

SPRING AND SUMMER 2020 MEMBER NEWSLETTER

DIVISION OF DEVELOPMENTAL DISABILITIES

In This Issue

TOWN HALL MEETINGS	2
DDAC PUBLIC FORUMS	2
MEDICARE PART D	3
THIRD PARTY LIABILITY	3
SUICIDE PREVENTION	4
THE DANGERS OF OPIOD AND SUBSTANCE ABUSE	4
BEHAVIORAL HEALTH CRISIS?	5
SOCIAL DETERMINANTS OF HEALTH	6
ARIZONA'S HEAT IS DEADLY	7
TESTING FOR INFECTIONS DURING PREGNANCY	7

Coronavirus Disease (COVID-19) Updates and Information

Be sure to stay updated on the changes the Division is making during the COVID-19 pandemic. You can check the Division's web page that is dedicated exclusively to these updates:
https://bit.ly/DDD_COVID19Actions



Arizona Long Term Care System (ALTCS) Member Handbook

If you are a member eligible for DDD/ALTCS and would like a copy of the 2019-2020 Member Handbook, visit DDD's website at https://bit.ly/DDD_Resources for a copy.

If you would prefer to have a copy mailed to you, call 1-844-770-9500, Option 1.

DDD News and Updates

Visit bit.ly/ddd_news to sign up for monthly news and updates from DDD. You can also attend one of our DDD Town Hall meetings.



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DDD Customer Service Center

1-844-770-9500



TOWN HALL MEETINGS

The Division is hosting Town Hall meetings throughout the state on a monthly basis. The goal is for the Division to communicate improvements and changes that have been implemented as a result of previous Town Hall feedback and other information important to our stakeholders. The Division will also ask for feedback on new ideas for continuous improvement. Time will be set aside for open discussion during which attendees can present ideas, concerns and feedback to the Division.

All Town Hall meetings will be held from 6:00 p.m. to 8:00 p.m. The schedule for 2020 is listed below.

Locations will be updated on the DDD website at <http://bit.ly/dddtownhall> and DDD Facebook page as they are finalized.

Date	Time	Location
April 23, and 30 (Virtual Town Halls)	6:00 p.m.-8:00 p.m. 6:00 p.m.-8:00 p.m. 6:00 p.m.-8:00 p.m.	Website: https://bit.ly/COVID_Townhall Meeting number (access code): 282 179 098 Meeting password: DDD1 Join by phone: +1-602-666-0783 United States Toll (Phoenix) or +1-415-655-0003 US Toll
May 7	6:00 p.m.-8:00 p.m.	TBD Show Low, AZ
June 4	6:00 p.m.-8:00 p.m.	TBD Scottsdale, AZ
July 2	6:00 p.m.-8:00 p.m.	TBD Tucson, AZ
August 6	6:00 p.m.-8:00 p.m.	TBD Mesa, AZ
September	6:00 p.m.-8:00 p.m.	TBD Surprise, AZ
October 1	6:00 p.m.-8:00 p.m.	TBD Flagstaff, AZ
November	6:00 p.m.-8:00 p.m.	TBD Anthem, AZ

DDAC PUBLIC FORUMS

The Developmental Disabilities Advisory Council (DDAC) is an advisory council to the Assistant Director of the Division of Developmental Disabilities (DDD) on matters relating to developmental disabilities.

The mission of the DDAC is to provide, in partnership with DDD, advisory oversight on behalf of members, families and providers.

Members, families, providers and advocates are invited to attend a DDAC Public Forum and Listening Sessions. The schedule for 2020 is listed below.

For more details about these events, visit the DDAC online at <http://des.az.gov/ddac> or contact the DDD Customer Service Center at 1-844-770-9500, Option 1.

Public Forum and Listening Session

Date	Time	Location
June 17	4:00 p.m.-5:30 p.m. and 6:00 p.m.-7:30 p.m.	TBD, Casa Grande, AZ
August 20	4:00 p.m.-5:30 p.m. and 6:00 p.m.-7:30 p.m.	TBD, Bullhead City, AZ
October 15	4:00 p.m.-5:30 p.m. and 6:00 p.m.-7:30 p.m.	TBD, Buckeye, AZ

MEDICARE PART D

If you take prescription medicine and have Medicare, then prescription drug coverage (Part D) may be right for you.

Not all Medicare-approved Part D plans cost the same. Finding the best plan to meet your needs is important. Not all medications are covered by every plan.

www.medicare.gov/find-a-plan offers a search tool to find out which plans cover your medications.

State Health Insurance Assistance Program (SHIP) is a free health benefits counseling service for people with Medicare. SHIP's role is to educate, advocate, and counsel people to make informed benefit decisions. SHIP is an independent program. It is funded by federal agencies and is not related to the insurance industry. Contact SHIP at 1.800.432.4040 for help with accessing a Part D plan.

