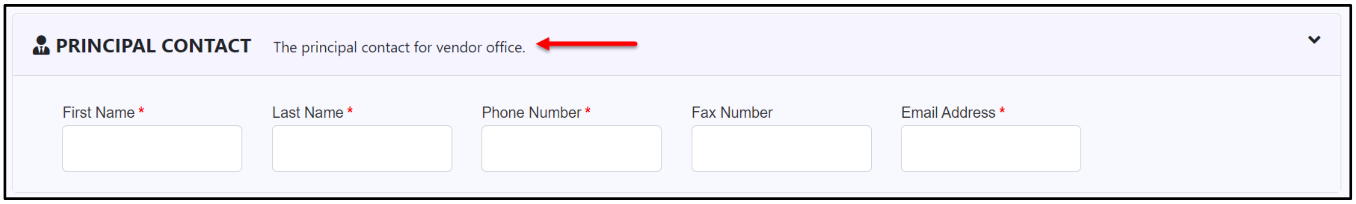
General Information Section - Fill in the required fields on the ‘General Information



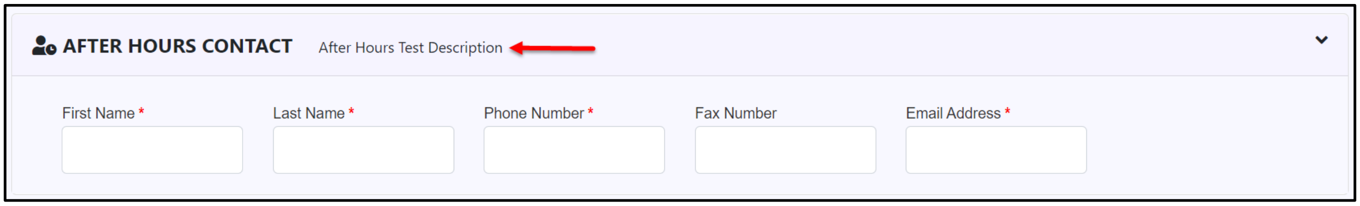
Physical Address Section - Fill in the required fields on the ‘Physical Address’ section.



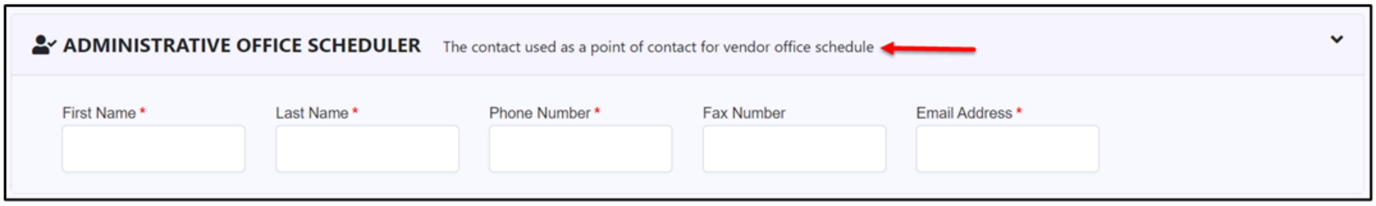
PRINCIPAL CONTACT Section - Fill in the required fields on the ‘PRINCIPAL CONTACT’ Section.



AFTER HOURS CONTACT Section - Fill in the required fields on the ‘AFTER HOURS CONTACT’ section.

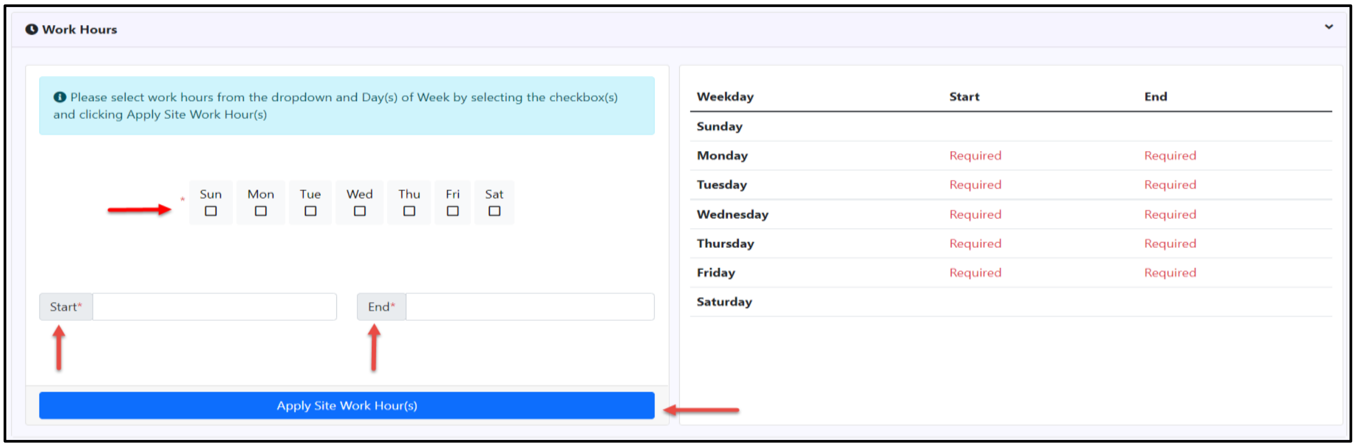


ADMINISTRATIVE OFFICE SCHEDULER Section - Fill in the required fields on the ‘ADMINISTRATIVE OFFICE SCHEDULER’ section.



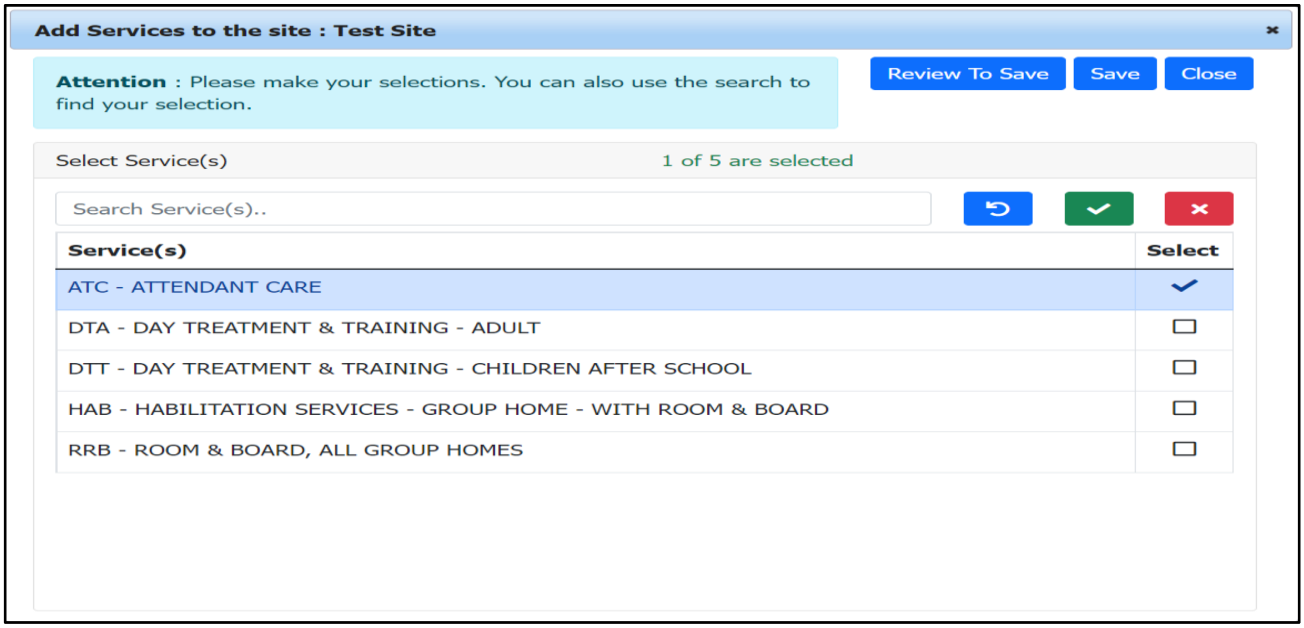
Notes Section - Fill in any additional information about the individual site on the ‘Notes’ section.

Work Hours Section – The Work Hours (Monday - Friday) are required fields. The Day(s) of the Week is selected from the individual checkboxes provided and Work Hours are selected from the 'Start' and 'End' dropdowns. Click on the 'Apply Site Work Hours(s) button to successfully save the Work Hours to the individual site.



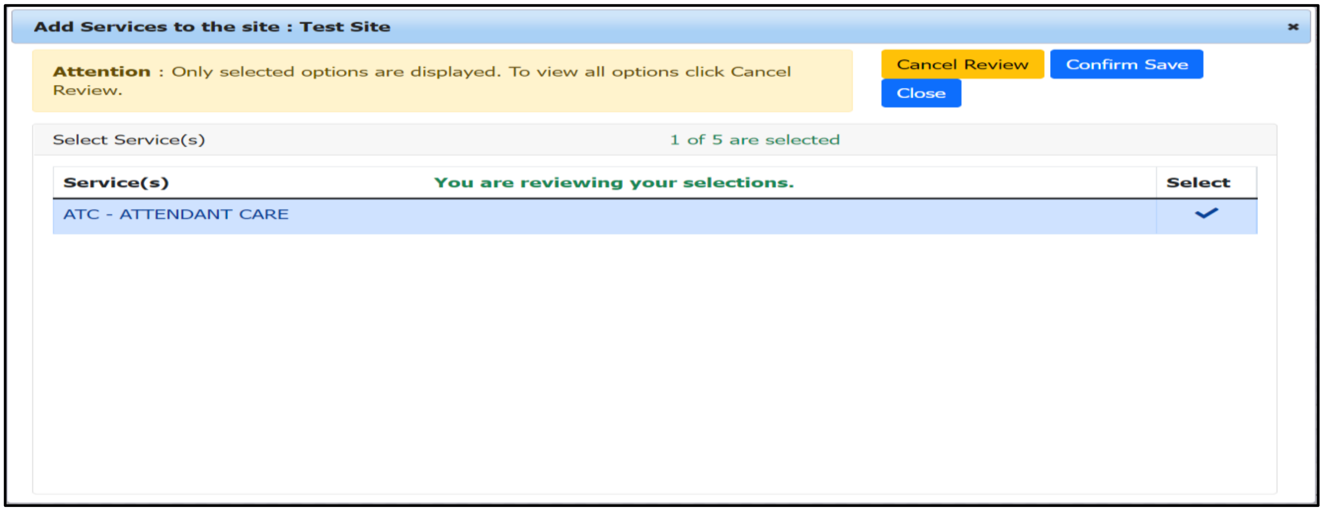
4. Services Section -
   On the Services Section Click on the 'Add New Services(s)' button.

>>> Result: The 'Add Services to the site' pop up window is displayed.
NOTE: Only services already added to the application will show in the list.



Select the services to be added to the site by clicking the select box next to the service. Search Service(s) can be used to search for specific services to be added to site.

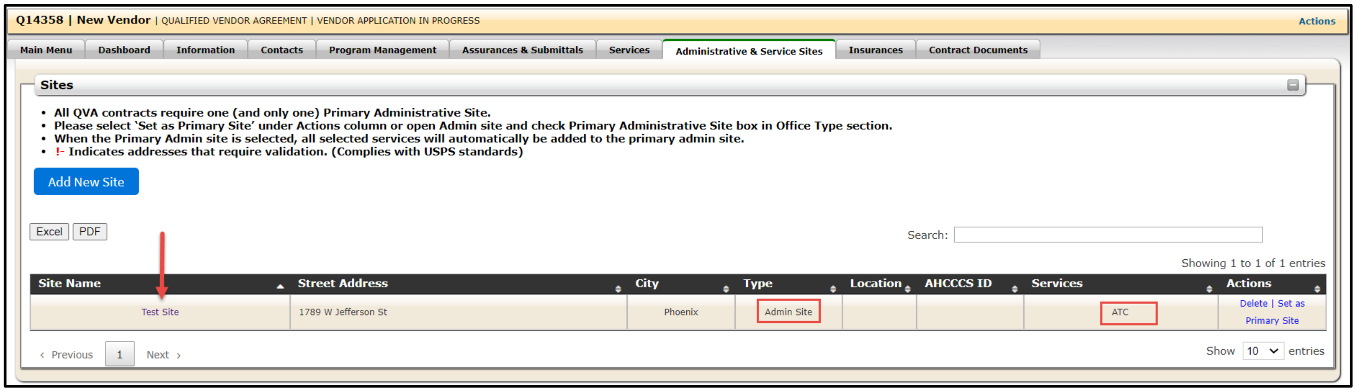
- Click the Green Tick Button [ ] to select multiple sites.
- Click the Red Cross Button [ ] to clear the selected sites.
- Click the Blue Reset Button [ ] to reset the search text.
- Click the [Save] button to save the service(s) to the individual site.
- Click the [Review To Save] button to review the selected sites.



- Press the [Close] button after reviewing to exit out after adding services and return to 'Site Information & Services' page.

5. Click the [Go Back Site List] button to close the 'Site Information & Services' page. The added site is listed in the Sites List in 'Administrative & Service Sites' tab.

THE SITE HAS BEEN SUCCESSFULLY ADDED

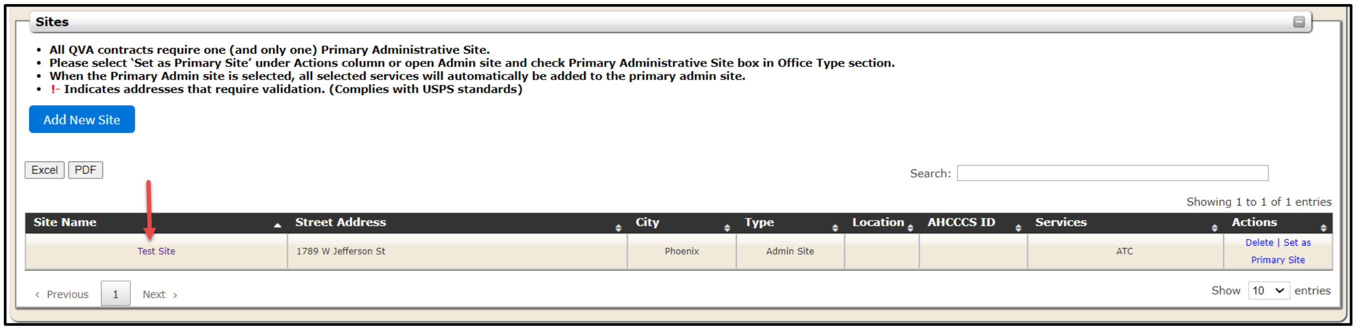


IMPORTANT: The following services will need a **specific Service Site**:

- CBE - CENTER BASED EMPLOYMENT
- DTA - DAY TREATMENT & TRAINING – ADULT
- DTS - DAY TREATMENT & TRAINING - CHILDREN SUMMER PROGRAM
- DTT - DAY TREATMENT & TRAINING - CHILDREN AFTER SCHOOL
- HPD - HABILITATION SERVICES – COMMUNITY PROTECTION/TREATMENT GROUP HOME – WITH ROOM
- & BOARD
- HAB - HABILITATION SERVICES - GROUP HOME - WITH ROOM & BOARD
- HAI - HABILITATION SERVICES - INDIVIDUALLY DESIGNED LIVING ARRANGEMENT
- HAN - HABILITATION SERVICES - NURSING SUPPORTED GROUP HOME- WITH ROOM & BOARD
- HBA - HABILITATION SERVICES - SUPPORTED DEV HOME (ADULT & FOSTER CARE CHILD) - WITH ROOM
- & BOARD
- TTE – TRANSITION TO EMPLOYMENT

Edit a site

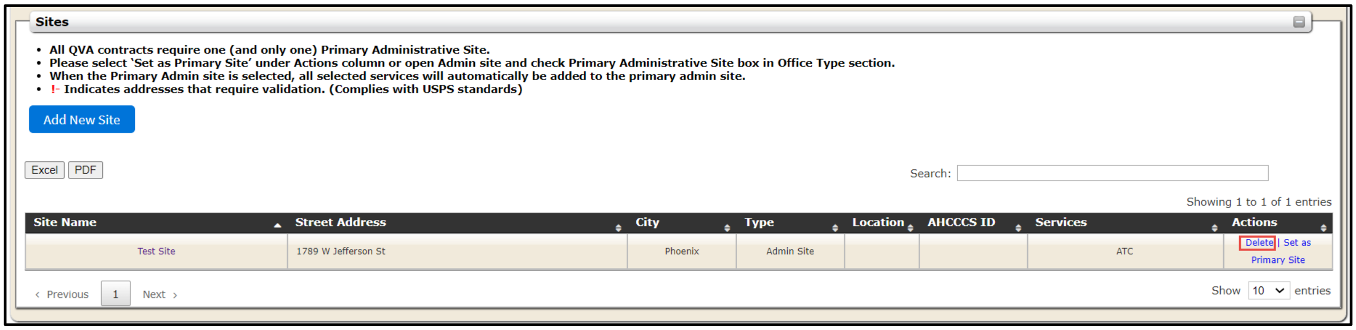
1. Click on the Site Name hyperlink to access the 'Site Information & Services' page which will allow the site information to be edited.



2. Save the changes using the [Save Site] button on the page.

Remove/Delete a site

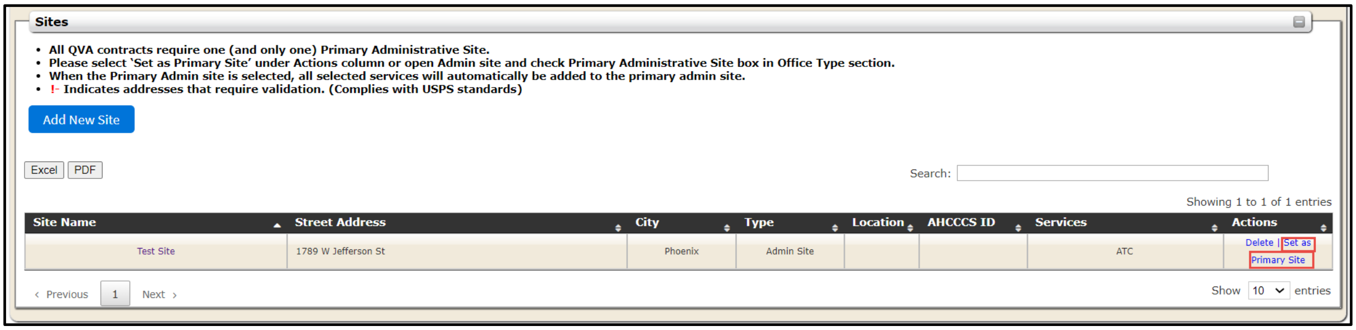
1. Click the 'Delete' link in the Actions column of the selected site to remove the site.



2. Click [Confirm] on the 'Site Delete' pop up window. This will remove the site from the Sites List and any OLCR items associated to this site will be disabled.

Set a Primary Site

1. Click the 'Set as Primary Site' link in the Actions column of the selected site.



2. **RESULT**: The site is designated as the Primary site immediately and all available services are added to it.

4 REVIEW ONLINE QVA APPLICATION

Once you have filled in all of the required fields, your electronic online QVA application may be considered complete. You may now submit the online application for review by DDD, the 'Division'. Read over the important points below before submitting the application. You may contact Customer Service for assistance at any time.

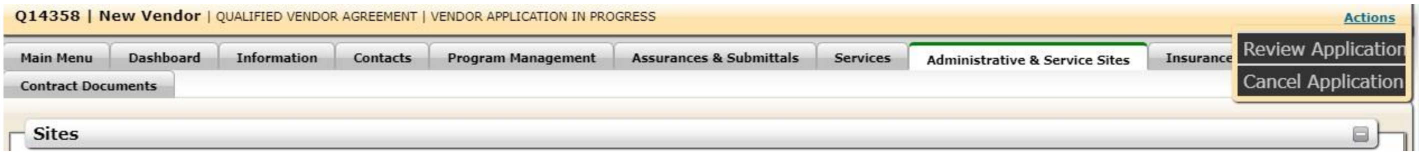
IMPORTANT:

- Only online applications with ALL required fields populated will be allowed to be submitted.
- Clicking the [Submit Application] button electronically submits your online application.
- The application submission process is handled in **2 steps**. Submitting the online application is Step 1 of the process. Step 2 is submitting a hard copy application. Both steps need to be completed in order for your application to be reviewed by the Division.
- Once the online application is submitted, and the application status has been updated to **SUBMITTED**, the application will no longer be editable.
- The online application will be **available for changes** if it has been denied by the Division and returned to the applicant, or once it has been awarded a contract by the Division.
- If any missing required data fields are found when submitted, the applicant will be immediately notified by the system and will be directed to fix all issues before re-submitting the online application.

4.1 Submit Application Error – Missing Data Fields

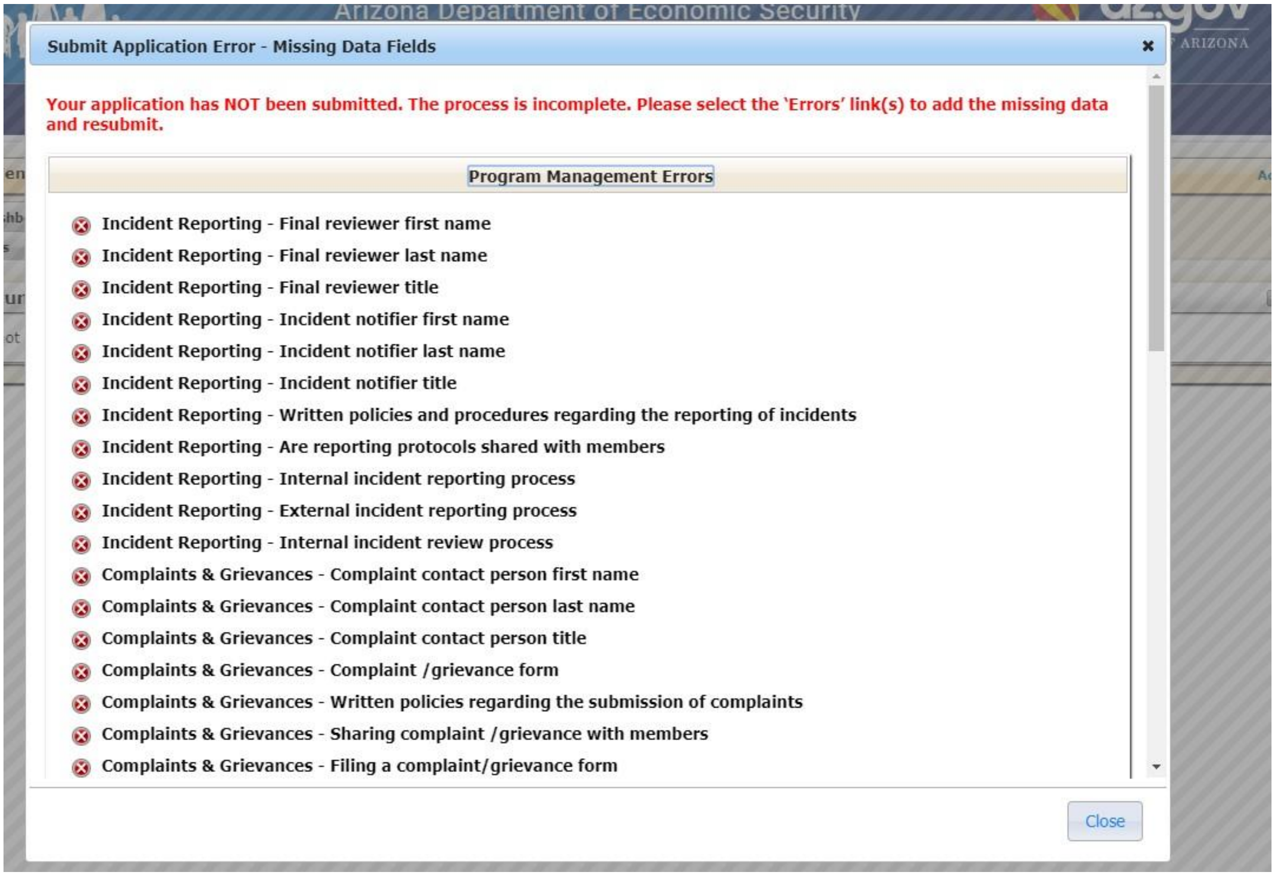
If any required fields have been left blank when the Review Application action is selected, the system will stop the submission process. The **Missing Data Fields** window will open and display a list of fields that need to be corrected.

