



DIVISION OF DEVELOPMENTAL DISABILITIES

OIFA Member Newsletter - April 2022

May Is Mental Health Awareness Month

May is a time to raise awareness of those living with mental or behavioral health issues and to reduce the stigma they experience.

MAY IS NATIONAL
MENTAL HEALTH
A W A R E N E S S M O N T H



Arizona Warm Lines

Trained peer support specialists are available to provide support if you need it. These warm lines are available to all Arizonans age 18 and over. Peer support specialists have lived experience. They have been through tough times. They are trained to listen and support callers.

Area Covered	Provider	Phone Number	Hours
All Arizona Counties	NAZCARE	1-888-404-5530	4pm to 10pm Monday – Thursday 3pm to 10:30pm Friday – Sunday
Central Arizona	Crisis Response Network	602-347-1100	24 hours
Southern Arizona - Pima County	Hope, Inc	520-770-9909	8am - 10pm
Southern Arizona - All Other Counties	Hope, Inc	1-844-733-9912	8am - 10pm

If you are having an emergency or are thinking about hurting yourself, call 911 or the crisis services line in your area.

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
- Tohono O'odham Nation: 1-844-423-8759

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

The Family Involvement Center offers a warm line for family members. They offer support to family members that deal with behavioral health challenges. This service is also available at no cost.

- Statewide phone number: 1-877-568-8468
- Hours:
 - Monday - Friday: 8am - 6pm
 - Saturday - Sunday: 8am - 12pm

988 Implementation

AHCCCS is working with state and federal partners to launch 988. This will be a national number to replace the National Suicide Prevention Lifeline (NSPL) in July 2022. Much like America uses 911 for emergencies, **988 will be the national 3-digit phone number for mental health crises**. More information about 988 planning is available on the [AHCCCS website](#).

COVID-19 Update

Arizonans 5 years of age and older can receive the Pfizer vaccine. Arizonans 18 years of age and older can receive the Pfizer, Moderna, or Johnson & Johnson vaccine. COVID-19 vaccines are safe, highly effective and available at no cost.

Mask Guidance

The Centers for Disease Control and Prevention (CDC) has created an online tool to show the mask guidance based on the county level of COVID-19. This tool can be found on the [CDC website](#) as well as on the [DDD Actions Related to COVID-19](#) webpage.

Booster Shots

The CDC recommends booster shots for:

- Anyone who received a second dose of either Pfizer or Moderna at least five months ago.
- Anyone who received the Johnson & Johnson vaccine at least two months ago.

The Moderna and Pfizer mRNA vaccine boosters are preferred even if an individual received the Johnson & Johnson vaccine initially. However, the Johnson & Johnson booster is available if that is the person's preference.

How to Get the Vaccine

The vaccines are as widely available and as easily accessible as possible. Vaccines are available at pharmacies, doctor's offices and other 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 text your zip code to 438829, for English, or 822862, for Spanish, to receive a text message with details about three locations near you with vaccine availability. You can also find facts and myths about the COVID-19 vaccine on the [Centers for Disease Control and Prevention \(CDC\)](https://www.cdc.gov) website.

How to Get Tested

Testing is available to anyone who thinks they may have COVID-19. A testing location near you can be found online at <https://www.azdhs.gov/covid19/index.php#everyone-get-tested>. The federal government has also made at-home tests available at no cost. These can be ordered by visiting <https://www.covidtests.gov/>.

Eligible Medicaid members can get non-emergency medical transportation (NEMT) to their vaccine appointment. Contact your [health insurance provider](#) for more details. 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](#).

AHCCCS - EPSDT Vision Benefits (Eyeglass Replacement and Repair)

Did you know AHCCCS covers eyeglasses and replacements for AHCCCS members who are under the age of 21?

Vision services for all AHCCCS members under the age of 21 include regular eye exams and vision screenings, prescription eyeglasses, and repairs or replacements of broken or lost eyeglasses.

What if I break or lose my glasses? There are no restrictions for replacement eyeglasses when medically necessary for vision correction. This coverage includes, but is not limited to, loss, breakage or change in prescription.

How do I get glasses or replacement glasses? You do not need to wait until the next regularly scheduled vision screening to replace or repair eyeglasses.

If you are under age 21 and your prescribed eyeglasses are lost or broken, call your health plan's customer service number to find the next available vision screening with an EPSDT provider.

As a reminder, for members under the age of 21, federal law requires AHCCCS to cover all services when *medically necessary and cost effective. This means that health plans shall cover these health services if the treatment or service is necessary to "correct or ameliorate" defects or physical and behavioral illnesses or conditions.

