TRANSMITTAL DATE: JUNE 30, 2014
TOPIC: Updated Instructions for the DDD HCBS Provider Search Application

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Sent on Behalf of DES / DDD Business Operations
Please do not reply to this message

Update:
Qualified Vendor Application Directory System (QVADS)
Provider Search Application

- In May 2014, DDD sent Qualified Vendors a reminder to sign up for the HCBS Provider Search Application.

- Over the following month, DDD responded to multiple calls from Providers requesting assistance in setting up their sites.

- In response, DDD made changes to the instructions to make them easier to understand and follow.

- Please continue to scroll down to view the revised instructions and to opt-in for the HCBS Provider Search.

If you have any questions, please call DDD Production Support at (602) 771-1444, option 3.

Thank you!

Qualified Vendor Application and Directory System (QVADS)

Provider Instructions - Provider Search Maintenance

Document ID: DDD-PS-000-001

Version 1.1

June 23, 2014

Division of Developmental Disabilities
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1 Services included in Provider Search

The following table illustrates which services have been designated for the Provider Search function.

FACILITY BASED SERVICES (Service Sites)	IN-HOME & COMMUNITY BASED SERVICES (Administrative Sites)
CENTER BASED EMPLOYMENT *	ATTENDANT CARE
DAY TREATMENT & TRAINING – ADULT *	EMPLOYMENT SUPPORT AIDE
DAY TREATMENT & TRAINING – CHILDREN AFTER SCHOOL *	GROUP SUPPORTED EMPLOYMENT
DAY TREATMENT & TRAINING – CHILDREN SUMMER PROGRAM *	HABILITATION SERVICES – INDIVIDUAL DESIGNED LIVING ARRANGEMENTS DAILY
HABILITATION SERVICES – MUSIC THERAPY	HABILITATION SERVICES – INDIVIDUAL DESIGNED LIVING ARRANGEMENTS HOURLY
OCCUPATIONAL THERAPY 3+	HABILITATION SERVICES – MUSIC THERAPY
OCCUPATIONAL THERAPY ELAVUATION 3+	HABILITATION SERVICES – SUPPORT – HOURLY
PHYSICAL THERAPY 3+	HABILITATION, HOURLY, SPECIALIZED BEHAVIOR, BATCHELOR
PHYSICAL THERAPY EVALUATION 3+	HABILITATION, HOURLY, SPECIALIZED BEHAVIOR, MASTER
SPEECH THERAPY 3+	HABILITATION, HOURLY, SPECIALIZED COMMUNICATION
SPEECH THERAPY EVALUATION 3+	HOUSEKEEPING – CHORE/HOMEMAKER
	INDIVIDUAL SUPPORTED EMPLOYMENT
* Services which may provide transportation for Members	NURSING CONTINUOUS, > 4 HOURS PER DAY
	NURSING INTERMITTENT, = or < 4 HOURS PER DAY
	NURSING RESPITE
	NURSING VISIT
	OCCUPATIONAL THERAPY 3+
	OCCUPATIONAL THERAPY ELAVUATION 3+
	PHYSICAL THERAPY 3+
	PHYSICAL THERAPY EVALUATION 3+
	RESPIRATORY SERVICES
	RESPITE DAILY
	RESPITE HOURLY
	SPEECH THERAPY 3+
	SPEECH THERAPY EVALUATION 3+

2 How to Login to QVADS

1. Login to QVADS by going to url https://www.azdes.gov/main.aspx?menu=96&id=2476 and click the Qualified Vendor Application Directory System link.

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2. A new window will open; click the '**Login to Vendor Directory**' option.

3. A login prompt will open; enter Email login, Password, and click [Login]

3   Adding / Updating Administrative & Service Sites

In order to designate areas where In-Home services will be delivered by the provider, in-home services must be assigned to an Administrative Site. Facility Based Services must have a Service Site with a list of services delivered at the site. The Provider Search application will return results for Facility Based services based on the address of the Service Site. Follow the instructions below to add Administrative and Service Sites to your Qualified Vendor contract with the division.