To correct missing data issues, follow the steps below:



With missing required data in the application, click the **Actions** link in the upper right corner of the application header bar and select the '**Review Application**' action item.

When the **Submit Application Error - Missing Data Fields** window opens, a list of blank required fields will display under each category. The category titles are hyperlinks which will take the user **directly to the**

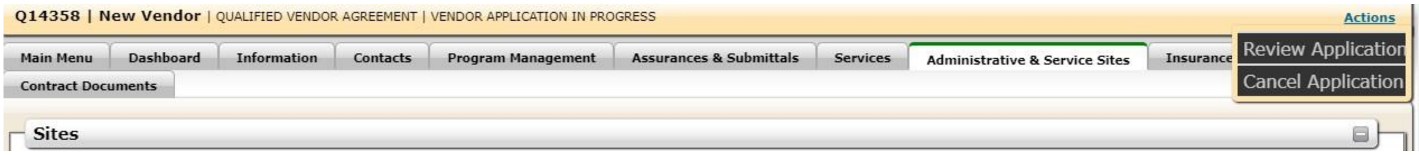


application tab with the blank required field.

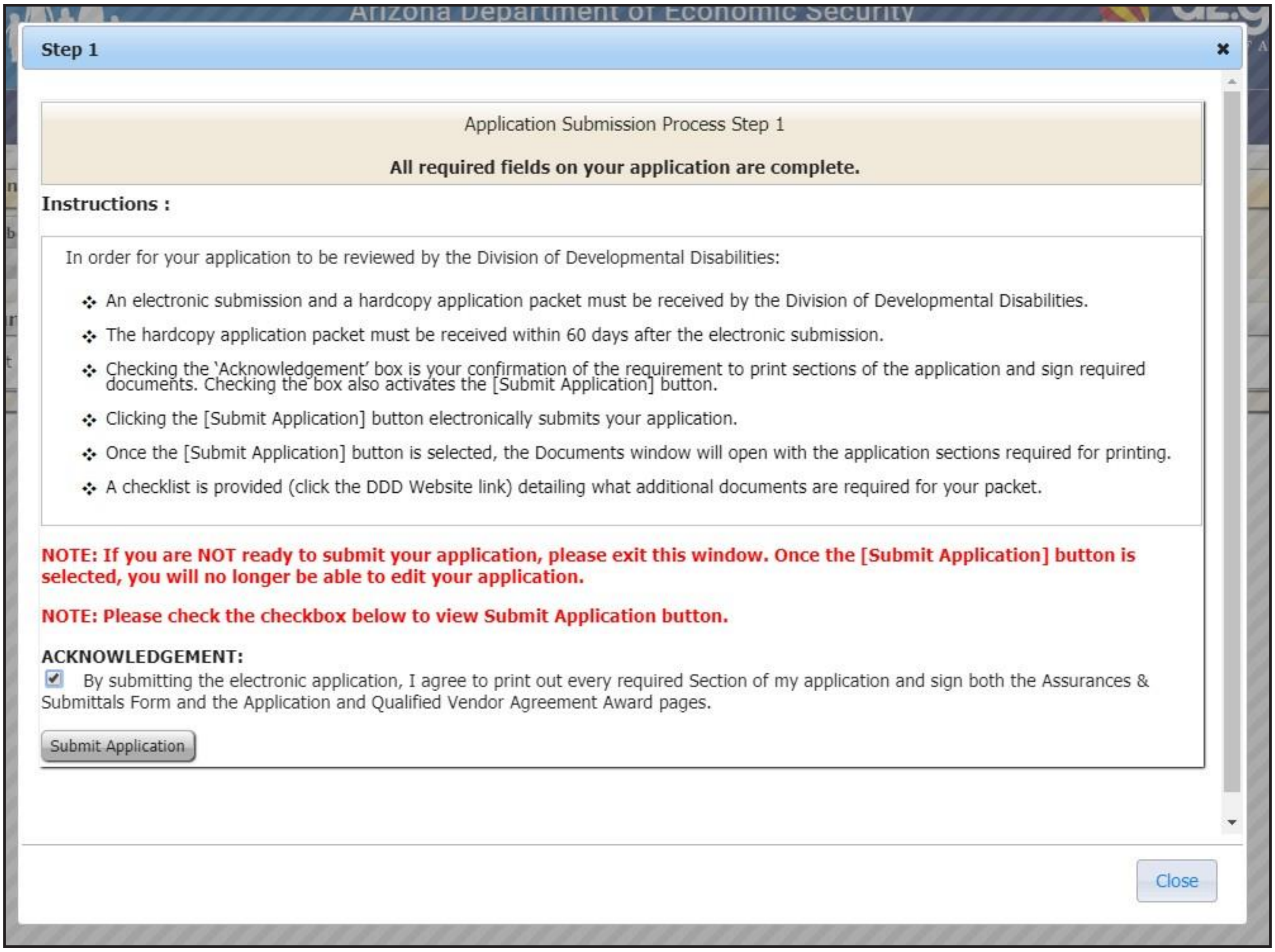
Click on one of the section titles.

4.2 Application Submission Process – Step 1

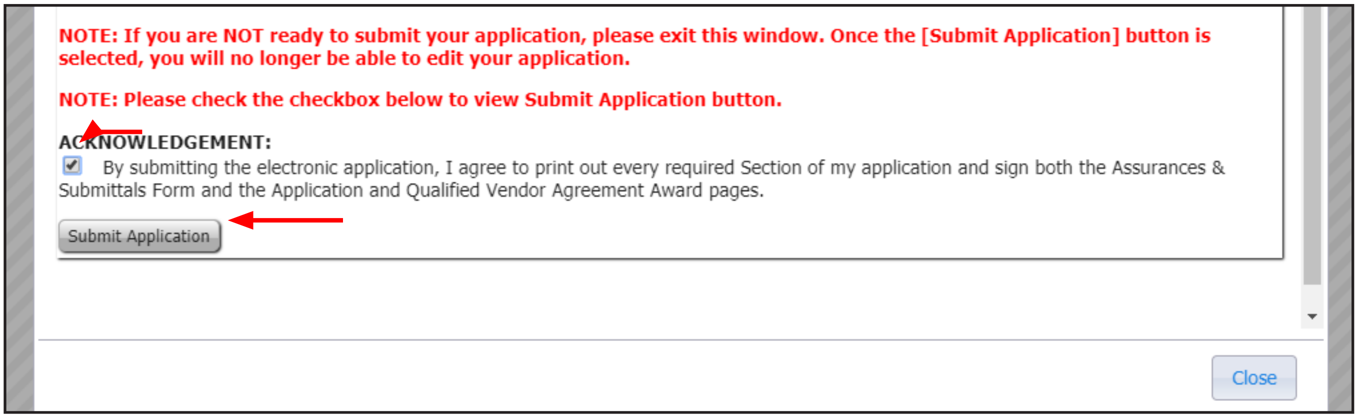
If all required fields have been filled in when the application is submitted, the system will proceed with the submission process. The first part of the process is Step 1, submitting the **online application**.



To submit the Qualified Vendor Agreement online application, follow the steps below.



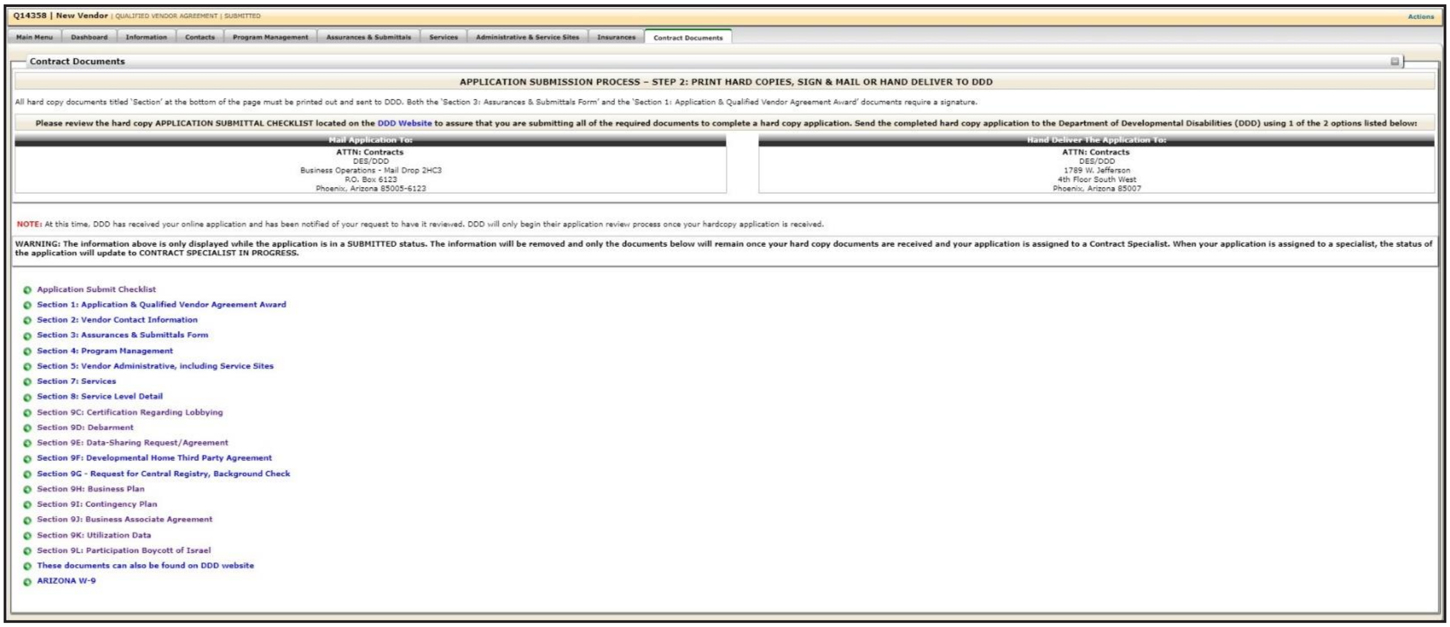
1. Click the **Actions** link in the upper right corner of the application header bar and select the '**Review Application**' action item.
2. Read through the Application Submission Process Step 1 Instructions.



3. Read the "print out" agreement statement and then, select the check box located to its left. **NOTE**: Selecting the check box will enable, or make available, the [Submit Application] button. The "print out" statement must be agreed to in order for the application to be submitted.
4. Click the [Submit Application] button.

NOTE: Please ensure you review your entire application prior to submitting it. Once the [Submit Application] button is selected, you will no longer be able to edit the application.

CONGRATULATIONS! YOUR ELECTRONIC ONLINE APPLICATION HAS BEEN SUCCESSFULLY SUBMITTED.
Verify the information below…



A. The application status has updated to SUBMITTED.

B. All fields in the submitted application are now read only and may not be updated.

Proceed to <u>Application Submission Process – Step 2</u>

5 SUBMIT HARDCOPY QVA APPLICATION

Once you have submitted the electronic online application, the only step remaining is to **print, gather, sign and submit** the hardcopy application and any requested assurance submittal documents. Read over the important points below before proceeding to Step 2 of the QVA application process. Contact DDD Customer Service for assistance at any time.

IMPORTANT:

- At this time, the Division has received your electronic online application and has been notified of your request to have it reviewed.
- In order for your application to be reviewed, the **application hardcopy documents** must also be received by the Division. DDD will only begin the application review process once both the online application and hardcopy application and requested documents are received.
- The Division must receive one complete original paper hardcopy of all the documents listed on the **Application Submittal Checklist** (including the completed Application Checklist) and all requested **assurance submittal documents** containing the proper signatures and labels.
- The **Application Submittal Checklist** is a document provided on the DDD website to assure a complete submission of your Qualified Vendor Agreement application. Click on the this link DDD Webpage or the link on the Contract Documents tab in the online app to access Application Submittal Checklist.
- The completed hardcopy packet may be sent to the Division through **direct mail** only. (*Emailing or faxing the packet is not allowed.*)
- Both the '**Section 3: Assurances & Submittals Form**' document and the '**Section 1: Application & Qualified Vendor Agreement Award**' document require a signature.
- The Step 2 instructions on the **Contract Documents page** are only displayed while the application is in a status of **SUBMITTED**.
- Once the application has been assigned, the Step 2 instructions will be removed from the **Contract Documents page** and only the documentation "Section" links will remain.
- The **Notice Contact Email Address** provided in the CAS web application will be used for all DDD electronic communications.
- **Failure to send in all required forms may delay the processing of your application.**

5.1 Application Submission Process – Step 2

At this point, it is recommended that you **print out all the application documents** using the 'Section' links located at the bottom of the **Contract Documents tab** and **proofread your entries**. Take time to review and make any necessary changes before sending in your hardcopy packet.

5.2 Contract Documents

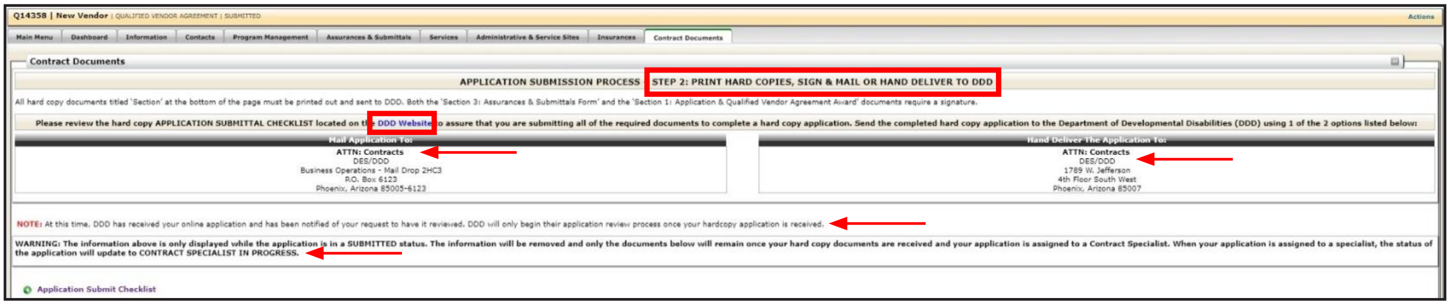
Print Hardcopy Application

To print out the hardcopy application documents, follow the steps below.

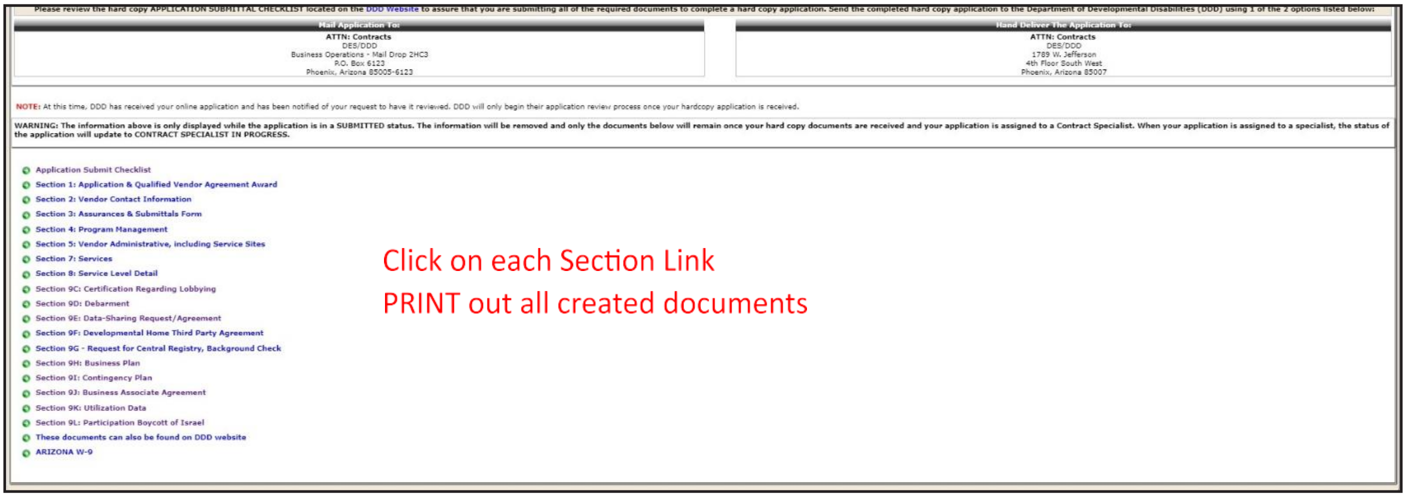
1. Once the online application has been successfully submitted electronically, go to the Contract Documents tab.
2. Read through the Application Submission Process – Step 2 instructions on the Contract Documents page.

Application Submission Checklist

Open the Application Submittal Checklist accessed through the 'DDD Website' link on the Contract Documents tab to assist you in making sure ALL required documents get submitted,.



3. Selecting one at a time, click on each of the "Section" document links located near the bottom of the Contract Documents page.
   NOTE: After the online application has been submitted, the links on the QVA contract application Contract Documents tab will remain available to the vendor throughout the life of the QVA.
4. Select each link and print out each document until all documents have been printed.



5. Locate both the "Section 1: Application & Qualified Vendor Agreement Award" document and the "Section 3: Assurances & Submittals Form" document. Both hardcopy documents require a signature in order to be processed.

IMPORTANT: **Failure to sign either of these forms may delay the processing of your application.**

Collect Requested Documents

6. Collect all of the assurance submittal documents requested based on the answers provided on the **Assurances & Submittals tab** in the QVA.
7. Once all submittal documents have been collected put them with the printed out hardcopy documents listed on the Application Submittal Checklist to create a 'QVA Hardcopy Application Packet'.
8. Take time to review and make any necessary changes before mailing your QVA Hardcopy Application Packet. IMPORTANT: Once the QVA Hardcopy Application Packet has been submitted, it will not be able to be updated or changed. Once your online application and hard copy have been received by the Division, a Contract Management Specialist will be assigned. Contact your assigned Contract Specialist with questions, comments or concerns regarding your submitted QVA application.
9. For questions regarding the application prior to submission, contact 602-542-6873 or email

DDDContractsManager@azdes.gov.

Submit Hardcopy Packet

10. Place the packet in a single sealed legal sized envelope and send it in to the DES Division of Developmental Disabilities using the approved delivery method listed below.

Mail Application to:
DES/DDD
ATTN: Contracts
Business Operations Mail Drop 2HC3
P.O. BOX 6123
Phoenix, AZ 85005-6123

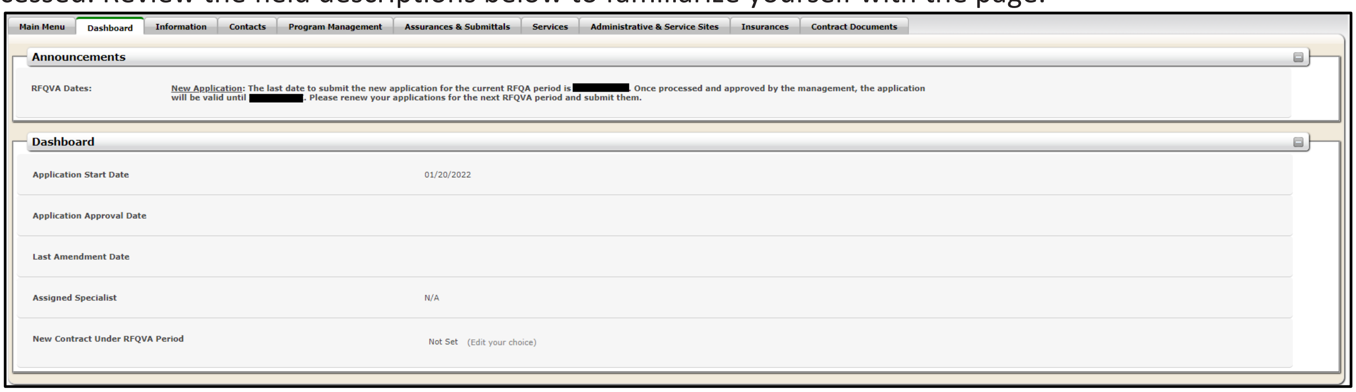
Congratulations, if you have followed all the instructions, you have successfully submitted the Qualified Vendor Application.

What happens now?

Once your application has been assigned, your Specialist will be the main point of contact through the application process and will contact you directly using the Notice Contact Email Address listed on your QVA application. You may reach out to the specialist using their contact information found on the Dashboard tab of your submitted online QVA application in the Qualified Vendor Contract web application.

5.3 Dashboard

The **Dashboard tab** contains a simple overview of key information about your QVA application, and contract. The fields on the page are populated by the system and will be updated automatically as your QVA is processed. Review the field descriptions below to familiarize yourself with the page.



Announcements Section – In the Dashboard tab the details for creation of new application under the current RFQVA Period are given.

A. Once the application has been assigned to a specialist, the status will automatically update to **CONTRACT SPECIALIST IN PROGRESS**.
B. The date the online application was submitted by the vendor through the QVA.
C. The date the application has been approved and a contract is awarded.
D. The date of the last completed amendment. (Used AFTER the contract has been awarded)

E. Once the application has been assigned to a specialist, the name, phone and email contact information of the assigned worker is displayed.

F. New Contract Under RFQVA Period is available to be created by a Vendor for an approved contract.

G. In this status, there are no actions available for the Vendor.

6 CANCEL APPLICATION

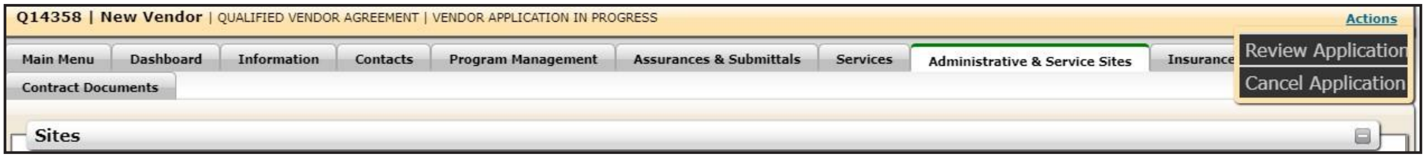
The online application may be canceled before it has been submitted to the Division for processing. It is strongly recommended that applicants print a copy of the application for future use.