**Did you know
DDD is on
Facebook?**

The page includes videos, pictures of events, highlights of services, and much more! Check out the page at <https://www.facebook.com/OfficialArizonaDDD>.

THIRD PARTY LIABILITY

Third Party Liability (TPL) is additional health insurance. This can include commercial, private policy or Medicare. Members who have other health insurance, in addition to their DDD Health Plan or American Indian Health Plan (AIHP), should use that insurance before billing their DDD Health Plan or AIHP.

By federal law, the Arizona Health Care Cost Containment System (AHCCCS) is the "payor of last resort" in most cases. "Payor of last resort" means that AHCCCS only pays claims after all other forms of payment have been used.

As a result, it is important to report changes in your TPL coverage(s) as soon as possible. You can report these changes to your DDD Support Coordinator. It is also important to report these changes to your service providers as soon as possible.

What should be reported:

- New insurance coverage
- Terminated insurance coverage
- Change in ID or policy numbers
- An insurance company name change



Reporting changes to your providers allows them to bill timely and with accuracy. Reporting changes and keeping your information up to date allows DDD and your providers to provide you with the best coverage.

Understanding your insurance benefits can be confusing. Don't be afraid to contact your health insurance representatives if you have any questions.

SUICIDE PREVENTION

Hurting oneself with the intent to die is called suicide. It is a large and growing problem in the United States. It affects people of all ages.

When a person dies by suicide, their family and friends are also affected. They may feel sadness, anger and guilt.

There is help available. Anyone who is in a crisis can:

- Call the National Suicide Prevention Lifeline at **1-800-273-TALK (8255)**
- Text the word **“HOME”** to **741741**
- Teenagers can call or text the Teen Life Line at **602-248-TEEN (8336)**

If you are feeling depressed or anxious, talk to your doctor or other health professional about medications that may help.

Your DDD Support Coordinator may be able to find other resources in your area.

THE DANGERS OF OPIOD AND SUBSTANCE ABUSE

The U.S. Centers for Disease Control and Prevention (CDC) have reported that deaths from drug overdoses are the number one cause of injury death in the United States.

Many of these deaths are from prescribed opioid medication. Opioids are often used to treat chronic and acute pain, but there can be risks to using them.

These risks include:

- Misuse
- Opioid use disorder (addiction)
- Overdoses
- Death

There are non-opioid options for treating pain, such as:

- Acetaminophen or ibuprofen
- Cognitive behavioral therapy – learn how to reduce pain and stress triggers
- Medications for depression or seizures
- Exercise and weight loss

Talk to your doctor about the best options for you.

The National Substance Use and Disorder Referral and Treatment Hotline is available 24 hours a day. Call 1-800-662-HELP (4357) for crisis support.

BEHAVIORAL HEALTH CRISIS?

If you have a behavioral health emergency, it is important you get help right away. If you think you might hurt yourself or someone else, call 911 or the Crisis Phone Number for your area below.

Maricopa County served by Mercy Care:

- 1-800-631-1314 or 602-222-9444
- TDD/TTY: 1-800-327-9254

Cochise, Graham, Greenlee, La Paz, Pima, Pinal, Santa Cruz and Yuma Counties served by Arizona Complete Health:

- 1-866-495-6735
- TDD/TTY: 1-877-613-2076

Apache, Coconino, Gila, Mohave, Navajo and Yavapai Counties served by Health Choice Arizona:

- 1-877-756-4090
- TDD/TTY: 1-800-842-4681

Gila River and Ak-Chin Indian Communities served by EMPACT:

- 1-800-259-3449

National 24-Hour Crisis Hotlines:

National Suicide Prevention Lifeline:

- Phone Call: 1-800-273-TALK (8255)
- Text: "HOME" to 741741

National Substance Use and Disorder Issues Referral and Treatment Hotline:

- 1-800-662-HELP (4357)

Especially for Teens:

Teen Life Line phone or text:

- 602-248-TEEN (8336)

DDD Customer Service Center

To file a grievance and/or complaint or if you are looking for general resources, call the DDD Customer Service Center at 1-844-770-9500, Option 1.

Resources

Resources for Individuals with Developmental Disabilities and their families can be found on the DES/DDD Website at https://bit.ly/DDD_Resources.

Can't Find Something on Our Website?

Call DDD Customer Service Center at 1-844-9500, Option 1, for help.

DDD Policy

If you would like to be notified about Division policy updates, send an e-mail with your contact information to dddpolicy@azdes.gov.



SOCIAL DETERMINANTS OF HEALTH

The Division of Developmental Disabilities (DDD) now has an Office of Individual and Family Affairs (OIFA). The OIFA provides DDD members and families with resources to help them lead self-directed, healthy and meaningful lives.

Social determinants of health are conditions in which people are born, grow, live, work and age. They include factors like:

- Education
- Employment
- Physical environment
- Socioeconomic status
- Social support networks

These social determinants of health can impact the health and wellness of a person. DDD's OIFA focuses on helping members whose health is impacted by social influences.

