



## DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

### DIVISION OF DEVELOPMENTAL DISABILITIES

## OIFA Member Newsletter - May 2022

### COVID-19 Federal Public Health Emergency Extended

In May 2021, AHCCCS identified service flexibilities that would end when the public health emergency (PHE) is over. The Secretary of Health and Human Services extended the COVID-19 public health emergency (PHE) effective April 16, 2022.

These service flexibilities continue to be available since the Federal PHE has been extended until at least July 16, 2022:

- Parents as paid providers of direct care to their minor children.
  - This flexibility is also included in Arizona's American Rescue Plan Act (ARPA) spending plan. AHCCCS has published [Frequently Asked Questions](#) specific to this flexibility.
- Home delivered meals.
- Services during remote learning.

### 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.

### Be Safe in the Heat

Temperatures across Arizona are high during the summer. Being in the heat for extended periods of time can be harmful to your health. Over 3000 people visit Arizona emergency rooms every year due to heat-related illness. Follow these steps to help prevent heat-related illness:

1. Drink plenty of water
2. Dress in lightweight, light colored clothes and use sunscreen
3. Eat small meals, more often. Avoid foods high in protein which increase metabolic heat
4. Monitor those at high risk
5. Slow down and avoid intense activity
6. Stay indoors when possible
7. Take regular breaks if doing physical activities



Learn more about heat-related illness from the [Arizona Department of Health Services](#).

## Water Safety

The summer is the perfect time to swim in a pool, river or lake to cool off. Swimming can also be dangerous so you should be careful. Follow these guidelines from the [Centers for Disease Control and Prevention](#) to stay safe:

- Learn to swim. You should not go in the water if you don't know how to swim.
- Build fences that fully enclose pools.
- Never swim alone. Always swim with a buddy and/or with an adult watching you.
- Wear a life jacket.
- Avoid alcohol.
- Consider the effects of medication.

Learn CPR if you are able as this can save a person's life in a drowning emergency.

## 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](mailto:dddvolunteers@azdes.gov), or phone, 602-542-2599, with any questions.

## 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.

## 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, June 2, 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.](#)

## 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	<a href="#">NAZCARE</a>	1-888-404-5530	4pm to 10pm Monday – Thursday 3pm to 10:30pm Friday – Sunday
Central Arizona	<a href="#">Crisis Response Network</a>	602-347-1100	24 hours
Southern Arizona - Pima County	<a href="#">Hope, Inc</a>	520-770-9909	8am - 10pm
Southern Arizona - All Other Counties	<a href="#">Hope, Inc</a>	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

## 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.