



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

OIFA Member Update - August 2022

DDD Provider Rate Increase Virtual Forums

Governor Doug Ducey and the Arizona State Legislature approved funding in the most recent Legislative session. This funding will allow the Arizona Department of Economic Security (DES) Division of Developmental Disabilities (DDD) to increase rates paid to Qualified Vendors for Home and Community Based Services (HCBS).

DDD is hosting virtual forums in August 2022. We encourage members, families, vendors and providers to attend. DDD will talk about its proposed use for these funds. Attendees can provide input about the services they feel most need rate increases. In developing provider rate increases using this funding, DDD will consider:

- Feedback from the forums
- Submitted written comments.
- Review of data including network adequacy and changes in the minimum wage.

The remaining forum schedule is listed below. Members and families who cannot attend a forum can review the [presentation online](#). Comments can be submitted using this [online form](#).

Members and Families

Tuesday, August 23, 2022 from 10:00 a.m. to 12:00 p.m.

- Join by Internet - <https://azdes.zoomgov.com/j/1611077218>
- Join by Phone - 1-669-254-5252, Meeting ID 161 107 7218

Members, Families and Providers

Wednesday, August 24, 2022 from 6:00 p.m. to 8:00 p.m.

- Join by Internet - <https://azdes.zoomgov.com/j/1615317433>
- Join by Phone - 1-669-254-5252, Meeting ID 161 531 7433

Virtual Planning Meetings for Members Eligible for ALTCS

The person-centered service planning process focuses on what is best for the member. Members eligible for the Arizona Long Term Care System (ALTCS) can choose to have their person-centered service planning meetings held in-person. Members can tell their Support Coordinator if they would like to have their next meeting in-person. Virtual person-centered service plan meetings will continue to be an option for members and families who prefer not to meet in person. Members can choose the meeting type that best fits their needs.

COVID-19 Update

Arizona continues to be impacted by positive COVID-19 cases. Arizonans 6 months of age and older can receive the Pfizer or Moderna vaccine. Arizonans 18 years of age and older can receive the

Pfizer, Moderna, or Johnson & Johnson vaccine.

How to Get the Vaccine or Booster

The vaccines are widely available and easily accessible. 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 find facts and myths about the COVID-19 vaccine on the [Centers for Disease Control and Prevention \(CDC\) website](https://www.cdc.gov).

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.

Awareness & Action Training Survey

The Division's Qualified Vendors began offering training to help prevent abuse, neglect, and exploitation of Division members in 2021. This was done in response to State of Arizona Executive Order 2019-03 relating to Enhanced Protections for Individuals with Disabilities. The Division requires Qualified Vendors to use the "[Awareness and Action](#)" program to train interested members receiving Day Treatment and Residential Services.

The Division is seeking feedback about the Awareness and Action Training program. Please complete [this survey](#) and provide your feedback.

988 Implementation



On July 16, 2022 dialing 988 was implemented as a method to contact the National Suicide Prevention Lifeline (NSPL). 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.

Member Turned Equestrian Builds Confidence

Tiffany Bracken is a DDD member who loves dogs. She even wanted to be a veterinary assistant. "I'm not a big fan of horses," said Tiffany. "I've been a dog person all my life." Tiffany's mom, Alisa Nelson, grew up with horses. She wanted her daughter to try horseback riding. This would let them have fun riding the trails together.

Tiffany receives habilitation services from DDD. These services help her socialize and communicate with others. Her greatest accomplishments have come from her time spent with horses. According to Alisa, "It's the coolest thing!" There's been "a dramatic gain in her confidence, she sleeps better at night, and started asking for more."

Tiffany's introduction to horseback riding was with a horse named Josie. Alisa purchased Josie from a private owner who was "waiting for the right person." It turns out Tiffany was the right person. Josie walked up to Tiffany then followed her around. "There was a connection right away," said Alisa.

Alisa describes Josie as "a little bit of a wild thing. She was amazing with Tiffany. When Tiffany would get on her, Josie's demeanor would change." When anyone else would get on Josie, she was "much more of a horse." Tiffany would see that and become apprehensive. A professional horse trainer, Brandon Paul, owner of Firm Foundation Equine Services, found the perfect horse for Tiffany. It was a wild mustang named Momma Bear.

"She's a bomb-proof horse," said Tiffany. In the horse world, "bomb-proof" means she is a safe, tame horse. One of Momma Bear's talents is to calm and soothe Tiffany when she's feeling anxious. "Momma Bear helps me to be more positive about things," explained Tiffany.

Another benefit Momma Bear provides Tiffany is strength training, stretching, and balance training.

Tiffany provides this example: "When [back pain from] my scoliosis flares up, I'll get on Momma and she'll stretch me out. She finds these trigger points [or] muscle spasms. If my back were to curve a certain way, she'll straighten it out; Momma will stretch me out."

Of course, riding Momma Bear provides a full-body workout, strengthening muscles and bones. "She is, in other words, a calcium horse," said Tiffany. On one occasion, Brandon had Tiffany ride with her eyes closed to test her skills in balance. All in all, Tiffany is having fun while working out.

The best part is taking the horse out on the trail. "Oh man, she's awesome with that [the trails]," said Tiffany. During the heat of Arizona's summer months, the horses and riders confine themselves to the ranch for some "ground work." Alisa and Tiffany will lead the horses around the property. They introduce Momma Bear and Josie to the other horses and a donkey, to help build their confidence at their new home.

After a few months of training sessions, Tiffany is now a full-blown cowgirl. She now even trains her horse, Momma Bear, to "become a special needs horse, not only for myself, but for other people." This vision may lead to Tiffany establishing a small business. This is where her DDD habilitation services will be especially helpful, as she'll be better able to communicate and socialize with her special needs clients.

While Tiffany continues building her skills, her vision is that she and Momma Bear will help others with special needs. "I'm hoping she'll [Momma Bear will] be part of somebody else's life, not just in my own life," said Tiffany. "To share some peace with other people."



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, September 1, 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	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: 988 or 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.