

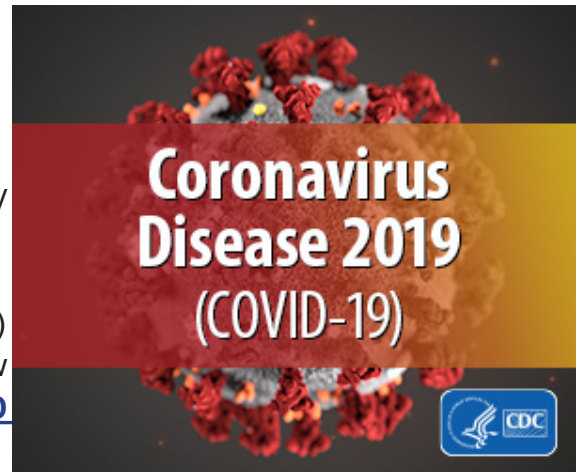


DIVISION OF DEVELOPMENTAL DISABILITIES

OIFA Member Newsletter - November 2020

COVID-19 Still Spreading in Arizona

The national COVID-19 public health emergency (PHE) was extended at the beginning of October until January 20, 2021. States, including Arizona, are still seeing increases in cases. The health and safety of members and vendors continues to be DDD's top priority. DDD has implemented many temporary measures to support members and vendors. Everyone must continue to do their part to slow the spread. DDD continues to monitor Centers for Disease Control and Prevention (CDC) and Arizona Department of Health Services guidance. All new guidance is published in the documents available on the [DDD Actions Related to COVID-19](#) web page.



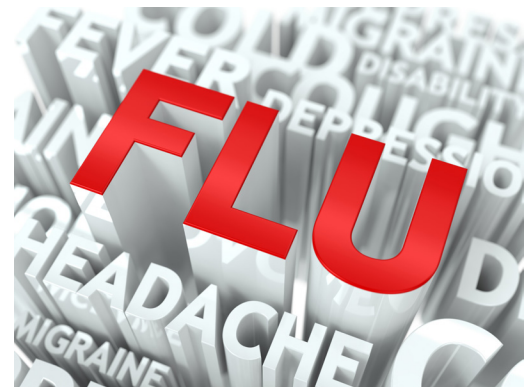
Remember, according to the Arizona Department of Health Services you can help slow the spread of COVID-19 by doing these 6 things:

- Maintain physical distancing of at least 6 feet
- Avoid large groups and going out if possible
- Wear a face cover when you are out in public
- Cover your cough or sneeze
- Wash your hands for at least 20 seconds often
- Stay home when you are sick

Learn more about COVID-19 at <https://www.cdc.gov/coronavirus/2019-ncov/index.html> or <http://azhealth.gov/coronavirus>.

Get A Flu Shot

Arizona is taking enhanced steps to expand access to the flu vaccine. All Arizonans are encouraged to get it. Getting a flu shot is more important than ever during the COVID-19 pandemic. Make an appointment with your PCP to get your flu shot. Members age 3 or older can receive the flu vaccine at a pharmacy. Members enrolled with AHCCCS Complete Care or a DDD Health Plan can receive a \$10 gift card from their health plan after getting a flu shot. Contact your health plan's member services unit for details.



New DDD Email Address

Beginning in December, the monthly OIFA newsletter will be sent from a new email address. The new email address is DDD@azdes.gov. Please add this email address to your contacts. This will ensure you continue to receive the monthly OIFA newsletter and other communications from DDD.



Electronic Visit Verification (EVV) ensures, 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 must begin using EVV on January 1, 2021. Please 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. Visit azahcccs.gov/evv to learn more.

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.

Community Resources

DDD has info 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.

Family Caregiver Grant Program

Funding is available through a reimbursement program for family caregivers who provide care for their loved ones in their own homes. Family caregivers can be reimbursed 50% (up to \$1,000 for each qualifying family member) for qualified home modifications and other equipment used to help their loved ones live more independently.

The Family Caregiver Grant Program was established as a result of legislation. The program is for individuals who have qualifying expenses during a calendar year. These expenses must be related to the care and support of a qualifying family member in their home. Applicants can call the Caregiver Resource Line at (888) 737-7494 to apply. Learn more at azcaregiver.org.

DDD Weekly Town Hall Meetings

DDD is hosting town hall meetings. DDD will present Division news and updates. Other information important to members and families will also be shared. Attendees can also ask questions. Visit <http://bit.ly/dddtownhall> for the schedule and agenda.

Happy Thanksgiving



Everyone at DDD would like to wish the members and families we serve a very happy, healthy and safe Thanksgiving.

Like DDD On Facebook

Like DDD on Facebook, [@OfficialArizonaDDD](https://www.facebook.com/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.

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.