

Vendor Call

Vendor's User Guide

Document ID: DDD-VC-040-001_Vendor Call

Version 2.3

February 25, 2021



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Division of Developmental Disabilities



Version 1.0

<p>Department of Economic Security</p> <p>Division of Developmental Disabilities</p>
<p>Project: Division of Developmental Disabilities Vendor Call</p> <p>Subject: Vendor Call Vendor's User Manual</p> <p>Doc ID: DDD-VC-000-001-Vendor Call-V2.3</p>

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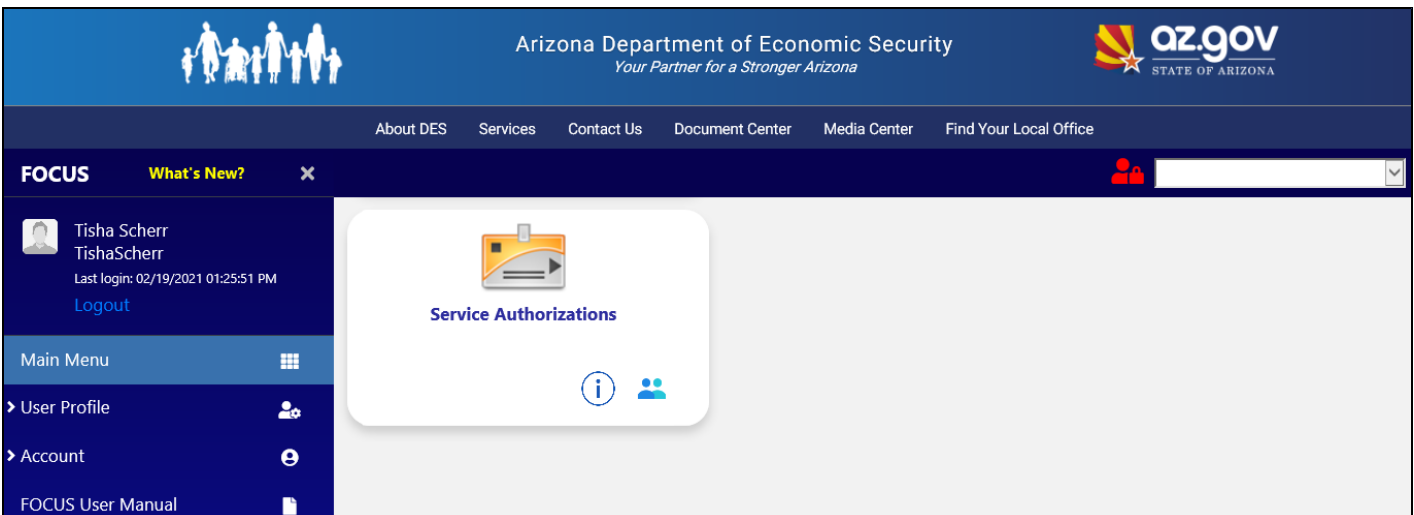
1 Focus Main Menu

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





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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: Gender: Age Range: City: Zip Code: County: Units Requested:

Augcom Referral: Tracking No# Service Code: DDD HCPC

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



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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/HCPD – User Selected

Example - User selected value for ATC.

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: Gender: Age Range: City: Zip Code: County: Units Requested:

