Vendor Call

Vendor's User Guide

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Version 2.3

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DEPARTMENT OF ECONOMIC SECURITY
Your Partner For A Stronger Arizona

Division of Developmental Disabilities

	Department of Economic Security
	Division of Developmental Disabilities
Version 1.0	**Project:** Division of Developmental Disabilities Vendor Call **Subject:** Vendor Call Vendor's User Manual **Doc ID:** DDD-VC-000-001-Vendor Call-V2.3

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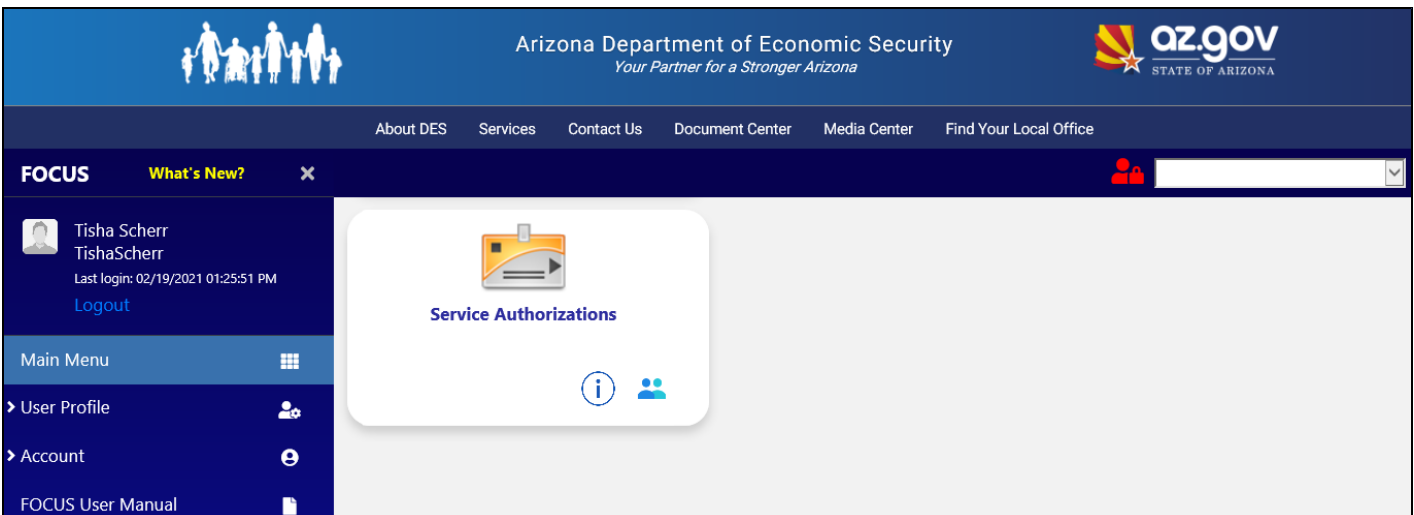| Date	Author	Version	Change Reference
1.15.2021	George Orozco	2.0	Updated functions, Images, and business logic
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1   Focus Main Menu

The Vendor login screen facilitates first time User Sign-up as well as password resets. A valid Username and password will grant User access to the Focus vendor application.

Upon successful entry, the Main Menu will be presented to the User.

Clicking the SERVICE AUTHORIZATIONS hyperlink on the Main Menu will transition the User to the Authorizations - Main Menu

2   Authorizations – Main Menu

The Authorizations - Main Menu provides hyperlink navigation for all authorization related workflows.

Mouse-over & text descriptions are provided, as well as running counts which indicate the total responses.

Authorizations – Main Menu

Main Menu Service Notifications Pending Auths Declined Requests Acknowledge Auths Final Auths Service Notifications without responses

Service Notifications (0 , 6)   (0 = EMG Req., 6 = Total Req.)

View/Respond to new/unanswered consumer notifications. The numbers next to the link indicate the number of emergency requests and the total number of requests (including emergency) respectively.

Pending Authorizations (0)   (0 = Total Pending Req.)

View notifications which are pending consumer's approval.

Declined Requests

View requests declined by either consumer or vendor.

Acknowledge Authorizations(62 , 0 , 34)   (62 = Total New Auths, 0 = Total Open AWC Auths, 34 = Total Modified Auths)

New or modified authorizations awaiting your acknowledgement. The numbers next to the link indicate the total number of new authorizations and the total number of modified authorizations respectively.

Final Authorizations

View details of final authorizations.

Service Notifications without responses

This new SSRS report will show Vendors the service notifications they received that ended (without a worker ending the request early) without the vendor responding to the request.

Clicking the Service Notifications hyperlink will present the Authorizations - Service Notifications screen to the User.

