

*Sent electronically*

May 27, 2015

Dr. Larry Latham  
Department of Economic Security/Division of Developmental Disabilities  
1789 W. Jefferson, 4th floor  
Phoenix, AZ 85007

**RE: Notice to Cure, Case Management Timeliness**

Dear Dr. Latham:

This letter communicates the Department of Economic Security/Division of Developmental Disabilities' (DES/DDD) compliance with the terms of the April 25, 2013 Notice to Cure (Notice) and the closure of that compliance action.

On April 25, 2015 the Arizona Health Care Cost Containment System (AHCCCS) issued a final version of the Notice requiring DES/DDD to implement a plan of correction addressing the timeliness of DES/DDD's support coordination services for AHCCCS members. DES/DDD's performance under the Notice was measured in three ways:

- The percentage of newly-enrolled ALTCS members who receive and initial on-site visit within 12 business days of enrollment
- The percentage of ALTCS members who receive timely on-site visits to review placement and services, and,
- The percentage of members eligible under the Targeted Case Management program who have contact with their DES/DDD Support Coordinator at appropriate intervals.

DES/DDD was required to perform at or above 90 percent in each of these indicators in AHCCCS' annual audit, which began in the fall of 2013.

As a result of that audit, on March 3, 2014 AHCCCS found that, while not in full compliance, DES/DDD's performance improved significantly, and as a result suspended the Notice pending further improvement in these measures in the FY2015 audit.

On May 8, 2015 AHCCCS notified DES/DDD that the FY2015 audit found timeliness for all three standards was 90 percent or more.

As a result of these findings, AHCCCS is closing the Notice with no further action required. We understand and appreciate your commitment to bringing this issue into compliance, and look forward to your sustained quality of services to our members.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael Veit". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Michael Veit  
Chief Procurement Officer  
Division of Business and Finance

Cc: Sherri Wince  
Shelli Silver  
Virginia Rountree  
Debbie Reichow  
Melissa Arzabal  
Dominique Chavez  
Christina Quast  
Jay Dunkleberger