Augcom Referral: Tracking No# Service Code: DDD HCPD

	TrackingNumber	ServiceCode	DDD Code	Emergency	Gender	Age	City	Zip Code	County	VendorCallStartDate	VendorCallCloseDate	Units Requested	NegotiatedRate	Has Multiple Requests	TPL	Medicare	Augcom Referral
<input type="checkbox"/>	View Details	202113358851	S5125	ATC	No	M	9	Chandler	85249	MARICOPA	01/12/2021	01/17/2021	200.00	No	Yes	No	No
<input type="checkbox"/>	View Details	202113359188	S5125	ATC	No	M	11	Peoria	85383	MARICOPA	01/12/2021	01/17/2021	480.00	No	No	No	No
<input type="checkbox"/>	View Details	202113359395	S5125	ATC	No	M	16	Cave Creek	85331	MARICOPA	01/12/2021	01/17/2021	1040.00	No	Yes	Yes	No
<input type="checkbox"/>	View Details	202113359564	S5125	ATC	No	F	12	Prescott Valley	86314	YAVAPAI	01/12/2021	01/17/2021	240.00	No	Yes	No	No
<input type="checkbox"/>	View Details	202113359523	S5125	ATC	No	F	14	Phoenix	85033	MARICOPA	01/12/2021	01/17/2021	494.00	No	No	No	No
<input type="checkbox"/>	View Details	202113360084	S5125	ATC	No	M	25	Apache Junction	85119	MARICOPA	01/14/2021	01/19/2021	43.00	No	No	Yes	No
<input type="checkbox"/>	View Details	202113357713	S5125	ATC	Yes	M	16	Tucson	85718	PIMA	01/14/2021	01/17/2021	480.00	No	Yes	Yes	No
<input type="checkbox"/>	View Details	202113361709	S5125	ATC	No	F	12	Phoenix	85033	MARICOPA	01/14/2021	01/19/2021	102.00	No	No	Yes	No
<input type="checkbox"/>	View Details	202113362084	S5125	ATC	No	F	17	Tucson	85719	PIMA	01/17/2021	01/22/2021	4.00	No	No	No	No

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.



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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

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: Gender: Age Range: City: Zip Code: County: Vendor Call Start Date: Units Requested:

Augcom Referral: Tracking No# Service Code: DDD HCPC HAH

	TrackingNumber	ServiceCode	DDD Code	Emergency	Gender	Age	City	Zip Code	County	VendorCallStartDate	VendorCallCloseDate	Units Requested	NegotiatedRate	Has Multiple Requests	TPL	Medicare	Augcom Referral
<input checked="" type="checkbox"/>	View Details	202013342510	T2017	HAH	No	M	12	El Mirage	85335	MARICOPA	12/21/2020	11/16/2021	20.00	No	Yes	No	No
<input type="checkbox"/>	View Details	202113342553	T2017	HAH	No	F	7	San Tan Valley	85143	PINAL	01/14/2021	08/28/2021	168.00	No	Yes	Yes	No
<input type="checkbox"/>	View Details	202113342561	T2017	HAH	No	F	5	Gilbert	85295	MARICOPA	01/14/2021	01/17/2022	500.00	No	Yes	No	No
<input checked="" type="checkbox"/>	View Details	202113342564	T2017	HAH	No	F	14	Gilbert	85298	MARICOPA	01/14/2021	12/28/2021	200.00	No	No	Yes	No

Reason :

Notes :

(Max 1500 characters)

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

<input checked="" type="checkbox"/>	View Details	TrackingNumber
<input checked="" type="checkbox"/>	View Details	202113342530
<input checked="" type="checkbox"/>	View Details	202113342566
<input checked="" type="checkbox"/>	View Details	202113343580

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.

Reason :

DO NOT SERVE REQUESTED AREA
LOCATION
MAX CAPACITY REACHED
OTHER
REQUESTED TIME FRAMES UNAVAILABLE
RESOURCES/PERSONNEL UNAVAILABLE
UNABLE TO MEET THE GUARDIAN/RESPONSIBLE PERSON'S EXPECTATIONS/CONDITIONS
UNABLE TO MEET THE MEMBER'S NEEDS
UNAVAILABILITY OF QUALIFIED STAFF
UNAVAILABILITY TO MEET PREFERRED TIME

Reason :

Sub Reason :

PREFERRED TIME NOT AVAILABLE
START DATE NOT AVAILABLE

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



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Clicking the [View Details](#) hyperlink for a record within the Authorizations - Service Notifications screen will present details for the selected record.

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

(V.1 Screen – old version)

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 : 9
City: Chandler
Placement : D - ACUTE SVS, DD IN UNCERT.
Service Requested : S5125
Units Requested : 200.00
VendorCall Start Date : 01/12/2021
Tracking Number : 202113358851
Negotiated Rate Flag : No
Language Preference : ENGLISH
Service Dates : 01/11/2021 - 05/31/2021
Notes : THIS NOTE IS MASKED

Gender : M
Residence : 01 - HOME
DDD Code: ATC
Unit Type : H
VendorCall Close Date : 01/17/2021
Primary Diagnosis : Autism
Worker Gender Preference : No Preference