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1. Click Amend my Contract

2. Click My Administrative & Service Sites

3. Click the [Add New Site] button

4. Complete the information on the 'General Information' tab and click the [Save] button.

After clicking the [Save] button three other tabs appear that must be completed.

5. Complete the information on the 'Contact Information' tab and click the [Save] button.

Note: If you exit any tab without saving, the information will not be saved.

6. Complete the information on the 'Site Information Listed' tab; select Administrative Site or Service Site and click the [Save] button.

7. Assign services to the site on the 'Services' tab. Click the [Add New Service] button.

8. From the service list click the service to add it to the site.
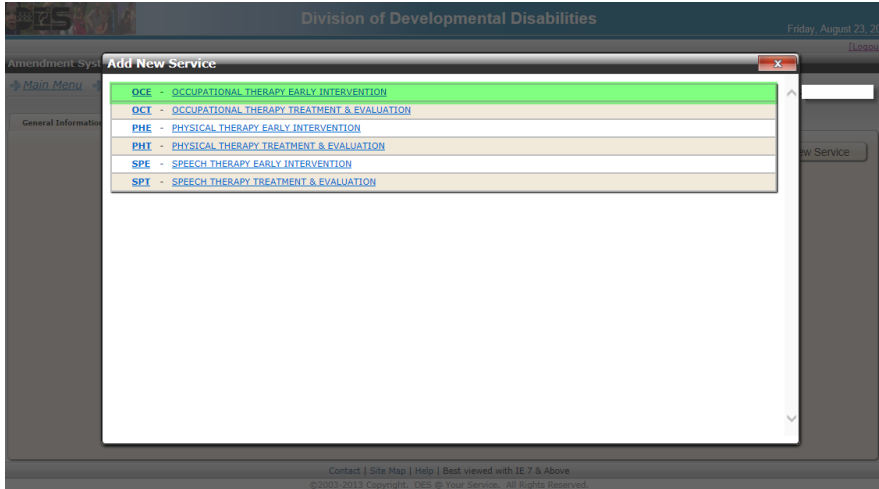
9. The selected services for the site are displayed on the 'Services' tab.
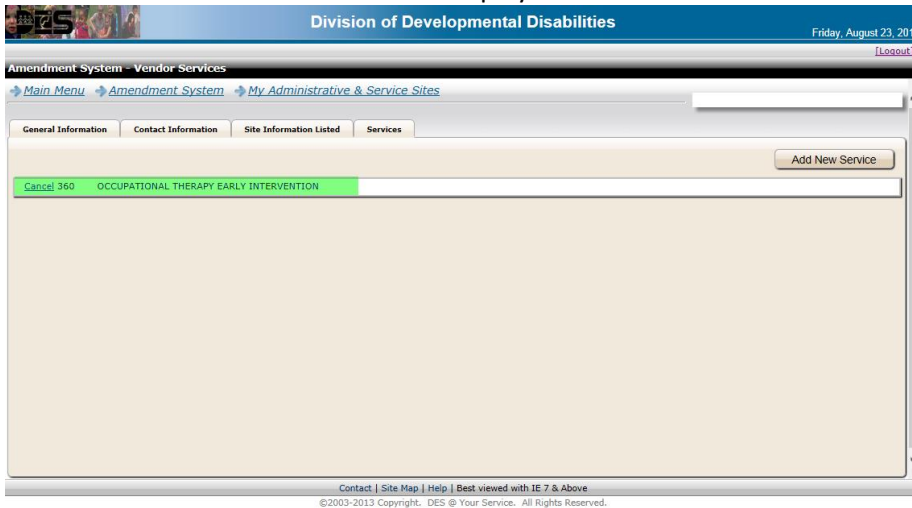
10. After adding or updating all Service and Administrative Site information the changes must be submitted to become part of your Qualified Vendor contract with the division. Follow the instructions in 'How to submit a contract amendment' to complete the process.

