



## DIVISION OF DEVELOPMENTAL DISABILITIES

### OIFA Member Newsletter - September 2021

#### COVID-19 Vaccine Update



The health and safety of members and vendors continues to be DDD's top priority. The COVID-19 Delta variant is causing cases in Arizona to increase. On Monday, August 23, 2021, the U.S. Food and Drug Administration (FDA) gave full approval to the Pfizer COVID-19 vaccine for people aged 16 years and older. This means it is no longer being given under an Emergency Use Authorization (EUA). It now has the same approval as other vaccines like the flu vaccine. COVID-19 vaccines are safe, highly effective and available at no cost to you. They are also as widely available and as easily accessible as possible. Eligible Medicaid members can get non-emergency medical transportation (NEMT) to their vaccine appointment. Contact your [health insurance provider](#) for more details.

Any 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](#). 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](#).

#### Preventing Member Abuse, Neglect and Exploitation Training

DES has published new information on its website related to preventing member or vulnerable adult abuse, neglect and exploitation as part of Governor Ducey's Abuse and Neglect Task Force. The information includes guidance from the Arizona Attorney General's Office related to individuals with developmental disabilities and vulnerable adults. DDD also published details about identifying potential abuse, neglect and exploitation. Educational materials are also available for members, families and providers. Visit the DDD website to learn more, <https://des.az.gov/prevent-abuse-neglect-and-exploitation>.

#### DES Helps A Man Find A Job

Having a job brings a sense of self satisfaction. You do not need to find a job on your own. DES may be of help. Vincent used the supports and services available to him through the DES Division of Developmental Disabilities (DDD) and Division of Employment and Rehabilitation Services (DERS) Vocational Rehabilitation (VR) program. DDD and VR helped make it possible for Vincent



to start a new competitive paying job. The VR program provides services to individuals with disabilities to help DDD members prepare for job interviews.

It started with a goal: to find a job. Vincent's DDD Support Coordinator referred him to the DES VR program. Vincent's VR counselor, Yolanda Settles, and a VR Job Developer helped him all along the way.

Many people who turn to VR for help may be referred to a medical professional. The medical professional uses tests to find out the individual's skills, abilities, and any physical limitations. After testing, the medical professional provides the VR counselor with the results. This helps the VR counselor figure out an appropriate work setting.

Vincent's mother, Sharon, says that she and Vincent went back to see Yolanda many times. They gave Yolanda a copy of Vincent's resume. After that, Yolanda did all the work. She lined up interviews with employers. She also drove Vincent to his interviews.

Vincent's mom said, "He was able to talk to them by himself and get himself a job. He did all of that on his own." Any volunteer work experience is also a big help in getting a paying position. Vincent had worked at his high school, MetroTech. He also volunteered at Encanto Park and at the Adam Diaz Senior Center. This hands-on experience was a big help.

With Yolanda's help, Vincent got a job at Banner hospital. He has a job he likes. Vincent said, "I like the hours. I enjoy the people I work with. I enjoy talking with my boss. He's always interested in how I'm doing."

Proudly, Sharon noted her son has had two excellent performance reviews. "Since he's been there, he's gotten two raises. So, each time they do an evaluation, they give him a little bit more. His boss says he is one of his best workers," said Sharon. Vincent has also learned how to manage his finances.

Vincent has set two goals: to improve himself and live on his own. "I've got the job down," said Vincent. "I don't mind being at home. But sometimes I think I'm getting to that age where I feel like I want to be on my own." Vincent does his own cleaning and laundry at home. He is working on his cooking skills.

With his accomplishments to date and future goals set, Vincent reminds us that "Anybody can do anything if they really want to."

## **American Indian Health Plan (AIHP) Name Change**

DDD will be changing the name of the DDD American Indian Health Plan to the DDD Tribal Health Program (THP) on October 1, 2021. American Indian/Alaska Natives (AI/AN) who are eligible for the Arizona Long Term Care System (ALTCS) receive physical and behavioral health services from the Arizona Department of Economic Security, Division of Developmental Disabilities (DDD) through a DDD Health Plan or its American Indian Health Plan (AIHP). DDD's AIHP allows these members to receive services at any AHCCCS registered fee-for-service provider in Arizona.

DDD is aware of confusion in the community between its DDD American Indian Health Plan (AIHP) and AHCCCS' American Indian Health Program (AIHP). Both options use a fee-for-service structure. The DDD AIHP is only for DDD members who are AI/AN and ALTCS eligible. The AHCCCS AIHP does not require ALTCS eligibility. The confusion is due to the similar names and use of AIHP. This name change will help reduce confusion. Benefits and covered services are not impacted by this name change. Current AIHP members were mailed a new ID card with the new name. They can begin using that card immediately when they need services.