Authorizations - Service Notifications

Main Menu Service Notifications Pending Auths Declined Requests Acknowledge Auths Final Auths Service Notifications without responses

Following is the list of notifications/requests awaiting your response. To send a response to the consumer or to view the details of the request, please click on the 'View Details' link.

Emergency: [Select] Gender: [Select] Age Range: [Select] City: [Select] Zip Code: [Select] County: [Select] Units Requested: [   ]

Augcom Referral: [Select] Tracking No# [   ] Service Code: ◯ DDD ◯ HCPC   [Search] [Clear]

Search parameters may be entered/selected, and searched or cleard as needed.

Sorting options are provided to improve ease of workflow.

Label	Menu Value	Label	Menu Value
Emergency:	No/Yes	**Gender:**	M/F
Age Range:	0-5 | 6-10 | 11-17 | 18+	**City:**	AZ State Values
Zip Code:	AZ State Values	**County:**	AZ State Values
Units Requested:	Numerical – User Entered	**AugCom Referral:**	No
Tracking No#	Numerical – User Entered	**Service Code:**	DDD/HCPC – User Selected

Example - User selected value for ATC.

Authorizations - Service Notifications columns.

- Tracking Number
- Service Code
- DDD Code
- Emergency
- Gender
- Age
- City
- Zip Code
- County
- Vendor Call Start Date
- Vendor Call Close Date
- Units Requested
- Negotiated Rate
- Has Multiple Requests
- TPL
- Medicare
- AugCom Referral

All columns are sortable by ascending or descending order.

2.1 Authorizations Service Notifications - Single or Multiple Request Decline

From the service notifications data grid, Users may select single or multiple requests to bulk decline. Sorting options may be used to present service decline criteria, e.g. service areas which the Vendor may not serve.

Note: Has Multiple Requests column header will determine the request type.

- Single decline = No
- Multiple decline = Yes

Users may select all records simultaneously to bulk decline multiple requests.

Checkmarking the View Details check box will update the screen presentation to include Reason, Sub-reason and Notes for the single or multiple request decline.

Users may **Return** (button) to the Service Notifications screen or **Submit** (button) a Service Notification response.

Clicking the View Details hyperlink for a record within the Authorizations - Service Notifications screen will present details for the selected record.

Note: <mark>there are screen change differences between V.1 and V.2 Authorizations - Service Notifications screens.</mark>

(V.1 Screen – old version)

(V.2 Screen – new version)

2.2 Authorizations - Service Notifications - <u>View Details</u> (Comparison)

🔘 <mark>Please review the detailed notification received from the consumer</mark> – V.2 pic. Pg.8

Fields common to both V.1 and V.2
- Emergency:
- Age:
- Gender:
- Service Requested:
- DDD Code:
- Units Requested:
- Unit Type:
- Vendor Call Start Date:
- Vendor Call Close Date:
- Tracking Number:
- Negotiated Rate Flag:
- Service Dates:
- Support Coordinator:
- Supervisor Details:
- Multiple Requests Available

Fields unique to V.2
- Member Profile PDF

Fields removed from V.1 and placed within the Member Profile PDF
- Placement:
- Residence:
- Primary Diagnosis:
- Language Preference:
- Worker Gender Preference:
- Notes:
- Special Needs:
- TPL Details:
- Medicare Details:

🔘 Send response to the consumer's request - Section

All fields remain common between V.1 and V.2 with the exception of V2 updates for:
- Availabilty Type
- Availabilty Time
- <u>Level of Service</u>: in V.1 has been updated to <u>Service Frequency Assessed</u>: in V.2

Users may **<u>Return</u>** (button) to the Authorizations - Service Notifications screen or **<u>Submit</u>** (button) a Service Notification response.

2.3   Member Profile PDF

The Member Profile is a new enhancement for V.2 and represents a single point of access for Member details.

Disclaimer: This report only contains the relevant information about this member. Changes can occur at anytime and the report will get updated according to the changes made by the DDD Staff.

Member Information

Vendor Call Tracking Number: 202013342513

SC Name: Sup Name:

Eligibility: LTC   Status: OPEN

Primary Diagnosis: Autism   Other Diagnosis: About the Arizona Health Care Cost Containment System (AHCCCS) Founded in 1982, the Arizona Health Care Cost Containment System (written as AHCCCS and pronounced 'access') is Arizona's Medicaid program, a federal health care program jointly funded by the federal and state governments for individualq

Placement: HOME AND COMMUN BASED SVS   Residence: HOME

Medicare Details:

TPL Details:

Language Preference: ENGLISH   Worker Gender Preference: Female

Cross Streets: About the Arizona Health Care Cost Containment System (AHCCCS) Founded in 1982, the Arizona Health C