Support Co-Ordinator : PAULA BAUER (602) 397 - 3384
 125 E Elliot Rd
 Chandler, AZ - 85225
dddtesting@live.com

SuperVisor Details : SEAN ROMANS (602) 771 - 6001
dddtesting@live.com

Special Needs : AUGMENTATIVE COMMUNICATION DEVICE
 Family / Responsible Party has given permission for contact information to be provided to Vendor who will need additional information regarding the member
 Lack of judgment or difficulty understanding consequences

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:
 Hours/Week

Days and Times

Days	Start Time	End Time	Cross Streets
M,Tu,W,Th,F	02:00 PM	06:00 PM	Ocotillo and Gilbert Roads in south chandler

(V.2 Screen – new version)

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 : 12
City: El Mirage
Service Requested : T2017
Units Requested : 20.00
VendorCall Start Date : 12/21/2020
Tracking Number : 202013342510
Negotiated Rate Flag : No
Service Dates : 12/25/2020 - 11/16/2021

Gender : M
Residence : HAH
Unit Type : H
VendorCall Close Date : 11/16/2021

Support Co-Ordinator : LAVONNE GOLD (602) 771 - 1700
 11526 W Bell Rd
 Surprise, AZ - 85378-980
dddtesting@live.com

SuperVisor Details : SANDRA TILLER (602) 771 - 1700
dddtesting@live.com

[Member Profile PDF](#)
[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)

Service Frequency Assessed: 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



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2.2 Authorizations - Service Notifications - [View Details](#) (Comparison)

➡ Please review the detailed notification received from the consumer – 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:

- Availability Type
- Availability 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.



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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



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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 can 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



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2.5 Authorizations - Service Notifications Details – Yes Response

Selecting the Yes response will update the Authorizations - Service Notifications Details 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”

Send response to the consumer's request.

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

Authorize at Vendor Level

Select all applicable offices/sites:

<input type="checkbox"/>	Office/Site Name	Address
<input type="checkbox"/>		

Estimated Start Date:

Contact Name:

Contact Phone Number:

Contact Email:

Notes : (Max 1500 characters)

Service Frequency Assessed: 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

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 Authorizations - Service Notifications screen or **Submit** (button) a Service Notification response.



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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 :

Notes : (Max 1500 characters)

Service Frequency Assessed: 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

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.



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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.																																												
<table border="1"> <thead> <tr> <th>1</th> <th>Responded On</th> <th>TrackingNumber</th> <th>Service Code</th> <th>DDD Code</th> <th>Emergency</th> <th>Gender</th> <th>Age</th> <th>City</th> <th>Zip Code</th> <th>County</th> <th>Service Start Date</th> <th>Service End Date</th> <th>VendorCallStartDate</th> <th>VendorCallCloseDate</th> <th>Units Requested</th> <th>NegotiatedRate</th> <th>Has Multiple Requests</th> <th>TPL</th> <th>Medicare</th> <th>Augcom</th> <th>Referral</th> </tr> </thead> <tbody> <tr> <td>View Details</td> <td>01/17/2021</td> <td>202113358851</td> <td>S5125</td> <td>ATC</td> <td>No</td> <td>M</td> <td>9</td> <td>Chandler</td> <td>85249</td> <td>MARICOPA</td> <td>01/11/2021</td> <td>05/31/2021</td> <td>01/12/2021</td> <td>01/17/2021</td> <td>200</td> <td>No</td> <td>Yes</td> <td>No</td> <td>No</td> <td>No</td> </tr> </tbody> </table>		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
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



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Division of Developmental Disabilities

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Subject: Vendor Call Vendor's User Manual

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Clicking the [View Details](#) hyperlink redirects the User to the [Pending Authorization Details](#) screen.

Authorizations - Pending Authorization Details

[Main Menu](#) [Service Notifications](#) [Pending Auths](#) [Declined Requests](#) [Acknowledge Auths](#) [Final Auths](#) [Service Notifications without responses](#)

Following are the details of the pending authorization.

