



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

OIFA Member Update - May 2023

DDD No Longer Accepting New Qualified Vendors Under Existing Contract

What this means for DDD members

DDD is changing its contract with Qualified Vendors in 2024. The new contract will improve care while adding more high-quality services.

Because DDD has enough contracts for Home and Community-Based Services right now, DDD will stop adding Qualified Vendors under the existing contract. The Division wants members to know it's supporting the provider network in other ways by:

- Helping Qualified Vendors with the best ways to provide existing services
- Supporting Qualified Vendors in expanding their Home and Community-Based Services (HCBS) based on services DDD members need
- Helping Qualified Vendors find and keep Direct Support Professionals (DSP)

When members need a provider during this transition, a DDD Support Coordinator can help them find one.

On March 1, 2024, the new Qualified Vendor contract will begin. At that time, new Qualified Vendors can apply to join DDD's network.

DDD thanks its members and their families for understanding during this time. In the end, the new contract will improve the care and quality of services members receive.

Spring Time! Check Your Medicines, Toss Expired Pills

Most people have medications, whether prescribed or over-the-counter. Many times, people use medicine for a short period of time. Then, they end up with unused pills stored in kitchen cabinets or the bathroom. Over time, these medicines degrade and lose potency. This is why people should always check the expiration date on their medicine bottles.

The law says pharmacies cannot put more than a one-year expiration on medicine bottles. Using old medications, or sharing them with loved ones, can have poor results. It can also cause side effects or bad reactions. For this reason, never share old pills. Instead, get rid of them.

Getting rid of old medicine

Here are a few ways to get rid of old medications:

- Take them to a chain pharmacy, like CVS or Walgreens, for disposal. Always check with the pharmacist, first.
- Use the Drug Enforcement Agency's (DEA) take-back events.
- Never flush old medicine down the toilet. It contaminates the water supply.

References

<https://health.gov/news/201803/spring-clean-your-medicine-cabinet>

<https://www.phoenix.gov/waterservicessite/Documents/MedicationDisposalFlyer.pdf>

Make Your Voice Heard! Take DDD Parenting and Pregnancy Survey

DDD and its partners want to do better in helping people with disabilities who are parents or want to become parents. You can help!

If you have a disability and are pregnant, want to become pregnant, or are a parent, DDD wants to hear from you. Please consider taking the Parenting and Pregnancy Survey here:

bit.ly/pegparsurvey.

You can help DDD understand:

- The barriers you face in becoming a parent
- Better ways DDD can support the people it serves
- The reasons you chose to become (or not become) a parent

“Pregnancy and parenting are part of leading a self-directed, healthy and meaningful life for some people,” said Dr. Vicki D. Copeland, DDD Medical Management Medical Director. “We want to assist and support Arizonans in achieving this.”

Dr. Copeland said about only 20 DDD members each year are pregnant. The Division wants to understand if this is by choice, pressure from other sources, or lack of information and support.

The survey can be completed by someone else if they are helping a person with a disability. Please consider taking the survey now.

SAFETY CORNER

Smoke Alarms Reduce Risk of Fire Death by 55 Percent

In 2021, almost three out of five home fire deaths were from structures that did not have working smoke alarms.

That fact is from a [2021 report by the National Fire Protection Association \(NFPA\)](#). In Arizona, DDD members have a greater chance of injury or death from a fire because of mobility issues or problems recognizing risk, said DDD Chief Medical Officer Dr. Anthony Dekker.

“Everyone should have the benefit of working smoke alarms,” Dr. Dekker said. “Practice a fire escape drill at least yearly, or more often.”

[The NFPA reports](#) that having a working smoke alarm in the house lowers the risk of dying in a fire by 55 percent. The association says a smoke detector is different than a smoke alarm. For best safety, buy a smoke alarm.

Also, Dr. Dekker says every home should have a fire extinguisher. It should be in a place that’s easy to grab in case of a fire.

Wildfire Safety

Arizona is entering wildfire season. While smoke alarms can save lives in the home, preparing for a wildfire is different.

Here are steps you can take to protect your home and life from a wildfire. These tips came from the [Firewise Living With Wildfire Booklet](#):

- Clear away grass, brush, and trees from your home to create “defensible space.”
- Plan escape routes ahead of time.
- Pack emergency items in a bag to grab and go quickly.
- Contact your local fire department and ask about your area’s threat of wildfires.

For more information on fire safety, visit <https://www.nfpa.org>.

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 1, 2023.** Guests from Arizona Special Olympics will present at the meeting. 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

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.

National 24-Hour Crisis Hotlines

Phone

- 988 Suicide & Crisis Lifeline: 988 (call or text)
- National Substance Use and Disorder Issues Referral and Treatment Hotline: 1-800-662-HELP (4357)

Text

- Text the word "HOME" to 741741

Arizona Statewide Crisis Hotline

- Phone: 1-844-534-4673 (HOPE)
- Text: 4HOPE (44673)
- Chat: [Chat with a Crisis Specialist](#)

Suicide and Crisis Hotlines by County

- Apache County: Arizona Complete Health - Complete Care Plan, 1-866-495-6735
- Cochise County: Arizona Complete Health - Complete Care Plan, 1-866-495-6735
- Coconino County: Care1st, 1-877-756-4090
- Gila County: Mercy Care, 1-800-631-1314
- Graham County: Arizona Complete Health - Complete Care Plan, 1-866-495-6735
- Greenlee County: Arizona Complete Health - Complete Care Plan, 1-866-495-6735
- La Paz County: Arizona Complete Health - Complete Care Plan, 1-866-495-6735
- Navajo County: Care1st, 1-877-756-4090
- Maricopa County: Mercy Care, 1-800-631-1314
- Mohave: Care1st, 1-877-756-4090
- Pima County: Arizona Complete Health - Complete Care Plan, 1-866-495-6735
- Pinal County: Mercy Care, 1-866-495-6735
- Santa Cruz County: Arizona Complete Health - Complete Care Plan, 1-866-495-6735
- Yuma County: Arizona Complete Health - Complete Care Plan, 1-866-495-6735
- Yavapai County: Care1st, 1-877-756-4090
- Ak-Chin Indian Community: 1-800-259-3449
- Gila River Indian Community: 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)

Especially for Veterans

Veterans Crisis Line: 988 (press 1)

Be Connected: 1-866-4AZ-VETS (429-8387)

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

- 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.

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.