



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

TRANSMITTAL DATE: JUNE 30, 2014

TOPIC: Updated Instructions for the DDD HCBS Provider Search Application

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



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Document ID: DDD-PS-000-001

Version 1.1

June 23, 2014



Version 1.1

Department of Economic Security	
Division of Developmental Disabilities	
Project:	Qualified Vendor Application and Directory System
Subject:	Provider Search Maintenance
Doc ID:	DDD-PS-000-001

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 EVALUATION 3+	HABILITATION SERVICES – SUPPORT – HOURLY
PHYSICAL THERAPY 3+	HABILITATION, HOURLY, SPECIALIZED BEHAVIOR, BACHELOR
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 EVALUATION 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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The screenshot shows the website header with the slogan "Your Partner For A Stronger Arizona" and a search bar. A navigation menu on the left lists various services. The main content area is titled "Provider Login" and includes instructions: "Select from the listed applications to access a Division system application. All applications are restricted to authorized users only." Below this is a section titled "SELECT AN APPLICATION" with two options: "FOCUS - A comprehensive management system to streamline eligibility and authorization of services" and "QVADS - Qualified Vendor Application Directory System to register and manage service providers as eligible contractors". At the bottom, there is a contact number: "Need help? Give us a call at (602) 542-0419 or toll free at (866) 229-5553."

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

The screenshot shows a window titled "Qualified Vendor Application & Directory System Signup/Login" from the Division of Developmental Disabilities. It contains three main links: "Begin Application" (with subtext "If you are interested in becoming a Qualified Vendor, use this link."), "Login to Vendor Directory" (with subtext "If you have started the application process or are already a Qualified Vendor and would like to edit your entry in the vendor directory, use this link."), and "QVADS Home Page" (with subtext "Close this Window and return to QVADS home page.").

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

The screenshot shows the "Vendor Login Page" with a "Login" section. It includes the instruction: "To login, please enter your email address and password below." There are two input fields: "Email: *" and "Password: *". Below the password field is a checkbox labeled "Notification System Only". A "Login" button is positioned at the bottom of the form.

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

The screenshot shows the top navigation bar of the Division of Developmental Disabilities website. The header includes the logo, the text "Division of Developmental Disabilities", and the date "Thursday, August 22, 2013". Below the header is a "Main Menu" section with a list of links. The link "Amend my Contract" is highlighted in green. Below it, the status "MANAGEMENT APPROVED" is displayed. Other links include "Review my Previous Contract", "Vendor Directory", "Professional Billing System (PBS)", and "HCBS Provider Search".

2. Click My Administrative & Service Sites

The screenshot shows the "Amendment System" page of the Division of Developmental Disabilities website. The header includes the logo, the text "Division of Developmental Disabilities", and the date "Thursday, August 22, 2013". Below the header is a "Main Menu" section with a list of links. The link "My Administrative & Service Sites" is highlighted in green. Below it, the text "View or edit Administrative and Service Sites." is displayed. Other links include "Contact Information", "Policy Information", and "Assurances & Submittals Form". There are also buttons for "Submit for Review" and "Print Proposed Changes".



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3. Click the [Add New Site] button

Site Name	Address	City	Type	Location	AHCCCS ID	Services
[Delete] Therapy Example 2	1855 N. 19th Ave.	Glendale	Admin Site			OCCUPATIONAL THERAPY TREATMENT & EVALUATION PHYSICAL THERAPY TREATMENT & EVALUATION SPEECH THERAPY TREATMENT & EVALUATION OCCUPATIONAL THERAPY EARLY INTERVENTION PHYSICAL THERAPY EARLY INTERVENTION SPEECH THERAPY EARLY INTERVENTION
[Delete] Therapy Site Example 1	1855 N 19th Ave	Glendale	Admin Site			OCCUPATIONAL THERAPY TREATMENT & EVALUATION PHYSICAL THERAPY TREATMENT & EVALUATION SPEECH THERAPY TREATMENT & EVALUATION OCCUPATIONAL THERAPY EARLY INTERVENTION PHYSICAL THERAPY EARLY INTERVENTION SPEECH THERAPY EARLY INTERVENTION