Emergency : No
Age : 21
City: Tempe
Service Requested : 55125
Units Requested : 1.00
Service Dates : 12/17/2020 - 12/16/2021
VendorCall Start Date : 12/17/2020
Tracking Number : 202013342485
Negotiated Rate Flag : No
Support Co-Ordinator : (602) 828 - 1960
 120 W 1st Ave
 Mesa, AZ - 85210-131
dddtesting@live.com
SuperVisor Details : (602) 828 - 1643
dddtesting@live.com
[Member Profile PDF](#)

Gender : M
DDD Code: ATC
Unit Type : H
VendorCall Close Date : 12/16/2021

Following are the details of the response that you sent to the consumer.
Date : 01/17/2021
 Test Comments
List of Offices/Sites Offered by Vendor :

Service Frequency Assessed: Hours/Week
 Member/Family Is willing to split authorization if only partial hours are available? Yes

Days and Times

Availability Type	Days	Availability Time	Start Time	End Time	Cross Streets
Required	Su	Morning	06:00 AM	11:59 AM	awet

Decline this Request

Note: The "Following are the details of the pending authorization" section contents have been similarly updated to the [Service Notifications Details](#) 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)

Decline this Request

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

Decline this Request

Reason : UNABLE TO MEET THE MEMBER'S NEED

Sub Reason : -- SELECT --

PHYSICAL NEEDS
 ACCESSIBILITY NEEDS
 BEHAVIORAL NEEDS
 MEDICAL NEEDS
 LANGUAGE/CULTURAL NEEDS
 SPECIALIZED TRAINING NEEDS



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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.

➡ 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

Emergency : No
Age : 11
City: Tucson
Placement : H - HOME AND COMMUN BASED SVS
Service Requested : S5150
Units Requested : 240.00
VendorCall Start Date : 01/15/2021
Tracking Number : 202113362814
Negotiated Rate Flag : No
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

Gender : M
Residence : 01 - HOME
DDD Code: RSP
Unit Type : H
VendorCall Close Date : 01/20/2021
Primary Diagnosis : Autism
Worker Gender Preference : No Preference

➡ 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:



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- 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:

- Availability Type
- Availability 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 : Reason :

	TrackingNumber	Responded On	ServiceCode	DDD Code	Emergency	Gender	Age	Service Start Date	Service End Date	VendorCallCloseDate	Units Requested	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



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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 :	<table style="width: 100%; border-collapse: collapse;"> <tr style="background-color: #0070C0; color: white;"> <td style="padding: 2px 5px;">Consumer</td> </tr> <tr> <td style="padding: 2px 5px;">Vendor</td> </tr> </table>	Consumer	Vendor
Consumer			
Vendor			

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

Menu options for **Reason**:

Reason :	<table style="width: 100%; border-collapse: collapse;"> <tr style="background-color: #0070C0; color: white;"> <td style="padding: 2px 5px;">Preferred provider identified</td> </tr> <tr> <td style="padding: 2px 5px;">Service no longer needed</td> </tr> <tr> <td style="padding: 2px 5px;">No Vendor Responses received - Escalation</td> </tr> <tr> <td style="padding: 2px 5px;">User Error</td> </tr> <tr> <td style="padding: 2px 5px;">Close - not assigned timely</td> </tr> <tr> <td style="padding: 2px 5px;">Closed - End of ISP Service Plan Year</td> </tr> </table>	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
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 [View Details](#) hyperlink on the [Declined Requests](#) queue displays details regarding a specific declined request.

V.2

Authorizations - Declined Request Details

[Main Menu](#) [Service Notifications](#) [Pending Auths](#) [Declined Requests](#) [Acknowledge Auths](#) [Final Auths](#) [Service Notifications without responses](#)

Following are the details of the declined request.

Emergency : No
Age : 22
City : Tempe
Service Requested : A0120
Units Requested : 113.00
Service Dates : 11/13/2020 - 01/30/2021
VendorCall Start Date : 11/13/2020
Tracking Number : 202013322717
Negotiated Rate Flag : No
Support Co-Ordinator : (602) 762 - 8487
1951 W Camelback Road
Phoenix, AZ - 85015
dddtesting@live.com
SuperVisor Details : (602) 762 - 8219
dddtesting@live.com
[Member Profile PDF](#)

Gender : F
Notification Date:
DDD Code: TRA
Unit Type : T
VendorCall Close Date : 11/18/2020

Declined By : Consumer
Date : 12/11/2020
Reason : Preferred provider identified
Notes :

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

Days and Times

Availability Type	Days	Pickup Cross Streets	Dropoff Cross Streets	Dropoff Time	Round Trip	Pickup Time	Pickup Cross Streets	Dropoff Cross Streets
	M,Tu,W,Th,F	E Don Carlos and S Craver	E Don Carlos and S Craver	08:00 AM	Yes	04:00 PM	E Don Carlos and S Craver	E Don Carlos and S Craver

V.1

Authorizations - Declined Request Details

[Main Menu](#) [Service Notifications](#) [Pending Auths](#) [Declined Requests](#) [Acknowledge Auths](#) [Final Auths](#) [Service Notifications without responses](#)

Following are the details of the declined request.

