Support Coordination and You: Everyone Has a Role
Role of the Support Coordinator

The main role of the Support Coordinator is to help members and families identify goals and needed support services. Other roles include:

Planning and Coordination

• Identifies supports and services based on assessed needs;
• Develops the Planning Document;
• Informs members and families of the steps to take when services are not available or if there are problems with services;
• Coordinates medical care, behavioral health, and long term services and supports; and
• Reviews needs and updates the Plan as needed.
Brokering of Services
• Identifies community resources for members and families;
• Helps to make sure approved funded services are in place; and
• Gives options when the approved service is not available.

Facilitation/Advocacy
• Gives support for issues;
• Facilitates timely access to care/services; and
• Deters delays in care/service provisions.

Monitoring Services
• Reviews services at each meeting and when there is a change in the member’s condition or circumstances; and
• Makes sure services take place and are helping.

Gatekeeping
• Assesses, determines, and approves cost effective and medically necessary services.
Support Coordinators adopt a person-centered approach while promoting the values of dignity, independence, individuality, privacy, and choice and adhere to the following guiding principles:

- Member-Centered Case Management
- Member-Directed Options
- Person-Centered Planning
- Consistency of Services
- Accessibility of Network
- Most Integrated Setting
- Collaboration with Stakeholders
Role of Member/Family/Guardian

Call your Support Coordinator right away to tell them:

- If how you feel changes;
- If you go into the hospital;
- If you move;
- When you suspect abuse/neglect or when you do not feel safe;
- If you are unhappy with your services; and
- If you have any needs or questions between your regular visits with your Support Coordinator.
My Role in Eligibility/Redetermination:

• Apply for long term care services and comply with any ALTCS meeting and information requests.
• Assist with forming the Plan.
• Send health and school records to reapply six months prior to age 6 and 18.
• Participate in any planning meetings and reviews.
• Give correct and full information.
• Sign consents.
• Assign the rights to first-party health insurance benefits to DDD.
• Comply with residential billing and cost of care terms.
My Role in Service/Care Planning:

• Call if your direct care worker does not show up for a scheduled shift.

• Report problems, including suspected fraud and abuse.

• Inform your doctors of other insurance and provide insurance identification cards at all medical appointments.

• To get the most out of services:
  ◀ Ask questions if you do not understand your rights or plan of treatment.
  ◀ Talk to your providers and your Support Coordinator about your services and how satisfied you are with your services.
  ◀ Follow instructions given to you by health care providers. Ask questions if you do not understand the instructions.
  ◀ Engage in all therapy appointments.
  ◀ Follow the home program.
  ◀ Treat the provider(s) with respect.
  ◀ See other examples that are listed in the ALTCS Member Handbook.
DDD Contact Information

DDDCustomerServiceCenter@azdes.gov
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TTY/TDD 711
Fax: (602) 542-6870
Office Hours:
Monday - Friday, 8:00 a.m. - 5:00 p.m. (Arizona Time)
Closed on State Holidays

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