IMPORTANT:

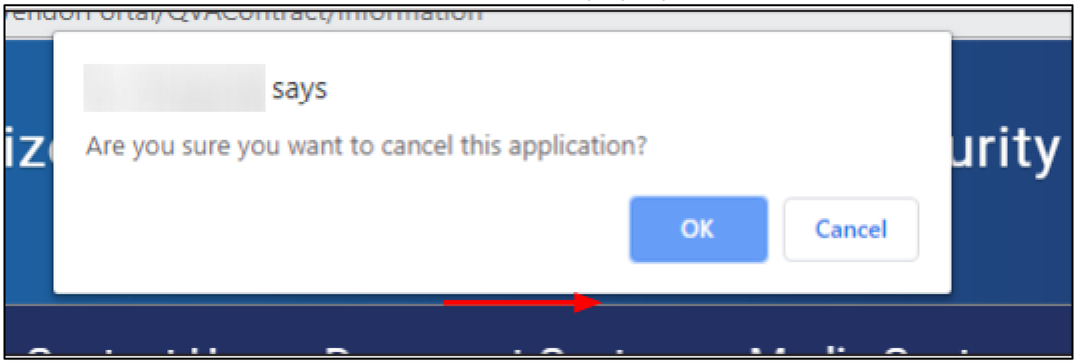
- The application must be in the VENDOR APPLICATION IN PROGRESS status to be canceled.
- The application will no longer be able to be edited once it has been canceled.
- If the application is canceled, the vendor account will remain active and the vendor will still have access to the Contract Administration System (CAS) web application and the canceled application.
- A new QVA application may be created using the FEI from the canceled application.
- Data from the canceled application will not carry over to the new application, with the exception of the information provided during vendor registration.
- The DDD Contracts Manager may cancel a QVA application which has not been active for a long period of time.
- Contact the Division of Developmental Disabilities Customer Service Center with questions regarding canceling after the QVA online application has already been submitted for review.

Follow the step below to cancel an online QVA application, before it has been submitted:

1. Login to the Contract Administration System (CAS) web application to access your un-submitted QVA application. The application status should be VENDOR APPLICATION IN PROGRESS.
2. From any page inside the QVA application, click on the Actions link in the application header and select "Cancel Application".

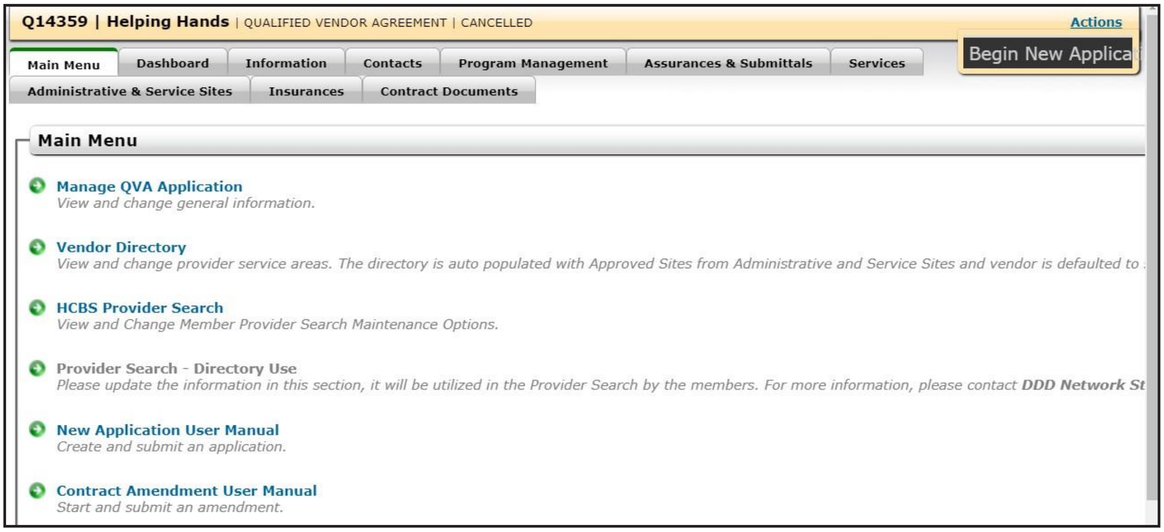


3. Click the [OK] button on the confirmation pop up window.



>>>

RESULTS: The application is immediately canceled. The vendor may now re-apply for a new Qualified Vendor Agreement through the CAS web application.



A. The application status is updated to **CANCELED**.

B. All fields on the application have been set to **Read-Only** and may not be edited.

C. The only available action for the vendor is “**Begin New Application**”.

7 APPLICATION REVIEW PROCESS

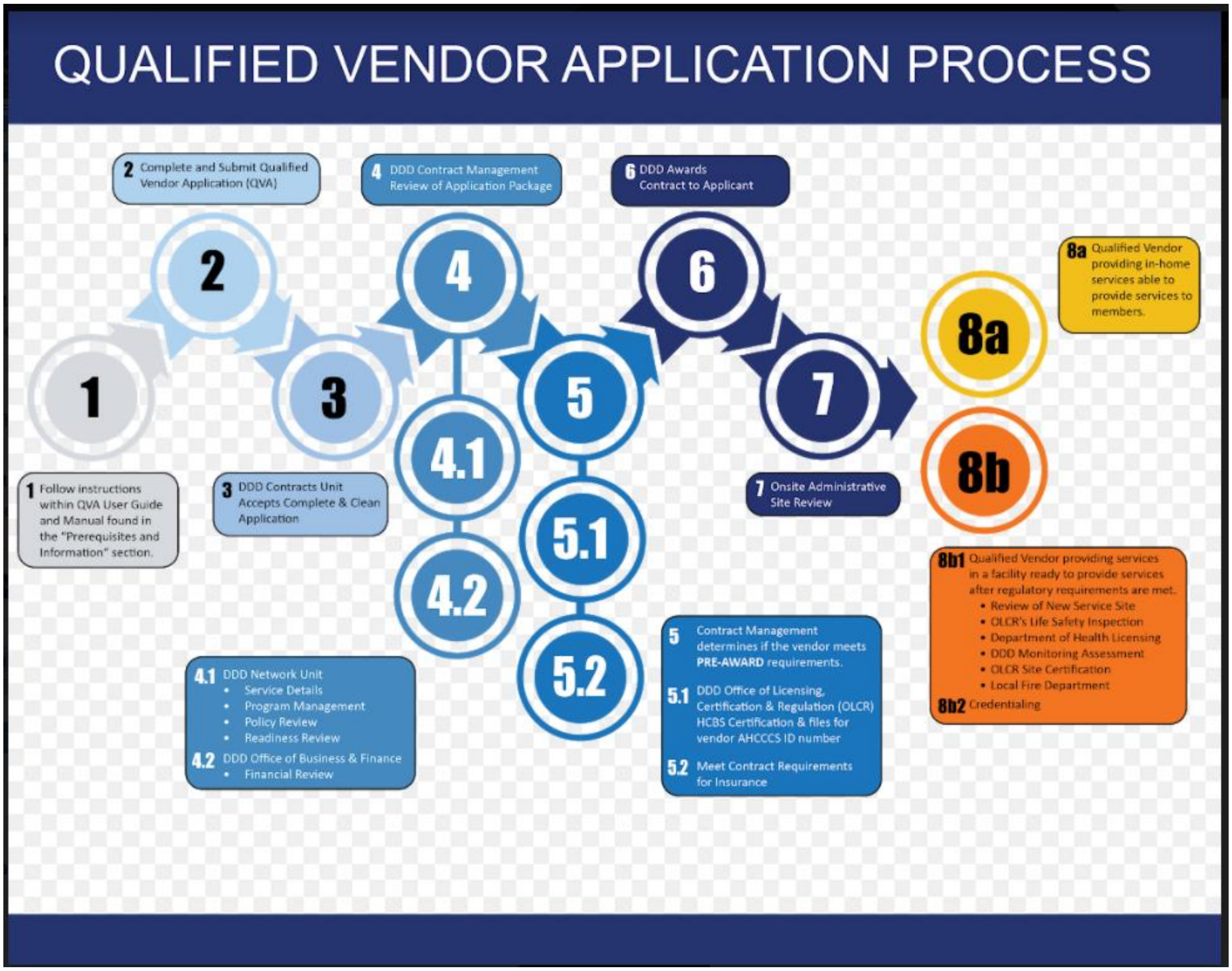
Your application is now being reviewed by the Division of Developmental Disabilities Contracts Department. The application will go through various levels of review and statuses before a decision can be made. Either a contract will be awarded to the vendor or the application will be denied by the Division. Read through both scenarios below.

7.1 Award Contract

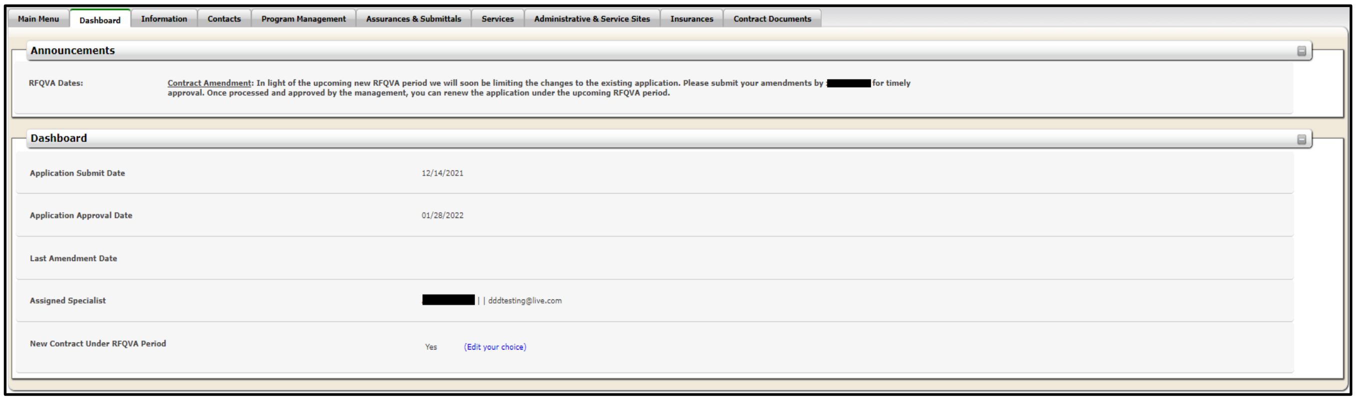
If all submitted information passes the review process, an Arizona DES/DDD contract will be awarded to the vendor based on the information submitted in the agreement. Once the contract is awarded, the vendor will be contacted by the Division to follow up with the next steps in the process.

IMPORTANT:

- The service added to the contract will remain in a **Pre-Approved** status until the requirements below have been met by the vendor and the Division:
  - Valid **insurance** is required to provide services to members through your QVA contract.
  - **AHCCCS Registration** for all added services is required before services can be activated and the vendor may start to serve members.
  - **OLCR Certification** for all added services is required to start serving members.
  - Once OLCR Certification, Insurance and AHCCCS Registration have been verified, DDD will manually set the **service start date** for each of the services on the QVA contract.
  - Once the service start date has been set, the service is active and may be provided to the members and the vendor may submit invoices for payment of services provided. **IMPORTANT: For a vendor providing facility-based services, i.e. Group Home, there are several other regulatory requirements that must be met. Review the Qualified Vendor Application Process diagram on the “Become A Qualified Vendor” webpage.**



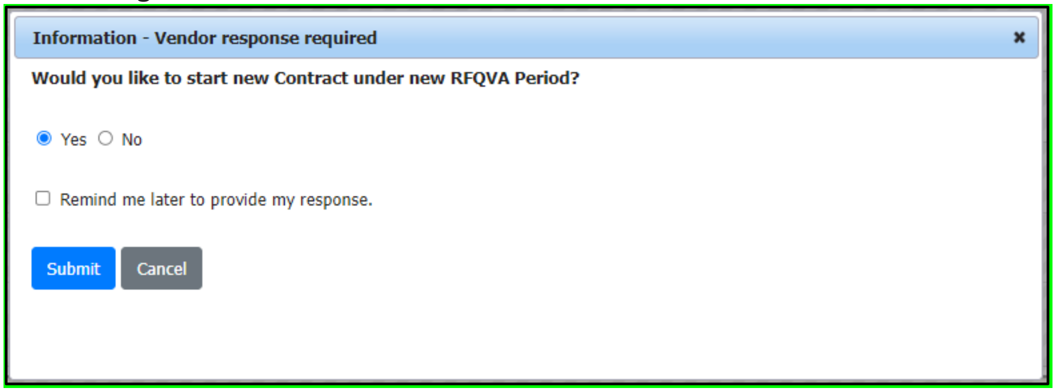
A. Once awarded, the contract status will update to **MANAGEMENT APPROVED**.



Announcements Section – In the Dashboard tab the details for creation of new application under the current RFQVA Period are given.

B. The only way to **make changes** to the contract at this point is **through an amendment**. Only the Division has the ability to terminate the approved QVA contract, see the "Contract Amendment User Manual" in Focus.

C. On clicking (Edit your Choice) hyperlink in New Contract Under RFQVA Period section the Information- Vendor response required pop up window is displayed. The user is given choice for starting a new Contract under new RFQVA Period.



D. The **Contract Awarded Date** on the CAS web application dashboard of the contract will be updated with the date the Division awarded the contract.

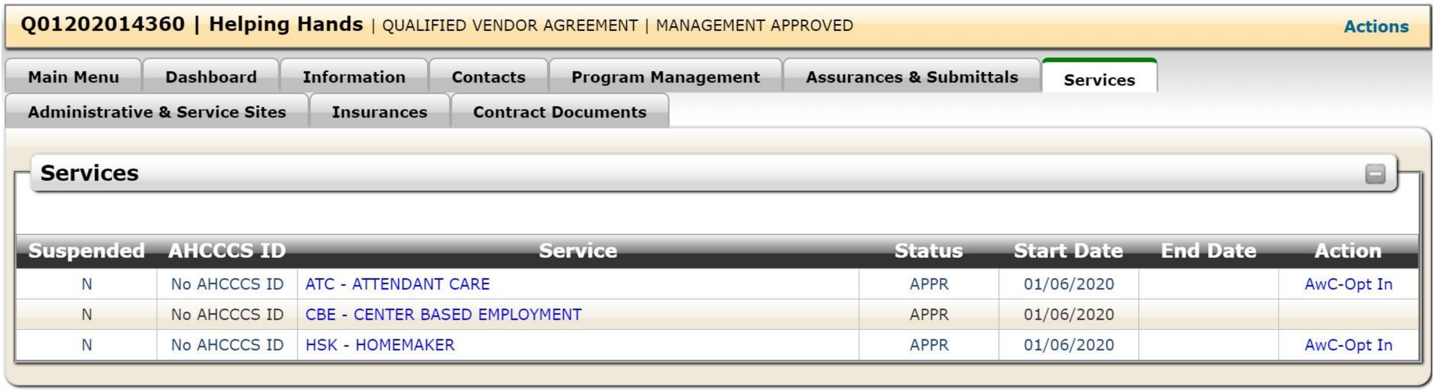
7.2 Start Services

Even though your contract has been awarded, **<u>your services have not yet been activated with AHCCCS</u>**.

IMPORTANT:

- Valid insurance is required before services can be started.
- The Division will need to confirm the vendor's readiness to provide the service during a Readiness Review and the vendor will need to be registered in AHCCCS and OLCR before the service can be activated.
- The DDD Contract Specialist assigned to your contract will manually set the service start date after the
- service meets the requirements above.

7.3 Application Denial



Suspended	AHCCCS ID	Service	Status	Start Date	End Date	Action
N	No AHCCCS ID	ATC - ATTENDANT CARE	APPR	01/06/2020		AwC-Opt In
N	No AHCCCS ID	CBE - CENTER BASED EMPLOYMENT	APPR	01/06/2020		
N	No AHCCCS ID	HSK - HOMEMAKER	APPR	01/06/2020		AwC-Opt In

If any part of the submitted application (including the online application and the hard copy documents) <u>DOES NOT pass the review process</u>, the application will be **denied by DDD Contracts Management**.

IMPORTANT:

- The application will **no longer be open for edit** once it has been denied.
- If the application is denied, the **vendor will still have an active account**. The vendor will still have access to the CAS web application and the denied application.
- A new QVA application may be created using the Federal Employee Identification number (FEI) from the denied application.
- Once a new application has been started from the denied application, **access to the denied application will no longer be available**.
- Data from the denied application **will carry over to the new application** and be available for the vendor
- to make changes and resubmit.

A. Once denied, the contract status will update to **MANAGEMENT DENIED**.

B. The only available action for the vendor is "**Begin New Application**".

C. The A**pplication Deny Date** on the Dashboard will be updated with the date the Division denied the application.

NOTE: The vendor can re-apply for a Qualified Vendor Agreement using the FEI from the previously denied application.

8 Vendor Directory and HCBS Provider Search

Vendor Directory and HCBS Provider search are located under the Main Menu tab of the QVA.

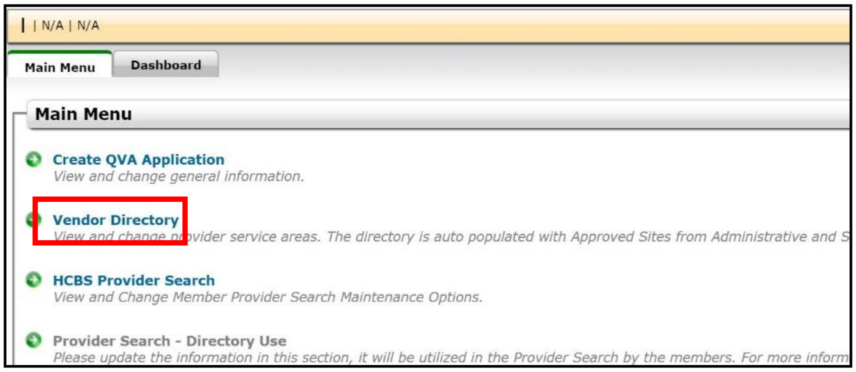
8.1 How to Configure In-Home Services in the Vendor Directory

**Note: All applicants may complete the processes below. The information will not be accessible to the members or their families until the services are approved and activated.

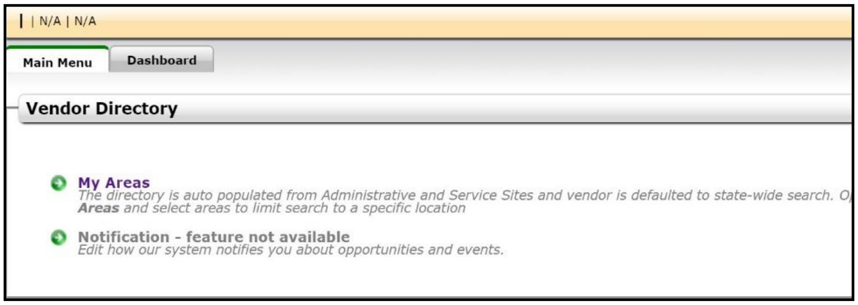
In-Home services can be provided by vendors with an approved Qualified Vendor Agreement anywhere in the state of Arizona. The vendor directory allows vendors to designate areas where they are able to provide services. The Provider Search tool will only return results for in-home services, based on the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

Note: All active vendors are, by default, included in the Division of Developmental Disabilities Home and Community Based directory for all areas in the state. If a vendor wishes to specify areas and add additional information, e.g. other languages and notes, they must complete the processes below. If no data is provided, all of the services will be automatically provided across the State.

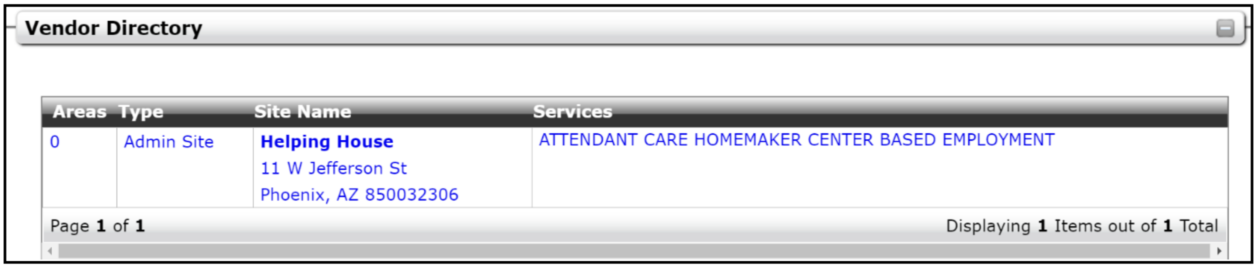
1. From the Contract Administration System (CAS) Main Menu select the link “Vendor Directory”.



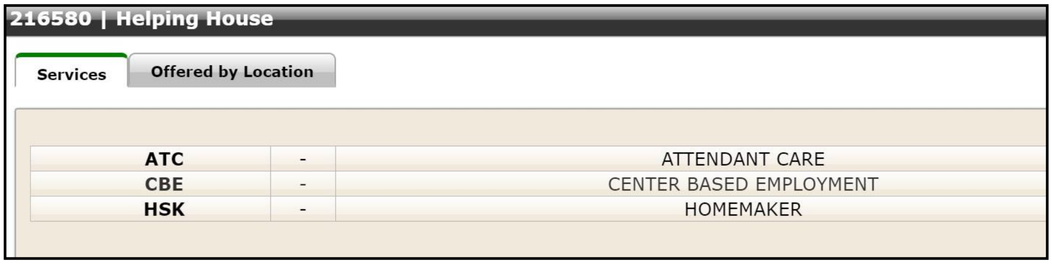
2. Click the “My Areas” Link.