Family / Responsible Party Information

Family / Responsible Party Has Not Given Permission To Share The Contact Information. Family Will Directly Reach To Vendor Who Responded Yes

Language Preference: OTHER - About the Arizona Health Care Cost Containment Sys

Speech / Communication Needs

- Augmentative Communication Device

  About the Arizona Health Care Cost Containment System (AHCCCS)
  Founded in 1982, the Arizona Health Care Cost Containment System (written as AHCCCS and pronounced 'access') is Arizona's Medicaid program, a federal health care program jointly funded by the federal and state governments for individual1

- Sign Language

  About the Arizona Health Care Cost Containment System (AHCCCS)
  Founded in 1982, the Arizona Health Care Cost Containment System (written as AHCCCS and pronounced 'access') is Arizona's Medicaid program, a federal health care program jointly funded by the federal and state governments for individual2

- Other Methods Used To Communicate

  About the Arizona Health Care Cost Containment System (AHCCCS)
  Founded in 1982, the Arizona Health Care Cost Containment System (written as AHCCCS and pronounced 'access') is Arizona's Medicaid program, a federal health care program jointly funded by the federal and state governments for individual3

Member Profile detail categories include:

- Member Profile
- Family/Responsible Party Information
- Speech/Communication Needs
- Self-Care Needs
- Mobility Needs
- Transfer Needs
- Transportation Needs
- Mental Health, Behavioral and Lifestyle Risks
- Medical Needs
- Nursing Needs
- Additional Notes to Summarize the Member's Needs and / or Abilities

Note: Release of Member details requires Member agreement to participate in the Member Profile program.

2.4   Authorizations – View Multiple Requests

Clicking the Multiple Requests Available hyperlink within the Authorizations - Service Notifications Details screen will redirect the User to the Authorizations – View Multiple Requests screen.

The User may view multiple service request details for a single Member. This feature is designed to streamline the daily workflow.

Authorizations - View Multiple Requests

Main Menu Service Notifications Pending Auths Declined Requests Acknowledge Auths Final Auths Service Notifications without responses

Following is the list of notifications/requests awaiting your response. To send a response to the consumer or to view the details of the request, please click on the 'View Details' link.

	TrackingNumber	ServiceCode	DDD Code	Emergency	Gender	Age	City	Zip Code	County	VendorCallStartDate	VendorCallCloseDate	Units Requested	NegotiatedRate	Requests Status
View Details	202013248632	S5125	ATC	No	M	9	Chandler	852499676	MARICOPA	08/18/2020	08/23/2020	230.00	No	DECLINED BY VENDOR
View Details	201812689025	T2017	HAH	No	M	9	Chandler	852499676	MARICOPA	10/04/2018	10/09/2018	171.00	No	DECLINED BY VENDOR
View Details	201812638883	S5150	RSP	No	M	9	Chandler	852499676	MARICOPA	08/13/2018	08/18/2018	150.00	No	DECLINED BY VENDOR
View Details	201812695178	S5150	RSP	No	M	9	Chandler	852499676	MARICOPA	10/04/2018	10/09/2018	100.00	No	DECLINED BY VENDOR
View Details	201812714776	T2017	HAH	No	M	9	Chandler	852499676	MARICOPA	10/26/2018	10/31/2018	171.00	No	DECLINED BY VENDOR
View Details	202113358842	T2017	HAH	No	M	9	Chandler	852499676	MARICOPA	01/12/2021	01/17/2021	200.00	No	PENDING VENDOR RESPONSE
View Details	201812714784	S5150	RSP	No	M	9	Chandler	852499676	MARICOPA	10/26/2018	10/31/2018	100.00	No	DECLINED BY VENDOR
View Details	201912970525	92507	SPT	Yes	M	9	Chandler	852499676	MARICOPA	11/19/2019	11/22/2019	25.00	No	DECLINED BY VENDOR
View Details	202013044463	92507	SPT	No	M	9	Chandler	852499676	MARICOPA	05/13/2020	05/18/2020	28.00	No	DECLINED BY VENDOR
View Details	202013246781	92507	SPT	No	M	9	Chandler	852499676	MARICOPA	08/17/2020	08/22/2020	15.00	No	DECLINED BY VENDOR

Return

2.5   Authorizations - Service Notifications Details – Yes Response

Selecting the Yes response will update the <u>Authorizations - Service Notifications Details</u> screen to present additional fields relevant for the Yes services response.

Note: Please refer to the Glossary for the working definitions of the various "Availability Types"

Additional Yes services response fields include:
- Authorize at Vendor Level
- Select all applicable offices/sites
- Estimated Start Date
- Contact Name
- Contact Phone Number
- Contact Email

Users may **Return** (button) to the <u>Authorizations - Service Notifications screen</u> or **Submit** (button) a Service Notification response.

