

Exhibit DAAS N

APS Psychological Services Service Specifications

The following are requirements for all Vendors providing this service. The MSP shall ensure that these are met by each Vendor/Subcontractor as stipulated in section 6.11 of the contract. Failure to meet the service or performance standards may result in corrective action, up to and including suspension and or removal from the Managed Service Provider's Network of Subcontracted Vendors.

1.0 Arizona Department of Economic Security (ADES) Mission and Vision Statement

1.1 ADES Mission: The Arizona Department of Economic Security makes Arizona stronger by helping Arizonans reach their potential through temporary assistance for those in need, and care for the vulnerable.

1.2 ADES Vision: All Arizonans who qualify receive timely ADES services and achieve their potential.

2.0 Definitions:

2.1 Adult Protective Services (APS): APS is a program within the ADES Division of Aging and Adult Services (DAAS) that is responsible for investigating allegations of abuse, exploitation and neglect of vulnerable adults.

3.0 SERVICE DESCRIPTION

3.1 APS Psychological Services (APS Psych Services) provides evaluation, consultation, testing, and other professional services, which may include expert witness provided by licensed psychologists. The Adult Protective Service (APS) Client may be referred for one (1) or more evaluation(s) depending on the APS Client's individual needs.

3.2 APS Psychological Services consist of the following:

3.2.1 Psychology and Neuropsychology evaluations to determine the APS Client's mental and behavioral status.

3.2.2 APS Client Consultation Services to review and provide interpretation of the APS Client's prior psychology records.

3.3 This service is not intended to provide any other service not herein specified.

3.4 At least one (1) type of evaluation shall be provided by the Vendor. The following types of Psychological Evaluations are included in this service:

3.4.1 Psychological Evaluation;

3.4.2 Psychological Evaluation with Psycho-Sexual or;

3.4.3 Neuropsychological Evaluation.

4.0 SERVICE REQUIREMENTS:

The Vendor shall:

4.1 General Requirements

4.1.1 Provide services that are culturally relevant and linguistically appropriate to the population to be served;

4.1.2 Communicate, either directly or through the assistance of professional services, in modes of communication accessible to those who have limited speaking ability (e.g., Deaf/Hard of Hearing

through American Sign Language) or in the native language of APS Clients for whom English is not their primary language and use all other appropriate and effective modes of communications used by APS Clients (e.g., Spanish language, American Sign Language, etc.).

- 4.1.3 If the Vendor does not have the capacity/capability to communicate directly, the Vendor shall utilize the assistance of professional interpreting services at their own expense (e.g., Services to Deaf or Hard of Hearing require staff certified in ASL. Services to Deaf-Blind require staff certified in Tactile).
- 4.1.4 Make reasonable accommodations under the Americans with Disabilities Act of 1990, as amended, to give people with disabilities an equal opportunity to benefit from program, services, and activities;
- 4.1.5 Utilize modified equipment, fixtures, material, or any other aids deemed necessary in order to meet the physical, mental or sensory needs of the APS Client;
- 4.1.6 Use appropriate instructional techniques and resources in respect to cultural, gender, and lifestyle differences;
- 4.1.7 Perform evaluations in a location which is well-lit and accommodates the comfort, health, and safety of the APS Client; and
- 4.1.8 Provide all services only after receipt of an assignment from APS through the MSP. Verbal assignments not issued through the MSP are not valid.
- 4.1.9 Not provide services or make any changes to service level provision (e.g., increase or decrease of units of service or service setting) without notification of approval through the MSP for the change at least three (3) business days prior to service provision.