These areas include:

- **Affordable Housing:** DDD works with Public Housing Authorities and the Arizona Department of Housing (ADOH) to provide affordable housing options and housing resources to members.
- **Foster Care Collaboration:** DDD works with the Arizona Department of Child Safety (DCS) and other child welfare agencies to make sure that shared members receive the services and supports they need.

- **Member and Family Advocacy:** DDD works with members and families to advocate for specific issues that may require mediation or assistance.
- **Justice Reach-In Coordination:** Helps coordinate benefits for members who have been incarcerated to ensure a smooth transition upon release. Coordinates with various stakeholders who all work together to support the member.
- **Benefits Coordination:** Provides information to members and families about state and federal benefit programs. Assists members and families in understanding benefits, including AZ Achieving a Better Life Experience Act (AZ ABLE Account).
- **Employment Support and Services:** In addition to the OIFA activities, DDD offers employment support and services to members to help them gain the skills needed to find and keep employment.

Contact your DDD Support Coordinator if you would like:

- More information on any of the above
- Help or a referral for additional assistance
- Help navigating the DDD system
- Help connecting with community resources

Reporting Fraud IF YOU SUSPECT IT, REPORT IT!

Fraud is an intentional deception or misrepresentation made by a person with the knowledge that the deception could result in some unauthorized benefit to oneself or some other person (42 C.F.R. Section 455.2).

Report Division of Developmental Disabilities fraud to: DES/DDD Fraud Hotline at **1-877-822-5799**.

ARIZONA'S HEAT IS DEADLY



- In 2018, there were 130 heat caused deaths in Arizona, according to the Arizona Department of Health Services (ADHS)
- In the same year, there were 664 hospitalizations for a heat stress illness, according to the Centers for Disease Control and Prevention (CDC).
- Everyone is at risk!

Summer brings long periods of high temperatures that can cause illness and even death.

The elderly, children and people with certain medical conditions such as heart disease are at greatest risk.

Even young and healthy people can be harmed by the heat if they participate in heavy physical activities during hot weather.

Protect Yourself and Others from Extreme Heat.

- **Drink plenty of fluids**, especially water.
- **Relax** and avoid physical activity, especially after noon when the heat is hottest.
- **Use sunscreen** rated SPF-30 or higher with both UVA and UVB protection. **Apply sunscreen** half an hour **before** you go outside for full effectiveness. Reapply sunscreen after being outside for one hour.

- **Seek shade** especially during midday when the sun's rays are strongest and do the most damage. Avoid direct exposure between 10:00 a.m. and 4:00 p.m. Seek shade under an umbrella or tree.
- **Cover up** with clothing to protect exposed skin. Loose-fitting, long-sleeved shirts and long pants made from tightly woven fabric offer the best protection.
- **Wear a hat** with a wide brim to shade the face, head, ears and neck. UV rays can reach anyone on cloudy and hazy days, as well as bright and sunny days.
- **Wear sunglasses** that wrap around and block as close to 100 percent of both UVA and UVB rays as possible. Sunglasses protect both the eyes and tender skin around the eyes from sun exposure.
- **Never leave people or animals in a vehicle**, not even for a second! Temperatures in a car can reach 130°F - 150°F in the first 5 - 15 minutes, even if the outside temperature is only in the 80's!

For more information on protecting vulnerable populations from extreme heat, visit the CDC at <https://www.cdc.gov/disasters/extremeheat/index.html>

TESTING FOR INFECTIONS DURING PREGNANCY



It is important that pregnant women get tested for sexually transmitted infections such as:

- Human Immunodeficiency Virus (HIV)
- Hepatitis B
- Syphilis
- Other - based on age and risk factors

This is for the health of both the mother and baby. Pregnant women should talk to their obstetrician or other health professional about getting tested.

Follow-up treatment and counseling is available if any tests are positive.

Pregnant ALTCS members have a team to coordinate prenatal care, including their District Nurse and the Maternity Nurses at DDD and the health plans.

If you need additional help, please let your DDD Support Coordinator know.



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Equal Opportunity Employer / Program • Auxiliary aids and services are available upon request to individuals with disabilities • To request this document in alternative format or for further information about this policy, contact the Division of Developmental Disabilities ADA Coordinator at 602-771-2893; TTY/TDD Services: 7-1-1 • Disponible en español en línea o en la oficina local

Programa y Empleador con Igualdad de Oportunidades • Servicios y ayudantes auxiliares para personas con discapacidades están disponibles a petición • Para obtener este documento en otro formato u obtener información adicional sobre esta política, comuníquese con el coordinador de la ADA de la División de Discapacidades del Desarrollo al 602-771-2893; Servicios de TTY/TDD: 7-1-1 • Available in English online or at the local office