Emergency : No
Age : 22
City : Tempe
Placement : H - HOME AND COMMUN BASED SVS
Service Requested : A0120
Units Requested : 113.00
Service Dates : 11/13/2020 - 01/30/2021
VendorCall Start Date : 11/13/2020
Tracking Number : 202013322717
Negotiated Rate Flag : No
Language Preference : ENGLISH
Notes :
Special Needs :
Support Co-Ordinator : (602) 762 - 8487
2001 W Camelback Rd
Phoenix, AZ - 85015-742
dddtesting@live.com
SuperVisor Details : (602) 762 - 8219
dddtesting@live.com
Request Details : -

Gender : F
Notification Date:
Residence : H - HOME
DDD Code: TRA
Unit Type : T
VendorCall Close Date : 11/18/2020
Primary Diagnosis : Intellectual Disability
Worker Gender Preference : No Preference

Declined By : Consumer
Date : 12/11/2020
Reason : Preferred provider identified
Notes :

Level of Service:

Days and Times

Days	Pickup Cross Streets	Dropoff Cross Streets	Dropoff Time	Round Trip	Pickup Time	Pickup Cross Streets	Dropoff Cross Streets
M,Tu,W,Th,F	E Don Carlos and S Craver	E Don Carlos and S Craver	08:00 AM	Yes	04:00 PM	E Don Carlos and S Craver	E Don Carlos and S Craver

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

Additional columns for [Availability Type](#) and [Days](#) have been added in V.2

Users may [Return](#) (button) to the Authorizations - Declined Requests queue after detail review.



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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.

<input type="checkbox"/>	Consumer Name	TrackingNumber	Service Code	DDD Code	Type	Office/Site	Units Authorized	Estimated St Date
<input type="checkbox"/>	Member		T2019	GSE	ByPass	Provider	2080.00	
<input type="checkbox"/>	Member		T2021	DTA	ByPass	Provider	1248.00	
<input type="checkbox"/>	Member		T2021	DTA	ByPass	Provider	2040.00	
<input type="checkbox"/>	Member		T2021	DTA	ByPass	Provider	2040.00	
<input type="checkbox"/>	Member		T2021	DTA	ByPass	Provider	2080.00	
<input type="checkbox"/>	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.

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

Acknowledge



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4.1 Estimated Start Date

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

All Acknowledgements must have an estimated start date

<input type="checkbox"/>	Consumer Name	TrackingNumber	Service Code	DDD Code
<input checked="" type="checkbox"/>	Member Name		T2019	GSE

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.

Authorizations - New Authorization Details

[Main Menu](#) [Service Notifications](#) [Pending Auths](#) [Declined Requests](#) [Acknowledge Auths](#) [Final Auths](#) [Service Notifications without responses](#)

Following are the details of the authorization. If you are the authorized person, you may acknowledge the authorization by clicking 'Acknowledge' button.

Consumer Details

Name: FOCUS ID :
ASSISTS ID: Date of Birth:
AHCCCS ID: Age:
Gender: Address :
Phone No : Eligibility: LTC
[View Medical Coverage & Waiver Information](#)

Authorized Service Details

Service : T2019
DDD Code : GSE
Office/Site :
Authorized Units : 2080.00
Paid Units: 0
Available Units: 2080.00
Unit Type: HOUR
Service Dates: 11/30/2020 - 11/29/2021
Tracking Number :
VendorCall Dates : -
Negotiated Rate : No
Estimated Start Date:
Support Coordinator :
(602) 771 - 8888
4622 W Indian School Rd
Phoenix, AZ - 85031-283
dddtesting@live.com

SuperVisor Details :
(602) 771 - 8888
dddtesting@live.com

[Member Profile PDF](#)

Service Frequency Assessed: 40.00 Hours/Week
Member/Family Is willing to split authorization if only partial hours are available? No

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



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5 Authorization - Final Authorizations

Clicking the [Final Authorizations](#) hyperlink from the [Authorization Main Menu](#), redirects the User to the [Authorizations - Final Authorizations](#) screen.