- 4.2 Service Provision - APS Psychological Services. Provide services as follows:
 - 4.2.1 Review and be familiar with the referral information and disability-related issues submitted by the referring APS staff prior to the initial meeting with the APS Client.
 - 4.2.2 Schedule a meeting with the APS Client within seven (7) business days after receipt of an assignment from the MSP for the evaluation.
 - 4.2.3 To the maximum extent possible and appropriate, and in accordance with confidentiality requirements, use information provided after receipt of the assignment from the MSP to prepare for the evaluation.
 - 1. Information provided by the APS staff (e.g., any prior psychological evaluation, medical records, etc.); and/or
 - 2. Information provided by the APS Client and, where appropriate, by the APS Client's family or representative(s) as a primary source of information to the maximum extent possible and appropriate.
 - 4.2.4 Conduct the type of Psychological Evaluation approved by the APS staff through the MSP. The following are minimum requirements for each type of Psychological Evaluation:
 - 1. Psychological Evaluation (Psych Eval) that gather and integrate data to evaluate a person's behavior, abilities, and other characteristics, particularly for the purposes of making a diagnosis or service recommendation using the following:
 - a. Psychological tests;
 - b. Informal tests and surveys;
 - c. Interview information;
 - d. Medical records;
 - e. Medical evaluation and observation data.
 - 2. Psychological Evaluation with Psycho-Sexual component (Psycho-Sexual Eval) provides an evaluation on psychological and sexual functioning in relation to mental, emotional, and behavioral aspects of sexual developments. This evaluation includes mental and emotional attitudes concerning sexual activities and individuals' risk for reoffending in the future.
 - 3. Neuropsychological Evaluation (Neuropsych Eval) provides an individual evaluation of the brain's functions, including the structural and functional integrity of the brain. The evaluation consists of an interview and the administration of tests is written, computerized or oral.
 - 4.2.5 If additional hours are required to complete service provision, request these hours before providing the remainder of the service provision.
 - 4.2.6 While conducting the service provision, if the Service Provider suspects or detects abnormalities or irregularities in the APS Client's condition which requires medical treatment, the Vendor shall recommend referral to an appropriate medical professional.
 - 4.2.7 Notify the referring APS staff:

1. Verbally or in writing when Vendor will begin traveling to APS Client to conduct evaluation.
 2. Verbally or in writing within one (1) day of APS Client missed appointments.
- 4.2.8 Notify the referring APS staff and the MSP:
1. Through email documentation within one (1) business day when two (2) attempts to contact the APS Client have been unsuccessful or the APS Client fails to actively participate in services on a consistent basis.
 2. Through email documentation within one (1) business day if the APS Client is encountering serious difficulties and problems that interfere with successful completion of the agreed upon objectives.
- 4.3 Service Provision - APS Client Consultation Services. Provide services as follows:
- 4.3.1 Perform APS Client Records Review only after receiving an assignment from the MSP.
1. Review and interpret the content of the APS Client's prior psychiatric and psychological records and address any questions by the referring APS staff.
 2. Record the results of the review in the APS Client Records Review Report (Exhibit DAAS N2).
 3. Once completed, submit the APS Client Records Review Report (Exhibit DAAS N2) within seven (7) business days to the MSP.
 4. Provide Post-Service Consultation Meeting, if approved, with the referring APS staff to discuss the results.
 5. The Vendor shall NOT:
 - a. Make decisions for or on behalf of APS staff or imply to any degree or in any fashion that the results of the APS Client Records Review represents an official decision.
 - b. Provide consultation on an evaluation report the Service Provider has written.
- 4.4 Service Provider (Vendor) Qualification Requirements
- 4.4.1 Utilize personnel or subcontractors who meet the following documented criteria:
- 4.4.2 For Psychological Services, administering evaluations or supervising the administration of the Psychological Evaluation process and preparation of the Psychological evaluation reports: A Psychologist licensed in accordance with A.R.S. Title 32 Chapter 19.1, Articles 1, 2, and 3.
- 4.4.3 For Neuropsychological Services, administering evaluations, or supervising the administration of the Neuropsychological Evaluation process and preparation of the Neuropsychological evaluation reports:
1. A Psychologist licensed in accordance with A.R.S. Title 32 Chapter 19.1, Articles 1, 2 and 3; AND
 - a. have completed a minimum of a one (1) year approved post-doctoral residency training in Neuropsychology with primary practice in Neuropsychology; OR
 - b. be eligible within five (5) years of completing the post-doctoral residency to belong to the American Board of Professional Psychology, Division of Neuropsychologist.
- 4.4.4 Provide Sign Language and Foreign Language services through personnel who meet the qualifications listed in Exhibit C2.
- 4.5 Administrative Requirements
- 4.5.1 Establish and maintain an APS Client case file that includes:
1. Assignment of service(s) to the APS Client, including referral information,
 2. Psychological Services APS Evaluation Report (Exhibit DAAS N1);
 3. Psychological Services APS Client Records Review Report (Exhibit DAAS N2);
 4. Psychological Services APS Client No Show Report (Exhibit DAAS N4), if applicable;
 5. A record of the Vendor's personnel time spent providing services; and
 6. Other documents relevant to the service provision.
- 4.5.2 Have a Quality Management Plan in order to continuously monitor the delivery of services and to ensure that the service provision meets the APS Client's objectives to include the following:
1. Incident management, corrective action and preventions;
 2. Complaints and grievances;
- 4.5.3 Maintain active professional license(s) in compliance with all Federal, State, and local licensing requirements for the operation of its business or profession and that is in good standing with all