2.6 Authorizations - Service Notifications Details – No Response

Selecting the No response will update the Authorizations - Service Notifications Details screen to present additional fields relevant for the No services response.

Additional No services response fields include:
• Reason
• Reason Menu list

Note: Please refer to the Glossary for the working definitions of the various "Availability Types"

Send response to the consumer's request.

    ○ Yes, I can provide this service
    ◉ No, I can't provide this service

Reason : NONE

Notes : (Max 1500 characters)

Service Frequency Assessed: 1.00 Hours/Week

Member/Family Is willing to split authorization if only partial hours are available? No

Days and Times

Availability Type	Days	Availability Time	Start Time	End Time	Cross Streets
Required	M	Time	02:00 PM	04:00 PM	Houston & Texas

Return   Submit

◉ No, I can't provide this service

Reason :
NONE
MAX CAPACITY REACHED
RESOURCES/PERSONNEL UNAVAILABLE
DO NOT SERVE REQUESTED AREA
REQUESTED TIME FRAMES UNAVAILABLE
OTHER
UNABLE TO MEET THE MEMBER'S NEEDS
UNAVAILABILITY OF QUALIFIED STAFF
UNAVAILABILITY TO MEET PREFERRED TIME
UNABLE TO MEET THE GUARDIAN/RESPONSIBLE PERSON'S EXPECTATIONS/CONDITIONS
LOCATION

Note: If 'No' is selected, the response moves to the declined request queue.

2.7   Authorizations - Pending Authorizations V.2

A pending authorization is a service request a vendor has accepted and is now waiting for the consumer to accept or decline.

The number **(#)** to the right indicates the number of new pending authorizations.

Authorizations - Main Menu

Main Menu Service Notifications Pending Auths Declined Requests Acknowledge Auths Final Auths Service Notifications without responses

Pending Authorizations (1)

   View notifications which are pending consumer's approval.

Clicking the Pending Authorizations hyperlink redirects the User to the Pending Authorization screen.

Authorizations - Pending Authorizations

Main Menu Service Notifications Pending Auths Declined Requests Acknowledge Auths Final Auths Service Notifications without responses

Following is the list of pending authorizations, which are awaiting consumer's response. If the consumer accepts, then the corresponding request will appear in the authorization acknowledgement list. If the consumer declines, then the corresponding request will appear in the declined request list.

1

	Responded On	TrackingNumber	Service Code	DDD Code	Emergency	Gender	Age	City	Zip Code	County	Service Start Date	Service End Date	VendorCallStartDate	VendorCallCloseDate	Units Requested	NegotiatedRate	Has Multiple Requests	TPL	Medicare	Augcom	Referral
View Details	01/17/2021	202113358851	S5125	ATC	No	M	9	Chandler	85249	MARICOPA	01/11/2021	05/31/2021	01/12/2021	01/17/2021	200	No	Yes	No	No	No	

Authorizations – Pending Authorizations columns.

- Responded On
- Tracking Number
- Service Code
- DDD Code
- Emergency
- Gender
- Age
- City
- Zip Code
- County
- Service Start Date
- Service End Date
- Vendor Call Start Date
- Vendor Call Close Date
- Units Requested
- NegotiatedRate
- Has Multiple Requests
- TPL
- Medicare
- Aug. Com. Referral

Clicking the <u>View Details</u> hyperlink redirects the User to the <u>Pending Authorization Details</u> screen.

Note: The "Following are the details of the pending authorization" section contents have been similarly updated to the <u>Service Notifications Details</u> screen.

Electing to decline a request will present a form update which includes:
- Reason
- Reason menu list
- Sub Reason
- Sub Reason menu list
- Notes (*required)

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2.8   Authorizations - Pending Authorizations V.1

Authorizations - Service Notification Details

Main Menu Service Notifications Pending Auths Declined Requests Acknowledge Auths Final Auths Service Notifications without responses

Please review the detailed notification received from the consumer.

Emergency : No
Age : 11   **Gender :** M
City: Tucson
Placement : H - HOME AND
COMMUN BASED SVS
                                                     Residence : 01 - HOME
Service Requested : S5150   **DDD Code:** RSP
Units Requested : 240.00   **Unit Type :** H
VendorCall Start Date :   **VendorCall Close Date :**
01/15/2021   01/20/2021
Tracking Number : 202113362814 **Primary Diagnosis :** Autism
Negotiated Rate Flag : No   **Worker Gender Preference :** No
                                  Preference
Language Preference : ENGLISH
Service Dates : 01/15/2021 - 09/29/2021
Notes :
Support Co-
Ordinator :   (480) 645 - 4091
                     2001 W Camelback Rd
                     Phoenix, AZ - 85015-742
                     dddtesting@live.com
SuperVisor
Details :   (602) 509 - 1655
                     dddtesting@live.com
Special Needs : Hand over Hand
                     Verbal Prompts
                     Does not adjust well to change
                     Other safety or self-help risks
Request Details : -
TPL Details :
Medicare Details
:
Multiple Requests Available

Send response to the consumer's request.

