



DIVISION OF DEVELOPMENTAL DISABILITIES

OIFA Member Update - September 2023

New Positive Behavior Support Training for Families, Caregivers

The Division is working on a new project to provide Positive Behavioral Support (PBS) training. The training will be for families/caregivers and Direct Support Professionals (DSPs). This PBS training will help family members and Direct Support Professionals support people who the Division serves. It will also help people who may have challenging behaviors.

What is Positive Behavior Support (PBS) training?

PBS training offers new skills, tools, and resources. It helps family members and DSPs who support the people the Division serves. It also helps people who may have challenging behaviors.

PBS is person-centered. It improves relationships between members and their caregivers. It lessens challenging behaviors by teaching new skills. It also teaches caregivers how to improve the person's environment.

PBS is not a "treatment." Instead, it teaches new ways to respond to challenging behaviors.

Who will be able to receive PBS training?

- All Direct Support Professionals (DSPs) employed by the Division.
- Qualified Vendors who employ DSPs. The vendors will be offered incentives.
- Families/Caregivers who are interested in PBS. They will be able to receive the training at no cost.

What are the benefits of PBS training?

PBS training helps people who receive services from DDD, their families/caregivers, and the community.

Member Benefits

- More independence, dignity, self-esteem, and value.
- Better family and caregiver relationships.
- Less crisis contacts, emergency department visits, and hospital admissions.
- Members staying in their own homes and communities.
- Improvement in quality of life for members and caregivers.
- More safety for members and others in the family home.

Family/Caregiver Benefits

- Better relationships.
- Skills and confidence in supporting loved ones when they are struggling.
- Stronger family bonds to keep loved ones in the home.

Stakeholder and Community Benefits

- More resources for DDD members and their families or caregivers.
- More chances for members and families to engage with the community.
- Better safety for members and others in the community.

Staff Benefits

- More confidence for DSPs.
- Wider set of skills for DSPs supporting members.
- Better relationships between members, families and providers.
- Incentives for completing PBS training.

What is the timeframe for this project?

The Division is planning to start the training in 2024 and will keep you posted on the project as it progresses.

Where can I leave feedback?

If you have any questions, you may submit the question(s) or feedback using this [Google Form](#).

Reminder: New Quick Reference Guides Now Available for People DDD Supports

DDD launched its first five [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 five 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](#)
- [Arizona's Achieving a Better Life Experience \(ABLE\) Program](#)
- [Naloxone to Treat Opioid Overdose](#)

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.

DDD to Present on Changes in Health Coverage at 21 for October Town Hall

Every month, DDD hosts a Public Town Hall over the computer. This means people can attend the Town Hall from home.

For October's Town Hall, DDD leadership will present on changes to healthcare coverage after a

member turns 21 years old. You can attend from home over your computer. The Town Hall will be on Thursday, Oct. 5, 2023 at 6 p.m. via Zoom. Get the sign-in directions by [clicking here](#).

Also, DDD will not do a Town Hall in December this year. The Division hopes you enjoy your holiday season and will present again in January 2024.

Children, Teens on Antipsychotic Medicine Should Get Yearly Blood Tests

Children and teenagers who take daily antipsychotic medications may have more problems turning food into energy after they eat. These are called “metabolic issues.” Examples of metabolic issues are high amounts of sugar in the blood and high cholesterol. If left untreated, these problems could cause diabetes and heart disease.

Because of these risks, children and teens on two or more daily antipsychotic medications should get blood tests once a year. The blood tests should check their blood sugar and cholesterol levels. Some children and teens may need blood tests more than once a year.

If your child is scared of going to the lab to get blood tests, you can ask your doctor about at-home options. Other children might struggle with fasting before the tests. Luckily, there are also options for non-fasting blood tests. One is called the LDL-C test for cholesterol. Another is called the Hemoglobin A1C for sugars.

Ask your child’s doctor if one of those options would be right for you. This will ensure your child gets the screenings they need to remain healthy.

Fraud, Waste, Abuse are Crimes: If You See Something, Say Something

Medicaid fraud, waste and abuse are crimes. If you come across one of these crimes, report it.

What is Fraud, Waste, and Abuse?

Fraud is when someone lies about their Medicaid benefits on purpose. This means the person knows what they are saying is false, but they say it anyway. A doctor could lie about the care they provided to someone, too. People usually commit fraud to receive a benefit, like money, for themselves.

Waste is when people use more services than they need. The extra services don’t help them and cost extra money.

Abuse is when a provider, like a doctor, acts in a way that’s harmful. The way they act goes against what other providers do to run their businesses or provide care. Their harmful behavior leads to Medicare or Medicaid paying more money than necessary.

Report fraud, waste, and abuse right away. You will not get in trouble or lose services if you report it. Here’s how to report:

You can report fraud, waste, or abuse 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 it 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.

SAFETY CORNER

When Will DDD Cover an Enclosed Bed?

Enclosed beds can be a helpful tool for people who receive benefits from DDD. The Division may cover an enclosed bed, as long as it's medically necessary.

According to Healthcare.gov, medically necessary means, "Health care services or supplies needed to diagnose or treat an illness, injury, condition, disease or its symptoms and that meet accepted standards of medicine."

Basically, when something is medically necessary, it's used by most doctor's offices, hospitals, and clinics to treat an illness or injury.

As stated above, DDD may cover an enclosed bed if it's medically necessary. But how can you know if your request meets that standard?

First of all, the enclosed beds need to be medically considered Durable Medical Equipment (DME). The request for one should meet certain criteria. Here is some information to help you understand if your request for an enclosed bed might be approved.

To be medically necessary, an enclosed bed should:

- Be used for medical reasons and not only safety. A medical risk may include:
 - Uncontrolled seizure disorder
 - Bleeding dyscrasia
 - Spasticity secondary to cerebral palsy that resulted in injury or hospitalization from a fall
 - Situations where the head of the bed must be elevated more than 30 degrees because of lung or heart issues
- Not be used to make the caregiver's job easier
- Not be used to manage unsafe behaviors only
- Not be a replacement for proper adult supervision
- Not be a restraint only
- Have a yearly physician-directed monitoring plan

All other bed systems and options, like a mattress on the floor, must have been tried. However, there

needs to be documentation that they did not work and why. Or, providers must have considered other more affordable medical options, but determined they would not work.

The goal of enclosed beds must be to:

- Prevent injury from a fall
- Prevent dislodgement of tubes or catheters
- Prevent injury from uncontrolled movement due to a seizure or muscle spasms
- Prevent (or in lieu of) hospitalization

An enclosed bed must be prescribed by the primary care provider, attending physician, or practitioner. A specialist can also prescribe an enclosed bed.

The bed must then be authorized by the Administration, contractor, or contractor's designee.

Remember:

[Article 9](#) does not allow caregivers to seclude a person as a form of managing behavior. It also does not allow physical restraints when used as a negative consequence.

Because enclosed beds could fall into one of those categories, their use could be reviewed by the Program Review Committee. This applies if the bed is used for a behavioral purpose only and not a physical health issue.

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, October 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 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	4:30pm to 10pm Seven days per week
Central Arizona	Crisis Response Network	602-347-1100	24 hours

Area Covered	Provider	Phone Number	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
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- 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.