Authorizations - Main Menu

[Main Menu](#) [Service Notifications](#) [Pending Auths](#) [Declined Requests](#) [Acknowledge Auths](#) [Final Auths](#) [Service Notifications without responses](#)

[Final Authorizations](#)
View details of final authorizations.

The [Final Authorizations](#) queue displays filtering, sorting and details regarding finalized authorizations.

Authorizations - Final Authorizations

[Main Menu](#) [Service Notifications](#) [Pending Auths](#) [Declined Requests](#) [Acknowledge Auths](#) [Final Auths](#) [Service Notifications without responses](#)

Please use the following criteria to search. (For name search use '%' for wildcard searching.)

Status :

Type :

Service :

Start Date :

End Date :

FOCUS ID :

Assists ID :

Consumer First Name:

Consumer Last Name :

Vendor Call Tracking ID:

Office/Site :

Support Coordinator:

Following are the final service authorizations. Initial results are based on default search criteria, to change the results alter search criteria. Please click on the consumer name link to view the details of the authorization.

Records Displayed: **100** Total Records : **873** Go to Page:

ConsName	SrvCode	DddCode	Status	Type	Uni	Location
Member Name	T2019	GSE	Open	ByPass	204	
Member Name	DD030	RRB	Open	ByPass	366	
Member Name	T2016	HAB	Open	ByPass	365.00	
Member Name	T2016	HAB	Open	ByPass	366.00	
Member Name	DD030	RRB	Open	ByPass	366.00	
Member Name	DD030	RRB	Open	ByPass	365.00	

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.



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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

Authorizations - Final Authorization Details

[Main Menu](#) [Service Notifications](#) [Pending Auths](#) [Declined Requests](#) [Acknowledge Auths](#) [Final Auths](#) [Service Notifications without responses](#)

Following are the details of the current authorization.

Consumer Details

Name:	FOCUS ID :
ASSISTS ID:	Date of Birth :
AHCCCS ID:	Age :
Gender :	Address :
Phone No :	Eligibility: LTC

[View Medical Coverage & Waiver Information](#)

Authorized Service Details

Service :	DD030
DDD Code :	RRB
Office/Site :	
Authorized Units :	365.00
Paid Units :	187.00
Available Units :	178.00
Unit Type :	DAY
Service Dates:	05/06/2020 - 05/05/2021
Tracking Number :	
VendorCall Dates :	-
Negotiated Rate :	No
Support Coordinator :	(602) 828 - 1539 120 W 1st Ave Mesa, AZ - 85210-131 dddtesting@live.com
SuperVisor Details :	(602) 828 - 1849 dddtesting@live.com

[Member Profile PDF](#)

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

Days and Times



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In addition to final authorization details, the [Final Authorizations Details](#) screen provides access to the Member's medical coverage & waiver information via the [View Medical Coverage & Waiver Information](#) hyperlink.

Clicking the [View Medical Coverage & Waiver Information](#) hyperlink will redirect the User to the [Authorizations - Medical Coverage & Waiver Information](#) 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						
<input type="button" value="Return"/>						



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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.



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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:

Vendor Call End Date:

Service Code: DDD HCPC

Requested Units >=:

Report Format:

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:

Vendor Call End Date:

Service Code: DDD HCPC

Requested Units >=:

Report Format:

6.3 Specific service 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
202013078203	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
202013078556	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.



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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	<p>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.</p> <p>Note: A combination of flexible and/or required must meet the assessed need, <u>unless a split authorization is specified</u> by the member/responsible person</p> <ul style="list-style-type: none"> The scheduled time frame may be greater than service delivery hours; however, service delivery hours may not exceed the assessed need
Required	<p>The Days and/or times a member must receive a specific service.</p> <p>Note: A combination of flexible and/or required must meet the assessed need, <u>unless a split authorization is specified</u> by the member/responsible person</p> <ul style="list-style-type: none"> 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