



DIVISION OF DEVELOPMENTAL DISABILITIES

## OIFA Member Update - September 2022

### Provider Rate Increase Virtual Forums

Governor Doug Ducey and the Arizona State Legislature approved funding in the most recent Legislative session. This funding is for 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 hosted five virtual forums in August 2022. Over 650 members, families, vendors, providers, and stakeholders attended. DDD received over 600 comments about the services most in need of rate increases. The Division thanks all who attended and those who provided their feedback. The new [provider rate book](#) will be published at the end of September. New rates will go into effect on October 1, 2022.

### Federal COVID-19 Public Health Emergency Extended

The Secretary of Health and Human Services extended the COVID-19 federal public health emergency (PHE) effective July 15, 2022. These service flexibilities continue to be available until at least December 31, 2022 since the federal PHE has been extended.

- Parents as Paid Caregivers providing direct care to minor children.
- Home delivered meals.
- Services to support remote learning.

These services are assessed by the member's Support Coordinator. They must also be medically necessary. The Division has posted a [frequently asked questions document](#) for parents on its [Actions Related to COVID-19](#) web page specific to parents as paid caregivers for their minor children.

### Medication Side Effects

Drugs (medications) approved by the [U.S. Food and Drug Administration \(FDA\)](#) for sale in the United States must be safe and effective. The benefits of the drug must be greater than the known risks. Both prescription and over-the-counter (OTC) drugs have side effects. Side effects are unwanted effects that are possibly related to a drug. Side effects can vary from minor problems to life-threatening events.

Several things can affect if you might have a side effect when taking a drug:

- Age
- Use of other drugs, vitamins, or dietary supplements
- Underlying diseases or conditions

There are ways to learn about side effects for your prescription drugs and to reduce your risk of experiencing one.

- Ask your healthcare provider about possible side effects and how you can reduce the risk.
- Ask your healthcare provider for information about the drug when you receive your prescription.
- Read the pharmacy label and any stickers that may be attached to the prescription bottle or box. The label and stickers may have information on how to take the drug and possible side effects.

Talk with your healthcare provider about adjusting the dosage or switching to a different medication if you experience a side effect. They may also suggest a lifestyle or dietary change to reduce side effects.

## Planning Meetings

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

## Get A Flu Shot

Flu is a contagious respiratory illness. It is caused by influenza viruses that infect the nose, throat, and sometimes the lungs. It can cause mild to severe illness, and at times can lead to death. Anyone can get the flu. Serious problems related to flu can happen at any age. Some people are at [high risk of serious flu-related complications](#) if they get it.

Flu symptoms are similar to COVID-19 symptoms. People who have flu often feel some or all of these symptoms:

- Fever or feeling feverish/chills
- Cough
- Sore throat
- Runny or stuffy nose
- Muscle or body aches
- Headaches
- Fatigue (tiredness)
- Vomiting and diarrhea (this is more common in children than adults)



The best way to prevent the flu is to get the [flu vaccine](#). Flu vaccine (or flu shot) has been shown to reduce flu related illnesses and the risk of serious flu complications. You can also do the following to help slow the spread of germs:

- Stay away from people who are sick.
- Cover your coughs and sneezes.
- Wash your hands often.

The flu and COVID-19 are not the same disease. The flu vaccine does not prevent severe illness from COVID-19. Talk to your doctor about getting the flu vaccine. Also talk to them about the COVID-19 vaccine if you have not yet gotten it.

You can also call your DDD Health Plan or the DDD Tribal Health Program for more information about where to get a flu shot.

- Mercy Care: 1-800-624-3879
- UnitedHealthcare Community Plan: 1-800-348-4058
- DDD Tribal Health Program: 1-844-770-9500 option 7 (TTY/TDD 711)

## OIFA Behavioral Health Advocates

DDD's Office of Individual & Family Affairs has a Behavioral Health Advocacy Unit. This unit includes behavioral health advocates and a supervisor. Advocates work closely with members and/or their responsible person to ensure their voices and choices are heard and respected. The Advocates are able to assist in:

- Breaking down barriers that prevent access to behavioral health services.
- Navigating the behavioral health system.
- Connecting members and families to community resources.
- Assisting members and families as part of the planning team.

Talk to your Support Coordinator if you are having problems getting behavioral health services. They will connect an advocate to you.

## 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](#).

### 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>.

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

## 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, continues to connect to the NSPL. Calls made to 988 will



be connected to a crisis center that serves that area code. You may be connected to a crisis center outside Arizona if you have an out-of-state phone number. The Substance Abuse and Mental Health Services Administration (SAMHSA) has created a [detailed FAQ document](#) for 988.

## 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, October 6, 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.

### Statewide Crisis Hotline

- 1-844-534-4673 (1-844-534-HOPE)

## 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](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

- Provider Fraud
  - In Arizona: 602-417-4045
  - Outside Arizona: 1-888-ITS-NOT-OK (1-888-487-6686)
- Report Member Fraud:
  - In Arizona: 602-417-4193
  - Outside Arizona: 1-888-ITS-NOT-OK (1-888-487-6686)

- If you have questions about AHCCCS fraud, abuse of the program, or abuse of a member, email the AHCCCS Office of Inspector General (OIG) 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.