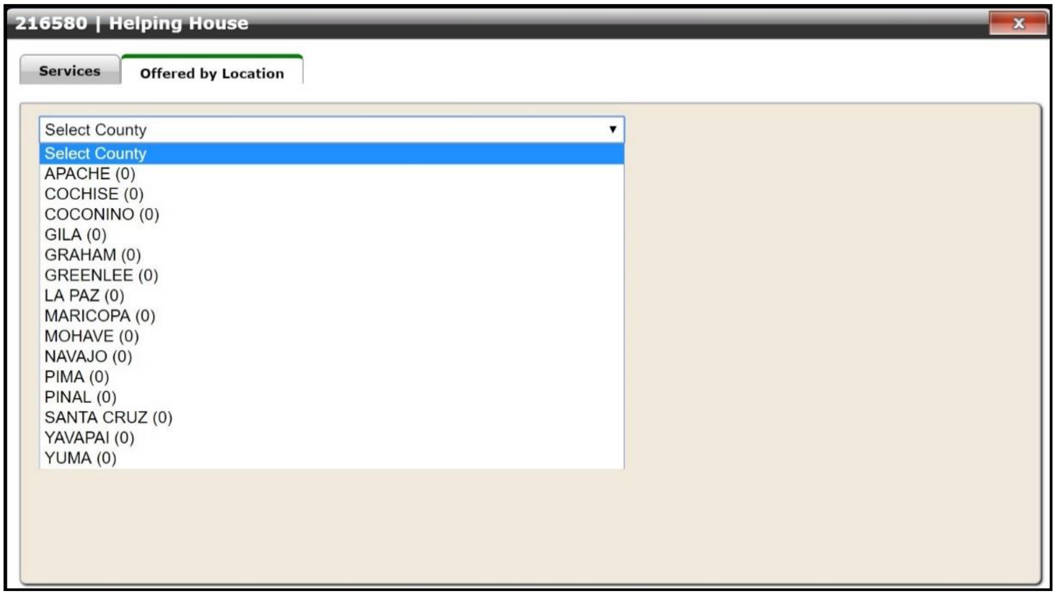
3. A list of Administrative and Service Sites is displayed. Click the Administrative Site to add areas where you are able to provide In Home Services.



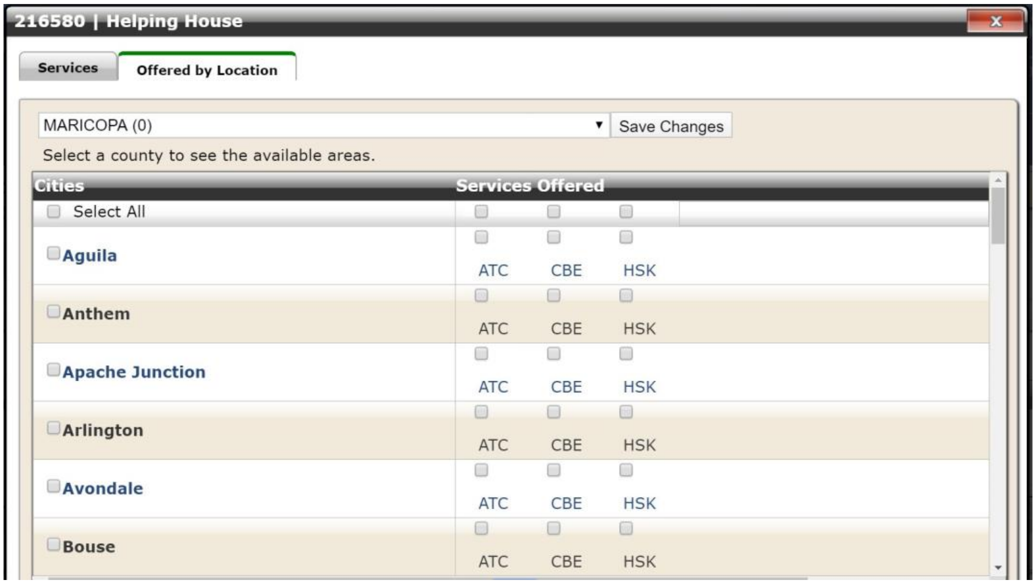
4. A window displaying the Site Name and a list of services offered at the site opens. Click the tab “Offered by Location”.



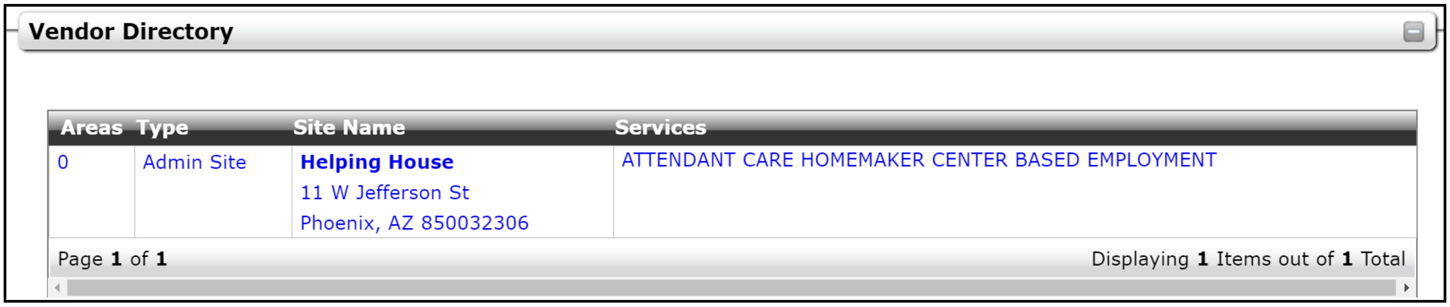
5. Select a county from the drop down box.



6. Check the boxes for each service and city where you are able to serve members. 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.

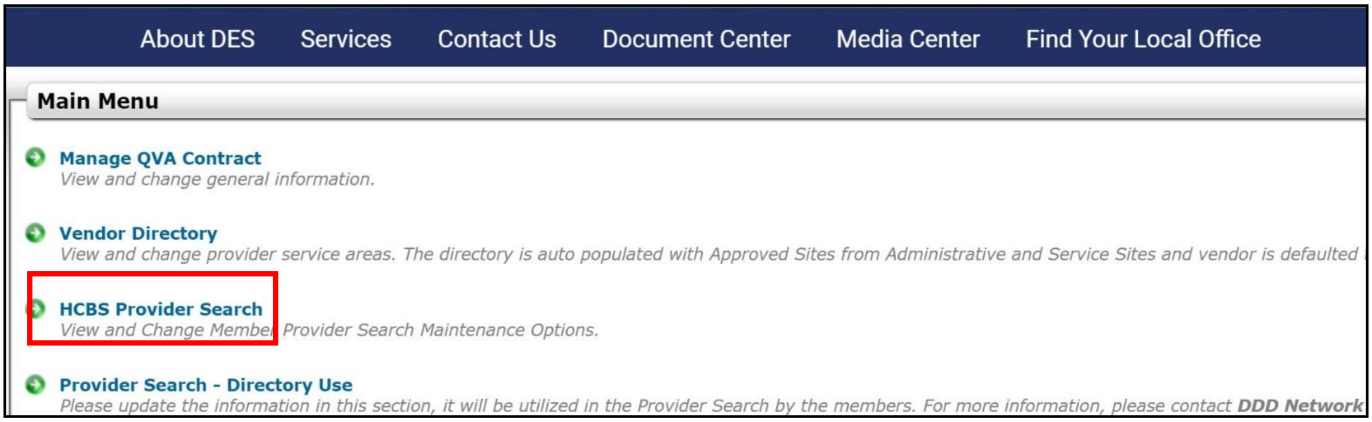


7. Cities selected are listed under the "Areas" column of the vendor directory.

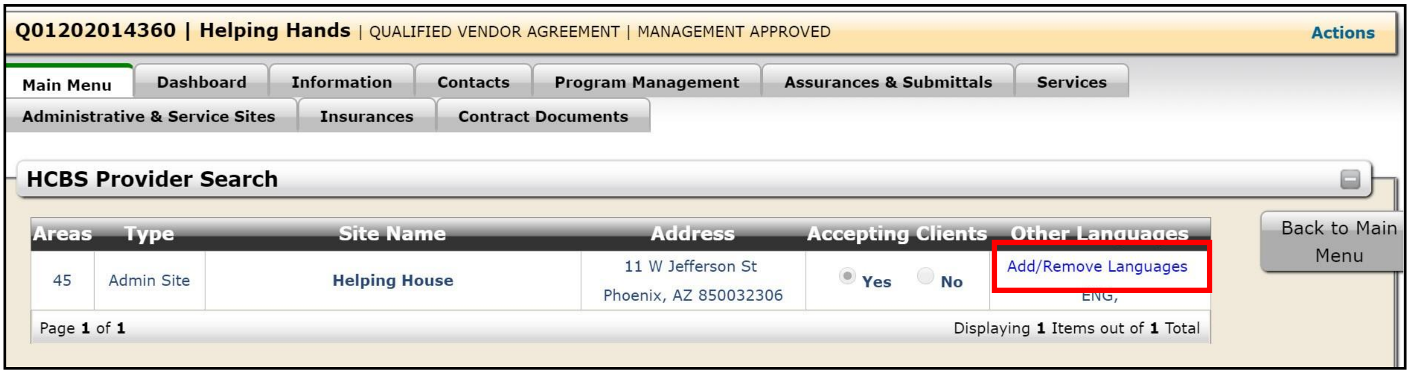


8.2 How to set up HCBS Provider Search

1. Verify all approved Facility Based services are assigned a service site. Verify all In-Home services are assigned to an Administrative site with assigned areas in the vendor directory. If city and service assignments are not completed in the vendor directory, the services will not appear in the HCBS Provider Directory Search.

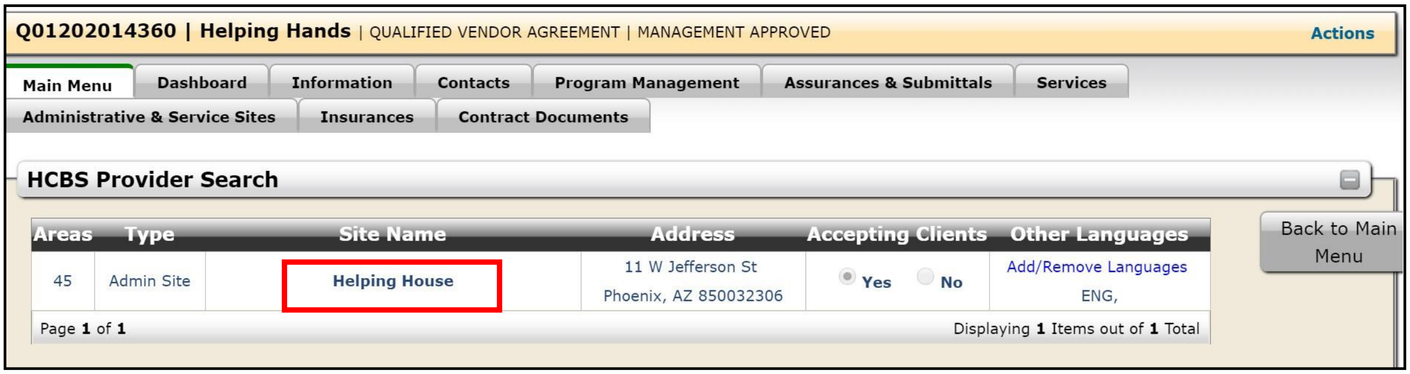


2. Select HCBS Provider Search. The window opens to the HCBS Provider Search Grid.



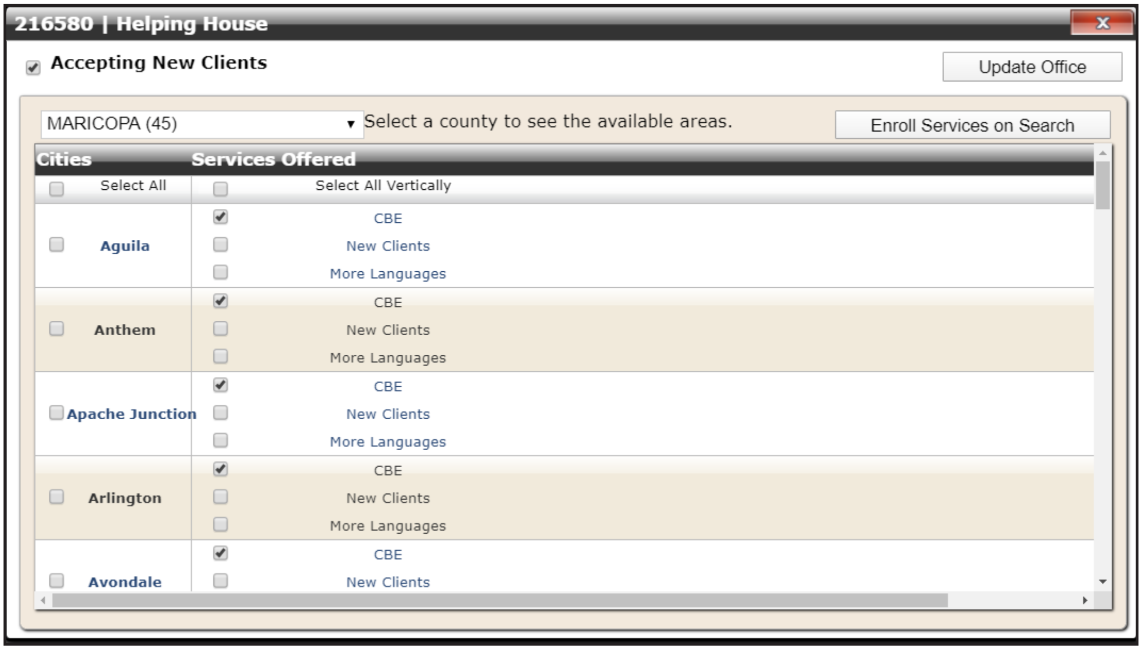
3. Select Add/Remove Languages. A drop-down list of Other Languages is available for selection. Once selections are saved, they will appear under the Add/Remove Languages link and display on the HCBS Provider Directory Search.

4. Select the "Site Name" to access the county where members will be served.



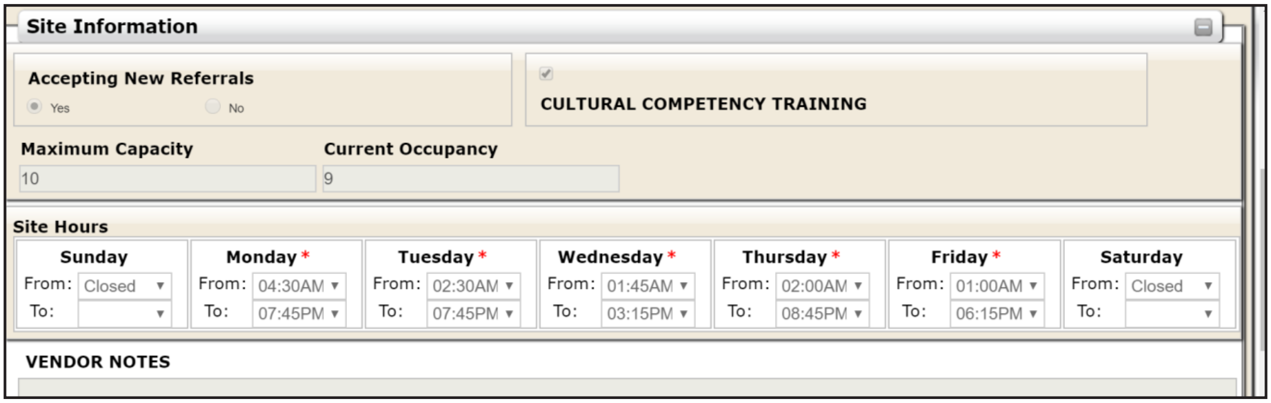
5. Select the county to see the available areas.

6. If ‘Accepting New Members’ is checked at the top of the page, it is not necessary to select it below. Selecting ‘More Languages’ is not necessary as languages can be added directly from the Provider Search grid (see above) Services can be checked or unchecked for each specific city. When completed, select [Update Office].



7. Finally, additional information can be added to appear in the HCBS Provider Search Grid by updating Administrative or service sites in the contract.
   a. Open the contract and select the **Administrative & Service Sites** tab.
   b. Once opened, select the **Site Information Listed** tab.
   c. Begin an amendment. (Vendor Notes and Cultural Competency Training are auto-approved.)
   d. Add notes and check Cultural Competency Training, if appropriate.
   e. Save Changes and Submit the amendment.

Changes will appear on the **Division of Developmental Disabilities Home and Community Based Directory** for members and their families to view.



9 LOGIN TO FOCUS USING AN EXISTING USERNAME & PASSWORD

IMPORTANT

- The Focus Username is NOT typically an email address.
- If you do not have your Focus password, please skip forward to Chapter 10, **FORGOT PASSWORD PROCESS**, to reset your password and gain access to your Focus account.
- If you do not have your Focus username or for any other login issues, please contact your assigned specialist via email from the email address used to set up this account in FOCUS. The email will be forwarded to DDD Prod Support for resolution.

If you do not have a Focus account, please return to Chapter 2, **CREATE A NEW FOCUS USER ACCOUNT**, to create one and gain access to the Focus application.

1. Access the Provider Login page at https://ddd.azdes.gov/organization/ddd/focusdd/frm_login.aspx.
2. Enter your existing Focus account username and password.
3. Click the [Login] button.

10 FORGOT PASSWORD PROCESS

IMPORTANT

- The Forgot Password process is only applicable for users who have already successfully set up their Focus account Security Questions and Answers.
- This process will reset your current, forgotten password. The system cannot recover and email your current/forgotten password for security purposes.
- You will need to reset your password using the link in the 'Automated Notification Regarding Your Secured Account' email sent to your Focus email address.
- Your current/forgotten password is active until the new password is created through the reset password link in the Focus system generated email.
- Once your new password has been successfully created, your old password will no longer be active.
- For security reasons, all new passwords must follow the updated guidelines listed below:

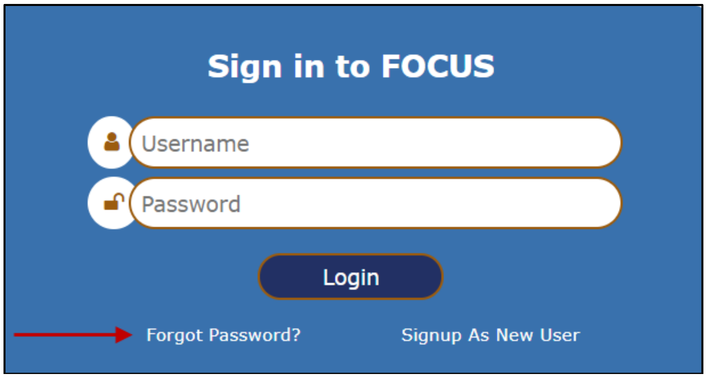
  A. Must contain at least one number, one upper case letter, and one lower case letter.

  B. Must be between 8 and 32 characters in length.

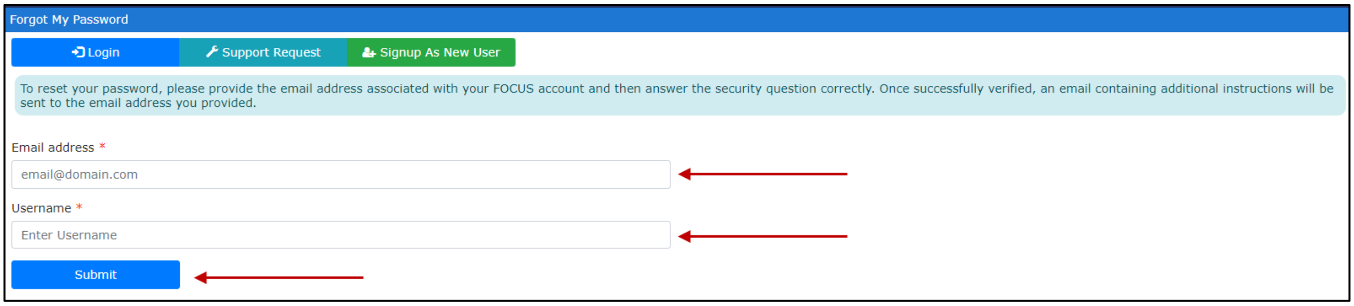
  C. Special characters are not allowed, and the password is case sensitive.

  D. Must not be the same as the past 6 saved passwords.

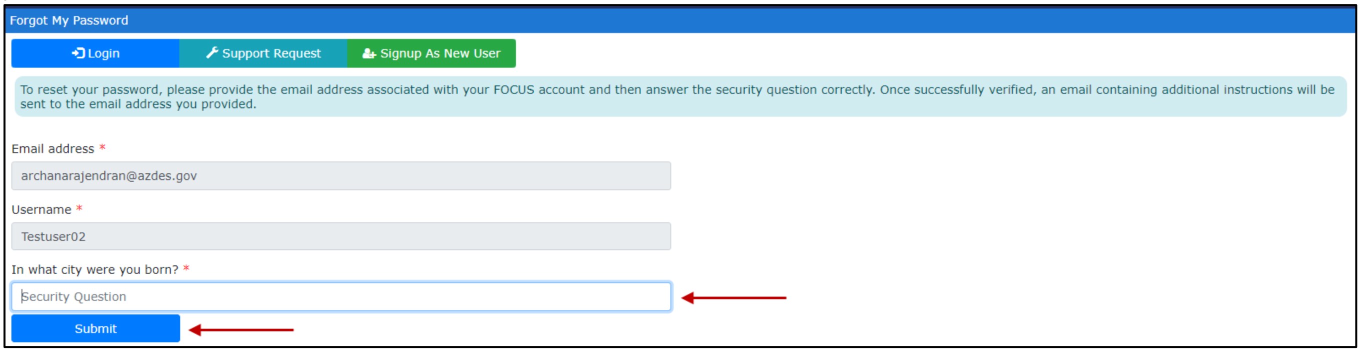
1. On the Focus Login page, click the Forgot My Password link.



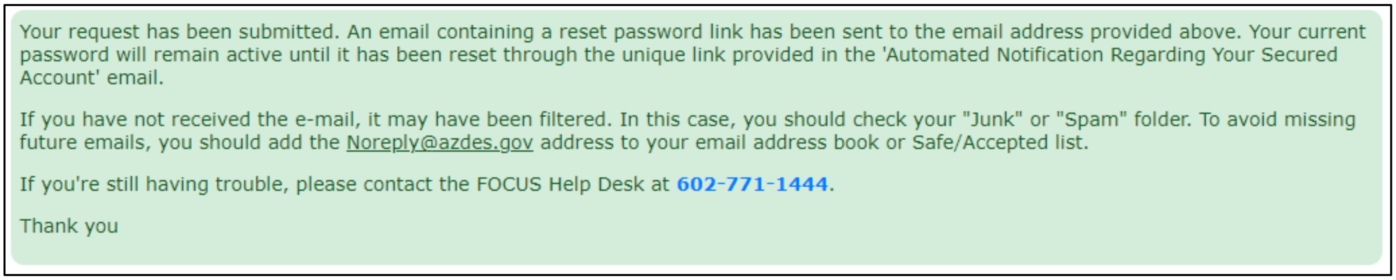
2. Enter in the Focus user's Email Address and your User Name, and then click the [Submit] button.



