

June 18, 2021

Zane Garcia Ramadan
Assistant Director/CEO
Department of Economic Security/Division of Developmental Disabilities
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RE: Release from Notice to Cure - Vendor Call Process

The Arizona Health Care Cost Containment System, Division of Health Care Management (AHCCCS) is responding to Department of Economic Security/Division of Developmental Disabilities' (DES/DDD) April 20, 2021 request to close the Notice to Cure (NTC) issued March 2, 2017. The NTC was imposed as a result of DES/DDD's non-compliance with Contract YH6-0014, DES Contract E2005004, and its failure to ensure the provision of qualified vendors to provide timely authorized care and services for members.

In response to the NTC, DES/DDD provided monthly reporting for resolution of issues, implemented a revised Vendor Call System and developed various Standards of Works that contributed to the improvement of the vendor call process and improved timeliness of authorized services for members. DES/DDD's revised Vendor Call System went live on March 22, 2021 and includes tracking capabilities, increased data analytics and an enhanced member profile which is expected to reduce delays in additional information requests and delivery of services. DES/DDD will continue to report its performance metrics internally, and to AHCCCS through the Service Delivery Standard Report deliverable.

In its April 20, 2021 Request for Closure letter, DES/DDD indicates it has met the NTC requirements outlined in the following Themes:

- Theme 1: Developed a process to address member needs when there is not a provider available through the Vendor Call System.
- Theme 2: Developed policy standards regarding Vendor Call timeliness, as well as criteria regarding direct referrals, out of network referrals, and enhanced reimbursement rates.
- Theme 3: Establish review process of tracking and trending vendor call data at quarterly QM/PI committee meeting.
- Theme 4: Developed a centralized system for tracking all residential, nursing, therapy and HCBS Vendor Calls for timeliness.
- Theme 5: Developed a process to reduce wait time for members to obtain services as a result of a Vendor Call.
- Theme 6: Developed a process for monitoring timeliness of Vendor Calls against policy standards.
- Theme 7: Establish criteria for determining cases involving members who experience delays in obtaining a qualified vendor must be referred to DDD Quality Management as a

QOC issue and/or Medical Director to review cases and determine alternative options for care.

DES/DDD also reported its tiered accountability plan to ensure sustained improvement for all vendor call data including regular scheduled meetings, ongoing compliance monitoring and vendor call training for staff.

AHCCCS agrees that DES/DDD has met the requirements of Themes 1, 2, 3, 4, 5, and 6 outlined above. However, Theme 7 related to clinical intervention when members fail to receive timely services has been incorporated into DES/DDD's work plan and reporting related to the April 27, 2017 Access to Care Notice to Cure. AHCCCS will continue to monitor this item through the Access to Care NTC submissions.

As a result, AHCCCS is closing the Vendor Call Process NTC and associated reporting requirements. DES/DDD must continue to report information related to the Access to Care NTC until further notified by AHCCCS.

Should you have any additional questions or concerns, please contact Jakenna Lebsock at jakenna.lebsock@azahcccs.gov or 602.417.4229.

Sincerely,


Meggan LaPorte (Jun 17, 2021 15:21 PDT)

Meggan LaPorte, CPPO, MSW
Chief Procurement Officer

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