4 How to submit a contract amendment

1. Click the 'Amendment System ' link in the header of the page

2. Click the [Submit for Review] button

3. One of two change confirmation screens will appear. The one displayed does not require a review and approval by the division's contracts unit. If a review by the contracts unit is required the changes will be displayed on the page. Click the [Submit] button to confirm the requested changes.

Note: Site changes do not have to be approved prior to configuring the Vendor Directory and the Provider Search.

5 How to Configure In Home Services in the Vendor Directory

In Home Services can be provided by vendors with an approved Qualified Vendor Contract anywhere in the state of Arizona. The Vendor Directory allows providers to designate areas where they are able to provide services. The Provider Search tool will only return results for In Home services, based on the designated areas entered by the provider in the Vendor Directory.

1. From the QVADS Main Menu select the link 'Vendor Directory'

2. Click the 'My Areas' Link
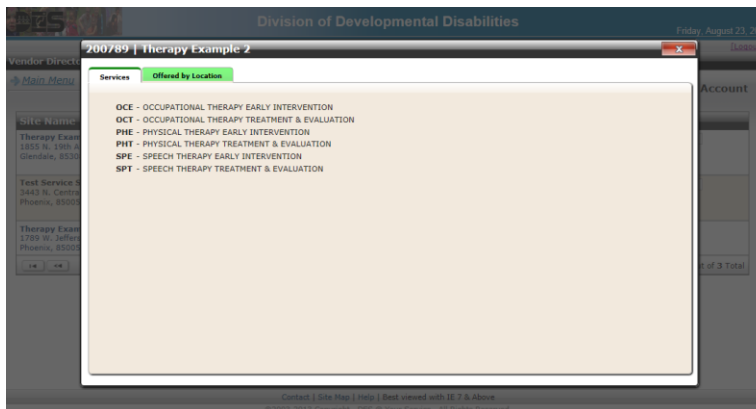
3. A list of Administrative and Service Sites is displayed. Click the Administrative Site to add areas where you are able to provide In Home services.

4. A window displaying the Site Name and a list of services offered at the site opens. Click the tab 'Offered by Location'

5. Select a county from the drop down box.

6. Each service assigned to the site is displayed for each city that is part of the selected county. Check the boxes for each service and city where you are able to serve consumers. You can also use the select all services option or the select all city option. Click the [Save Changes] button. Once the selections are saved they are highlighted in yellow.

    Note: Each time a new county is selected you must save the changes before selecting another county or your selections will be lost.

6   How to set up and submit Provider Search Maintenance options

1. Verify all approved Facility Based services are assigned a service site. Verify all In Home services are assigned to an Administrative site and have assigned areas in the Vendor Directory. If these two things are not complete, the services will not appear in the Provider Search Maintenance screen.