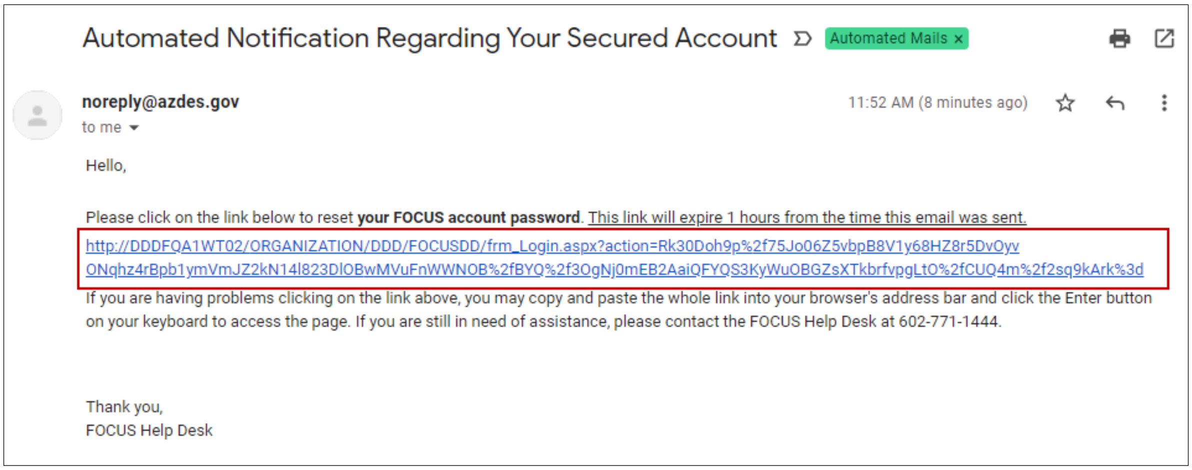
3. Enter in your Email Address and User Name, and then click the [Submit] button.
NOTE: The security questions & answers for the Focus account must be previously set up by the user, failure to do so will result in user lockout. The Forgot Password process will not work for the provided email.



4. Verify the confirmation message displayed on the Forgot Password page.



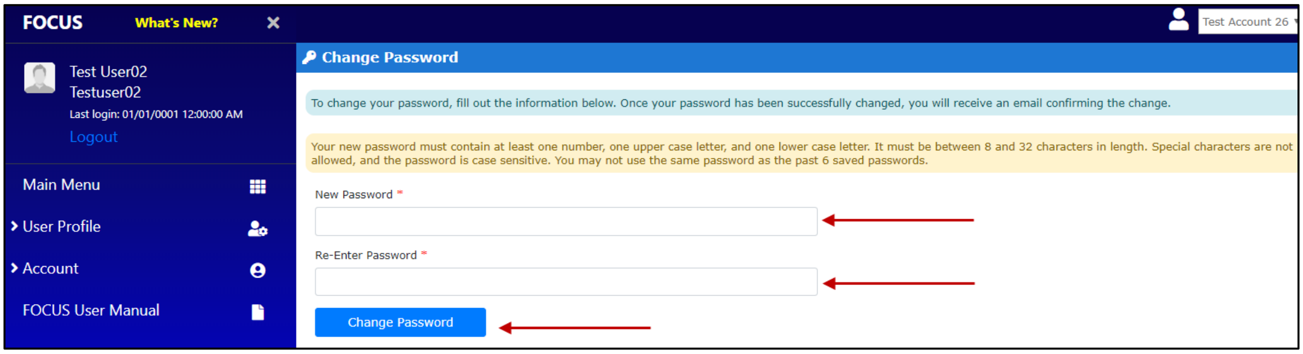
5. Open the automated email and click on the provided link.



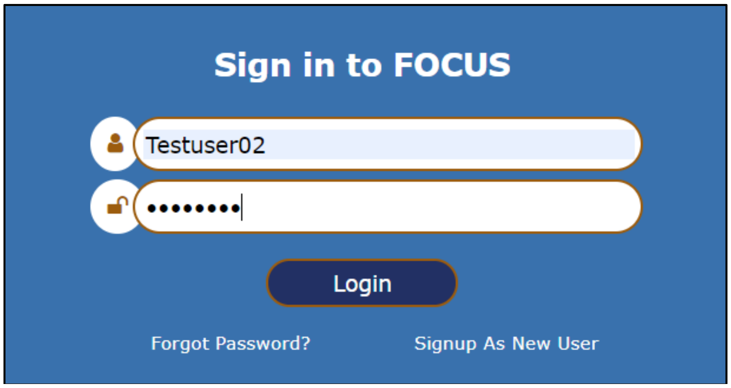
6. Enter a New Password according to the guidelines listed in the light blue box.

7. Re-enter the password in the Re-Enter New Password field.

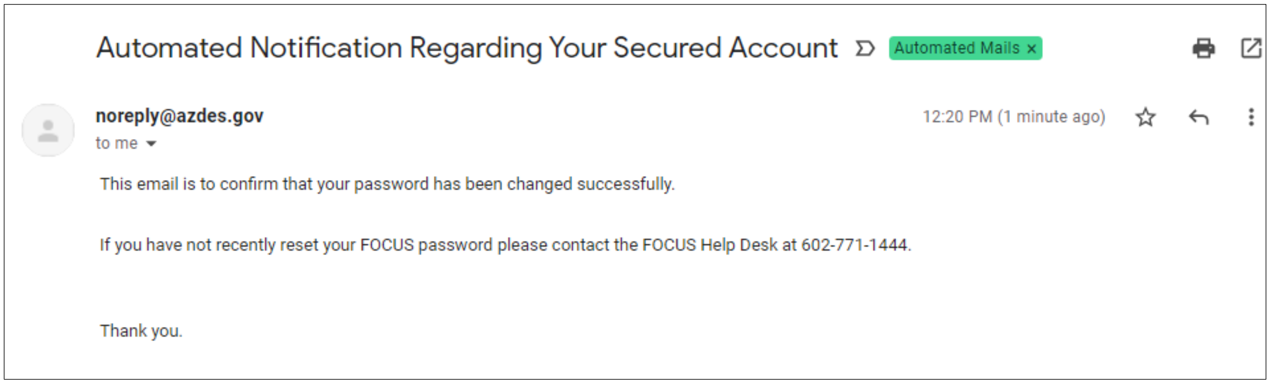
8. Click the [Change Password] button.



If the password meets the criteria and the entries match, you will be forwarded to the Login Page when you select the [Change Password] button.



You will receive a confirmation email noting the password change.


Automated Notification Regarding Your Secured Account Automated Mails ×

noreply@azdes.gov 12:20 PM (1 minute ago)
to me

This email is to confirm that your password has been changed successfully.

If you have not recently reset your FOCUS password please contact the FOCUS Help Desk at 602-771-1444.

Thank you.

11 REQUEST ACCESS TO AN EXISTING VENDOR ACCOUNT

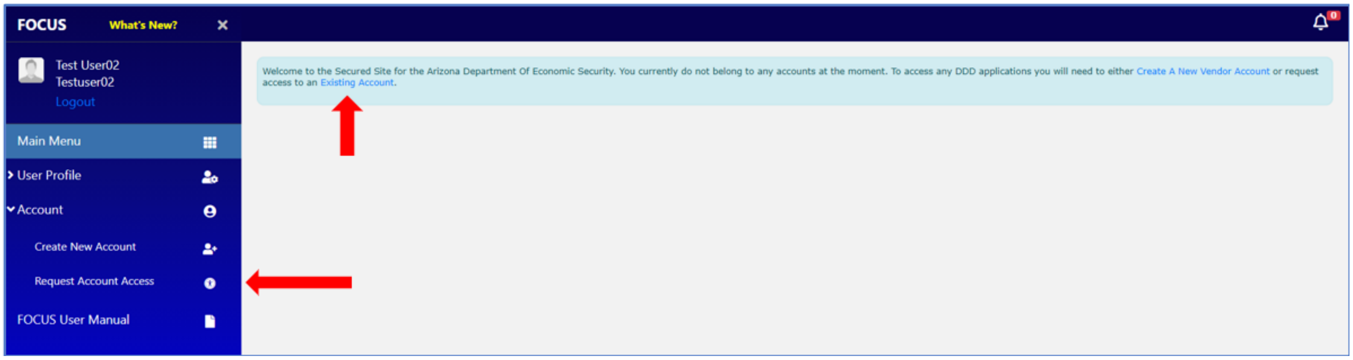
IMPORTANT

- You may only request access to vendor (provider) accounts which have at least one Admin.
- Requesting account access only sends the request to the Admin of the intended account. The Admin of the requested account must still grant the user access.
- Only one request per account is allowed. While the request is pending a decision from the account Admin, additional requests to the same account will not be allowed.
- If the user's request is granted, additional requests by the user to the same account will not be allowed.
- If the user's request is denied, the user is free to create a new request for the account.
- If requesting access to an Existing Account page, two possible scenarios exist.

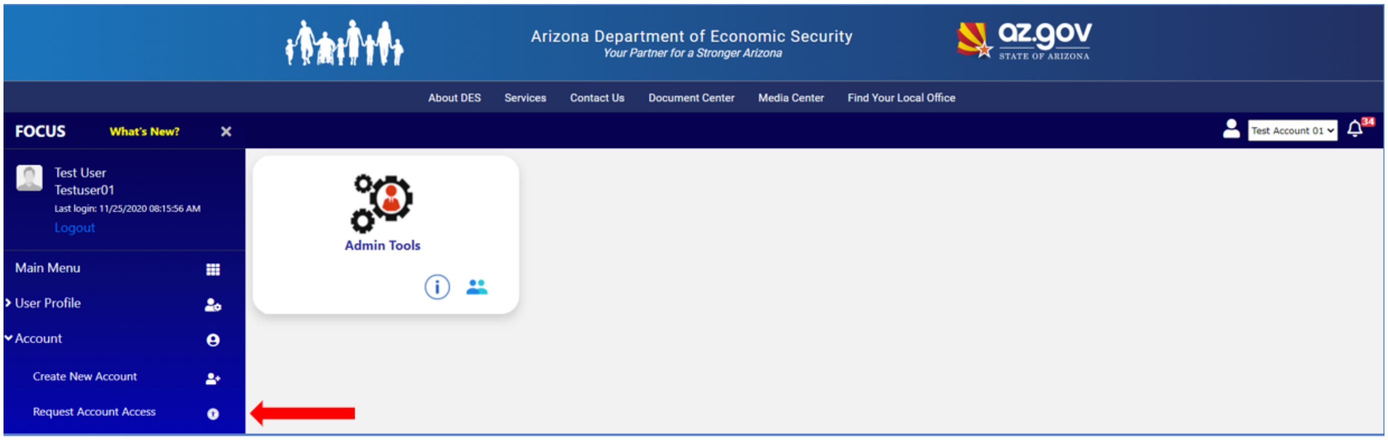
A. The new Focus user HAS NOT created a vendor account

B. The returning Focus user HAS a current vendor account

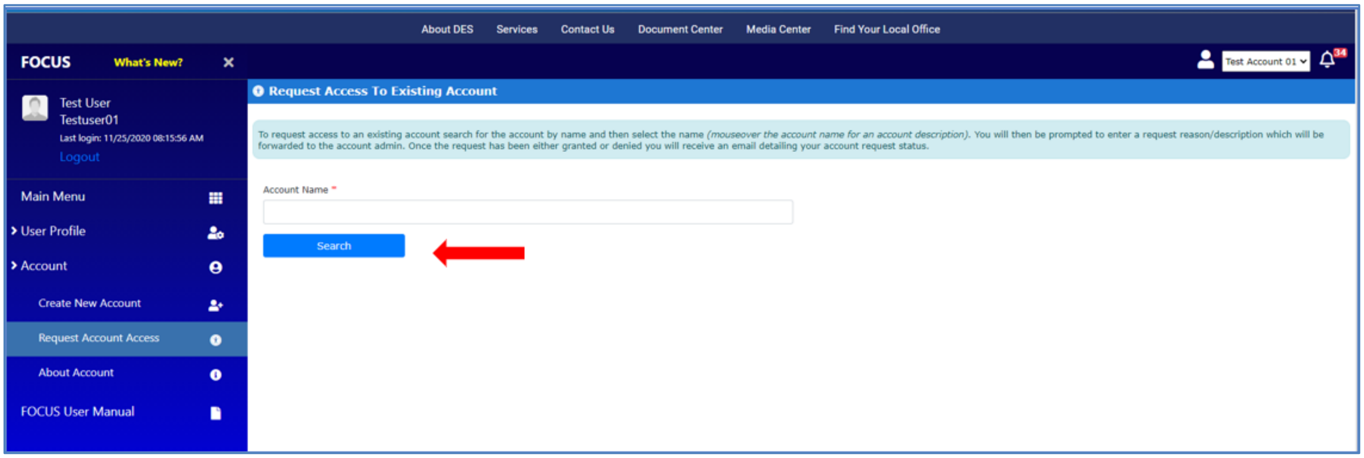
1. A: On the Main Menu page, click on the "Existing Account" link or on the "Request Account Access" menu.



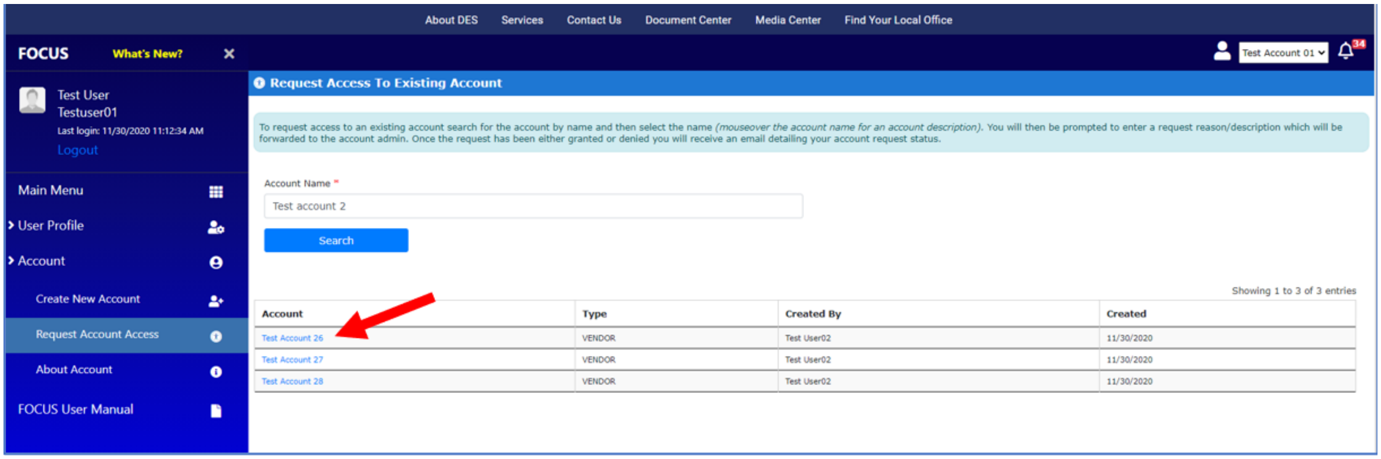
1. B: On the Main Menu page, click on the "Request Account Access" menu.



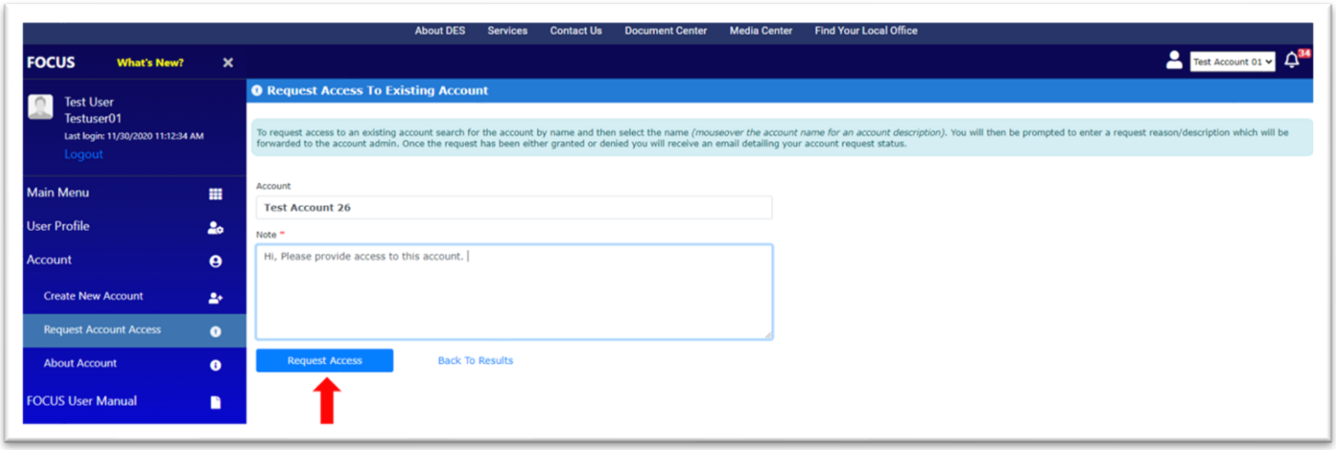
2. Enter in the vendor account name that you would like to request access for, and then click the [Search] button. NOTE: If the vendor account name exists in our system, the name will be displayed as a link. If the vendor name does not exist, a message will be displayed.



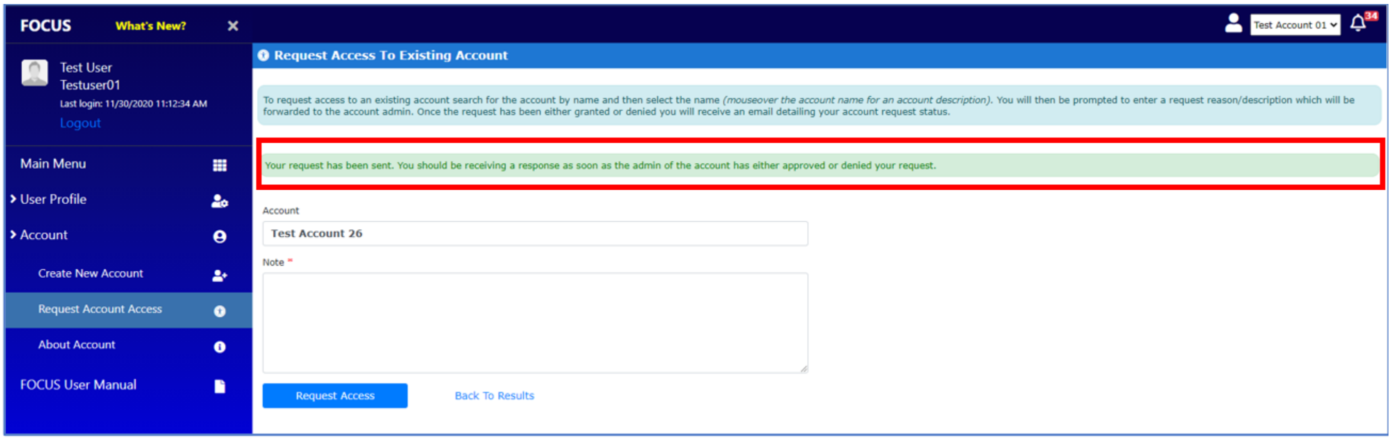
3. Click on the name link of the vendor account.



4. Add a note and click on the [Request Access] button.



5. A confirmation message is displayed on the screen.



6. A confirmation email is sent to the requesting user's email address.

From: <noreply@azdes.gov>
Date: Mon, Nov 30, 2020 at 11:25 AM
Subject: Automated Notification Regarding Your Secured Account
To: <archanarajendran@azdes.gov>

This is an automated notification letting you know that there has been a new account request from Test User (rbalasundharamarunachalam@azdes.gov) requesting access to the account: Test Account 26. To take action on approval or denial of this request you must login to your secured account and select either 'Grant' or 'Deny' to clear out the request. If you have any questions or problems please contact the FOCUS Help Desk.

Thank you.

7. A confirmation email is also sent to the requested account's email address.

Automated Notification Regarding Your Secured Account Inbox x

noreply@azdes.gov
to me

11:25 AM (4 minutes ago)

Your request to gain access to the account: Test Account 26 has been received. Once a decision has been made on your request you should receive another email notification informing you of your account status. If you have any questions regarding your account request place contact the account creator or the FOCUS Help Desk.

Thank you.

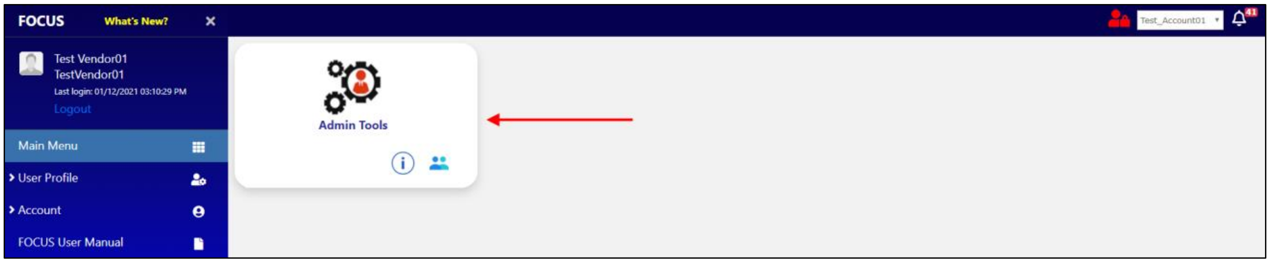
Reply Forward

12 GRANT ACCESS TO AN EXISTING VENDOR ACCOUNT

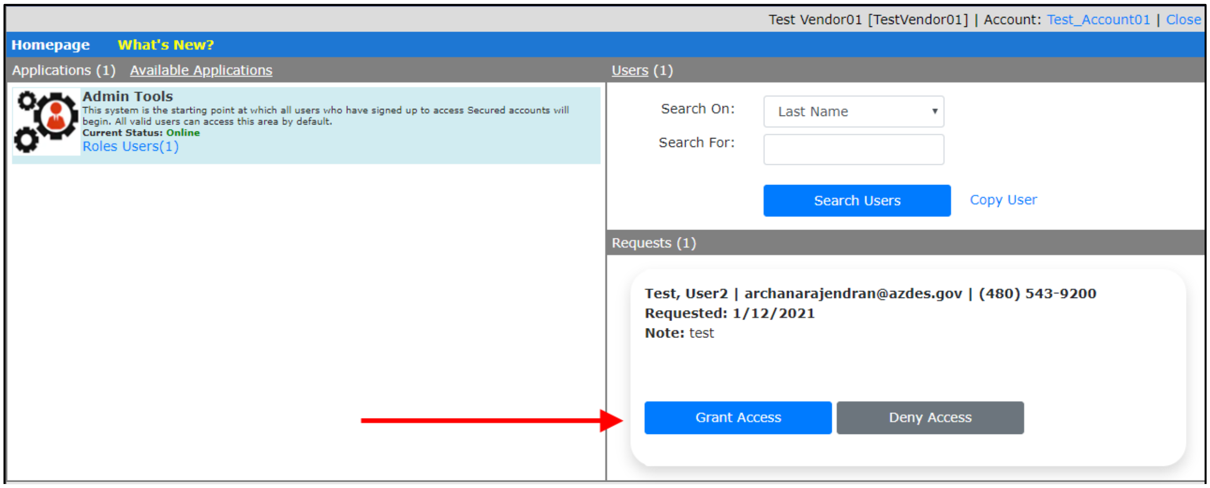
IMPORTANT

- Only the Admin(s) of the vendor account is/are able to see the access request in their Focus account and grant access to the vendor account.
- Once access has been granted, the requesting user will be automatically assigned the User role in the vendor account.
- Once the user's request is granted, additional requests by the user to the same account will not be allowed.