applicable licensing and regulatory boards or agencies. For the purpose of these specifications, "good standing" means that no disciplinary actions have been taken by any licensing or regulatory agency to include, but not limited to: cancellation with cause, civil penalty, decree of censure, inactive with cause, letter of reprimand, practice restriction, probation, revocation, summary suspension, surrender of licenses, suspension, etc.

4.5.4 Adhere to the Vendor Code of Conduct (Exhibit DAAS C).

5.0 VENDOR PERFORMANCE EVALUATION

- 5.1 Service Outcome: Submission to APS through the MSP of a complete Psychological Services APS Evaluation Report (Exhibit DAAS N1).
- 5.2 Performance Standards. The Vendor shall meet the following minimum acceptable performance standards during the quarter:
- 5.2.1 **Performance Standard #1 - Acceptance Rate:** At a minimum, eighty percent (80%) of the APS Clients referred for services shall be accepted by the Vendor;
- 5.2.2 **Performance Standard #2 - Submission of Evaluation:** The Vendor will issue complete and accurate Psychological Services APS Evaluation Reports for ninety percent (90%) of APS Clients for which authorizations are received; and
- 5.2.3 **Performance Standard #3 - Reporting:** The Vendor shall submit no less than ninety percent (90%) of their initial Reporting Packets completely and accurately, as defined by the MSP, by the established timelines identified within these Service Specifications
- 5.3 The MSP and ADES/APS will analyze the Vendor's progress in achieving the overall minimum acceptable service standards.
- 5.3.1 Information for evaluating the Vendor's effectiveness and performance will be gathered from the MSP, Vendor's monthly reports, and the APS Client case record.
- 5.3.2 The results of the data analysis may be shared with APS Clients and APS Investigators as part of informed choice in selecting the services among available Vendors.

6.0 PAYMENT

- 6.1 Payment rates are inclusive of Vendor's staff time, administrative cost, research, travel time and mileage (excluding No Show Payment referenced in section 6.2), sign language and foreign language interpreting, and/or required expert testimony subpoenaed by legal representation and any other cost associated with the service provision. ADES will not pay for these costs separately.
- 6.1.1 Payment rates are for the period specified by the Reporting Packet and include all services provided during that reporting period, such as the time spent conducting the evaluation with the APS Client as well as time spent completing the APS Evaluation Report (Exhibit DAAS N1), regardless of the number of Vendor staff involved. ADES will not pay more than once for a specified reporting period. All other costs associated are inclusive to the Vendors approved rate with ADES/APS and cannot be billed separately.
- 6.2 A No Show Payment (NSP) of fifty dollars (\$50) per hour for an in-home visit (one (1) way) will be billable for time lost due to APS Clients' missed appointments (missed appointments are classified as client refusal or unavailability). Payment for NSP will only be accepted with submission of the "DAAS N4 Psychological Services APS Client No Show Report" and approved by ADES utilizing the following guidelines:
- 6.2.1 In-home visits with travel time under one (1) hour (or within the designated local county) will be paid at the actual travel time, in increments of a quarter of an hour (fifteen (15) minutes). In-home visits with travel time over one (1) hour (or the designated distant county) will be true travel time not to exceed four (4) hours one (1) way. A partial hour may be billed in increments of a quarter of an hour (fifteen (15) minutes).
- 6.3 The Payment Unit is One (1) Hour, which equals sixty (60) minutes of time, spent providing

Psychological Services to one (1) APS Client. A partial hour may be billed in increments of a quarter of an hour (15 minutes). The Vendor may round the total time spent with the APS Client to the nearest quarter of an hour (15 minutes). Example: 22 hours and 15 minutes = 22.25 hours; 22 hours and 30 minutes = 22.5 hours; 22 hours and 45 minutes = 22.75 hours.