○ Yes, I can provide this service
○ No, I can't provide this service

Notes : (Max 1500 characters)

Level of Service:
Days and Times

Days	Start Time	End Time	Cross Streets
Su,M,Tu,W,Th,F,Sa	08:00 AM	06:00 PM	5th St. & Swan

[Return]   [Submit]

Following are the details of the pending authorization - Section

Fields common to both V.1 and V.2
- Emergency:
- Age:
- Gender:
- Service Requested:
- DDD Code:
- Units Requested:
- Unit Type:
- Vendor Call Start Date:
- Vendor Call Close Date:
- Tracking Number:
- Negotiated Rate Flag:
- Service Dates:
- Support Coordinator:
- Supervisor Details:

Fields unique to V.2
- Member Profile PDF

Fields removed from V.1 and placed within the Member Profile PDF
- Placement:
- Residence:
- Primary Diagnosis:
- Language Preference:

- Worker Gender Preference:
- Notes:
- Special Needs:

⊙ Following are the details of the response that you sent to the consumer- Section

All fields remain common between V.1 and V.2 with the exception of V2 updates for:
- Availabilty Type
- Availabilty Time
- Level of Service: in V.1 has been updated to Service Frequency Assessed: in V.2

Users may **Return** (button) to the Authorizations - Service Notifications screen or **Submit** (button) a Service Notification response.

3   Authorization - Decline Requests

Clicking the Declined Requests hyperlink from the Authorization Main Menu, redirects the User to the Authorizations - Declined Requests screen.

Authorizations – Main Menu

Main Menu   Service Notifications   Pending Auths   Declined Requests   Acknowledge Auths   Final Auths   Service Notifications without responses

⊙ Declined Requests
    View requests declined by either consumer or vendor.

The Declined Requests queue displays details regarding the declined request.

Authorizations - Declined Requests

Main Menu   Service Notifications   Pending Auths   Declined Requests   Acknowledge Auths   Final Auths   Service Notifications without responses

⊙ Following are the requests declined on or after 12/01/2020. You can filter the results based on the person who declined the request and the reason. To view the details of the request, please click the 'View Details' link.

Requests Declined By : [Consumer ▾]   Reason : [Preferred provider identified ▾]

	TrackingNumber	Responded On	ServiceCode [All ▾]	DDD Code [All ▾]	Emergency [All ▾]	Gender [All ▾]	Age [All ▾]	Service Start Date	Service End Date	VendorCallCloseDate	Units Requested [All ▾]	NegotiatedRate
View Details	202013322705	12/11/2020	T2021	DTA	No	F	22	11/13/2020	01/30/2021	11/18/2020	451.00	No
View Details	202013324074	12/03/2020	S5125	ATC	No	M	16	11/17/2020	04/03/2021	11/22/2020	1040.00	No
View Details	202013338266	12/14/2020	S5125	ATC	No	M	33	12/09/2020	10/21/2021	12/14/2020	3888.00	No
View Details	202013322717	12/11/2020	A0120	TRA	No	F	22	11/13/2020	01/30/2021	11/18/2020	113.00	No
View Details	202013325633	12/07/2020	S5150	RSP	No	M	7	11/18/2020	09/15/2021	11/23/2020	500.00	No
View Details	202013339157	12/11/2020	S5125	ATC	Yes	F	41	12/09/2020	02/08/2021	12/12/2020	264.00	No
View Details	202013323598	12/07/2020	S5150	RSP	No	F	27	11/16/2020	09/30/2021	11/21/2020	517.00	No
View Details	202113342563	01/14/2021	T2017	HAH	No	F	14	01/14/2021	12/28/2021	12/28/2021	400.00	No
View Details	202013334761	12/04/2020	T2017	HAH	No	M	9	12/01/2020	02/22/2021	12/08/2020	320.00	No
View Details	202013324264	12/07/2020	S5125	ATC	No	M	9	11/17/2020	12/02/2020	11/22/2020	18.00	No
View Details	202013323570	12/07/2020	S5125	ATC	No	F	27	11/16/2020	10/23/2021	11/21/2020	1225.00	No
View Details	202013330576	12/09/2020	T2021	DTA	No	F	32	11/25/2020	07/18/2021	11/30/2020	1360.00	No
View Details	202013323596	12/07/2020	T2017	HAH	No	F	27	11/16/2020	10/23/2021	11/21/2020	256.00	No
View Details	202013334771	12/04/2020	S5150	RSP	No	M	9	12/01/2020	02/22/2021	12/08/2020	69.75	No

3.1   Declined Requests Features

Decline details can be filtered by **Declined By** and **Reason** using the related menu list.