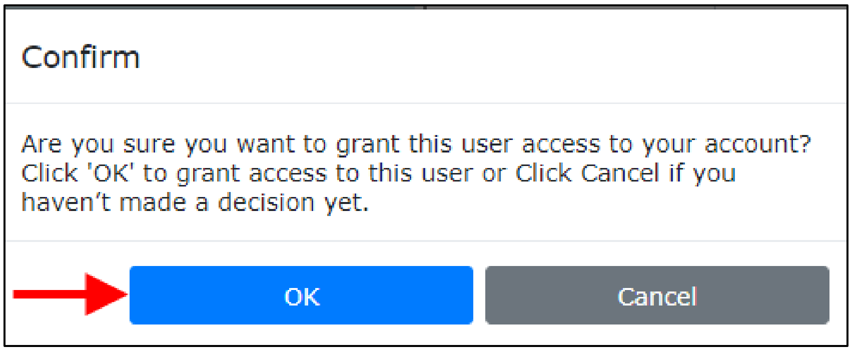
1. On the Main Menu of the requested Administrator's vendor account, click on the Admin TOOLS link to access the account's Request section.



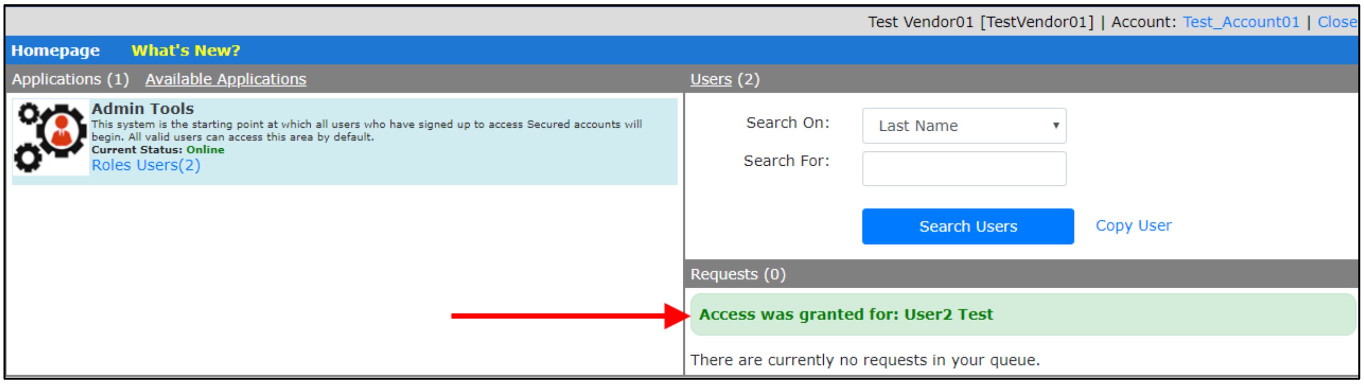
2. Locate the request in the Request section and click on the Grant Access link.



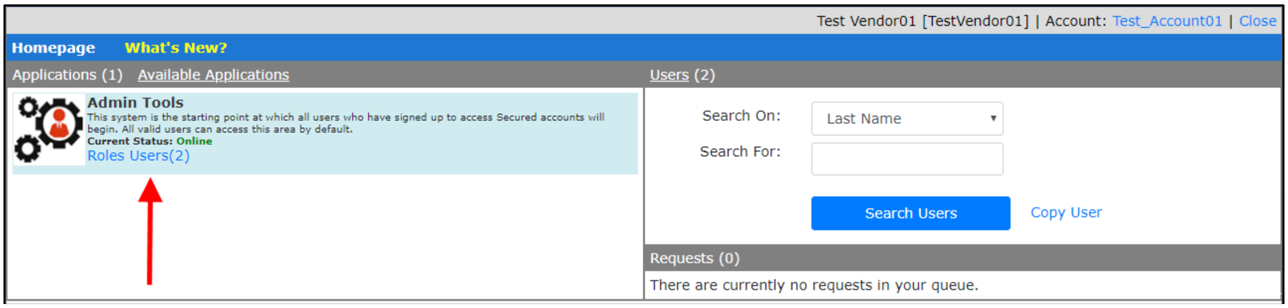
3. Click the [OK] button.



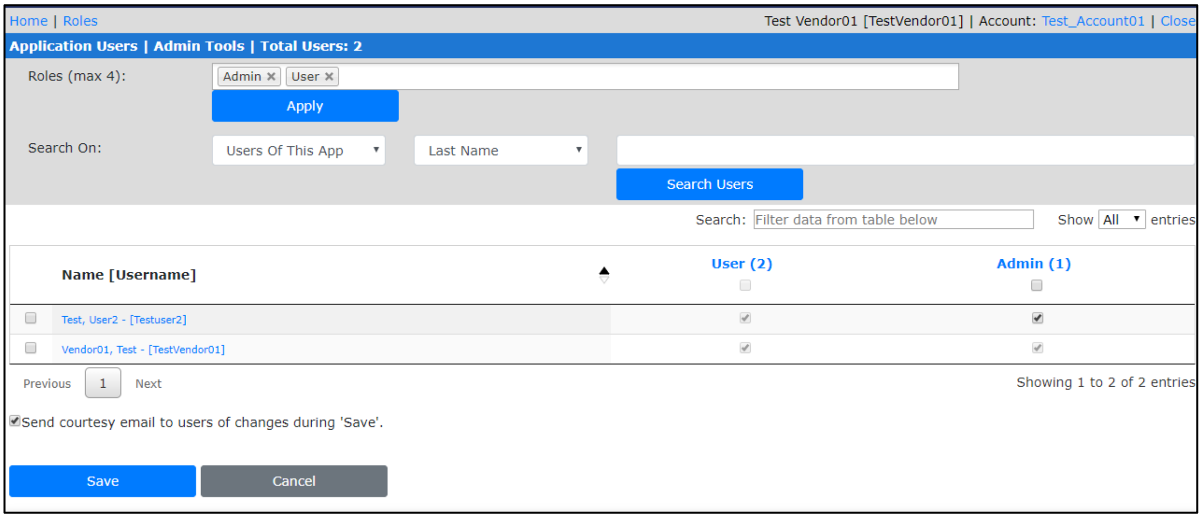
4. A confirmation message is displayed in the requested account's Requests section. NOTE: The user's request has been removed from the vendor account.



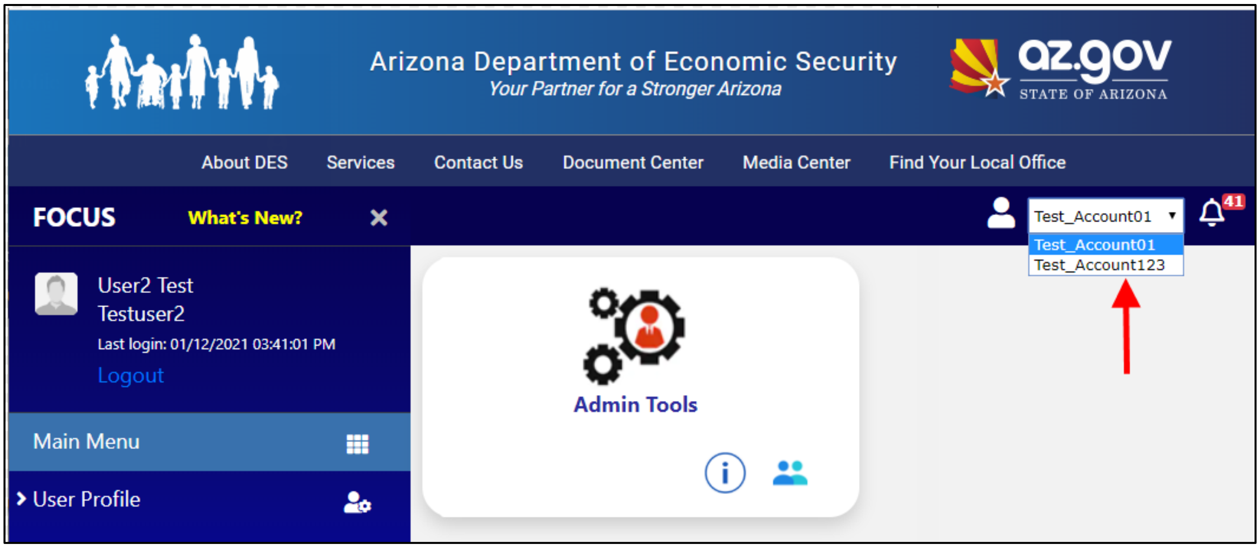
5. Click on the Users link under Admin TOOLS of the requested account's Homepage.



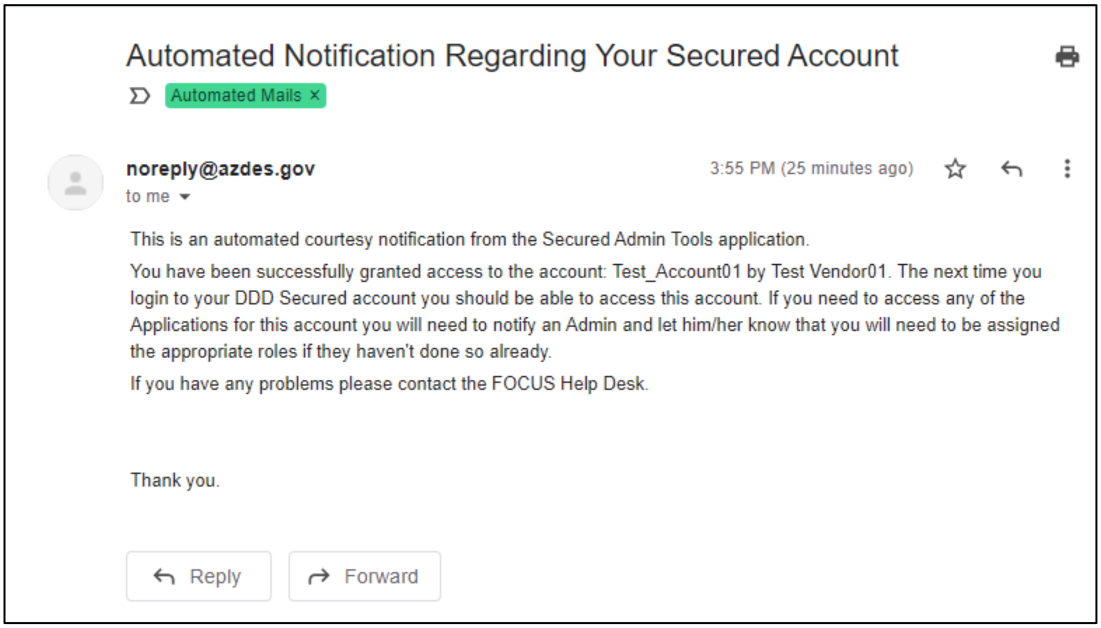
6. Confirm that the newly added user is on the Users list for the requested account.



7. If you access the REQUESTED user's account, notice the vendor account is listed.



8. A confirmation email is sent to the requesting user's email address.

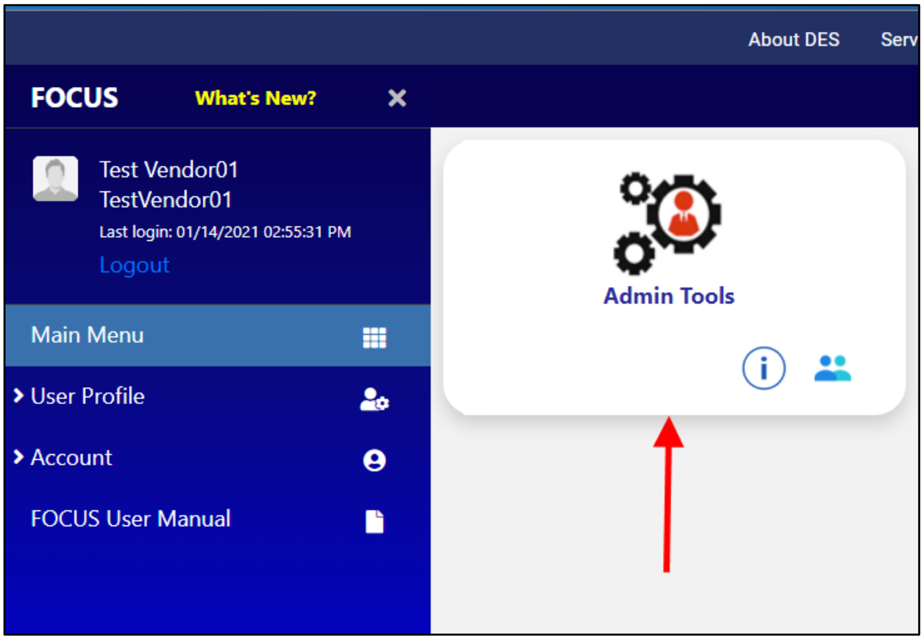


9. A confirmation email is sent to the requested account's email address.

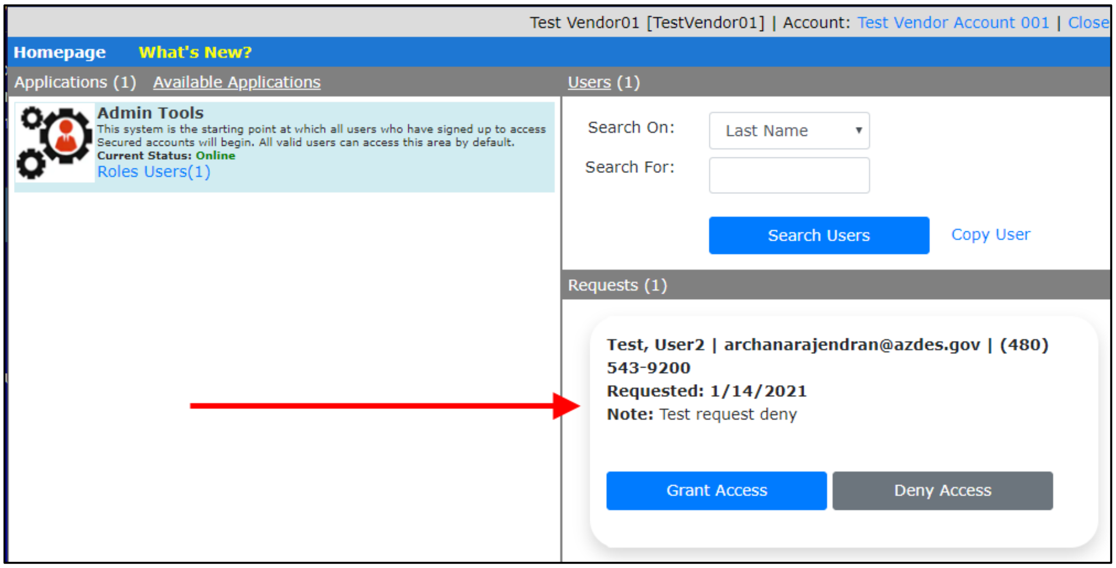
13 DENY ACCESS TO AN EXISTING VENDOR ACCOUNT

IMPORTANT
Only the Admin(s) of the vendor account can see the access request in their Focus account and deny access to the vendor account.
Once access has been denied, the requesting user can create a new request for access to the vendor account.
The requesting user will receive an automated notice via email of the denial of their request for access.

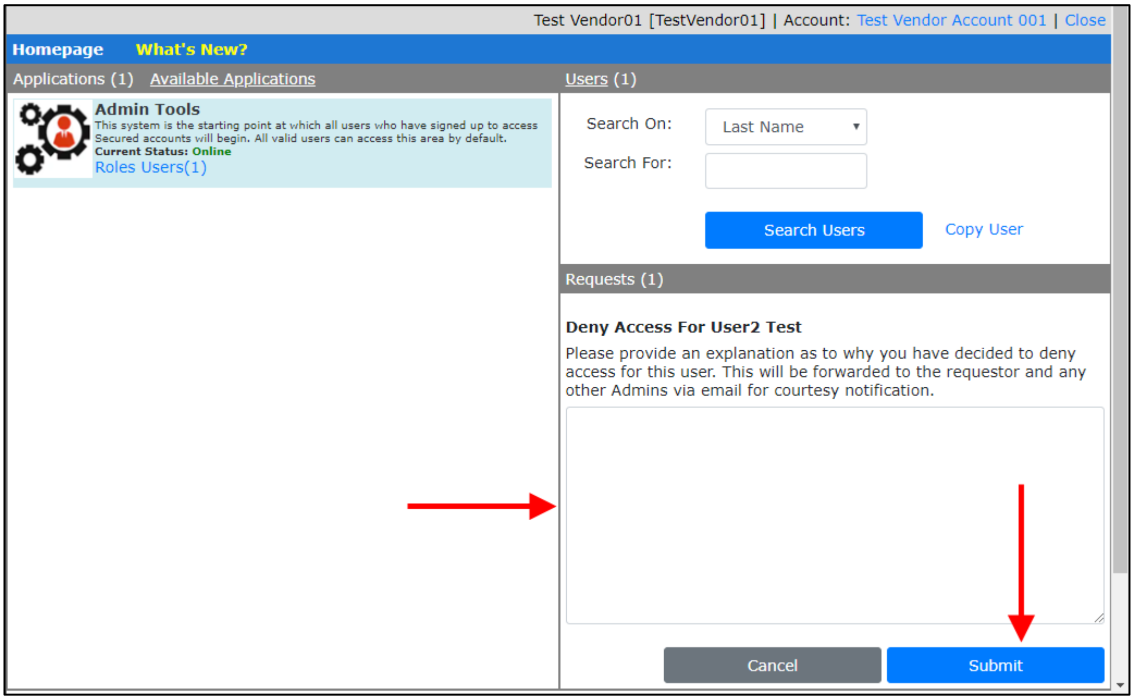
1. On the Main Menu of the requested Administrator's vendor account, click on the Admin TOOLS link to access the account's Request section.



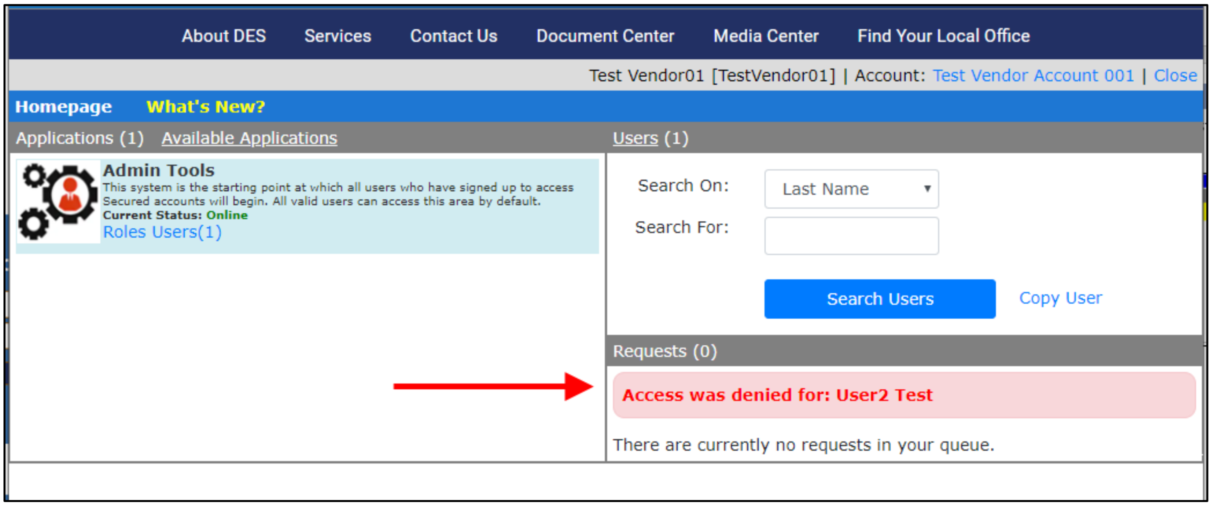
2. Locate the request in the Request section and click on the Deny Access link.



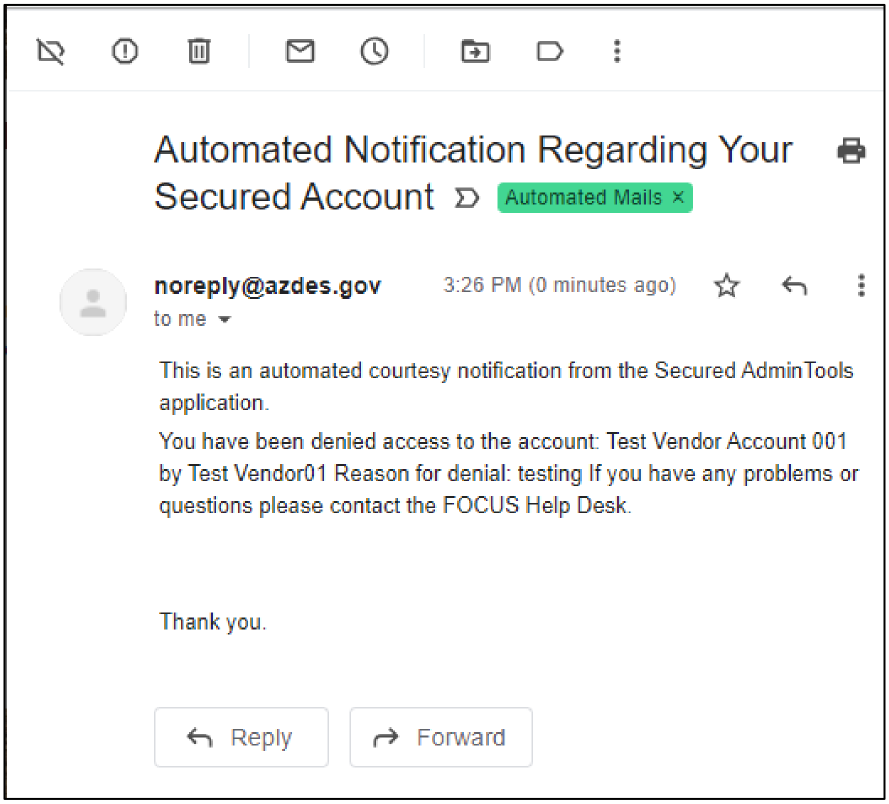
3. Enter in a deny note and then click the [Submit] button.



4. A confirmation message is displayed in the Administrator's Requests section and the user's request is removed from the section.



