



ASSESSMENT GUIDANCE UPDATE

AHCCCS told the Division of Developmental Disabilities (DDD) to implement new policies about the Home and Community Based Services (HCBS) Needs Tool (HNT), starting October 1, 2025. The HNT is used to assess the needs of children for direct care and habilitation services.

On October 16, 2025, the Governor's Office and AHCCCS directed DDD to pause the use of the HNT after hearing concerns from families. AHCCCS plans to make some clinical changes to the HNT. It has outlined these changes through emergency rulemaking. These changes include new tasks that can be assessed for children with complex needs. They will also add a new process called Extraordinary Care Review for children under the age of 18. AHCCCS will post the Extraordinary Care Review policy for public comment on their website, <https://ahcccs.commentinput.com/>, before finalizing the changes.

On October 16, 2025, AHCCCS guidance stated that members under age 18:

- Would not be assessed for Attendant Care and Habilitation until the HNT was revised
- Would have their hours reinstated to match the last HCBS Needs Assessment tool completed prior to October 1, 2025
- Would be authorized for any additional assessed hours resulting from the use of the October 1 HNT

An [email](#) was sent to members and families with this information on October 16, 2025.

On October 29, 2025, AHCCCS provided updated guidance for all DDD members under age 18. This guidance stated:

- Assessments completed using the HNT after October 1, 2025, are considered invalid.
- Additional hours assessed using the October 1, 2025, HNT may **not** be authorized. DDD must reinstate authorizations. Members will receive the direct care services (attendant care) and habilitation hours they received prior to October 1, 2025.
- DDD Support Coordinators must complete an assessment using the HNT in place prior to October 1, 2025:
 - When a Health Care Decision Maker has concerns about the reinstatement of hours and prefers the hours/or service assessed from the 10/1 version of the HNT.
 - To reassess members under age 18 who were assessed for the first time using the invalid HNT after October 1, 2025.
 - When they identify members under age 18 who are newly eligible for ALTCS, have had a significant change in their condition, or whose health care decision maker requests an updated assessment.

All assessed hours for members under age 18 are subject to change once AHCCCS revises its HNT assessment policies and implements an updated HNT.

Your Support Coordinator will explain the Extraordinary Care Review process and how to ask for an exception once AHCCCS publishes its updated policies. Extraordinary Care Review is for minor members who need more direct care or habilitation service hours than the HNT shows, based on the age limits and number of hours documented.

The Division will share more information as it becomes available.

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 Monday to Thursday 3:00pm to 10:30pm Friday to 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: 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
- 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.

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.