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

Site Information

Site Name: Test Service Site Example Office Code: AhcccsId: District Code: District Central

Address 1: 3443 N. Central Ave Address 2: City: Phoenix State: AZ ZipCode: 85005 Phone: (602) 602-6022

Primary Contact Information

FirstName: John LastName: Smith Phone Number: (602) 602-6022 Email Address: jsmith@cox.net

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

General Information Contact Information Site Information Listed Services

Save Changes Clear Changes

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



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

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Amendment System - Vendor Services

Main Menu -> Amendment System -> My Administrative & Service Sites

General Information | **Contact Information** | Site Information Listed | Services

Save Changes Clear Changes

Scheduler Information

FirstName: John LastName: Smith
Phone Number: (602) 602-6022 Fax: (602) 602-6022 Email Address: jsmith@cox.net

After Hours Contact Information

FirstName: John LastName: Smith
Phone Number: (602) 602-6022 Fax: (602) 602-6022 Email Address: jsmith@cox.net

Contact | Site Map | Help | Best viewed with IE 7 & Above
©2003-2013 Copyright, DES @ Your Service. All Rights Reserved.

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

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Amendment System - Vendor Services

Main Menu -> Amendment System -> My Administrative & Service Sites

General Information | Contact Information | **Site Information Listed** | Services

Save Changes Clear Changes

Office Type

Administrative Site Service Site Maximum Capacity: Current Occupancy: Accepting New Referrals: Yes No

Site Hours

Day	From	To
Sunday	07:00AM	05:00PM
Monday	07:00AM	05:00PM
Tuesday	07:00AM	05:00PM
Wednesday	07:00AM	05:00PM
Thursday	07:00AM	05:00PM
Friday	07:00AM	05:00PM
Saturday	07:00AM	05:00PM

Contact | Site Map | Help | Best viewed with IE 7 & Above
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7. Assign services to the site on the 'Services' tab. Click the [Add New Service] button.

Division of Developmental Disabilities
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Amendment System - Vendor Services

Main Menu -> Amendment System -> My Administrative & Service Sites

General Information | Contact Information | Site Information Listed | **Services**

Add New Service

Contact | Site Map | Help | Best viewed with IE 7 & Above
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8. From the service list click the service to add it to the site.



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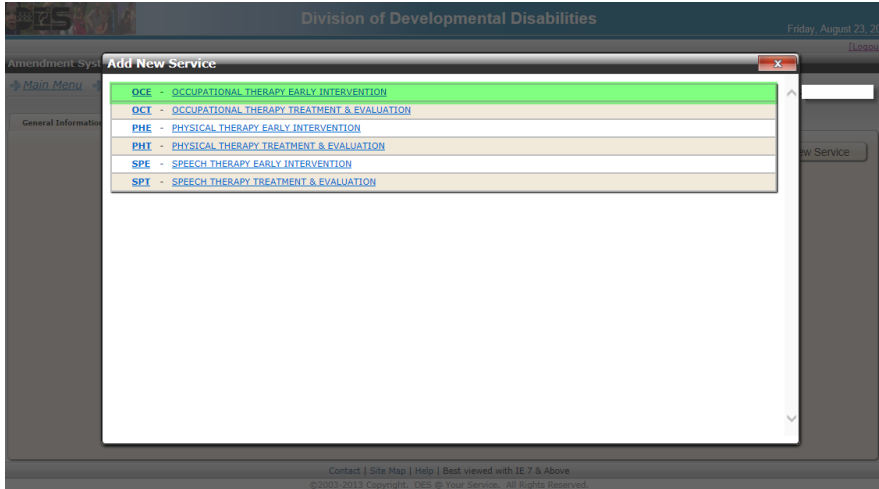
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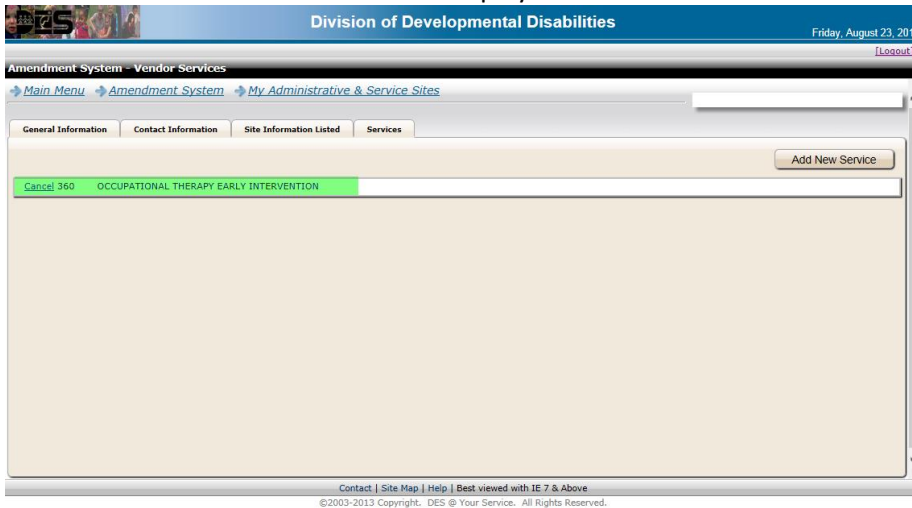
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9. The selected services for the site are displayed on the 'Services' tab.