5. A confirmation email is sent to the requesting user's email address.



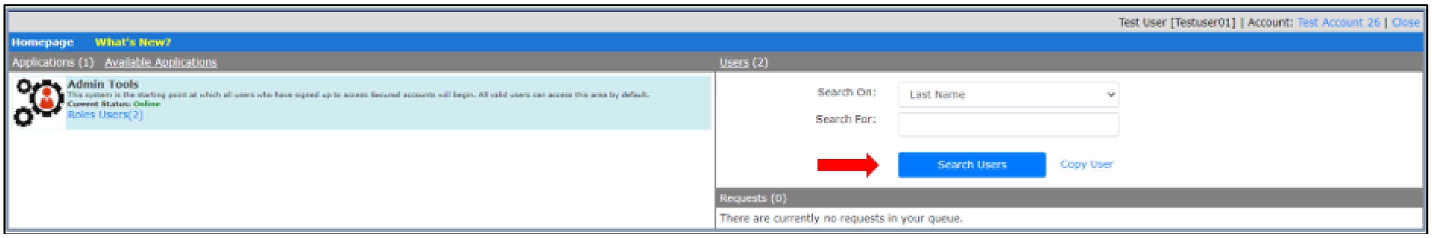
14 REMOVE ACCESS TO AN EXISTING VENDOR ACCOUNT

IMPORTANT

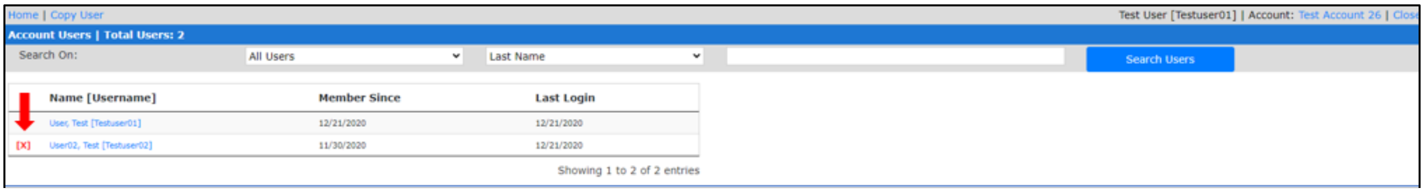
- Only the Admin(s) of the vendor account can remove a user's access from a vendor account.
- Once access has been removed, the user can create a new request for access to the vendor account.
- Once the user has been removed, access to all application features the user was assigned roles in, will also be removed.

1. On the Main Menu of the Admin's vendor account, click on the Admin TOOLS link.

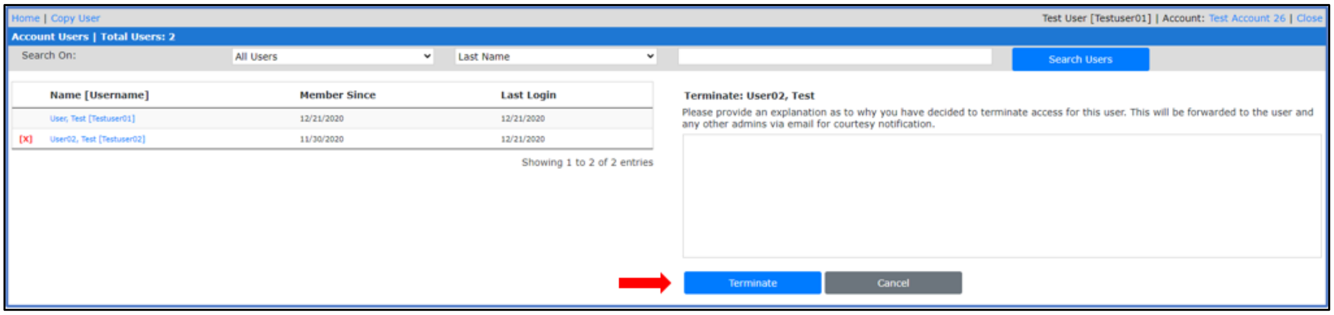
2. Enter in a name in the 'Search For' field and then click the [Search Users] button.



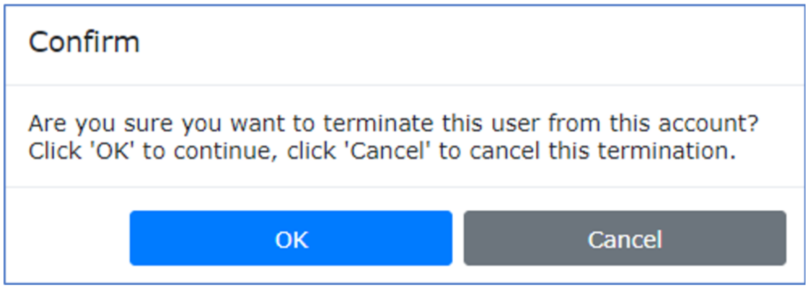
3. Click on the red [X] to the left of the selected user.



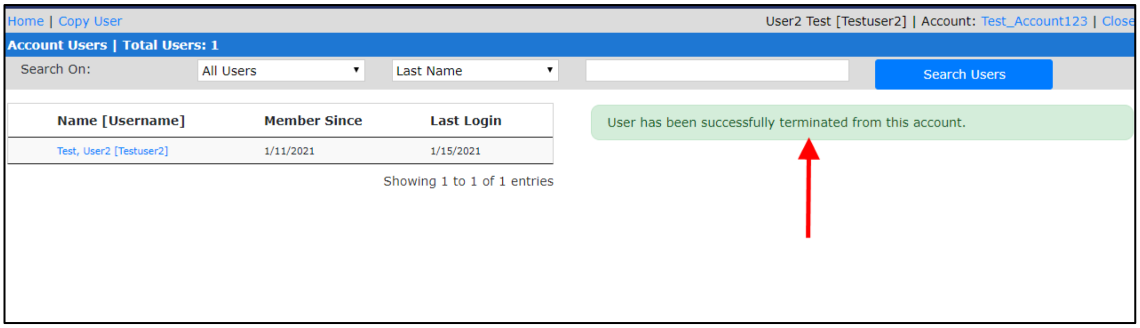
4. Enter in an access termination note and then click the [Terminate] button.



5. On the confirmation window, click the [OK] button.



6. A confirmation message is displayed on the Account Users page and the search results show that the user is no longer found in the application.

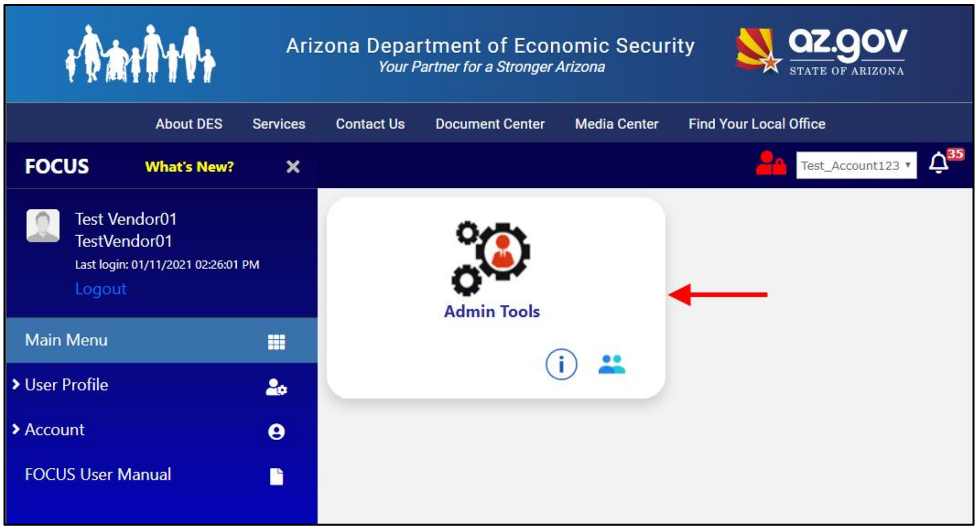


15 ADD A NEW USER TO AN APPLICATION WITHIN A VENDOR ACCOUNT

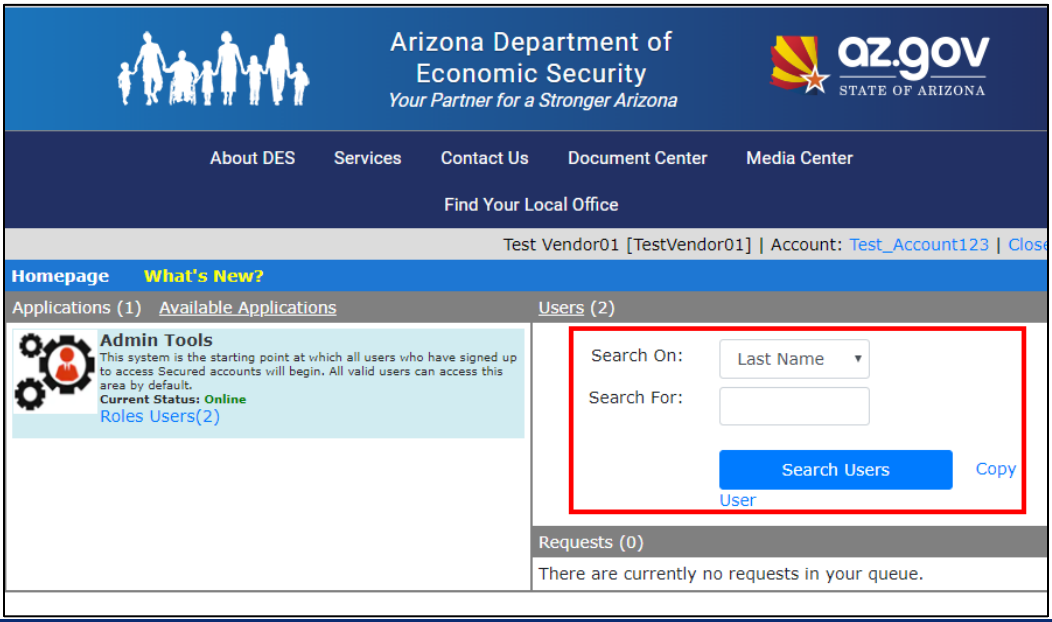
IMPORTANT

- In order to be added to any application in a vendor account, the intended user must have already been granted access to the vendor account by the account Admin.
- Only a user with the Admin role for the vendor account can add a new user to applications within the vendor account.
- Once a user is assigned a role in the application by the vendor account Admin, the application link will become available to the user on the Main Menu of the user's Focus account.
- Once a user is added to an application within an account, the user is unable to be removed from the application, unless the user's vendor account, not Focus account, access is terminated by the ADMIN of the account.

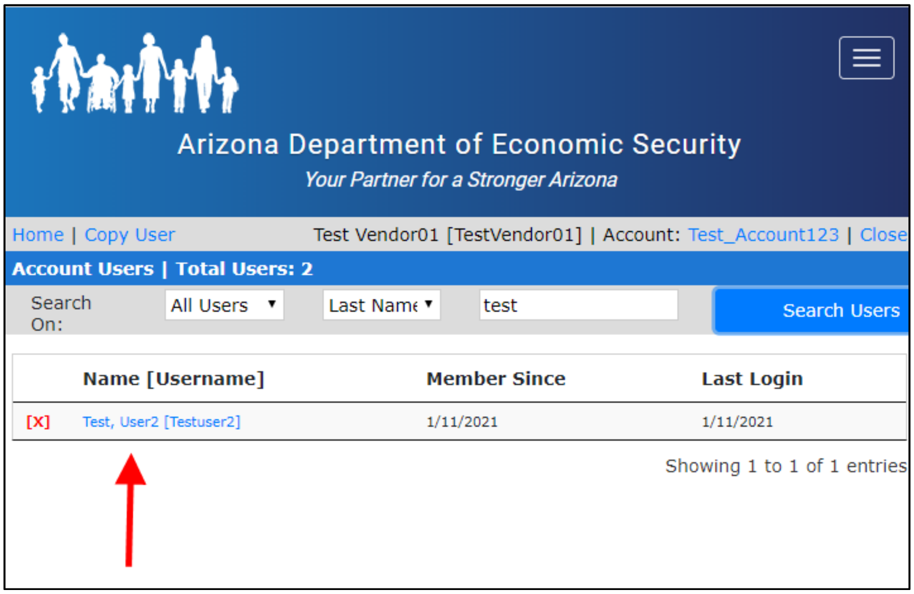
1. On the Main Menu page of the Owner's vendor account, click the Admin TOOLS link.



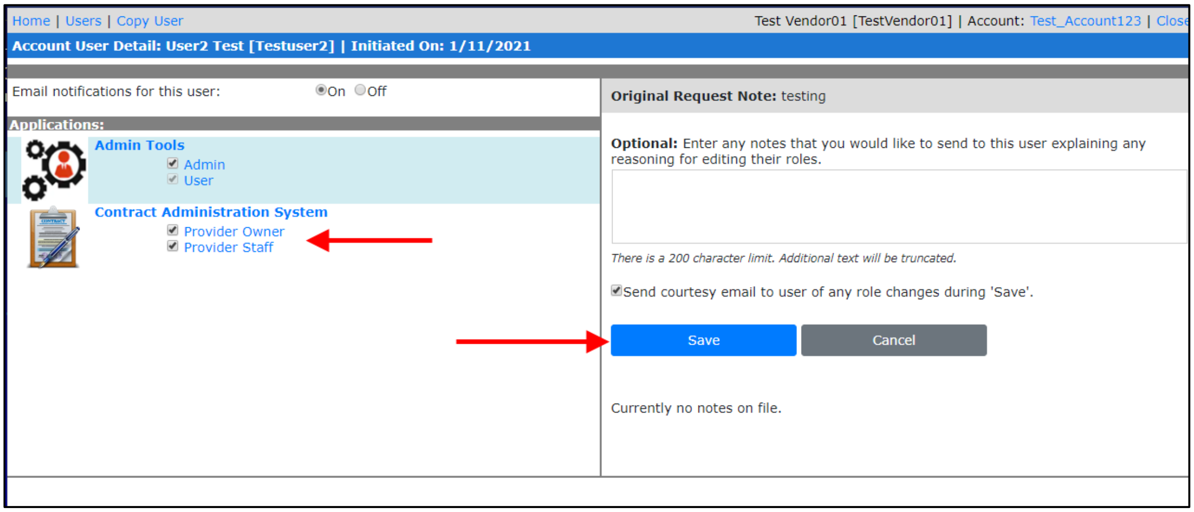
2. In the Users section at the bottom of the Homepage, enter in the desired username corresponding to the Search On filter, and then click the [Search] button.



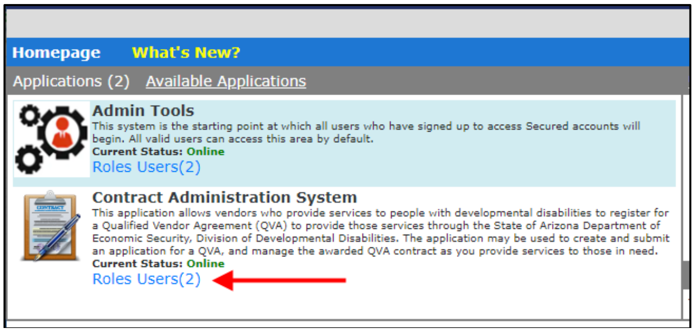
3. Click on the user's name link.



4. Select each checkbox next to the intended role(s), then click [Save] button.



5. On the vendor account Homepage, click the Users (#) link for on the application.



6. You can verify that the user's role has been assigned to the application.

7. If you were able to open to the new user's Focus account, the application, which they were just given a role in, is available under their Focus account Main Menu page, for the given vendor account.

8. If the user is granted the Admin role under Admin TOOLS, which is the Focus account's Administrative application, then the user would have the Admin TOOLS application displayed and available on their Main Menu page for the given vendor account.

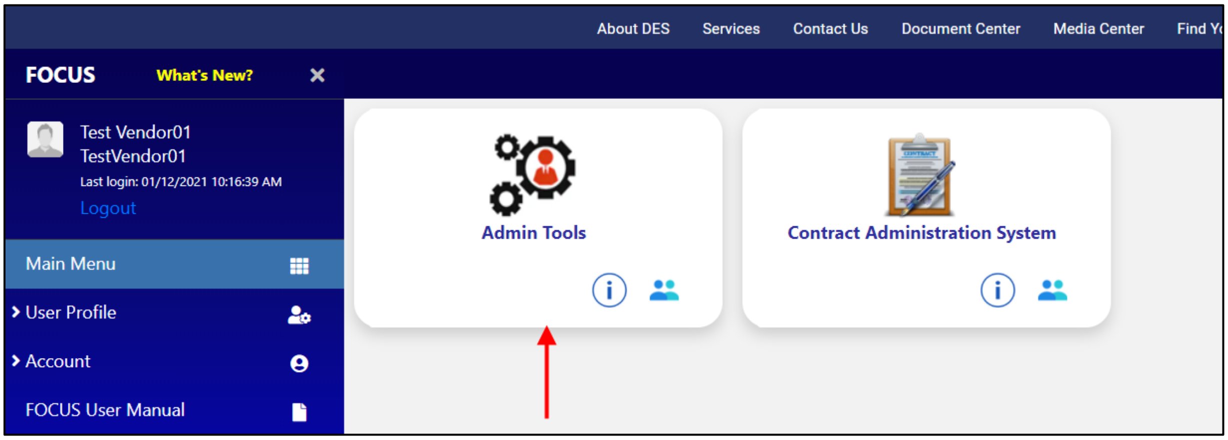
9. An automated notification email is sent to the user who has been granted the role.

16 MODIFY A USER'S ROLE IN AN APPLICATION WITHIN A VENDOR ACCOUNT

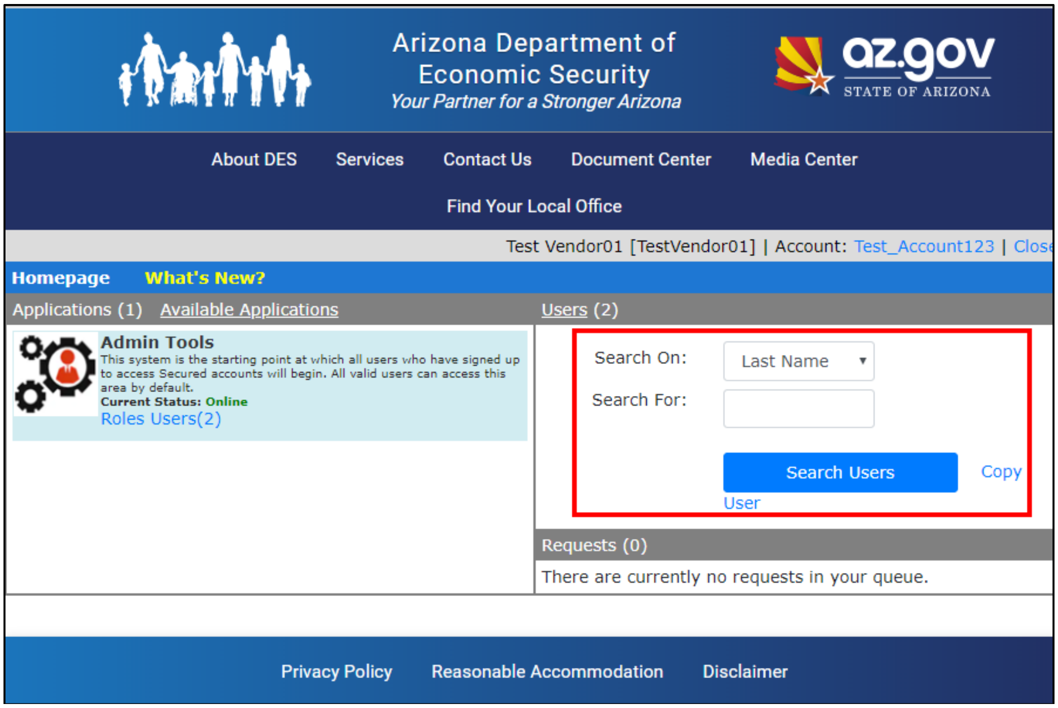
IMPORTANT

- Only the Admin role for the vendor account can modify roles for the users attached to the vendor account.
- Changing a user's role for an application on one vendor's account WILL NOT change the role for the same user on a different vendor account.
- Removing all roles for a specific application will remove the selected application link from the user's Main Menu page under their Focus account.
- If the user is granted the Admin role under ADMIN TOOLS, then the user will have the Admin TOOLS application displayed and available on their Main Menu page for the given vendor account.

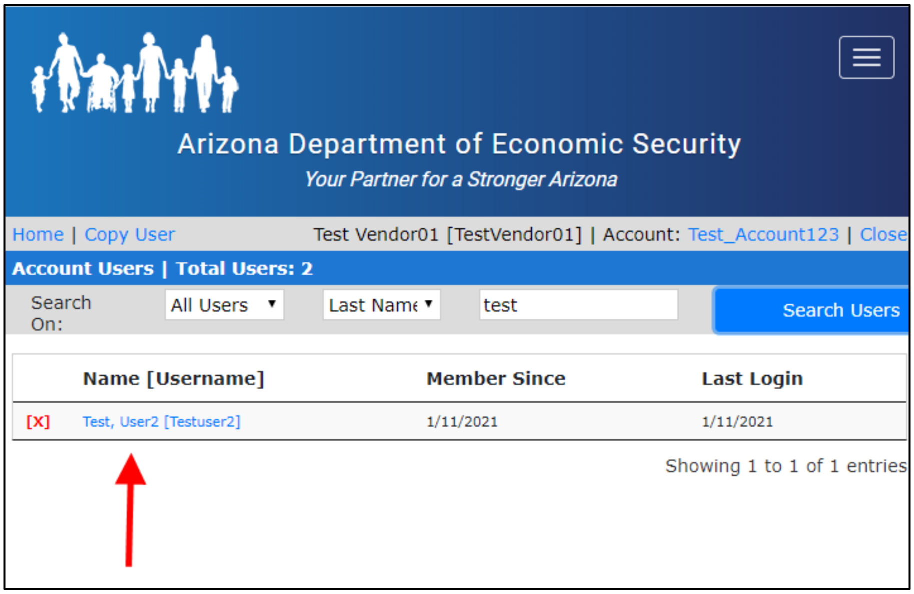
1. On the Main Menu page of the Owner's vendor account, click the Admin TOOLS link to open the Home-page.



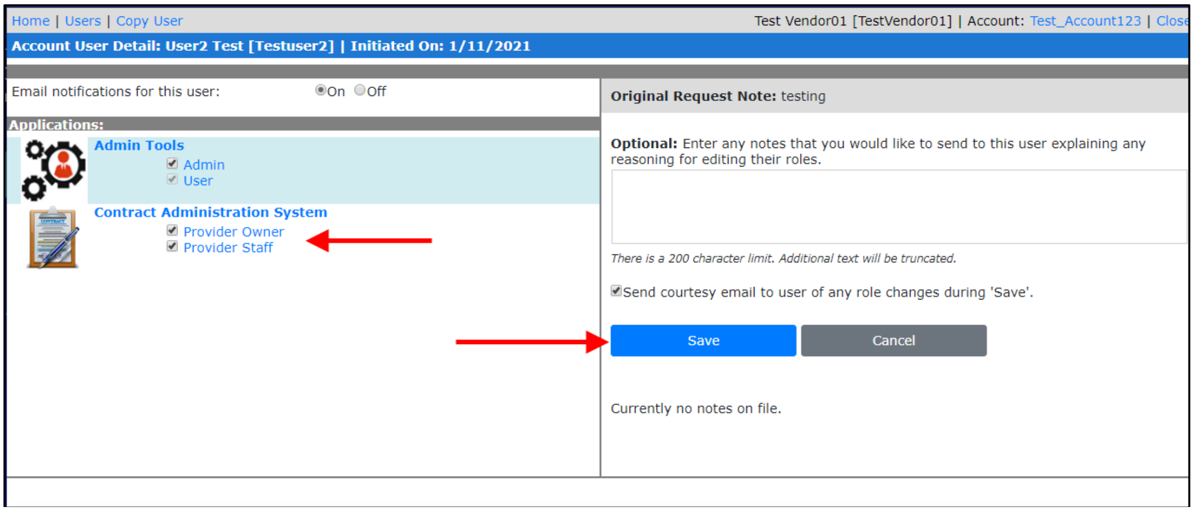
2. In the Users section at the bottom of the Homepage, enter in the desired username corresponding to the Search On filter, and then click the [Search] button.



