



DEPARTMENT OF ECONOMIC SECURITY
Your Partner For A Stronger Arizona

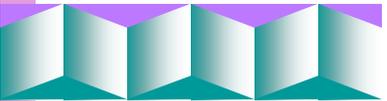
Division of Developmental Disabilities

February 2010

e – Therapist Bulletin

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Equal Opportunity Employer/Program

Under Titles VI and VII of the Civil Rights Act of 1964 and the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, and the Age Discrimination Act of 1975, the Department prohibits discrimination in admissions, programs, services, activities, or employment based on race, color, religion, sex, national origin, age, and disability. The Department must make a reasonable accommodation to allow a person with a disability to take part in a program service or activity. For example, this means if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program of activity because of your disability, please let us know of your disability needs in advance if at all possible.

To request this document in alternative format or for further information about this policy, contact the Division of Developmental Disabilities ADA Coordinator at (602) 542-6825; TTY/TTD Services: 7-1-1.

Quarterly Therapy Progress Notes

Therapy providers must provide current progress reports and home programs to the Division if they want service requests to be considered or reauthorized. Please use the forms that are attached to this e-bulletin. All fields must be filled out especially the start date of therapy. Email to:

District I Reports to: DDDD1ProgressReports@azdes.gov or 4000 N. Central, Suite 900 Phoenix, AZ 85012.

District II is: DDDD2ProviderReports@azdes.gov

Emailed reports should include the Support Coordinator name and Office in the subject line. Without the subject line information, there will be a delay in the delivery of reports to the appropriate staff. Emails must be secured before sending.

Division billing office staff are here to assist you. Please call or email your bill payer with any billing issues. Providers in Districts II, III and VI have local staff that can assist you with authorization issues. **Any other billing issue should be handled by your bill payer, not local staff.**

Waiver Request forms are also available on the website. If an insurance company denies the claim, fax the EOB along with the completed Waiver Request form to Carol Garcia or Peggy S. Lopez at 602-542-8193. If you're struggling to obtain an EOB, call Carol at 602-364-1865 or Peggy at 602-542-6095 for assistance. If you need TPL training or a refresher, please call Kim Maldonado at 520-742-7679 x 130.

Central Office staff are holding walk-in Billing and TPL trainings / refreshers on the following dates:

February 17th — March 17th — April 17th

Location: 1789 W. Jefferson—4th Floor—Southwest Conference Room—Phoenix

Time: Anytime between 8:00—3:00

THERAPY PROVIDER MEETINGS

EAST

CHANDLER PUBLIC LIBRARY

22 S. DELAWARE ST.

CHANDLER, AZ 85225

AUDITORIUM

MARCH 24, 2010

6:00PM – 8:30PM

WEST

GLENDALE PUBLIC LIBRARY

5959 W. BROWN ST.

GLENDALE, AZ 85302

AUDITORIUM

MARCH 31, 2010

6:00PM – 8:30PM

Please join us to discuss...

- Waitlist
- Family Cost Participation for Early Intervention
- EPSDT
- TPL billing / TPL issues
- Quarterly therapy progress/evaluation reports/home programs
- What works for you—providers helping providers

Seating is limited

Please RSVP to

KMaldonado@azdes.gov

Presenters:

Kathy Hornburg

Kim Maldonado

Miriam Podrazik

Therapy Payer Source

The chart below is a means to help understand the many different ways that individuals with developmental disabilities receive therapy services. These guidelines have been written to better explain procedures for the coordination of therapy services under the Early Periodic Screening Diagnostic and Treatment (EPSDT) Program.

Early and Periodic Screening, Diagnosis and Treatment (EPSDT) is a comprehensive child health program of prevention, treatment, correction, and amelioration of health problems for Medicaid members under the age of 21. An individual with developmental disabilities falls under the targeted category when he/she qualifies for AHCCCS financially but not medically.

Payer Referral Source for Therapy

Age Range	Final Payer
0-3 (AzEIP) DDD only (non-AHCCCS) - If family has TPL and agrees to usage, provider bills TPL first. If there is no TPL, the Division is the primary payer.	DDD, if TPL denies
0-3 AHCCCS eligible (targeted/TSC)** - If family has TPL, provider obtains a prior authorization from the health plan before billing the TPL.	AHCCCS Health Plan* DDD if Health Plan Denies
0-3 ALTCS - If family has TPL, provider bills TPL first.	DDD, if TPL denies
3 and above-DD only (non-AHCCCS) with no TPL	DDD-only when funding is available
3 and above-DD only (non-AHCCCS) TPL	TPL only
3-21 AHCCCS eligible (targeted/TSC)	AHCCCS Health Plan*
21 and above AHCCCS eligible (rehabilitative therapies only)	AHCCCS Health Plan*
3 and above-ALTCS - If family has TPL, provider bills TPL first. If there is no TPL, the Division is the primary payer.	DDD, if TPL denies

- ***Acute Care Health Plans (Targeted):** APIPA (Arizona Physicians Independent Physician Association), CMDP (Comprehensive Medical & Dental Program), Health Choice AZ, Mercy Care Plan, Phoenix Health Plan, Pima Health Plan, UPH/UFC (University Physicians/University Family Care), Care 1st, Bridgeway Acute Plan, Maricopa Health Plan, AIHP (American Indian Health Program)

DDD Long Term Care contracted Acute Care Plans (APIPA, MCP, Care 1st, Capstone) pay for rehabilitative therapy (therapy after surgery, etc.) for individuals who are ALTCS eligible. DDD is responsible for habilitative service payments.

