



DIVISION OF DEVELOPMENTAL DISABILITIES

OIFA Member Update - November 2023

Parents as Paid Caregivers Extended As-Is Until March 29, 2024 or When CMS Approves Application, Which Might be Sooner

The Centers for Medicare and Medicaid Services (CMS) gave AHCCCS a temporary extension of the Parents as Paid Caregivers (PPCG) program as-is until March 29, 2024, or when CMS approves the application, which might be sooner.

[In a letter to AHCCCS dated October 31, 2023](#), CMS stated, “The temporary extension will allow the state and CMS to continue negotiations over the demonstration amendment application submitted on September 27, 2023.”

What Does This Mean?

PPCG will continue as-is until March 29, 2024, or when CMS approves the application, which might be sooner. AHCCCS, CMS, and the Division will update families, Qualified Vendors, and DDD staff as more information becomes available.

It's Fall! Remember to Get Your Flu and COVID Shots

The Centers for Disease Control and Prevention (CDC) recommends getting up-to-date on your flu and COVID vaccinations as soon as possible. Medical professionals agree it's perfectly safe to get both vaccines together.

COVID Vaccine Recommendations

[The CDC recommends](#) everyone ages 5 years and older get one dose of the updated 2023-2024 mRNA COVID vaccine. You can get either the Moderna or Pfizer version. Both are authorized in the United States.

Flu Vaccine Recommendations

[The CDC also recommends](#) everyone 6 months and older get a flu vaccine each year. This is especially important for people at high risk of serious complications from the flu.

Flu and COVID Vaccine Benefits

Vaccines for both flu and COVID can prevent serious illness. This means that although you might not get sick with either virus, if you do, your symptoms will be milder. This is especially important for people at higher risk of serious complications due to other medical conditions. Getting flu and COVID vaccines could save your life.

Talk to your doctor about getting the flu and COVID vaccines this month. Protect your health. Protect yourself.

The Department of Economic Security Wants to Hear Your Opinion!

If you are the guardian or family member of someone who receives services from DDD, you may be selected to take part in the National Core Indicators® (NCI) survey.

This survey will ask about your family's experiences with services from DDD.

The Division is mailing out three surveys:

1. Adult Family Survey
2. Family Guardian Survey
3. Child Family Survey

A total of 4,500 people who receive DDD services will also be randomly selected to participate. This means they will receive one of the three family surveys.

Here are a few things to know:

- **The survey is VOLUNTARY:** This is a survey to improve the quality of services in Arizona. Families and people who receive services are asked to complete the survey. It is your choice to participate.
- **The survey is ANONYMOUS:** You do not need to put your name on the survey, and your personal information will not be collected.
- **The survey will help improve QUALITY:** This is an opinion survey to improve the quality of services for DDD members. It is not for planning your personal services. The way you answer the survey questions will not directly affect your services.
- **You will have the option to complete the survey online or on paper** and mail it back to the Division. To complete the survey online, there will be information included on the survey cover letter, along with the survey and return envelope.
- **If the DDD member is selected to participate, the survey and cover letter will be mailed out via USPS.** Surveys are scheduled to be mailed out by December 1, 2023. The due date for survey completion is June 30, 2024.

To learn more about NCI, visit www.nationalcoreindicators.org.

If you have questions or concerns about your services, please contact the DDD NCI Unit at NCISurveys@azdes.gov.

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](#).

SAFETY CORNER

Six Ways to Help Prevent Falls

Every year, emergency rooms treat about 3 million older adults for injuries related to a fall, according to the [Centers for Disease Control and Prevention \(CDC\)](#).

What's more, the CDC reports more than 95 percent of hip fractures are caused by falling.

Injuries from falls could impact your life—usually for the worse. The good news is you can take certain

steps to help prevent falls.

Here are six ways the National Council on Aging suggests you can stay safe and help prevent falls:

1. Talk to your doctor about ways to reduce fall risk.
2. Keep your eyes and ears healthy so you can be aware of your surroundings.
3. Talk to your family and friends about how to protect yourself from falls.
4. Review your medications.
5. Improve your balance, strength, and flexibility with an exercise program that works for you.
6. Keep your home safe and free from hazards.

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, January 4, 2024.** 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](#) or the 2-1-1 Directory at <https://211arizona.org>.

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 10:30pm Seven days per week
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>

Videophone

- Visit the [988 website](#) and look towards the bottom of the page where it states "ASL NOW."

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 Country: 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.