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.



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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



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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.

The screenshot displays the 'Submission Confirmation' page of the Division of Developmental Disabilities website. The page header includes the logo, the text 'Division of Developmental Disabilities', and the date 'Friday, August 23, 2013'. Below the header, there are navigation links for 'Main Menu' and 'Amendment System'. The main content area features a prominent message: 'All of the changes you have entered do NOT require approval by DDD.' This is followed by instructions: 'If you are ready to commit these changes to your current contract, please click on the SUBMIT button. To review these items, Press the PRINT CHANGES.' A red 'NOTE' states: 'NOTE: Once the SUBMIT button has been pressed, this ancillary information will be part of your official current contract information. You will need to restart the Amendment process to enter any additional updates.' At the bottom of the message box, there are two buttons: a green 'SUBMIT' button and a grey 'PRINT CHANGES' button. The footer of the page contains contact information, a site map, help, and a note about browser compatibility ('Best viewed with IE 7 & Above'). Copyright information for 2003-2013 is also present.



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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'

The screenshot shows the 'Main Menu' of the Division of Developmental Disabilities. The header includes the logo, the text 'Division of Developmental Disabilities', and the date 'Friday, August 23, 2013'. A 'Logout' link is visible in the top right. The main menu items are: 'Amend my Contract' (Status: MANAGEMENT APPROVED), 'Review my Previous Contract' (Status: Expired 12/31/2010), 'Vendor Directory' (highlighted in green), 'Professional Billing System (PBS)' (Run reports and download files for the PBS application), and 'HCBS Provider Search' (Opt-in and maintain provider information for provider search application for members). The user is logged in as 'TEST Account'.

2. Click the 'My Areas' Link

The screenshot shows the 'Vendor Directory' page. The header is the same as the previous screenshot. The breadcrumb trail shows 'Main Menu' and 'Vendor Directory'. The main content area has two items: 'My Areas' (highlighted in green, with the description 'My administrative and service site areas.') and 'Notification - feature not available' (with the description 'Edit how our system notifies you about opportunities and events.'). The user is logged in as 'TEST Account'.



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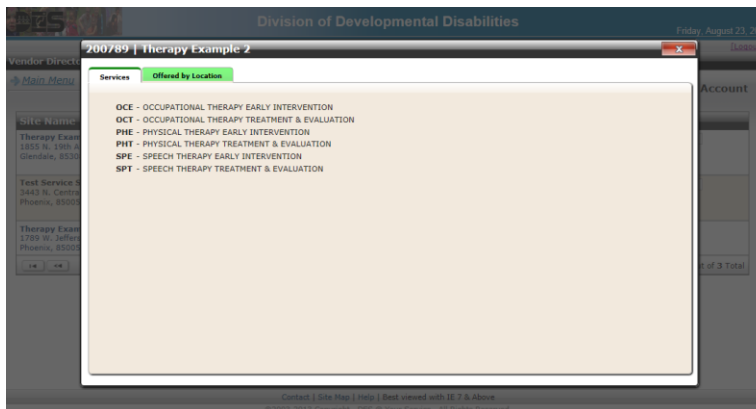
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- A list of Administrative and Service Sites is displayed. Click the Administrative Site to add areas where you are able to provide In Home services.