Menu options for **Declined By:**

Requests Declined By : | Consumer |
| Vendor |

(No Change V.1 vs. V.2)

Menu options for **Reason:**

Reason : | Preferred provider identified |
| Service no longer needed |
| No Vendor Responses received - Escalation |
| User Error |
| Close - not assigned timely |
| Closed - End of ISP Service Plan Year |

(Closed - End of ISP Service Plan Year - menu value is new for V.2)

Authorizations - Declined Requests Columns

- TrackingNumber
- Responded On
- ServiceCode
- DDD Code
- Emergency
- Gender
- Age
- Service Start Date
- Service End Date
- Vendor Call Close Date
- Units Requested
- Negotiated Rate

All columns are sortable by ascending or descending order.

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Clicking the <u>View Details</u> hyperlink on the <u>Declined Requests</u> queue displays details regarding a specific declined request.

V.2

V.1

Again, version changes are limited to those fields moved to the Member Profile e.g. Special Needs, Notes, Placement, etc.

Additional columns for <u>Availability Type</u> and <u>Days</u> have been added in V.2

Users my **Return** (button) to the Authorizations - Declined Requests queue after detail review.

4 Authorization - Acknowledge Authorizations

Clicking the Acknowledge Authorizations hyperlink from the Authorization Main Menu, redirects the User to the Authorizations - Acknowledge Authorizations screen.

Authorizations - Main Menu

Main Menu Service Notifications Pending Auths Declined Requests Acknowledge Auths Final Auths Service Notifications without responses

➡ Acknowledge Authorizations(62 , 0 , 34)

New or modified authorizations awaiting your acknowledgement. The numbers next to the link indicate the total number of new authorizations and the total number of modified authorizations respectively.

The Acknowledge Authorizations queue displays details regarding 'New Authorizations', 'New AWC Authorizations' for HSK, ATC, HAH & HAI services as well as 'Authorizations which were modified by the Member'.

Authorizations - Acknowledge Authorizations

Main Menu Service Notifications Pending Auths Declined Requests Acknowledge Auths Final Auths Service Notifications without responses

➡ Following are 'New Authorizations' that need your acknowledgement. Please click on the consumer name link to view the details of the authorization. After acknowledgement the record(s) will be added to final authorization list.

☐ Consumer Name	TrackingNumber	Service Code	DDD Code	Type	Office/Site	Units Authorized	Estimated St Date
☐ Member		T2019	GSE	ByPass	Provider	2080.00	
☐ Member		T2021	DTA	ByPass	Provider	1248.00	
☐ Member		T2021	DTA	ByPass	Provider	2040.00	
☐ Member		T2021	DTA	ByPass	Provider	2040.00	
☐ Member		T2021	DTA	ByPass	Provider	2080.00	
☐ Member		T2021	DTA	ByPass	Provider	2040.00	

[Acknowledge]

➡ Following are the 'New Authorizations' for HSK,ATC,HAH & HAI services that need to be acknowledged within 3 Business days to be able to provide the service. These consumers have chosen 'Agency with Choice'

No New AWC Authorizations!

➡ Following are the authorizations which were modified by the consumer and are awaiting your acknowledgement. Please click on the consumer name link to view the details of the authorization. After acknowledgement the record(s) will be added to final authorization list.

☐ Consumer Name	TrackingNumber	Service Code	DDD Code	Type	Status	Office/Site	Units Authorized	Units Paid	Estimated St Date
☐ Member		T2016	HAB	ByPass	Closed	Provider	366.00	353.00	10/06/2019
☐ Member		DD030	RRB	ByPass	Closed	Provider	366.00	366.00	10/06/2019
☐ Member		T2017	HAH	ByPass	Closed	Provider	490.00	305.50	12/06/2019
☐ Member		T2016	HBA	ByPass	Closed	Provider	366.00	338.00	11/29/2019
☐ Member		DD031	RBD	ByPass	Closed	Provider	366.00	338.00	11/29/2019
☐ Member		DD031	RBD	ByPass	Closed	Provider	0.00		
☐ Member		T2016	HAB	ByPass	Open	Provider	341.00		
☐ Member		T2021	DTA	ByPass	Closed	Provider	0.00		

[Acknowledge]

4.1 Estimated Start Date

Users cannot simply checkmark a Member and click **Acknowledge** as this will generate a system error.

