

Sent Electronically
March 29, 2019

James Green, Ph. D.
Assistant Director/CEO
Division of Developmental Disabilities
Department of Economic Security
1789 W. Jefferson, 4th floor
Phoenix, AZ 85007

SUBJECT: Response to Request to Modify Responsibilities of the 3rd Party Agency required in the AHCCCS Notice to Cure Letter Dated October 15, 2018

Dear Mr. Green:

The Arizona Health Care Cost Containment System (AHCCCS), Division of Health Care Management, has received and reviewed the letter submitted by the Division of Developmental Disabilities (DDD), dated March 19, 2019, requesting modification of the responsibilities of the third party agency listed in the October 15, 2018 AHCCCS Notice to Cure letter.

The following modifications of the responsibilities of the 3rd part agency are approved:

- Clinically triage quality incidents for the 22,796 June 2017-July 2018 by DDD Nursing Staff.
- Medical Review Institute of America, Inc (MRIoA), the 3rd party agency first milestone will be 5,180 medication errors which are currently being triaged and assigned.
- DDD staff will assign Quality of Care issues and manage the administrative burden (AHCCCS QMS portal/Records Requests).
- MRIoA will investigate, substantiate, level and make remediation recommendations.
- 2nd level review will be done by a DDD Quality Management Unit (QMU) Supervisor or a non-employed DDD physician.
- Health and Safety Checks and fact finding will be done by field staff with the guidance of a Nurse Investigator.
- The DDD QMU will track the corrective action plans and monitor for compliance
- The submissions to AHCCCS will be through the DDD QMU.

AHCCCS would like to remind DDD that input into the AHCCCS QMS portal is only required for incidents occurring on or after October 3, 2018.

If you have any questions or concerns, please contact Jakenna Lebsock at Jakenna.Lebsock@azahcccs.gov or via phone, (602) 417-4229. Thank you.

Sincerely,

Virginia Rountree

Virginia Rountree
Assistant Director for Clinical and Operations
AHCCCS Division of Health Care Management

cc: Jakenna Lebsock, AHCCCS
Christina Quast, AHCCCS
Michelle Holmes, AHCCCS
Scott Jewart, AHCCCS