

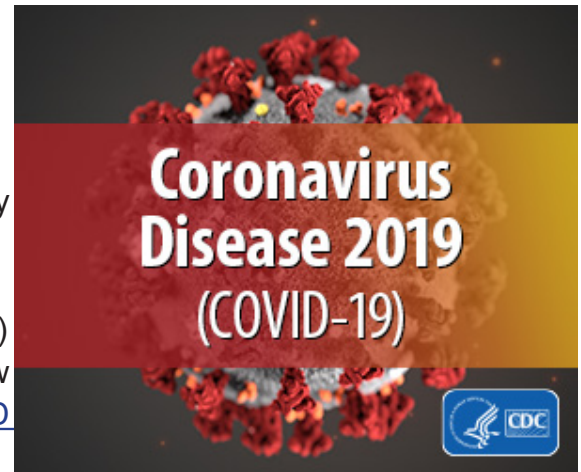


DIVISION OF DEVELOPMENTAL DISABILITIES

OIFA Member Newsletter - December 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. Current flexibilities and alternative service delivery options will continue at this time.



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

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

Virtual Planning Meetings Continue

Planning meetings are still being held virtually as COVID-19 continues to impact Arizona. These meetings are important and necessary. It is important for all members of the planning team to attend. Members should be involved in the meeting. The planning meeting is held to ensure they are getting the services they need. Members are encouraged to participate in the meeting and offer input on what they want. Tell your Support Coordinator if you cannot attend online. They can set up a phone call with all team members instead.



HCBS Directories and Vendor Profiles

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.

You may want to know more about a vendor before you select them to deliver your services. [DDD vendor profiles](#) present data about DDD vendors that members and families can use to make choices about who provides their services. DDD will continue to update the information to make it more valuable to members and families. If you have ideas about data you would like to see you can reach us at DDDCustomerServiceCenter@azdes.gov.



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. Independent providers and members/families who use them will get training in the spring and will begin using the system in the summer of 2021.

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.

Augmentative & Alternative Communication Benefit

DDD Health Plans will begin managing the Augmentative & Alternative Communications (AAC) benefit on January 1, 2021. In the past DDD has provided this benefit. This change will allow the DDD Health Plans to manage all Durable Medical Equipment (DME) benefits. This change will improve member experience and benefit access. The change will also provide more choice for eligible members.

DDD Health Plans have large provider networks. These networks will improve DDD member access to benefits. All AAC program aspects are included:

- Service evaluation
- Prior authorization
- Medical necessity

- Cost effectiveness determinations
- Device delivery
- Installation
- Training
- Modification
- Device repairs
- Timely access to services



DDD Health Plans

- Mercy Care - 1 (800) 624-3879 option 2
- UnitedHealthcare Community Plan - 1 (800) 348-4058
- American Indian Health Plan - 1 (844) 770-9500 ext. 7

DDD will provide AAC services to members who have been approved for a device or are awaiting authorization or device training prior to January 1, 2021.

All requests for AAC benefits that are approved on and after January 1, 2021, will be provided by a member's DDD Health Plan. The member's Support Coordinator will assist in coordinating this benefit. DDD will monitor the DDD Health Plans to ensure services and devices are:

1. Medically necessary.
2. Cost effective.
3. Delivered Timely.

The DDD Health Plans will be publishing a user guide to keep members informed of the process.

Members enrolled in the American Indian Health Plan will continue to receive approved AAC services from DDD.

Learn more and view frequently asked questions and answers online at <https://des.az.gov/services/disabilities/developmental-disabilities/augmentative-and-alternative-communication>.

Wellness Toolkits

Each person's "healthiest self" is different. Your stress, emotions, habits and home are different from everyone else. The National Institutes of Health has wellness toolkits for you to find ways to improve your personal well-being. Learn more at http://bit.ly/nih_toolkits.

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.

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](http://www.azdd.org) to see all the councils and committees you can volunteer to be on.

Crisis Services

If you have an emergency, it is important you get help right away. If you think you might hurt yourself or someone else, please call 911 or a crisis phone number.

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.