6.4 Evaluations

6.4.1 Psychological Services APS Evaluation Report: Payment is for one (1) complete Psychological Services APS Evaluation and Report for one (1) APS Client (up to eight (8) hours); and if applicable.

1. Psycho-Sexual component: Payment is for two (2) additional hours.

6.4.2 Neuropsychological Evaluation Report: Payment is for one (1) completed Neuropsychological Evaluation and Report for one (1) APS Client.

6.5 APS Client Consultation Services.

6.5.1 APS Client Records Review: The Vendor shall bill only for time completing the APS Client Records Review that lasts longer than fifteen (15) minutes.

6.5.2 If authorized, APS Post-Service Consultation: The Vendor shall bill only for time spent conducting the Post-Service Consultation with the APS staff face-to-face, by video conference, or by phone calls that last longer than fifteen (15) minutes.

7.0 REPORTING REQUIREMENTS

The Vendor shall report on service provision as follows:

7.1 Submit to the MSP completely and accurately as defined by the MSP one (1) PDF Reporting Packet through the MSP's program for each individual APS Client.

7.2 The Reporting Packet shall include the following reports, as applicable, for each APS Client who received this service during a reporting period:

1. Psychological Services APS Evaluation Report (Exhibit DAAS N1) within fifteen (15) calendar days after completion of the Evaluation.

2. Psychological Services APS Client Records Review Report (Exhibit DAAS N2) within seven (7) business days after completion of the APS Client Records Review.

3. Psychological Services APS Client No Show Report (Exhibit DAAS N4) within seven (7) business days after the client's missed appointment.

7.2.1 Incomplete or inaccurate Reporting Packets, report(s) or supporting document(s), will not be processed and will be returned to the Vendor. Vendors will be responsible to submit a corrected request and/or a corrected reporting packet.

7.2.2 Reporting Packets submitted with multiple PDF's will not be processed and will be returned to the Vendor. The Vendor is responsible for submitting one (1) PDF Reporting Packet completely and accurately through the MSP's program for each individual APS Client.

7.2.3 Once the MSP program determines the Reporting Packet is complete and accurate, the MSP program will generate an invoice on behalf of the Service Provider and send the invoice and Reporting Packet to DAAS Receiving and DAAS MSP for approval and payment processing.

7.3 Submit to the MSP as appropriate:

7.3.1 Verification of the qualifications of staff or subcontractors, using Exhibit DAAS N3, Affirmation of Qualifications.

7.3.2 Formal written notification within five (5) business days of issuance of any actions from any of the applicable licensing and regulatory boards or agencies in the State where the APS Client is residing which may result in disciplinary action taken on their current licensure.

7.3.3 Current Certificates of Insurance, no later than ten (10) days following the expiration of the existing Certificate of Insurance.

7.4 Submit to the MSP and the referring APS Investigator:

- 7.4.1 A notification of any unusual incident verbally within one (1) business day of the occurrence and a thorough written report of the unusual incident shall be submitted within three (3) business days of the occurrence. Unusual incidents include, but are not limited to:
1. Death of an APS Client;
 2. Alleged neglect, abuse, mistreatment or exploitation of an APS Client (by anyone);
 3. Disappearance of an APS Client. The Vendor shall report a missing APS Client to law enforcement officials and the APS as soon as the Vendor suspects that the APS Client may be missing;
 4. Any suicide attempt(s) by the APS Client;
 5. Sexual abuse against an APS Client, including consensual sexual activity;
 6. Inappropriate sexual behavior toward an APS Client;
 7. Any threat to the physical or emotional well-being of an individual or Vendor's staff member by an APS Client; and
 8. Any unexplained APS Client absence.
- 7.4.2 Notification of the loss of or damage to equipment or property in writing, with an explanation of the circumstances of the loss or damage, within three (3) business days following the occurrence.
- 7.5 Other reports
- 7.5.1 ADES reserves the right to require that the Vendor submit additional or revised reports related to the service provision and performance.
- 7.5.2 Reporting requirements, methods and/or formats (Exhibits, including Service Specifications) may be changed without amendment.
- 7.5.3 The Vendor will be notified in writing about any change in reporting forms through the Managed Service Provision Contractor.