



## ASSESSMENT CHANGES UPDATE - OCTOBER 2025

On April 24, 2025, House Bill 2945 (HB2945) became a law. AHCCCS and DES/DDD revised policies to align with the law. The law also required AHCCCS to develop a strengthened standardized assessment tool. DDD Support Coordinators use this tool when assessing for Attendant Care and Habilitation. On October 1, 2025, Support Coordinators began using the new HCBS Needs Tool (HNT) at member planning meetings. [On Thursday, October 16, 2025, the Governor announced](#) that AHCCCS is going through emergency rulemaking. This process will include changes to the HNT and create a new process called Extraordinary Care Review for children under the age of 18.

### What This Means for You

If you have already had your HNT assessment on or after October 1, 2025, you will be assessed again with the updated tool at your next scheduled planning meeting. .

- If your assessment showed a reduction in hours, your hours won't change until you are reassessed using the updated tool. Your hours will go back to what they were before the assessment that occurred on or after October 1, 2025.
- If you were approved for extra hours, those hours will be authorized.

If you are scheduled to be assessed before AHCCCS updates its policies:

- AHCCCS is pausing all HNT assessments until the relevant AHCCCS policies are finalized.
- Your current service hours will be maintained until you are assessed with the updated tool.
- If you have a quarterly visit already scheduled, it will still happen to review your Person-Centered Service Plan (PCSP) and any changes since your last visit.

Once the new HNT is ready, more details will be shared that explain the process to ask for an exception if you meet the requirements. Extraordinary Care Review is for members who need more Attendant Care or Habilitation service hours than the HNT shows, based on the age limits and number of hours documented.

The Division will provide additional information about the new tool and the Extraordinary Care Review process when more details are available. For now, more information can be found in the [AHCCCS Emergency Rule and Policy FAQ](#).

### 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 Monday to Thursday 3:00pm to 10:30pm Friday to Sunday
Central Arizona	<a href="#">Crisis Response Network</a>	602-347-1100	24 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>

## 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: 988

## 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: Arizona Complete Health - Complete Care Plan, 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: Arizona Complete Health - Complete Care Plan, 1-877-756-4090
- Maricopa County: Mercy Care, 1-800-631-1314
- Mohave: Arizona Complete Health - Complete Care Plan, 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
- Yavapai County: Arizona Complete Health - Complete Care Plan, 1-877-756-4090
- Yuma County: Arizona Complete Health - Complete Care Plan, 1-866-495-6735
- Ak-Chin Indian Community: 1-800-259-3449
- Gila River Indian Community: 1-800-259-3449
- Salt River Pima Maricopa Indian Community: 480-850-9230
- 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).

## 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.