



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

OIFA Member Update - August 2023

DDD Seeks People Who Receive Services to Join Meetings with Self-Advocates

Do you want to share your opinions with DDD? If so, DDD invites adults receiving DDD services to join our Self-Advocacy Group.

This group meets every six weeks virtually. It is made up of people with intellectual and developmental disabilities (I/DD) who are over the age of 18. Several DDD leaders also attend.

These meetings give DDD the chance to hear directly from the people it supports about what is working and how DDD can improve. DDD provides the group with updates on activities it's working on and asks for feedback. Group members also identify topics they want to learn more about. DDD finds presenters to provide information about those topics during the meetings.

If you receive services from DDD and want to attend, please email your name and email address to DDDOIFA@azdes.gov. If you know someone who receives services from DDD and may be interested, you can email their name and email address to DDDOIFA@azdes.gov.

Family members are welcome to attend the monthly DDD Town Hall. These events take place the first Thursday night of each month. Find information on joining the Town Hall meetings at bit.ly/dddtownhall.

New Quick Reference Guides Now Available for People DDD Supports

DDD has launched its first three [Quick Reference Guides](#) in a new online library for people who receive DDD services.

The Quick Reference Guides are short PDF documents that cover topics relevant to the DDD community.

The guides can be found on [DDD's webpage for Members and Family Resources](#) under "Member Manuals and DDD Policies."

Currently, the Division has three Quick Reference Guides posted. More are on the way:

- [Parents as Paid Providers for Their Minor Children](#)
- [Getting the Most from Your Pharmacy Benefits](#)
- [AHCCCS Eligibility Redeterminations](#)

Informational Videos Also Available

Over the past four years, DDD also developed and published [educational videos](#). They cover topics ranging from Planning Meetings and Assessments to What to Do When You Have a Complaint. [Find the videos here](#), on the DDD website.

September Town Hall to Feature Arc of Arizona Talking about Supported Decision Making

Will you attend the [DDD Public Town Hall](#) on Thursday, Sept. 7, 2023 at 6 p.m. via Zoom? Special guest Melanie Soto from the Arc of Arizona will be talking about supported decision-making.

DDD hosts virtual Public Town Halls on the first Thursday of every month. The Town Halls always begin at 6 p.m. and usually last about an hour. Sometimes, they may go longer. The Division conducts all Town Halls virtually over Zoom.

For the September 2023 Town Hall, DDD will also present on Parents as Paid Providers for their Minor Children. There will be time for you to ask questions and get information, as well.

Visit <http://bit.ly/dddtownhall> for more information on the monthly Town Halls and details to join.

SAFETY CORNER

E-cigarettes, or Vaping, Have Many Risks

E-cigarettes have become a popular choice over cigarettes. Yet, they carry similar risks to smoking cigarettes.

According to the [Centers for Disease Control and Prevention \(CDC\)](#):

- E-cigarettes are unsafe for kids, teens, and young adults.
- Most e-cigarettes contain nicotine. Nicotine is highly addictive. It can also harm brain development in teens that continues into their mid-20s.
- E-cigarettes can contain other harmful substances.

What are e-cigarettes?

E-cigarettes are electronic devices that heat a liquid until it turns into small particles. These particles go into the air. The result is people can breathe in the liquid.

E-cigarettes come in many shapes and sizes. Most have a battery, a place to hold a liquid, and a way to heat the liquid. Some e-cigarettes look like regular cigarettes, cigars, or pipes. Others look like USB flash drives, pens, and other everyday items.

E-cigarettes are known by many names. Some are called “e-cigs,” “e-hookahs,” “mods,” “vape pens,” “vapes,” or “tank systems.” Using an e-cigarette is sometimes called “vaping.”

If you would like to quit smoking or vaping, your health plan may cover medications that can help you quit. First, enroll in the Arizona Smokers Helpline (ASH) at 1-800-556-6222. You may need prior authorization.

References

https://www.cdc.gov/tobacco/basic_information/e-cigarettes/Quick-Facts-on-the-Risks-of-E-cigarettes-for-Kids-Teens-and-Young-Adults.html

AHCCCS Policy Exhibit 300-1 AHCCCS COVERED SERVICES WITH SPECIAL CIRCUMSTANCES

<https://www.azahcccs.gov/shared/Downloads/MedicalPolicyManual/300/Exhibit300-1.pdf>

Public 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 7, 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 help if you need it. These warm lines are available to all Arizonans ages 18 and older. Peer support specialists have lived experience with behavioral health challenges. They are trained to listen and support you.

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 Seven days per week, 365 days per year, holidays open 8am - 6pm
Southern Arizona - All Other Counties	Hope, Inc	1-844-733-9912	8am - 10pm Seven days per week, 365 days per year, holidays open 8am - 6pm

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: 8:30am - 5:00pm

Crisis Services

If you, a family member, or a friend have a mental health emergency, seek help right away. Trained crisis staff are available 24 hours a day, seven days a week to help via phone, text, or chat. The crisis lines are at no cost, 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
- National Substance Use and Disorder Issues Referral and Treatment Hotline: 1-800-662-HELP (4357)

Text

- Text the word "HOME" to 741741
- Send a text to 988

Chat

- Chat link for 988: <https://988lifeline.org/chat>

For TTY Users

- Use your preferred relay service or dial 711 then 988

For those who are Deaf, hard of hearing, DeafBlind, and late-deafened, and their families

- Contact DeafLEAD, which provides 24-hour videophone access to crisis interpreters and crisis intervention services
 - Voice Phone: (573) 445-5005
 - Video Phone: (573) 303-5604
 - Text: HAND to 839863

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

- AHCCCS online reporting form for FWA: <https://www.azahcccs.gov/Fraud/ReportFraud/onlineform.aspx>
- 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

Previous versions of 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.