



DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*

Douglas A. Ducey  
Governor

Cara M. Christ, MD, MS  
Interim Director

Dear Primary Care Provider:

As a provider for Mercy Care and United Healthcare Community Plan, you have been identified as a potential provider of medical services to members of the Department of Economic Security (DES) Division of Developmental Disabilities (DDD).

DDD is focused on continuous improvement with the outcomes being improved efficiency for the delivery of medically necessary services, strengthened communication between members and their providers, as well as enhancing the integration of care. To accomplish these outcomes, a Kaizen event was held in February 2019. One of the results of the Kaizen event and subsequent pilot program was the requirement of a certified Plan of Care (POC) for therapy services, specifically Occupational Therapy, Physical Therapy and Speech Therapy.

- An initial POC is developed by the evaluating therapist. The POC includes details of treatment, time frames, anticipated outcomes, long term goals and anticipated discharge recommendations.
- The certification of the POC requires a physician or non-physician practitioner signature, credentials, NPI number and date by the member's primary care provider (PCP).
- Recertification of the POC requires a physician or non-physician practitioner signature, credentials, NPI number and date. A re-certification should occur whenever there is a significant change in the plan or when the previous certification expires.
- Additionally, a physician's medical prescription referral to initiate a therapy evaluation is required. The member or member's responsible person is required to obtain a medical prescription referral from a physician in order for a therapist to complete a therapy evaluation.
- The medical prescription referral should be discipline-specific (speech, occupational, physical, etc.) and provide **for the evaluation only**. Upon receipt, review and your signature on the therapist's POC, the certified POC will then serve as the medical prescription referral for follow-up therapy services.

As a valued provider of medical services, DDD appreciates your service to our members and timely efforts in providing the medical prescription referral and certifying the subsequent POC.

If you have any questions or concerns with respect to the above requirements and/or process, please contact DDD directly at the Customer Service Center: 1-800-770-9500 option 1.

Thank you.