



DIVISION OF DEVELOPMENTAL DISABILITIES

## OIFA Member Update - December 2023

### ALTCS Member Handbook Updated for 2024 and Posted on DDD Website

The updated [Arizona Long-Term Care System \(ALTCS\) Member Handbook](#) is now published online via the DDD website. DDD members and their families, staff, and Qualified Vendors can access the ALTCS Member Handbook by going to the [DDD Member and Family Resources web page](#). Scroll down to the section titled, "Member Manuals and DDD Policies," and click to expand the menu. From there, you can access the updated ALTCS Member Handbook.

### DES Website Now Translates into More Than 100 Languages

In October 2023, the Arizona Department of Economic Security (DES) launched a new automated translation feature on its website. The website can now translate into more than 100 languages.

This means if your first language is something other than English, you can view the website in your language. Please note that automated translations are not perfect. Some may include inaccuracies.

"DES has explored a few opportunities to expand language options on the DES website beyond English and Spanish, particularly with the increase in the number of clients accessing DES services virtually," said Brett Bezio, DES Deputy Press Secretary. "DES continues to strive for more opportunities to improve the accessibility of its programs and services, and the implementation of Google Translate was a big step in this direction."

To access the language translation feature for DDD, visit the DDD website at [des.az.gov/ddd](https://des.az.gov/ddd). Then, click "Select Language" on the upper right-hand corner. Choose the language you want. The page will then be translated for you.

If you have questions about the information on the website, please contact DDD at [DDDCustomerServiceCenter@azdes.gov](mailto:DDDCustomerServiceCenter@azdes.gov), or (844) 770-9500 option 1, TTY/TDD 711.

### Mail Order Pharmacies Could Prevent Medicine Delays During Staff Shortages

The Associated Press published an article in October 2023 reporting on widespread staff shortages at pharmacies.

DDD Pharmacy Director Michelle Soble said these shortages could affect DDD members as the nation heads into flu and cold season.

"There are lots of pharmacy staff shortages and sometimes members are not getting their medications on time," Dr. Soble said. "I am seeing an uptick in medication visits at the emergency room too."

Luckily, DDD members have a solution: medicine home delivery and mail-order pharmacies.

## What is a Mail-Order Pharmacy?

Mail-order pharmacies allow you to get your medications delivered directly to your home. Not all medicines can be filled through a mail-order pharmacy. Always check with your health plan. Most mail-order pharmacies offer a 90-day supply of your medicine.

Both United Healthcare and Mercy Care have mail-order pharmacy options.

- On its website, [Mercy Care](#) says mail order might be an option if you “take medicine on a regular basis for an ongoing condition, like high blood pressure or arthritis.” Learn more about Mercy Care’s pharmacy option [by clicking here](#).
- The UnitedHealthcare Community Plan uses OptumRx for its mail-order pharmacy option. Visit [optumrx.com](#) for more information.

Ordering your medicine through mail-order pharmacies can help ensure refills are never delayed. This can be especially helpful during the retail pharmacy staff shortages.

For more information on DDD Health Plans, please visit the [DDD Health Plans Information web page](#).

## **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: 14 Quick Reference Guides Now Available for DDD Members**

A few months ago, DDD launched its first five [Quick Reference Guides](#) in a new online library for people who receive DDD services. Since then, DDD published several more, now totaling 14 guides.

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 the "Quick Reference Guides" menu option.

Currently, the Division has 14 Quick Reference Guides posted. More are on the way. Topics range from Employment First to DDD Eligibility and Pharmacy Benefits.

#### 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.

# SAFETY CORNER

## How to Protect Yourself from Sickness this Winter

For the week of November 26, 2023, the Arizona Department of Health Services reported a total of 5,548 cases of [RSV](#), [flu](#), and [COVID](#).

Arizona's flu season is in full swing, and sickness is ticking up. So how can you protect yourself from getting sick and ruining your holidays?

1. **Get vaccinated.** It's not too late! The Centers for Disease Control and Prevention (CDC) outline the vaccine recommendations for [flu](#), [RSV](#), and [COVID](#).
2. **Wash your hands.** This is especially important before eating or preparing food, after sneezing or coughing, or caring for someone who is sick. The [CDC recommends](#) scrubbing with soap and water for at least 20 seconds to properly clean your hands.
3. **Mask up for extra protection.** If you want to be extra cautious, you can choose to wear a mask in public. The best masks are clinical respirators like N95 masks. Be sure to create a good seal around your nose and mouth.
4. **Stay home if you're sick.** This will allow your body to fight infection and get the rest it needs. It will also keep the virus from spreading more. By staying home, you can care for yourself while protecting others from getting sick.

## 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	<a href="#">NAZCARE</a>	1-888-404-5530	4:30pm to 10:30pm Seven days per week
Central Arizona	<a href="#">Crisis Response Network</a>	602-347-1100	24 hours

Area Covered	Provider	Phone Number	Hours
Southern Arizona - Pima County	<a href="#">Hope, Inc</a>	520-770-9909	8am - 10pm Seven days per week, 365 days per year, holidays open 8am - 6pm
Southern Arizona - All Other Counties	<a href="#">Hope, Inc</a>	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 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](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

- 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](mailto: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.