



DIVISION OF DEVELOPMENTAL DISABILITIES

OIFA Member Update - July 2022

Therapy Service Daily Limits

DDD is updating the system providers use to submit claims for payment. This will allow the Division to be compliant with state and federal regulations. It will also resolve the AHCCCS HIPAA TCS Compliance Claims Processing System Notice to Cure. The new claims system will conform to the [Medicaid National Correct Coding Initiative \(NCCI\)](#).

The Medicaid NCCI regulations set daily maximum limits for each service. These daily limits vary from one service type to another. Most of the home and community based services provided by the Division will not change. There will be changes to therapy services. The daily limit for each therapy service according to the Medicaid NCCI regulations are:

- Physical Therapy - 6 units of 15 minute increments (equivalent to 1.5 hours)
- Occupational Therapy - 8 units of 15 minute increments (equivalent to 2 hours)
- Speech Therapy - 1 unit of untimed service which means it can be any length of time

The daily limits will be implemented on August 1, 2022 when the new claims system goes live.

The Division knows some members receive feeding therapy and speech therapy on the same day. This will cause a conflict with the daily limits. The Division is reviewing this scenario to determine a potential solution. Updates will be communicated about this specific issue before August 1, 2022.

Stay Safe This Summer

Extreme Heat

Temperatures across Arizona are high during the summer. Being in the heat for extended periods of time can be harmful to your health. Follow these steps to help prevent heat-related illness:

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



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

Water Safety

Swimming is a great way to cool off during the summer. It can also be dangerous. 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.

Wildfires

High temperatures make conditions in Arizona dangerous for wildfires. Having a plan for an emergency is crucial to being prepared. The [Arizona Department of Health Services \(ADHS\)](#) recommends having a supply kit that includes necessities based on your family and its needs. ADHS offers the following suggestions for people with disabilities:

1. Give one member of your support network a key to your house or apartment.
2. Wear any medical alert tags or bracelets to help identify your disability.
3. Know the size and weight of your wheelchair and if/how it collapses for travel.
4. Label any equipment with your name and contact information.
5. Make a list of prescription medications including your dosage for your supply kit.
6. Have a list of your allergies in your supply kit.
7. Pack an extra pair of eyeglasses and hearing aid batteries.
8. Have extra special equipment (like wheelchair batteries, etc.) in your kit.
9. Make a list of serial numbers for any medical devices for your kit.
10. Keep a list of doctors and emergency contacts.
11. Register with your city or county emergency information management office so they may quickly locate you in an emergency situation.
12. Register with your local electric utility company if you use medical equipment (such as a ventilator) at home.

988 Implementation



On July 16, 2022 the National Suicide Prevention Lifeline (NSPL) will be able to be contacted by dialing 988. Much like America uses 911 for emergencies, 988 is the national 3-digit phone number for mental health crises. The current number, 1-800-273-8255, will continue to connect to the NSPL even after July 16.

Arizona Senate Bill 1542

On May 20, 2022, Governor Ducey signed Senate Bill 1542 into law. This law covers electronic monitoring devices in DDD group homes, nursing-supported group homes and intermediate care facilities. This law will take effect 90-days after the end of the current legislative session.

This law allows service providers to install electronic monitoring devices in common areas with resident consent. It also allows members or their responsible person to install an electronic monitoring device if they pay for it. In the coming months DDD will be conducting supplemental rulemaking on Article 14. The Division will notify members and families when that rule is available for public comment.

Arizona House Bill 2113

On March 30, 2022, Governor Ducey signed House Bill 2113 into law. This law adds Down Syndrome as a qualifying diagnosis for DDD eligibility. This change will take effect 90-days after the end of the current legislative session. DDD is updating its website, forms, policies, and other documents to reflect this change. Individuals must also have functional limitations in at least 3 of 7 daily life skills to be eligible. More information about eligibility is available on the DDD website.

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, August 4, 2022. DDD Medical Director Dr. Vicki Copeland will present information about the Early Periodic Screening, Treatment and Diagnostic (EPSDT) services available to ALTCS members. 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	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

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.