Users must first select the needed Member by clicking the Member Name hyperlink. This will redirect the User to the Authorizations - New Authorization Details screen, where the User may view authorization details, enter the "Estimated Start Date" and acknowledge the authorization.

Note: Acknowledged authorizations will be added to Final Authorizations queue.

5 Authorization - Final Authorizations

Clicking the Final Authorizations hyperlink from the Authorization Main Menu, redirects the User to the Authorizations - Final Authorizations screen.

The Final Authorizations queue displays filtering, sorting and details regarding finalized authorizations.

Initial presentation results are based on default search parameters of:

- **Status:** (Open | Closed | ALL) = Open
- **Type:** (Regular | Bypass | ALL) = ALL
- **Service:** (DDD services A-Z | ALL) = ALL
- **Office/Site:** (Vendor Sites Alphanumeric | ALL) = ALL
- **Support Coordinator:** (SC's Alpha | ALL) = ALL

To facilitate User workflow, counts for **Records Displayed** and **Total Records** are displayed as well as the **Go to Page** picklist.

To further refine the default search results, Users may additionally incorporate:

- **Start Date:**
- **End Date:**
- **Focus ID:**
- **ASSISTS ID:**
- **Consumer First Name:**
- **Consumer Last Name:**
- **Vendor Call Tracking ID:**

Note: No Final Authorizations queue changes V.1 vs. V.2

Selecting the Member Name hyperlink within the search criteria will redirect the User to the Final Authorizations Details screen.

5.1   Final Authorization detail screen

In addition to final authorization details, the <u>Final Authorizations Details</u> screen provides access to the Member's medical coverage & waiver information via the <u>View Medical Coverage & Waiver Information</u> hyperlink.

Clicking the <u>View Medical Coverage & Waiver Information</u> hyperlink will redirect the User to the <u>Authorizations - Medical Coverage & Waiver Information</u> screen. Member relevant Medical Coverage details are presented for:

- Coverage Type
- Insurance Company
- Effective Date
- End Date
- Policy/Medicare No.
- Group No.
- Policy Holder's Name
- MCID (AHCCCS issued Insurance Master Carrier ID)

Member relevant Waiver details are presented for:

- DDD Service Code
- Insurance Company
- Waiver Start Date
- Waiver End Date
- MCID (AHCCCS issued Insurance Master Carrier ID)

Authorizations - Medical Coverage & Waiver Information

Consumer Name: **ASSISTS ID:**   **FOCUS ID:**

Medical Coverage

Coverage Type	Insurance Company	Effective Date	End Date	Policy/Medicare No.	Group No.	Policy Holder's Name	MCID
MEDICARE	MEDICARE HMO					UNITEDHEALTHCARE	
MEDICARE	MEDICARE HMO					UNITEDHEALTHCARE	
MEDICARE	MEDICARE					UNITEDHEALTHCARE	

7 records

Waivers

DDD Service Code	Insurance Company	Waiver Start Date	Waiver End Date	MCID

No records found

[Return]

Selecting the Medicare HMO hyperlink presents a child dialog box with carrier specific details for:

- Insurance Co Name:
- Address:
- City / State:
- Zip:
- Phone No.:

User may return to the Authorizations - Medical Coverage & Waiver Information screen by clicking **Return** (button).

6   Service Notifications without responses

Clicking the Service Notifications without responses hyperlink from the Authorization Main Menu, redirects the User to the Non-Response Report screen.

6.1   Non-Response Report

Users may generate service notification reports for all services or a service specific report.

Leaving the **Service Code:** field empty will return all service notifications without a response for a specified time frame.

Non Response Report

Main Menu Service Notifications Pending Auths Declined Requests Acknowledge Auths Final Auths Service Notifications without responses

Vendor Call Start Date: 01/01/2020

Vendor Call End Date: 01/01/2021

Service Code: ○ DDD ○ HCPC [ ]

Requested Units >=: 1

Report Format: PDF ▾

[Generate Report]   [Clear]

Available report formats.