## DDD Provider Search

Members and families can search for Home and Community Based Service (HCBS) providers online. The [DDD Provider Search](#) tool allows you to search for a provider near you. Select if you want to search for a provider at a facility or one that will come to your home. You can then search by the service type. Your search can be narrowed down by service area, provider name, language and accessibility features. Clicking a provider will bring up details about their business.

## New Videos On the DDD Website

DDD recently published seven new videos for members and families. These videos were created as part of DDD's [Current 2 Future initiative](#). The videos introduce members and their families to DDD. They will help members and families better understand DDD. The topics are:

- Introduction to the Division of Developmental Disabilities
- Planning Meeting and Assessments
- Wants, Needs and Uncovered Services
- Learning New Skills
- What to Do When You Have a Complaint
- Filing an Appeal
- Introduction to Behavioral Health Services

See the videos online at <https://des.az.gov/services/disabilities/developmental-disabilities/DDD-informational-videos>. More videos are being made to address additional topics.

## Quit Tobacco

One of the most important ways you can improve your health is to stop smoking. You can get help with quitting. Talk to your doctor. The Arizona Smokers' Helpline (ASHLine) can also help you with quitting. ASHLine can give you information about programs and services. You can call ASHLine at 1-800-556-6222 (TTY/TDD 711) or visit [www.azdhs.gov/prevention/tobacco-chronic-disease/tobacco-free-az/index.php](http://www.azdhs.gov/prevention/tobacco-chronic-disease/tobacco-free-az/index.php).



ASHLine Quit Coaching is a free smoking cessation program that helps people quit any kind of tobacco. A Quit Coach helps and encourages you through every stage of quitting. Call 1-800-556-6222 or go to [www.ashline.org](http://www.ashline.org) to get help now.

## Person Centered Service Plan

DDD is using a new process called Person-Centered Service Planning. This 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](#).

## Voter Information for Arizonans with Disabilities

The Arizona Center for Disability Law (ACDL) and the Arizona Disability Voter Coalition (AZDVC) are working to increase voter registration for Arizonans with disabilities. During September, ACDL and AzDVC will sponsor a virtual voter registration drive during National Disabilities Voter Registration Week, September 13-20, 2021. They will also host virtual voter rights training on National Voter Registration Day, September 28, 2021.

National Disability Voter Registration Week (NDVRW) is a national, nonpartisan campaign to register, educate, and prepare voters with disabilities for the 2021 elections and beyond. In 2020, over 38 million people with disabilities were eligible to vote. During National Disability Voter Registration Week members can register to vote at <https://servicearizona.com/VoterRegistration>. A Voter Registration Form can also be printed and filled out. Completed forms should be mailed to the [County Recorder's office](#) to be processed.

The Help America Vote Act (HAVA) of 2002 is a law that requires voting systems to be accessible in federal elections. HAVA protects the rights of people with disabilities to vote privately and independently. This training will discuss these rights and encourage voter registration.

Visit <https://us06web.zoom.us/meeting/register/tZcpc-Cvpj0vHdeFkMluVBA9x6EsZ-wpTIV3> to register for the Voting Rights Training on September 28, 2021, at 1:00 p.m.

Contact Renaldo Fowler by email at [rowler@azdisabilitylaw.org](mailto:rowler@azdisabilitylaw.org) for more information on the Voter Rights Training.

## 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.

## 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, September 2, 2021.

Visit <http://bit.ly/dddtownhall> for details to join.

## 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.](#)

## 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 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

## Report Fraud, Waste or Abuse

Medicaid fraud, waste and abuse (FWA) are crimes. Report fraud, waste, and abuse right away. You will not get in trouble or lose services if you report any suspected fraud, waste, or abuse.

### You can report FWA to DDD by:

- Calling DDD at 1-877-822-5799
- Sending an email to [dddfwa@azdes.gov](mailto:dddfwa@azdes.gov)
- Sending a letter to DES/DDD, Attn: Corporate Compliance Unit, 1789 W Jefferson St., Mail Drop 2HA1, Phoenix, AZ 85007
- Completing this [online form](#).

### You can also report FWA to AHCCCS

- Call the Office of the Inspector General at 602-417-4193
- Report Online at the [AHCCCS Website](#)
- Report provider fraud by calling:
  - Maricopa County: 602-417-4045
  - Outside Maricopa County: 1-888-487-6686
- Report member fraud by calling:
  - Maricopa County: 602-417-4193
  - Outside Maricopa County: 1-888-487-6686
- Submit general questions via email at [AHCCCSFraud@azahcccs.gov](mailto:AHCCCSFraud@azahcccs.gov).

## Stay Up to Date

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.