Reminder to Qualified Vendors:
Sign Up for the DDD HCBS Provider Search Application

- Earlier this year, DDD installed an upgrade to the Vendor Directory feature of the Qualified Vendor Application and Directory System (QVADS) and the Home and Community Based Services (HCBS) Provider Search Application.

- The online, web-based Provider Search Application is located on the DDD Website and is available for members/member representatives to search for service providers.

- Qualified Vendors are invited and encouraged to ‘opt-in’ to the HCBS Provider Search by following the 3 steps below:
  1. Verify the accuracy of the information in your current QVADS account including Administrative and Service Site information.
  2. Complete the Vendor Directory information.
  3. ‘Opt-in’ to the HCBS Provider Search.

- Attached are detailed instructions for Qualified Vendors about how to configure their Administrative and Service Site information, Vendor Directory, and how 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-xxx-001
Version 1.0
August 16, 2013
### Division of Developmental Disabilities

**Table of Contents**

1. Services included in Provider Search ................................................................. 3
2. How to Login to QVADS ...................................................................................... 4
3. Adding / Updating Administrative & Service Sites .............................................. 5
4. How to submit a contract amendment .................................................................. 10
5. How to Configure In-Home & Center Based Services and in the Vendor Directory ................................................................. 12
6. How to set up and submit Provider Search Maintenance options .................... 16
7. Provider Search for Members (Example) ............................................................... 20
# 1 Services included in Provider Search

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

<table>
<thead>
<tr>
<th>FACILITY BASED SERVICES (Service Sites)</th>
<th>IN-HOME &amp; COMMUNITY BASED SERVICES (Administrative Sites)</th>
</tr>
</thead>
<tbody>
<tr>
<td>CENTER BASED EMPLOYMENT *</td>
<td>ATTENDANT CARE</td>
</tr>
<tr>
<td>DAY TREATMENT &amp; TRAINING – ADULT *</td>
<td>EMPLOYMENT SUPPORT AIDE</td>
</tr>
<tr>
<td>DAY TREATMENT &amp; TRAINING – CHILDREN AFTER SCHOOL *</td>
<td>GROUP SUPPORTED EMPLOYMENT</td>
</tr>
<tr>
<td>DAY TREATMENT &amp; TRAINING – CHILDREN SUMMER PROGRAM *</td>
<td>HABILITATION SERVICES – INDIVIDUAL DESIGNED LIVING ARRANGEMENTS DAILY</td>
</tr>
<tr>
<td>HABILITATION SERVICES – MUSIC THERAPY</td>
<td>HABILITATION SERVICES – INDIVIDUAL DESIGNED LIVING ARRANGEMENTS HOURLY</td>
</tr>
<tr>
<td>OCCUPATIONAL THERAPY 3+</td>
<td>HABILITATION SERVICES – SUPPORT – HOURLY</td>
</tr>
<tr>
<td>OCCUPATIONAL THERAPY EVALUATION 3+</td>
<td>HABILITATION, HOURLY, SPECIALIZED BEHAVIOR, BACHELOR</td>
</tr>
<tr>
<td>PHYSICAL THERAPY 3+</td>
<td>HABILITATION, HOURLY, SPECIALIZED BEHAVIOR, MASTER</td>
</tr>
<tr>
<td>SPEECH THERAPY 3+</td>
<td>HABILITATION, HOURLY, SPECIALIZED COMMUNICATION</td>
</tr>
<tr>
<td>SPEECH THERAPY EVALUATION 3+</td>
<td>HOUSEKEEPING – CHORE/HOMEMAKER</td>
</tr>
<tr>
<td>* Services which may provide transportation for Members</td>
<td>INDIVIDUAL SUPPORTED EMPLOYMENT</td>
</tr>
<tr>
<td>NURSING CONTINUOUS, &gt; 4 HOURS PER DAY</td>
<td>NURSING INTERMITTENT, = or &lt; 4 HOURS PER DAY</td>
</tr>
<tr>
<td>NURSING RESpite</td>
<td>NURSING VISIT</td>
</tr>
<tr>
<td>OCCUPATIONAL THERAPY 3+</td>
<td>OCCUPATIONAL THERAPY 3+</td>
</tr>
<tr>
<td>OCCUPATIONAL THERAPY EVALUATION 3+</td>
<td>OCCUPATIONAL THERAPY EVALUATION 3+</td>
</tr>
<tr>
<td>PHYSICAL THERAPY 3+</td>
<td>PHYSICAL THERAPY 3+</td>
</tr>
<tr>
<td>PHYSICAL THERAPY EVALUATION 3+</td>
<td>PHYSICAL THERAPY EVALUATION 3+</td>
</tr>
<tr>
<td>RESPIRATORY SERVICES</td>
<td>RESPIRITY DAILY</td>
</tr>
<tr>
<td>RESPIRITY HOURLY</td>
<td></td>
</tr>
</tbody>
</table>
2  How to Login to QVADS


   ![QVADS Login Screen](image)

   Need help? Give us a call at (602) 342-3418 or toll free at (866) 329-5553.

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

   ![Login to Vendor Directory Screen](image)

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.

1. Click Amend my Contract

2. Click My Administrative & Service Sites
3. Click the [Add New Site] button; to update site information click site to be edited.

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.

![Service list with selected services]

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

![Services tab with selected service]
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.

Note: All new sites will be displayed with a “Cancel” option until they are submitted and become part of your Qualified Vendor Agreement on the My Administrative & Service Sites Page.
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 & Center Based Services and in the Vendor Directory

In-Home Services can be provided by vendors with an approved Qualified Vendor Contract anywhere in the state of Arizona. Sites added on an amendment that have not been submitted to become part of the contract will not be displayed in the Vendor Directory (see How to submit a contract amendment).

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. Service Sites must add their City location to be included in the Provider Search results for Center Based services.

1. From the QVADS Main Menu select the link ‘Vendor Directory’
2. Click the ‘My Areas’ Link

![Image of My Areas](image1)

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. Click the Service Site and add the area where the site is located.

   **Note:** Service Sites will not display in the Provider Search Maintenance unless an area is added for the site.

![Image of Admin and Service Sites](image2)
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 added 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 options; all services for a city, all cities for a single service or all services for all cities. Click the [Save Changes] button.

7. 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. Selections highlighted in yellow have already been saved.
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 the new ‘HCBS Provider Search’. 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.
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. The Provider Search Maintenance screen is displayed after clicking [Submit] from the ‘Opt-In’ screen. This is the same screen displayed if the ‘Provider Search Maintenance’ option is selected from the HCBS Provider Search page. Click the site record to modify the sites displayed in the Provider Search application.
5. To designate ‘Accepting New Clients’ or ‘Spanish Speaking Staff’, click each check-box and select [Update Office].

6. After updating ‘Accepting New Clients’ and ‘Spanish Speaking Staff’, select the County drop-down to enroll services in the Provider Search for specified site.
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 selected, click [Enroll Services on Search] to complete the update. Selections highlighted in yellow have been saved.
7 Provider Search for Members (Example)

1. The following will illustrate what the Members will see when searching for Providers and Facility Based or In-Home & Community Based services.

![Image of provider search interface](image1)

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

![Image of provider search interface](image2)

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

![Image of provider list interface](image3)
4. The following represents all of the IN-HOME & COMMUNITY BASED SERVICES that are available.


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.

```
From: member@email.com
To: Provider
Cc: 
Subject: Antione 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.
```