Report Format:
PDF ▾
EXCEL
CSV
Word

6.2   All services report example

DEPARTMENT OF ECONOMIC SECURITY
Your Partner for A Stronger Arizona

Division of Developmental Disabilities

Service Notification Without Responses

Tracking Number	Vendor Call Start Date	Vendor Call End Date	Service Start Date	Service End Date	DDD Service Code	HCPC Service Code	Requested Units
202013073647	01/02/2020	01/05/2020	01/02/2020	10/02/2020	ATC	S5125	285.00
202013073666	01/02/2020	01/05/2020	01/02/2020	02/13/2020	ATC	S5125	58.00
202013074637	01/03/2020	01/06/2020	01/03/2020	09/08/2020	ATC	S5125	3132.00
202013073221	01/02/2020	01/07/2020	12/30/2019	10/20/2020	DTA	T2021	1502.00
202013073240	01/02/2020	01/07/2020	12/30/2019	10/20/2020	TRA	A0120	312.00
202013073167	01/02/2020	01/07/2020	12/02/2019	08/01/2020	DTT	T2021	510.00
202013076521	01/07/2020	01/12/2020	01/07/2020	12/17/2020	HAH	T2017	572.00
202013076545	01/07/2020	01/12/2020	10/01/2020	10/21/2020	RSP	S5150	18.00
202013076509	01/07/2020	01/12/2020	01/07/2020	09/02/2020	HAH	T2017	275.00
202013076447	01/07/2020	01/12/2020	06/01/2020	08/31/2020	DTS	T2021	264.00
202013076212	01/07/2020	01/12/2020	12/17/2019	08/22/2020	RSP	S5150	400.00

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Providing a specific service code will return the notifications for a specific service without a response, for a specified time frame.

Non Response Report

Main Menu Service Notifications Pending Auths Declined Requests Acknowledge Auths Final Auths Service Notifications without responses

Vendor Call Start Date: 01/01/2020

Vendor Call End Date: 01/01/2021

Service Code: ⦿ DDD ○ HCPC   ATC

Requested Units >=: 1

Report Format: PDF ▾

[Generate Report]   [Clear]

6.3   Specific service report example

DEPARTMENT OF ECONOMIC SECURITY

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Division of Developmental Disabilities

Service Notification Without Responses

Tracking Number	Vendor Call Start Date	Vendor Call End Date	Service Start Date	Service End Date	DDD Service Code	HCPC Service Code	Requested Units
202013073647	01/02/2020	01/05/2020	01/02/2020	10/02/2020	ATC	S5125	285.00
202013073666	01/02/2020	01/05/2020	01/02/2020	02/13/2020	ATC	S5125	58.00
202013074637	01/03/2020	01/06/2020	01/03/2020	09/08/2020	ATC	S5125	3132.00
202013076203	01/07/2020	01/12/2020	01/07/2020	03/17/2020	ATC	S5125	504.00
202013076208	01/07/2020	01/12/2020	01/07/2020	11/30/2020	ATC	S5125	1836.00
202013076556	01/07/2020	01/12/2020	01/07/2020	03/27/2020	ATC	S5125	333.00
202013077081	01/08/2020	01/13/2020	01/08/2020	10/29/2020	ATC	S5125	440.00
202013077253	01/08/2020	01/13/2020	01/08/2020	08/20/2020	ATC	S5125	1200.00
202013078625	01/09/2020	01/14/2020	10/31/2019	08/22/2020	ATC	S5125	294.00
202013078817	01/09/2020	01/14/2020	01/09/2020	03/19/2020	ATC	S5125	545.00
202013079227	01/09/2020	01/14/2020	07/20/2019	07/19/2020	ATC	S5125	1092.00
202013079289	01/09/2020	01/14/2020	01/08/2020	03/31/2020	ATC	S5125	120.00
202013079667	01/10/2020	01/15/2020	01/10/2020	10/04/2020	ATC	S5125	260.00

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Users may elect to **Generate Report** (button) or **Clear** (button) as appropriate.

7   Glossary

Term	Definition
Focus	Focus is a web-based system used by DDD staff to capture and store data on DDD consumers, vendors, service authorizations and payments.
Vendor/Provider	An individual or organization which provides services to DDD and ALTCS eligible consumers. The Vendor/Provider may have one or multiple sites which must be monitored for compliance of the standards and rules set forth by the State of Arizona.
Flexible	The Days and/or times a member is available to receive the service hours specified, with a start/end time determined between the Qualified Vendor and member/responsible person. **Note:** A combination of flexible and/or required must meet the assessed need, **unless a split authorization is specified** by the member/responsible person • The scheduled time frame may be greater than service delivery hours; however, service delivery hours may not exceed the assessed need
Required	The Days and/or times a member **must** receive a specific service. **Note:** A combination of flexible and/or required must meet the assessed need, **unless a split authorization is specified** by the member/responsible person • The scheduled time frame may be greater than service delivery hours; however, service delivery hours may not exceed the assessed need
No availability	Days and/or times a member **will not be available** receive a specific service.
Vendor Call	The Division's invitation to Qualified Vendors to submit a response indicating their availability to provide a service(s) for a specific member(s), based on the assessed need(s).

8   Help Resources

• SC or District Nurse who issued the vendor call

• DDD Customer Service Center – 1.844.770.9500

• DDDCustomerServiceCenter@azdes.gov

• Focus Helpdesk – 602.771.1487