Volunteers Needed

DDD has volunteer openings for members, family members and providers.

Independent Oversight Committees (IOC) 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/> to learn more and apply.



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

Developmental Disabilities Advisory Council (DDAC) members advise the DDD Assistant Director on Division matters. Volunteers are appointed by the Governor. Members, parents, and providers are eligible to participate. Applications are available on the [Governor's website](#).

Contact DDD Volunteer Coordinator Liz Perez by email, dddvolunteers@azdes.gov, or phone, 602-542-2599, with any questions.

National Core Indicators (NCI) Surveys

National Core Indicators (NCI) is an effort between the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute (HSRI). NCI uses in-person interviews and surveys to measure member satisfaction. These services also measure DDD programs and services effectiveness. The surveys and interviews are a chance for members and families to provide feedback about the services provided by the Division.

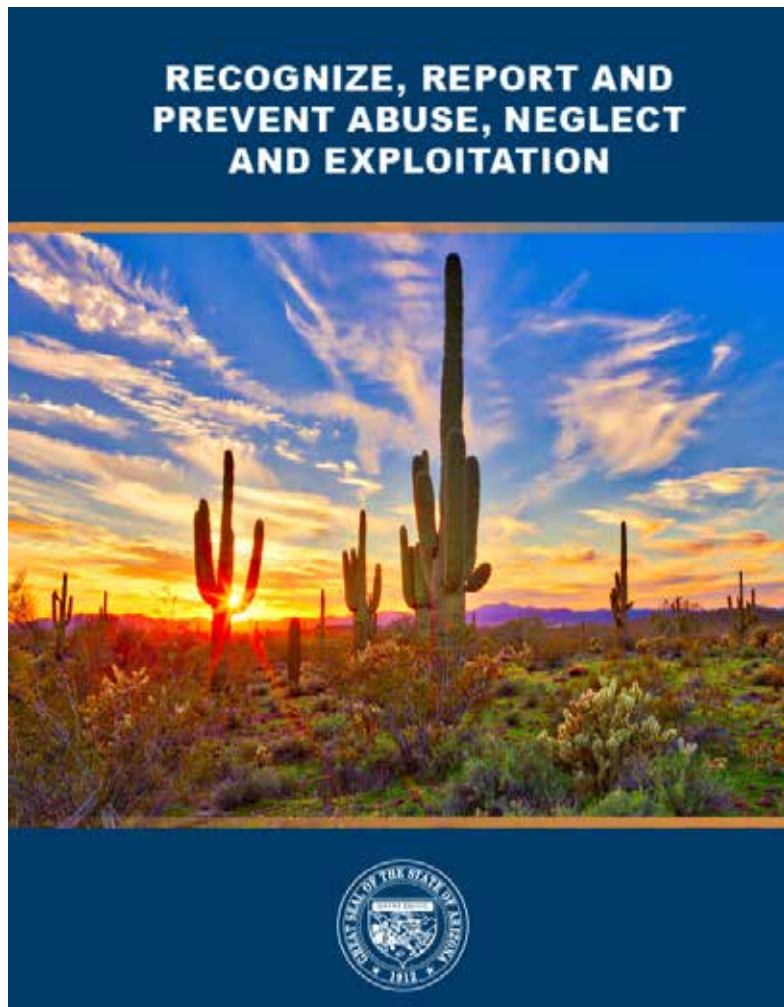
Members selected to participate in an in-person interview will be notified by the interviewer from Pilot Parents of Southern Arizona. Members can choose not to participate. Families selected to participate in the mailed surveys will receive them by mail. DDD only receives a final report from NCI, not personal data from each survey. DDD thanks all members and families who complete the surveys. Your input helps DDD improve services for members. Learn more about NCI at nationalcoreindicators.org.

Policy Updates

The Division is currently accepting public comments regarding Division policies. They can be found on the Division's [Policy page](#). Members and families can use this form, <https://forms.gle/4MGCsdyKTRPJna3m9>, to submit public comments. Members or families interested in being notified about policy changes can [register online](#) to receive updates.

Recognize, Report, and Prevent Abuse, Neglect, and Exploitation

DES created this brochure, Recognize, Report, and Prevent Abuse, Neglect, and Exploitation, as part of Governor Ducey's Abuse and Neglect Task Force recommendations.



Additional information and resources are available online at <https://des.az.gov/prevent-abuse-neglect-and-exploitation>.

Town Hall Meetings

DDD hosts town hall meetings for members, families and providers. You can join via the Internet or by telephone. Attendees can also ask questions. The next town hall will be held on Thursday, May 5, 2022. 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.](#)

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
- 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.

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.