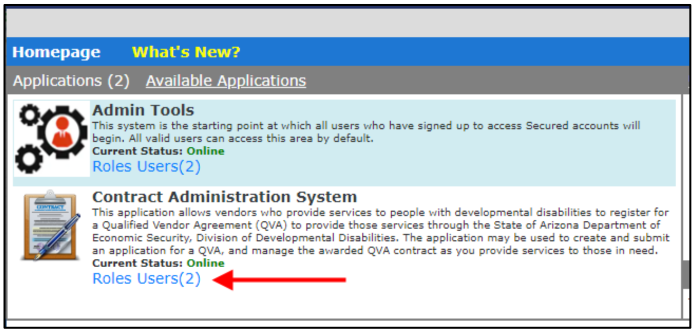
3. Click on the user's name link.



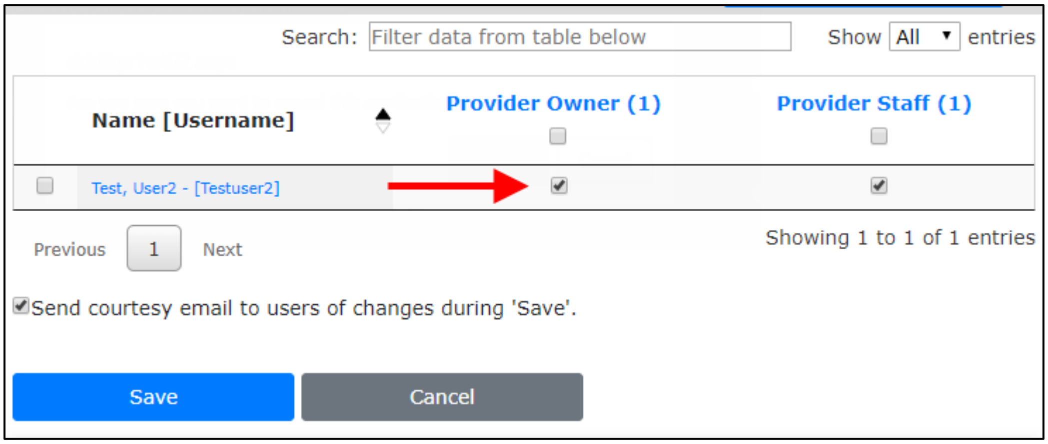
4. Update the check boxes next to the intended role(s), then click [Save] button.



5. On the vendor account Homepage, click the Users (#) link for on the application.



6. You can verify that the user's role has been updated on application.

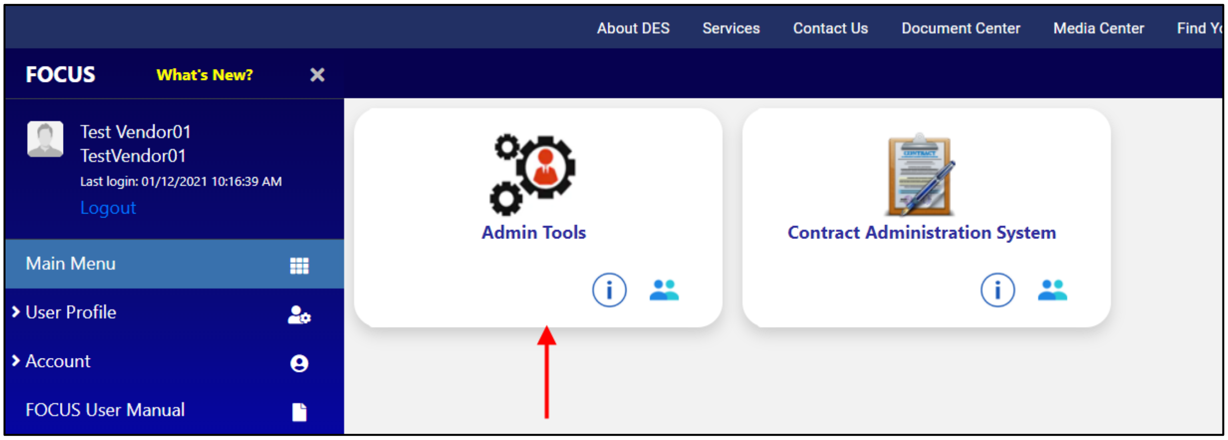


17 REMOVE A USER FROM AN APPLICATION WITHIN A VENDOR ACCOUNT

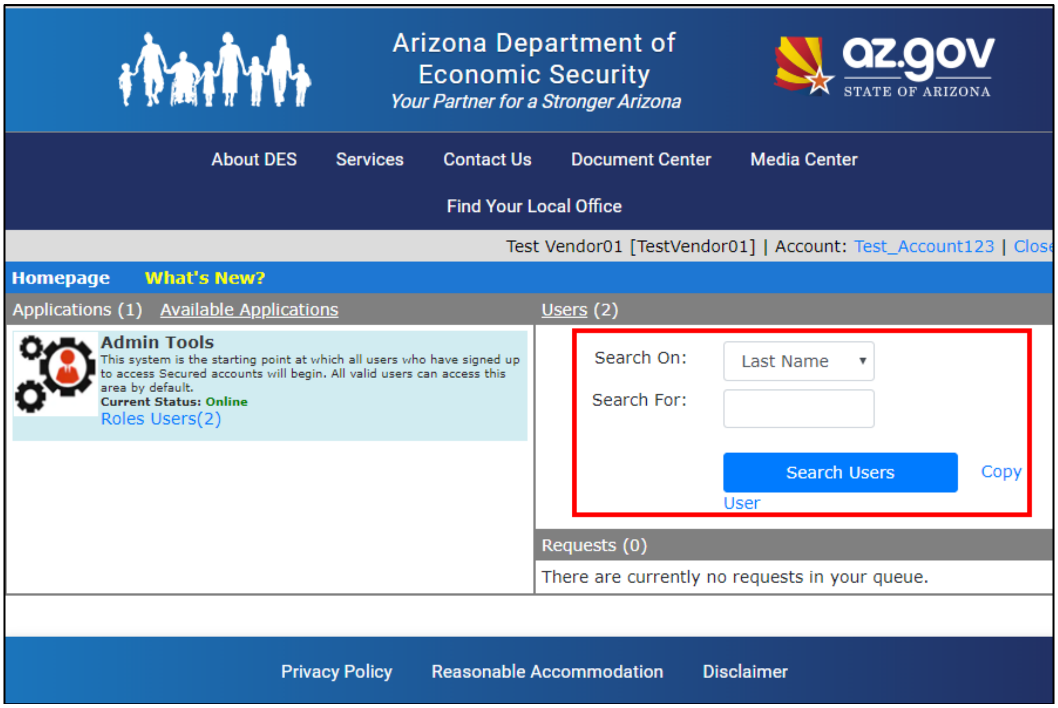
IMPORTANT

- Only the Admin role for the vendor account has the ability to remove roles from the users attached to the vendor account.
- Removing all roles for a specific application will remove the selected application link from the user's Main Menu page under their Focus account.
- For users assigned to multiple vendor accounts, their roles will need to be removed from each vendor account separately.

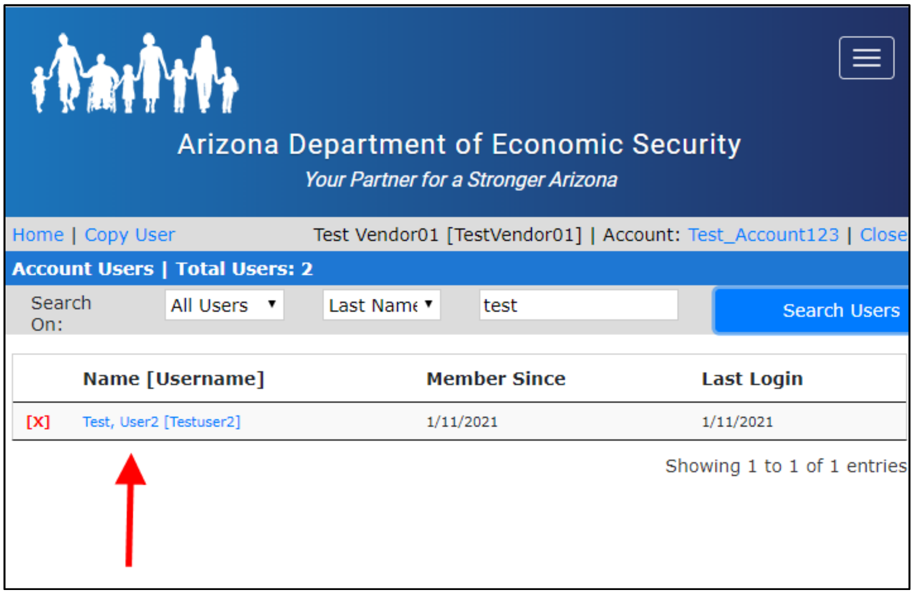
1. On the Main Menu page of the Owner's vendor account, click the Admin TOOLS link to open the Homepage.



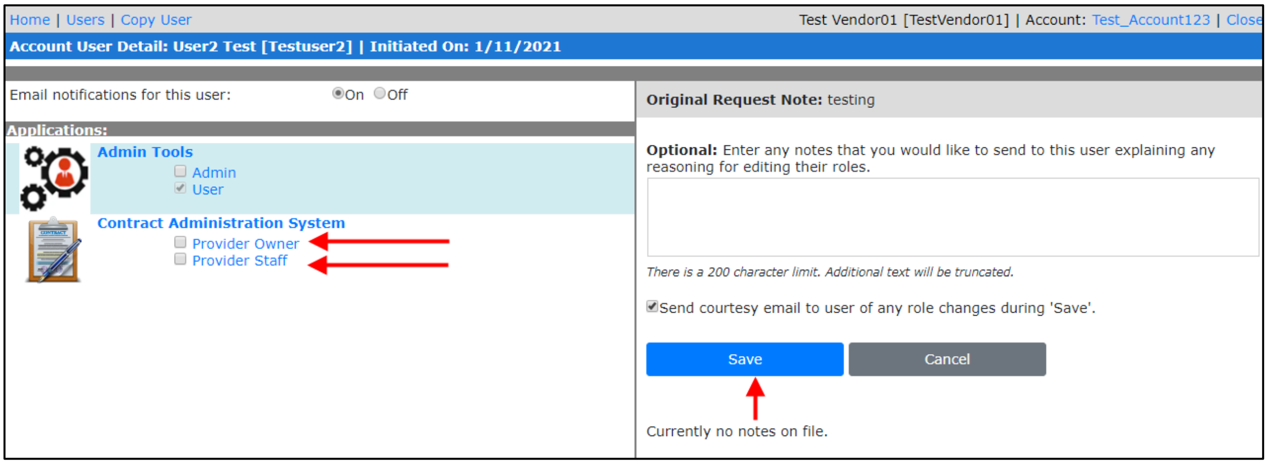
2. In the Users section at the bottom of the Homepage, enter in the desired username corresponding to the Search On filter, and then click the [Search] button.



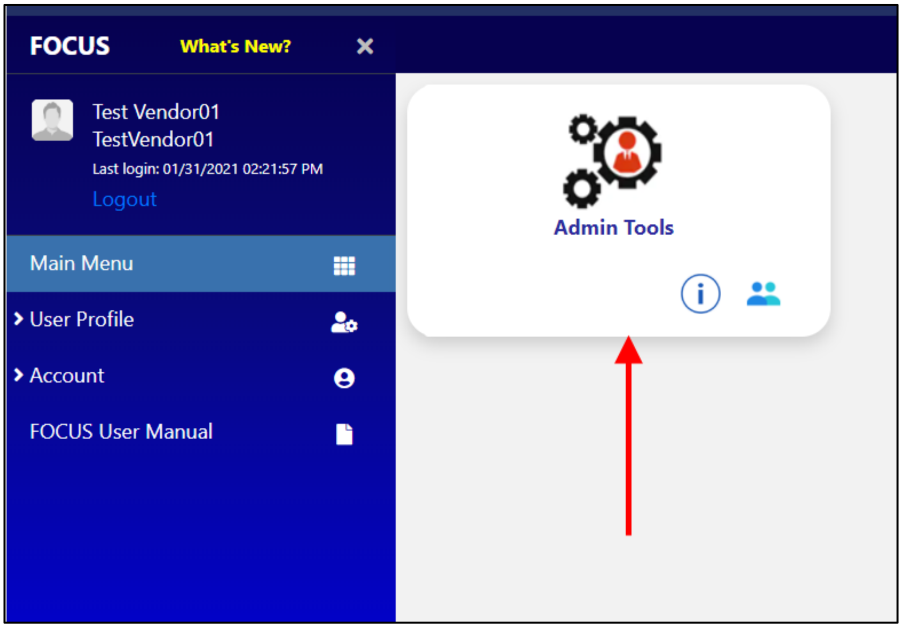
3. Click on the user's name link.



4. Uncheck all roles for the selected user and then click the [Save] button.



5. Since all roles for the application have been removed from the user, the user is no longer able to see the application link in their Main Menu.



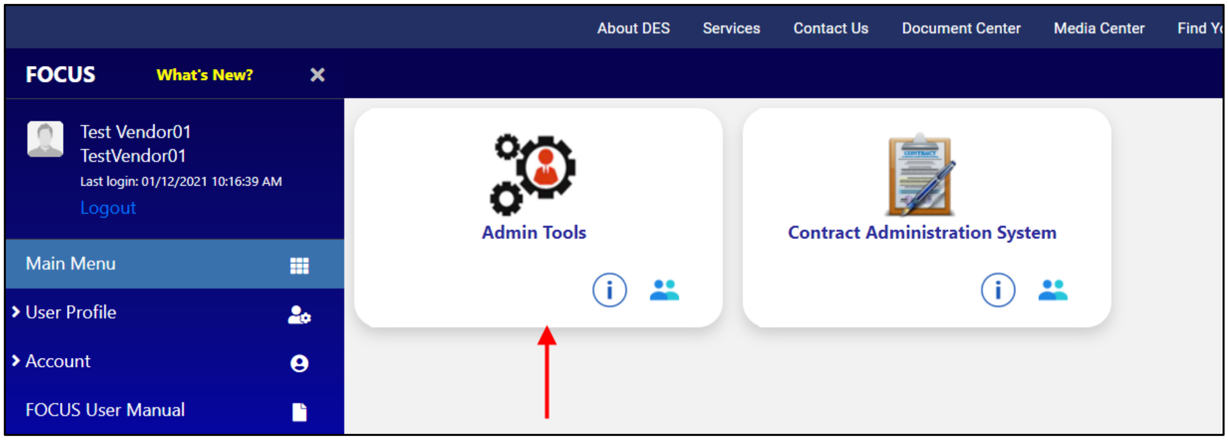
6. An automated notification email is sent to the user who has been removed the role.

18 REMOVE AN APPLICATION FROM AN EXISTING VENDOR ACCOUNT

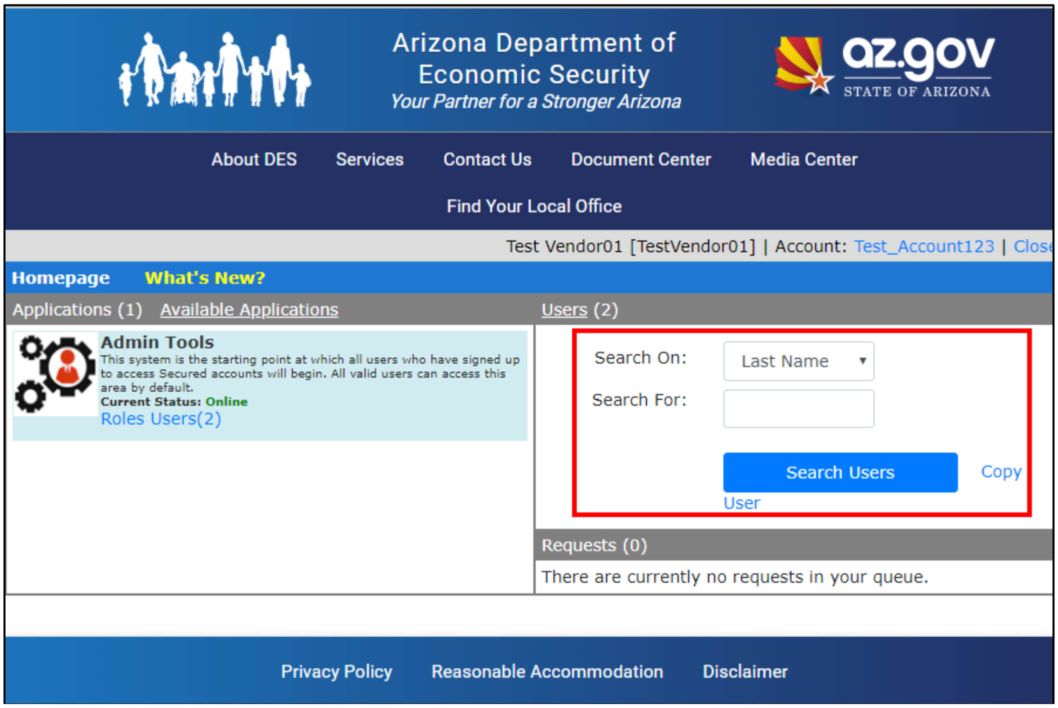
IMPORTANT

- Once an application is added to an Admin's account, the application may not be removed from the Admin's Focus account. Only the roles may be removed.
- If all roles for a select application are removed from a non-Admin's account, a user account, then the application will no longer be visible and available to the non-Admin user on their Focus account. This is the only way to "remove" an account from a non-Admin user.

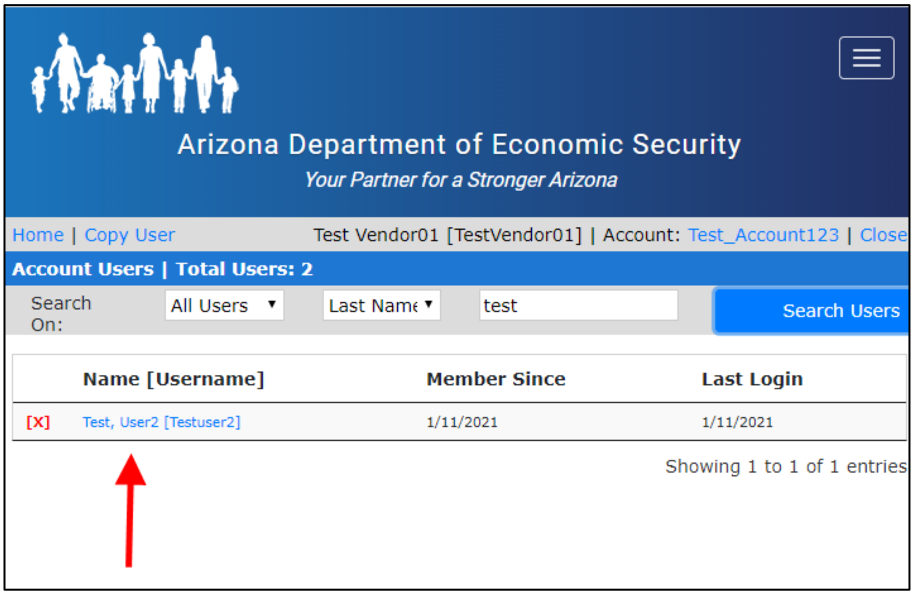
1. On the Main Menu page of the Owner's vendor account, click the Admin TOOLS link to open the Homepage.



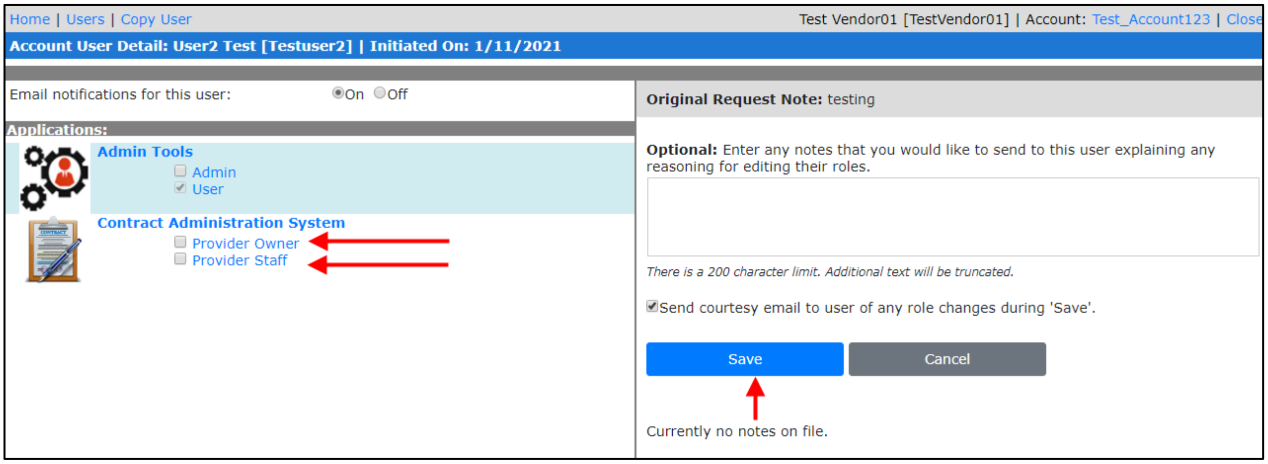
2. In the Users section at the bottom of the Homepage, enter in the desired username corresponding to the Search On filter, and then click the [Search] button.



3. Click on the user's name link.



4. Uncheck all roles for the selected user and then click the [Save] button.



5. Since all roles for the application have been removed from the user, the user is no longer able to see the application link in their Main Menu.
6. An automated notification email is sent to the user who has been removed the role.

This concludes the Contract Administration System (CAS) User Manual – Contract Application. Contact the DES Department of Developmental Disabilities Focus Help Desk at (602) 771-1444 if you have any questions, comments or concerns regarding this manual or the Qualified Vendor Agreement.

Thank You
CAS Development Team

19 GLOSSARY

TERM	DEFINITION
QVA	Qualified Vendor Agreement
QVC	Qualified Vendor Contract
CAS	Contract Administration System
DBA	Doing Business As
USPS	United States Postal Service
EVV	Electronic Visit Verification
SSN	Social Security Number
EIN/FEIN	Federal Employee Identification number
Application	An online record created &/or submitted by the vendor which has NOT YET been approved/awarded by the DDD Contracts Department.
Contract	An online application created & submitted by the vendor which HAS BEEN approved/awarded by the DDD Contracts Department.