**For 0-3 population

The team completes the IFSP and the Service Coordinator (SC) sends the IFSP and other documentation (e.g., an evaluation report) to the Maternal Child Health Coordinator (MCH) at the specific health plan. The MCH Coordinator works with the PCP to have the PCP determine whether the therapy services identified on the IFSP are medically necessary. If yes, the therapy authorization request is then sent to the health plan. If approved, the family is referred to the provider in the health plan for the authorized therapy sessions. The MCH Coordinator and SC work together throughout this process.

If denied the SC fills out information on the denial and sends up to the Central Office Policy and Program Development Director or the ALTCS Program Administrator. The family should be asked to appeal the denial however the Division can authorize and provide the denied IFSP service in the interim.

Regardless of which payer source the individual falls under, if the family has a Third Party Liability (TPL), it must be billed first. Before billing the TPL, therapy providers must first obtain a prior authorization from the consumer's health plan.



Reminder!

Therapy Services (PHT, OCT, SPT) may NOT be provided at Day Treatment Programs

In Chapter 600 on Therapy Services, it explains that a family member, caretaker or designee for the consumer must be present during therapy sessions. The purpose is for families to learn from the therapist on an ongoing basis, to be able to practice the therapists' suggested activities at home with the consumer through out their daily routine.

"In addition, family members and caregivers must be present to interact, ask questions and learn from the therapy provider." During Day Treatment Programs (DTA) the family member, caretaker or designee is not present to participate and learn. Therapy at Day Treatment Programs is not intended to be ongoing nor to replace clinical or home setting appointments.

Day Treatment Programs have their own ISP goals for each consumer. The time allotted for DTS is designated for this purpose. The final reason is that there is a double billing issue. Therapist may not bill at the same time a Day Treatment Provider bills DDD.

There is a provision for Therapist to train Day Treatment Program staff using the consultative model. The frequency is limited to 2 sessions with an allowance for a follow up session if needed. The therapist must work closely with the consumer's IFSP, ISP team to suggest/approve the need for this service. The Support Coordinator would make the request on an individualized basis to the specific Districts' Therapy Coordinator for final approval.

Provider Roles / Definitions

As you provide therapy in a home setting it is important to know that many people are involved in the lives of individuals with developmental disabilities and their families. Service needs are assessed at the Individualized Family service Plan or the Individual Support Plan meeting where the team recommends needed services and levels of service utilization. Some of the qualified vendors who provide services are Developmental Special Instruction (DSI) providers, Habilitation and Habilitation Music providers. It is important to understand that all services need to be collaborative in order to support the outcomes that were developed at the annual team meeting. Therapists are expected to train and collaborate with other providers to maximize the potential for daily use of the therapy strategies that are appropriate for the type of provider. Below is a definition of each of the providers for your reference.

DSI Provider

Day Treatment and Training: Developmental Special Instruction: The service is provided by an individual with a minimum of a Bachelor's degree in Early Childhood, Early Childhood Special Education, Family Studies, Speech-Language Pathology, Physical Therapy or Occupational Therapy. The service is provided to children age birth to age 3. The service may include sensory-motor, cognitive, communicative and social interaction as well as behavioral training. It also includes specialized supports to family/caregivers. The goals include promoting the best possible developmental outcomes for the child, focusing on functional and meaningful outcomes with supports in typical routines, relationships, activities and settings and assisting the family and caregivers in providing learning opportunities that facilitate the child's successful engagement in relationships, activities, routines and events of everyday life. The service delivery methods, times, days, locations should be flexible, within the context of the family's routine, and meet the requirement of natural environments. Quarterly progress reports specific to each child and family and provided to the Support Coordinator.

Habilitation Providers:

The service is provided by an individual that meets the certification requirements outlined in Article 15, Standards for Certification of Home and Community Based Service (HCBS) Providers. The service provides a variety of interventions such as special developmental skills, behavior intervention and sensorimotor development, designed to maximize the functioning of consumers. The goals of this service are to: enable individuals to acquire knowledge and skills, increase or maintain self-sufficiency of eligible individuals, provide training, assistance in essential activities required to meet personal and physical needs, maintain the health and safety of eligible individuals, provide services in a manner that support and enhance independence, self-esteem, mutual respect, value and dignity. The provider must be oriented to the specific needs of the person with developmental disabilities prior to service delivery.



Monthly reminder about evaluation reports...

Quarterly progress reports are due to Support Coordinators no later than fifteen (15) days after the end of each quarter that the service is provided. There are no exceptions to this contractual rule.

On the first Friday of the month you will receive a Statewide list of ALTCS-eligible individuals who are in need of therapy services. Individuals will be identified by age, district, and zip code. The intent of sharing this information is to help both you and the Division coordinate the provision of therapy services. Therapists should contact the appropriate District Therapy Coordinator in initiate the therapy service referral process.

Your contact person for each district is listed below.

District I: Kathy Hornburg
Phone: **602-246-0546**
Fax: 602-246-0880
KHornburg@azdes.gov

District II: Altagracia Gasque
Phone: **520-519-1711 x 1133**
Fax: 520-748-8765
AGasque@azdes.gov

District III: Tobie Trejo
Phone: **928-526-0334**
Fax: 928-773-8496
TTrejo@azdes.gov

District IV: Esther Panuco
Phone: **928-669-9293 x 231**
Fax: 928-669-5539
EPanuco@azdes.gov

District V: Peggy K. Lopez
Phone: **520-723-2636**
Fax: 520-723-2637
PeggyLopez@azdes.gov

District VI: Linda Southwell
Phone: **928-428-0474 x 1140**
520-860-0044 (cell)
Fax 928-348-7725
LSouthwell@azdes.gov

Central Office/TPL Trainer
Kim Maldonado
Phone: 520-742-7679 x 130
Fax: 520-742-1045
KMaldonado@azdes.gov

