

**Scope of Work  
Information and Referral  
Telephone Answering Services**

**1.0 ADES MISSION AND VISION STATEMENTS:**

- 1.1 **ADES Vision:** Every child, adult, and family in the State of Arizona will be safe and economically secure.
- 1.2 **ADES Mission:** The Arizona Department of Economic Security (ADES) promotes the safety, well-being, and self sufficiency of children, adults, and families.

**2.0 Purpose**

- 2.1 Purpose Statement: This service is to provide after-hours telephone answering services for the Division of Developmental Disabilities (the Division) that provides verification of an individual's (DDD Member's) health plan eligibility to inquiring DDD Members, their families and health care providers, and the forwarding of other requests related to health care services to the Division's On-Call Staff.
- 2.2 Legal Authority: A.R.S. §41-1954.A.6 provides the Department the authority to contract and incur obligations within the general scope of its activities and operations.
- 2.3 Projected Awards: It is the intent of the ADES to make a single award for this service. The anticipated start date is November 1, 2015. ADES intends to establish the contract for one (1) year with four (4) one (1) year extension options.
- 2.4 Projected Utilization: ADES anticipates an average usage of fifteen (15) hours per day Monday through Friday, and twenty-four (24) hours per day on Saturdays and Sundays, State holidays, and any other times the Division is unable to provide the service.
- 2.5 Definitions:
  - 2.5.1 *Arizona Health Care Cost Containment System (AHCCCS)* – Arizona's Medicaid program. AHCCCS contracts with the Division, health plans and other program Contractors to deliver health care to eligible individuals, as defined by A.R.S. § 36-2902, et seq.
  - 2.5.2 *Arizona Long Term Care System (ALTCS)* – A program under AHCCCS that delivers long term, acute and behavioral health care and case management services to eligible individuals as authorized by A.R.S. § 36-2932, et seq.
  - 2.5.3 *Business Day* – Monday through Friday, 8:00 AM to 5:00 PM excluding State holidays.
  - 2.5.4 *DDD Member* – An individual who has been determined eligible for services by the Division.
  - 2.5.5 *On-Call Staff* – Employees of the Division designated to receive requests for Prior Authorizations from Contractor's Personnel during both scheduled and non-scheduled times when the Contractor is providing Telephone Answering Services. On-Call Staff will be identified to the Contractor prior to the start of any scheduled or non-scheduled service times.
  - 2.5.6 *Prior Authorization* – An approval from the Division authorizing a service prior to delivery of that service.
  - 2.5.7 *State Holidays* – State of Arizona observed holidays include New Year's Day, Martin Luther King, Jr. Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, and Christmas Day.

**3.0 Service Description**

- 3.1 Taxonomy Definition: A service that provides or arranges for assistance to individuals to enable them to gain access to services through the provision of accurate and current information and referral to appropriate resources. Referral may involve short-term supportive assistance and follow-up.

- 3.2 Actual Service Description: This service provides telephone answering services during the Division's non-business hours and as may be required to support the Division's Health Care Services (Acute and Long Term Care) system, utilizing toll-free and local telephone lines to provide:
- 3.2.1 Verification of a DDD Member's ALTCS eligibility to the DDD Member, their family and health care providers;
- 3.2.2 Identification of a DDD Member's assigned health plan; and
- 3.2.3 Forwarding of requests for Prior Authorizations for health care services to the Division's On-Call Staff, as may be required for DDD Members served by the American Indian Health Plan (AIHP), fee-for-services DDD Members, or as required by AHCCCS.
- 3.3 Background: The Division is contracted with the Arizona Health Care Cost Containment System Administration (AHCCCSA) to provide ALTCS covered services to over 27,000 eligible DDD Members. The Division operates a twenty-four (24) hour per day, seven (7) day per week telephone answering service designed to provide callers with information regarding ALTCS DDD Member eligibility and to help facilitate health care services. Historically, the Division has received between six (6) and fifteen (15) calls on weeknights between 5:00 PM and 8:00 AM, with a proportional increase during weekends and holidays. However, the Division makes no guarantee to the number of calls received at any time.
- 4.0 Contractor Requirements:**  
The Contractor shall:
- 4.1 Provide all services in a culturally relevant and linguistically appropriate manner for the population to be served.
- 4.2 Provide the facility, personnel, telephone(s), fax, computer equipment, internet service, materials, and supplies necessary to provide Telephone Answering Services.
- 4.3 Adhere to all ADES and Division policies regarding secure File Transfer Protocol (FTP) when accessing data provided by the Division. (See Exhibit B ADES Data Sharing Request Agreement)
- 4.4 Ensure that information provided is accurate, all callers are treated professionally and with respect, and that service delivery is compliant with all requirements of the Health Insurance Portability & Accountability Act of 1996 (HIPAA).
- 4.5 Provide Telephone Answering Services on a monthly basis during non-business hours as scheduled including:
- 4.5.1 Monday through Friday from 5:00 PM to 8:00 AM Arizona time and twenty-four (24) hours per day usage on Saturdays, Sundays, and State holidays.
- 4.5.2 On an hourly basis during non-scheduled times or days the Division cannot provide the service, as authorized by the Division.
- 4.6 Access the Division's FTP server to retrieve the most current data provided by the Division to verify DDD Member eligibility, identify the DDD Member's Health Plan and refer callers to the appropriate Division Health Plan.
- 4.7 Contact the Division's On-Call Staff immediately upon request for a Prior Authorization for health care services for DDD Members served by AIHP, fee-for-service DDD Members, or as required by AHCCCS, and forward the request enabling the On-Call Staff to contact the requestor.
- 4.8 Document all calls received on a Call Log, developed by the Contractor.
- 4.8.1 The Call Log shall identify, at a minimum:
- 4.8.1.1 Name of the caller;
- 4.8.1.2 Name of the DDD Member;
- 4.8.1.3 Member Identification Number of the DDD Member;