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



- Select a county from the drop down box.





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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.



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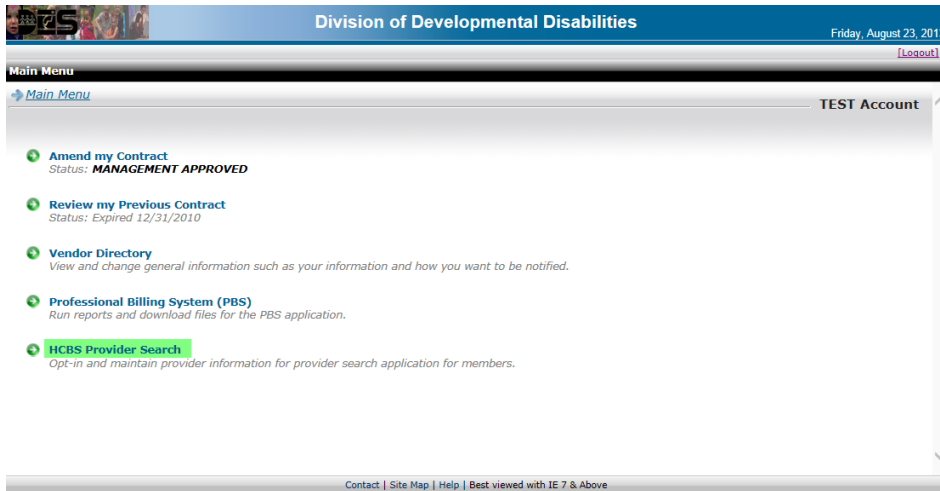
Project: Qualified Vendor Application and Directory System

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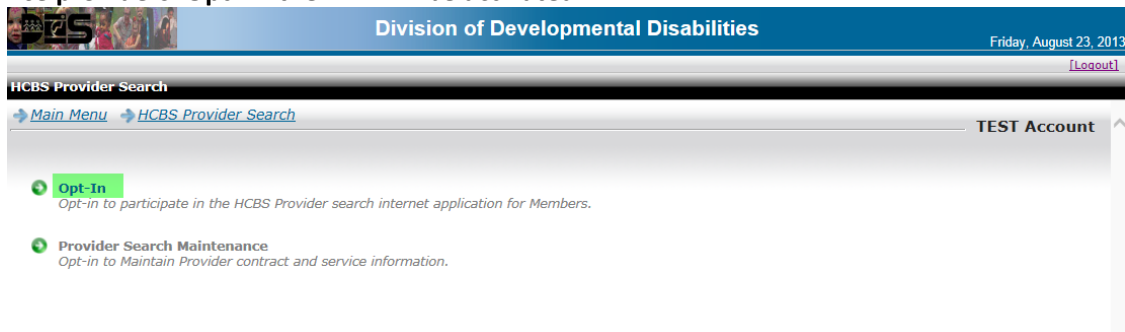
Doc ID: DDD-PS-000-001

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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- 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.

Friday, August 23, 2013 [\[Logout\]](#)

HCBS Provider Search - Opt-In

[Main Menu](#) [HCBS Provider Search](#) [Opt-In](#) TEST Account

To participate in the Member search internet application, please check the Opt-In box. This will allow Provider information to be available to Members when they are searching for services. Providers may also update this information in the Provider Search Maintenance application. Participation may be declined by leaving the Opt-In field unchecked.

Opt-In

Website (please include "www")

Vendor Notes to Client 200 characters remaining

Contact | Site Map | Help | Best viewed with IE 7 & Above
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- 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.

Thursday, August 15, 2013 [\[Logout\]](#)

HCBS Provider Search - Provider Maintenance

[Main Menu](#) [HCBS Provider Search](#) [Provider Search Maintenance](#) Habilitation Center

Areas	Site Name	Address	Accepting New Clients	Spanish Speaking Staff
11	Habilitation Center	1 North 27th Avenue Phoenix, AZ 85017	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
1	Employment Services	40 Bethany Home Glendale, AZ 85301	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
6	Habilitation Center	6 27th Avenue Phoenix, AZ 85017	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No

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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.



