



DIVISION OF DEVELOPMENTAL DISABILITIES

## OIFA Member Update - November 2022

### End of Federal COVID-19 Public Health Emergency Flexibilities

The Secretary of Health and Human Services extended the COVID-19 federal public health emergency (PHE) in October 2022 until January 2023. AHCCCS has created a [page on its website](#) with details about the impact of the end of the PHE. This includes resuming enrollment and renewal processes and the end of flexibilities granted during the PHE.

All members with AHCCCS Complete Care or DDD Health Plans should ensure their contact information is correct. This can be done online at [healtharizonaplus.gov](http://healtharizonaplus.gov) or by calling Health-e-Arizona Plus at 1-855-432-7587, Monday through Friday 7:00 a.m. - 6:00 p.m. DDD will provide more information about changes to flexibilities in December. AHCCCS has updated their [FAQ related to the parents as paid caregivers for their minor children](#) flexibility.

### 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. 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](#) according to the Centers for Disease Control and Prevention (CDC). Flu vaccine (or flu shot) has been shown to reduce flu related illnesses and the risk of serious flu complications. The flu vaccine is recommended for everyone over 6 months of age. 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.

Flu shots are available to ALTCS members at no cost. You can 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)

## 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. The DDD website, forms, policies, and other documents have been updated to reflect this change. Individuals with Down Syndrome applying for DDD services must provide with their application diagnostic prenatal or postnatal genetic testing results and a report documenting how the practitioner came to the diagnosis based on the genetic testing. The testing must be completed by a Licensed Primary Care Physician, Developmental Pediatrician, Neonatologist or Clinical Geneticist. Individuals over the age of 6 must also have functional limitations in at least 3 of 7 daily life skills to be eligible. More information is available on the [DDD website](#).

## AHCCCS Electronic Visit Verification (EVV)

Electronic Visit Verification (EVV) tracks and monitors timely service delivery and access to care for members. EVV applies to all providers of these services, including paid family direct care workers. EVV is a federal requirement and is a mandatory program. All individuals who receive services from AHCCCS must participate.

The DDD services impacted are:

- Attendant Care
- Homemaker/Housekeeping
- Habilitation Hourly
- Home Health (Nursing)
- Respite

Qualified Vendors will help members set up their weekly schedule in EVV. A schedule helps DDD know if members are usually getting the services the way they discussed with their planning team. It is ok if some visits start or end at times a little bit different from the weekly schedule as long as the reasons for this are recorded. Members with live-in caregivers have flexibility to develop a schedule or not.

Read [AHCCCS Frequently Asked Questions for scheduling](#) for more details. Members and families should contact their Qualified Vendor Agency if they have questions about their agency's EVV system. AHCCCS has [information about EVV](#) on its website. Members, guardians, and Direct Support Professionals (DSP) should all be using EVV now.

## Upcoming AHCCCS Community Events

The AHCCCS Office of Individual and Family Affairs (OIFA) is holding community meetings to help members, families, and stakeholders learn about programs and initiatives, and to solicit feedback.

### AHCCCS Hot Topics

- TOPICS: Division of Fee-for-Service Management and American Indian Health Plan Overview

- WHEN: Monday, November 21, 11:00 a.m.-11:30 a.m.
- WHERE: Online on Zoom. [Register in advance](#).
- WHO SHOULD ATTEND: AHCCCS members and their families, community members, behavioral health professionals, providers, advocates, and/or anyone who wants to learn more about Arizona's Medicaid program.
- WHAT YOU'LL LEARN: Join us in November to learn about the Division of Fee-for-Service Management, the American Indian Health Plan (AIHP), integration, and choice for members.

### **OIFA Health Care Navigation**

- TOPIC: Employment Services
- WHEN: Tuesday, November 22, Noon-12:30 p.m.
- WHERE: Online on Zoom. [Register in advance](#).
- WHO SHOULD ATTEND: AHCCCS members and their families, community members, behavioral health professionals, providers, advocates, and/or anyone who wants to learn more about Arizona's Medicaid program.
- WHAT YOU'LL LEARN: OIFA will demonstrate their empowerment tools and answer questions on AHCCCS Employment services, what it is, who qualifies and how to access these services.

## **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.

## **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, January 5, 2023.** 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

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

## Crisis Services

If you, a family member, or a friend have a mental health emergency, it is important that you seek help right away. Trained crisis staff are available 24 hours a day, seven days a week to help over the phone. The Crisis lines are free, confidential, and open to anyone who needs help. For medical, police and fire emergency situations, always call 911.

### Statewide Crisis Hotline

- 1-844-534-4673 (1-844-534-HOPE) or text 44673 (4HOPE)

### 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

## 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.