- 4.8.1.4 A brief description of the purpose of the call;
- 4.8.1.5 If the caller's issue was resolved;
- 4.8.1.6 Date and time of the call received; and
- 4.8.1.7 Contractor's Personnel who received the call.
- 4.8.2 Provide the Call Log to the Division by 5:00 PM Arizona time the following business day.
- 4.9 Immediately notify Health Care Services at (602) 771-8080 or (800) 624-4964 in the event there is a malfunction and Telephone Answering Services are temporarily unavailable.
- 4.9.1 Malfunctions or unavailability of the Contractor's Telephone Answering Services shall be identified on the Call Log to the Division, and shall include all times the service was unavailable.

## **5.0 Payment Unit**

- 5.1 One (1) Unit equals One (1) Month of Scheduled Telephone Answering Services. Unlimited monthly telephone calls received by the Contractor during all scheduled time periods: Monday through Friday from 5:00 PM to 8:00 AM Arizona time and twenty-four (24) hours per day on Saturdays and Sundays including State holidays, and the forwarding of all requests for Prior Authorizations and other requests related to health care services to the Division's On-Call Staff.
- 5.2 One (1) Unit equals One (1) Hour of Authorized Non-Scheduled Telephone Answering Services. Unlimited telephone calls received by the Contractor during a sixty (60) minute period as authorized by the Division, and the forwarding of all requests for Prior Authorizations and other requests related to health care services to the Division's On-Call Staff.
- 5.3 Unit Rates shall include all costs associated with the provision of the service including, at a minimum: salaries, facility, operating costs, training, equipment, internet, materials, supplies, insurance, and preparation of billing and reports. ADES will not pay these or any other costs separately.

## **6.0 Reporting Requirements**

The Contractor shall submit:

- 6.1 Program Reports:
- 6.1.1 A copy of the Call Log via fax to (602) 238-9294 by 5:00 PM Arizona time the following business day, unless otherwise directed by the Division.
- 6.2 Billing Reports: Payment will only be made by the Department upon receipt of an original invoice and the reporting documents as stated below:
  - 6.2.1 The Contractor's name and address (include payment address, if different);
  - 6.2.2 The Contractor's Federal Employer Identification (FEI) number;
  - 6.2.3 The Contract Number;
  - 6.2.4 The month of service being billed;
  - 6.2.5 The Payment Unit and Monthly Rate;
  - 6.2.6 The Payment Unit and number of Authorized Non-Scheduled Hours providing Telephone Answering Services, and an identification of each Non-Scheduled Hour in which service was provided (if applicable);
  - 6.2.7 The total amount due;
  - 6.2.8 A signature and date of the person authorized to submit invoices for the Contractor; and
  - 6.2.9 A certification stating:  
*"This invoice is a true and accurate account of the services listed on this statement for the time period specified; that this invoice constitutes the full and complete charge for the services described above; that no further invoices for payment of these services will be made; that these services have been provided without discrimination based on age, race, color, creed, gender, religion or national origin and that this statement is subject to federal and state audit review."*
- 6.3 The above referenced Billing Reports shall be sent to:

Arizona Department of Economic Security

Health Care Services, Program Operations Manager  
DDD Health Care Services, Site 795M  
3443 N. Central Avenue, Suite #600  
Phoenix, AZ 85012  
Tel: (602) 771-8080

- 6.4 Current certificates of insurance, as required in the ADES Special Terms and Conditions, shall be on file with the ADES throughout each contract term. Submit certificates of insurance to:

Arizona Department of Economic Security  
Division of Developmental Disabilities  
Insurance Compliance/Telephone Answering Services  
Contracts Unit, Site 791A SW 4th Floor  
1789 W. Jefferson St., Phoenix, AZ 85007  
Tel: (602) 542-6874  
Fax: (602) 542-8193