



DIVISION OF DEVELOPMENTAL DISABILITIES

OIFA Member Newsletter - June 2021

Person-Centered Service Plan

Your Support Coordinator will soon use a new process called Person-Centered Service Planning. This new process supports our mission of empowering individuals with developmental disabilities to lead self-directed, healthy and meaningful lives. It will help your Support Coordinator better engage with you, your family, and your planning team.

Your Support Coordinator will use Person-Centered Service Planning during your planning meeting. They will use it to complete the assessment. It will help determine needed services and supports. It was created by AHCCCS and all Managed Care Organizations (MCO) supporting the Arizona Long Term Care System (ALTCs). The goal of the Person-Centered Service Planning process is to help the planning team to work together to create and put to action a plan driven by the member.



Person-Centered Service Planning will help DDD ensure members' voices and choices are heard. Members will have greater independence and input on the services they receive. It will also improve timely and appropriate care coordination, so their needs are met. The ultimate goal is to help members achieve their goals and live the life they want. More details and answers to frequently asked questions are available on the [DDD website](https://www.ddd.state.arizona.gov/). You can submit questions to the Division using this link <https://forms.gle/4wYeZXXKZ8JavJe366>.

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 for 60 days at the end of June.** Your feedback is critical to this process. More information including a summary of changes will also be posted.

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>.

Arizona is distributing COVID-19 vaccines. Anyone Arizonan 12 years or older is eligible to receive the vaccine in Arizona. Vaccines are available at pharmacies and multiple locations run by County health departments. 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](#).

You can get the vaccine at no cost. Eligible Medicaid members can get non-emergency medical transportation (NEMT) to their vaccine appointment. Contact your [health insurance provider](#) for more details.

Volunteers Needed

DDD needs volunteers to support the district Independent Oversight Committees (IOC). IOCs provide oversight on topics related to the human rights of people with developmental disabilities. Each IOC has between 7 and 15 members. Some members are required to have specific experience. Parents of individuals that receive services from DDD are also on the committees. Visit <https://ioc.az.gov/committees/ddd> to learn more and apply.



DDD needs volunteers to support the Program Review Committees. Program Review Committees review member Behavior Treatment Plans. They also make recommendations to address challenging behaviors. Committee membership is open to a wide range of individuals. PRC sessions are held twice a day. Volunteers are not required to attend all sessions. Visit the [DES Volunteer Center](#) for more information.

New Hourly Nursing Assessment Tool

DDD is working with the Northern Arizona University - University Centers for Excellence in Developmental Disabilities (UCEDD) to improve how it assesses Nursing services. This work includes review and revision of Division Medical Policy Manual Chapter 1240-G. The revised policy was posted for public comment from March 24, 2021 to April 21, 2021.

DDD and NAU-UCEDD also created a new tool for assessing Nursing services. The new tool ensures Inter-Rater Reliability. This means that two Nurses will assess similar hours for the same person. The tool uses a scoring system for both service hours needed and modifiers. The scoring system is based on best practice criteria. This tool is called the Hourly Nursing Assessment Tool (H-NAT). The H-NAT will allow Division Nurses to accurately assess the appropriate level of nursing services for each member. Division Nurses will start using the H-NAT on August 1, 2021. Visit the DDD website for more information and to see frequently asked questions.

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. The next town hall will be held on Thursday, July 1, 2021. Visit <http://bit.ly/dddtownhall> for details to join.



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 receives services from AHCCCS must participate. AHCCCS has posted several [FAQ documents on its website](#) as well as other information about EVV.

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.

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.