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- 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)

- 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 & COMMUNITY BASED SERVICES.

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



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

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DES Home | About DES | FAQ's | Contact Us | Reports | Forms | Office Locator

Arizona HCBS Provider Directory System

This website allows members and their family to search for member services by HCBS Providers that are in the HCBS Qualified Provider network.

Select Provider Type: **IN-HOME & COMMUNITY BASED SERVICES**

Select Service: **Unassigned**

- Unassigned
- ATTENDANT CARE
- EMPLOYMENT SUPPORT AIDE
- GROUP SUPPORTED EMPLOYMENT
- HABILITATION SERVICES - INDIVIDUAL DESIGNED LIVING ARRANGEMENTS DAIL
- HABILITATION SERVICES - INDIVIDUAL DESIGNED LIVING ARRANGEMENTS HOU
- HABILITATION SERVICES - MUSIC THERAPY
- HABILITATION SERVICES - SUPPORT - HOURLY
- HABILITATION, HOURLY, SPECIALIZED BEHAVIOR, BACHELOR
- HABILITATION, HOURLY, SPECIALIZED BEHAVIOR, MASTER
- HABILITATION, HOURLY, SPECIALIZED COMMUNICATION
- HOUSEKEEPING - CHORE/HOMEMAKER
- INDIVIDUAL SUPPORTED EMPLOYMENT
- NURSING CONTINUOUS, > 4 HOURS PER DAY
- NURSING INTERMITTENT, = or < 4 HOURS PER DAY
- NURSING RESPITE
- NURSING VISIT
- OCCUPATIONAL THERAPY 3+
- OCCUPATIONAL THERAPY EVALUATION 3+
- PHYSICAL THERAPY 3+
- PHYSICAL THERAPY EVALUATION 3+
- RESPIRATORY SERVICES
- RESPIRE DAILY
- RESPIRE HOURLY
- SPEECH THERAPY 3+
- SPEECH THERAPY EVALUATION 3+

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.

08/16/2013 01:19 PM ARIZONA DEPARTMENT OF ECONOMIC SECURITY
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Arizona HCBS Provider Directory System

This website allows members and their family to search for member services by HCBS Providers that are in the HCBS Qualified Provider network.

Select Provider Type: **FACILITY BASED SERVICES**

Select Service: **DAY TREATMENT & TRAINING - ADULT**

Zip Code: * 85012 Within * 5 miles Transportation Needed? No Yes

Search

Provider	Address	City	Zip	Phone	Spanish	New Client	Distance
THE CORPORATION	4 7th Street	PHOENIX	85014	(602) 222-0000	✓	✓	0.44 mi
HABILITATION CENTER	6 27th Avenue	PHOENIX	85017	(602) 333-0000	✓	✓	3.08 mi
HABILITATION CENTER	1 North 27th Avenue	PHOENIX	85017	(602) 333-0000	✓	✓	3.08 mi

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

Provider	Address	City	Zip	Phone	Spanish	New Client
HABILITATION CENTER	6 27th Avenue	PHOENIX	85017	(602) 333-0000	✓	✓

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- 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.

Habilitation Center
6 27th Avenue - PHOENIX, 85017 (602) 333-0000
www.habilitationcenter.com

Spanish Speaking Staff Accepting New Clients

First* Last* Transportation? @ No Yes

Phone* Email*

Address*

City* State* ZipCode*

Message*
500 characters remaining

Cancel Submit



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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.

From: member@email.com
 To: Provider
 Cc:
 Subject: Arizona HCBS Provider Directory System

This is an inquiry for the following request:

Provider: Habilitation Center
Service Category: CENTER BASED EMPLOYMENT
Needs Transportation: NO

Name: John Doe
Address: 123 Main
City, State Zip: Phoenix, AZ 85012

Phone Number: (602) 555-5555
Email Address: member@email.com

Message: I would like someone to contact me regarding a service request.