



DIVISION OF DEVELOPMENTAL DISABILITIES

OIFA Member Newsletter - April 2021

COVID-19 Update

The health and safety of members and vendors continues to be DDD's top priority. Everyone must continue to do their part to slow the spread. All guidance and details about flexibilities allowed during the COVID-19 public health emergency are available on the [DDD Actions Related to COVID-19](#) web page. Learn about COVID-19 at <https://www.cdc.gov/coronavirus/2019-ncov/index.html> or <http://azhealth.gov/coronavirus>.



You can help slow the spread of COVID-19 by:

- Maintaining physical distancing of at least 6 feet.
- Avoiding large groups and going out if possible.
- Wearing a face cover when you are out in public.
- Covering your cough or sneeze.
- Washing your hands for at least 20 seconds often.
- Staying home when you are sick.

Arizona is distributing COVID-19 vaccine. Any Arizonan 16 years or older is eligible to receive the vaccine in Arizona. The Arizona Department of Health Services has locations in Coconino, Maricopa, Pima and Yuma counties. There are also multiple places in each county where you can get a vaccine. You can find a vaccine site near you online at <https://www.azdhs.gov/findvaccine> or by calling 1-844-542-8201. You can also find facts and myths about the COVID-19 vaccine on the [Centers for Disease Control and Prevention \(CDC\) website](#).



Electronic Visit Verification (EVV) tracks and monitors timely service delivery and access to care for members. EVV applies to **all** providers of these services, **including** paid family direct care workers. Providers providing impacted services began using EVV on January 1, 2021. Contact your vendor agency for more details regarding EVV if you are a paid caregiver for a member.

The DDD services impacted are:

- Attendant Care
- Homemaker/Housekeeping
- Habilitation Hourly

- Home Health (Nursing)
- Respite
- Skills Training and Development

EVV is a federal requirement. EVV is a mandatory program. Everyone who receive services from AHCCCS must participate. AHCCCS has posted several [FAQ documents](#) on its website as well as other information about EVV.

Qualified Vendor Contract Changes

DDD has been working with the Human Services Research Institute since September 2019. The goal of this project is to improve the quality of services our members receive. Improving the qualified vendor contract was identified as one way to support vendors in delivering the best services. The Division will post all of the new contract documents for public comment in mid-May for 60 days. Your feedback is critical to this process. More information including a summary of changes will also be posted. DDD will post the information to Facebook and include it in the May OIFA newsletter when the public comment period opens.

Temperatures Are Rising

The temperatures across Arizona will continue to rise as spring begins. Being in the heat for extended periods of time can be harmful to your health. Over 3000 people visit Arizona emergency rooms every year due to heat-related illness. Follow these steps to help prevent heat-related illness:

1. Drink plenty of water
2. Dress in lightweight, light colored clothes and use sunscreen
3. Eat small meals, more often. Avoid foods high in protein which increase metabolic heat
4. Monitor those at high risk
5. Slow down and avoid intense activity
6. Stay indoors when possible
7. Take regular breaks if doing physical activities

Learn more about heat-related illness from the [Arizona Department of Health Services](#).

Town Hall Meetings

DDD hosts town hall meetings for members, families and providers on the first Thursday of every month. The town hall starts at 6:00 p.m. You can join via the Internet or by telephone. Attendees can also ask questions. Visit <http://bit.ly/dddtownhall> for details to join.

Upcoming town hall topics:

May 6, 2021:

- COVID Updates
- DDD Updates
- Supports Available from the Office of Individual & Family Affairs

June 3, 2021:

- COVID Updates

- DDD Updates
- Special Needs Trusts and Future Planning
- Achieving a Better Life Experience (ABLE) Accounts

Community Resources

DDD has information for local, state, and national groups that support members and their families. The DDD website has links to many of these groups that can assist with day to day tasks and other services that may not be covered by the Division. [Visit the community resources section of the DDD website to learn more.](#)

Like DDD On Facebook

Like DDD on Facebook, [@OfficialArizonaDDD](#), and stay connected to the latest news and events.

Councils and Committees

There are many ways you can volunteer and positively impact the DD community. Visit the [DDD website](#) to see all the councils and committees you can volunteer to be on.

Crisis Services

If you, a family member, or a friend have a mental health emergency, it is important that you seek help right away. Trained crisis staff are available 24 hours a day, seven days a week to help over the phone. The Crisis lines are free, confidential, and open to anyone who needs help. For medical, police and fire emergency situations, always call 911.

Suicide and Crisis Hotlines by County

- Maricopa County served by Mercy Care: 1-800-631-1314 or 602-222-9444
- Cochise, Graham, Greenlee, La Paz, Pima, Pinal, Santa Cruz and Yuma Counties served by Arizona Complete Health - Complete Care Plan: 1-866-495-6735
- Apache, Coconino, Gila, Mohave, Navajo and Yavapai Counties served by Steward Health Choice Arizona: 1-877-756-4090
- Gila River and Ak-Chin Indian Communities: 1-800-259-3449
- Salt River Pima Maricopa Indian Community: 1-855-331-6432

Especially for Teens

- Teen Life Line phone or text: 602-248-TEEN (8336)

National 24-Hour Crisis Hotlines

Phone

- National Suicide Prevention Lifeline: 1-800-273-TALK (8255)
- National Substance Use and Disorder Issues Referral and Treatment Hotline: 1-800-662-HELP (4357)

Text

- Text the word "HOME" to 741741

Get Caught Up

All old OIFA newsletters are available to view on DDD's website. Visit the [Member Services](#) page and click on the "Member Newsletters" section.

DDD is Here to Help

Please contact your Support Coordinator or the DDD Customer Service Center at 1-844-770-9500 ext. 1 (TTY/TDD 711) if you have questions.

Call the DDD Customer Service Center at 1-844-770-9500 ext. 1, TTY/TDD 711, to ask for this material in other formats. Language help is available at no cost to you.