2. From the QVADS Main Menu select 'HCBS Provider Search' which has been added. Click this option to opt-in, decline, and/or set up Provider Search options.
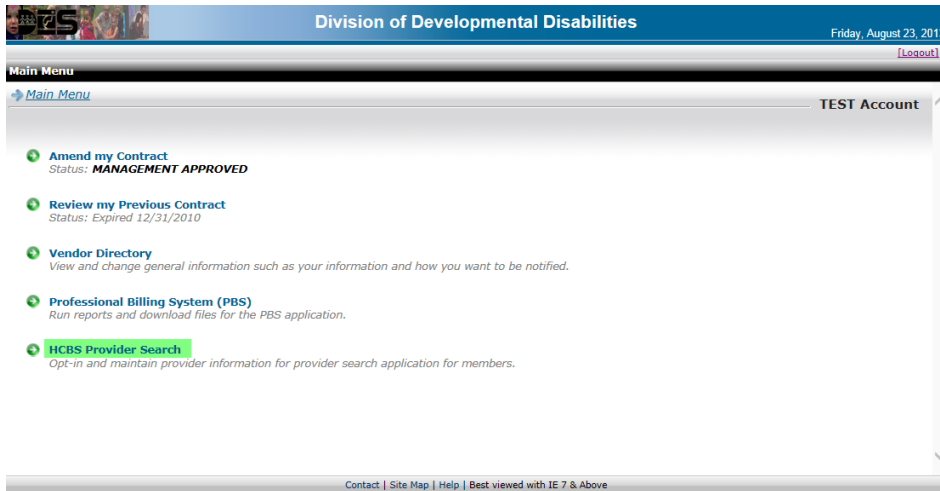
NOTE: Initially, only 'Opt-In' will be available. The 'Provider Search Maintenance' link will be grayed-out. Once providers 'Opt-In' the link will be activated.
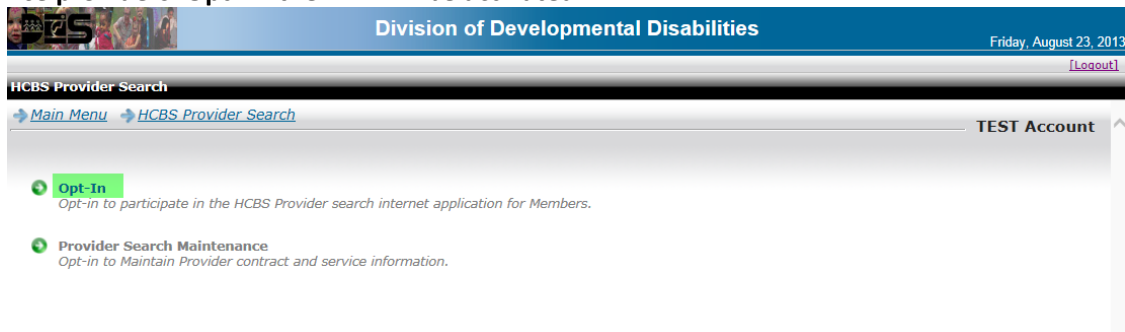
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3. To be included in the Provider Search results, click the 'Opt-In' check-box. Providers have the option to add a website. Click the [Submit] button. The Provider Search Maintenance window opens automatically.

4. This screen is a result of clicking [Submit] from the 'Opt-In' screen. This is also the same screen which will appear if the 'Provider Search Maintenance' option is selected from the menu. Clicking on the desired record will display a screen to set up all Provider Search fields for that particular location.

5. To designate 'Accepting New Clients' and 'Spanish Speaking Staff', click each check-box and select [Update Office].

6. Select the County drop-down to add services that will appear in the Provider Search for each location.

7. NOTE: only services that pertain to FACILITY BASED or IN-HOME & COMMUNITY BASED services that are selected will appear in the Provider Search for Members, even though other services may be set up in the Vendor directory. When the desired services are set up, click [Enroll Services on Search] to complete the update.

7 Provider Search for Members (Example)

1. Based on the above example setup in 'Provider Search Maintenance', the following will illustrate what the Member will see when searching for Providers.

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2. Members can select between FACILITY BASED and IN-HOME & COMMNUNITY BASED SERVICES.

3. The following represents all of the FACILITY BASED SERVICES that are available.

4. The following represents all of the IN-HOME & COMMUNITY BASED SERVICES that are available.

5. Search criteria for FACILITY BASED SERVICES includes 'Provider Type', 'Service', 'Zip Code', 'Within __ miles', and 'Transportation Needed' (only for designated services). Clicking [Search] will display results.

6. Search criteria for IN-HOME & COMMUNITY BASED SERVICES includes 'Provider Type', 'Service', and 'Zip Code' only. Clicking [Search] will display results.

7. When a Member selects a record from the results list, a **Provider Communication Form** displays allowing Members to send a request or message (via email) to the selected Provider. Note how the 'Spanish Speaking Staff', 'Accepting New Clients', and 'Website' information (entered in the 'Opt-In' and 'Provider Search Maintenance' screens) appear on this form.

8. Member information that is entered on this form will be sent (via email) to the Provider when [Submit] is selected.

9. The email that is sent to the selected Provider will appear similar to the example below.