

# Welcome... Thank You for Joining Us

**We will begin at 6:00PM**

**You will not hear speaking until that time.**

**Please Mute your Phones AND Computer Microphones**

- You can your mute computer by hovering at the bottom of this screen and clicking the microphone icon. (if it's red it is muted)
- If you are able to hear us on your computer – you do NOT need to dial-in as well. If you hear feedback, please turn your computer's speakers all the way down.
  - Right click speaker icon at the bottom right corner of YOUR computer screen next to the date & time
- If you have questions, please submit them in the chat box, and we will address all questions at the end of the presentation.



***This Presentation is being RECORDED***

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DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*



**Division of Developmental Disabilities- Town Hall  
April 23, 2020**

# COVID-19

DDD's top priority is the health and safety of our members, their families, and the professionals in our program that support them  
The Division of Developmental Disabilities (DDD) is:

- Working with ADHS and CDC guidelines to ensure appropriate measures are in place to allow for the continuation of necessary services
  - Monitoring service delivery and availability to ensure service continuation
  - Providing regular updates on the DDD COVID-19 Website:  
[https://bit.ly/DDD\\_COVID19Actions](https://bit.ly/DDD_COVID19Actions)
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# Changes in DDD Regarding COVID-19

- **March 11:** DDD reminded all provider agencies to review and update their Pandemic Plans
- **March 12:** DDD established email address ([DDDQMUDocs@azdes.gov](mailto:DDDQMUDocs@azdes.gov)) for vendors to notify DDD of any changes in service delivery for a specific members or at a specific service location
- **March 16:** DDD Support Coordinators began to conduct 90-day planning meetings through video conferencing or telephone calls.
- **March 17:** DDD suspended all on-site monitoring visits with the exception of serious health & safety concerns which are investigated in person.

# Changes in DDD Regarding COVID-19

- **March 17-26:** DDD allowed the use of telehealth for Physical Therapy, Occupational Therapy, Speech Therapy, Early Childhood Autism Services and Habilitation, Music.
- **March 25 and 26:** DDD allowed Day Treatment services to be provided at the member's home or in a developmental home and allowed billing for 1:1 or 1:2 day treatment ratios without prior approval.
  - DDD did not issue direction for Day Treatment Programs to suspend services.
- **March 29 (Updated 4/3, 4/10, 4/14 and 4/17):** DDD Posted a specific COVID-19 Guidance for Congregate Settings and Non-Healthcare Settings on the DDD COVID-19 webpage: [bit.ly/DDDProviderGuidance](https://bit.ly/DDDProviderGuidance)
  - DDD established weekly meetings (beginning April 14) with Group Home and Developmental Home vendors to provide technical assistance and information and to gather feedback

# Stay Home, Stay Healthy, Stay Connected

Governor Ducey issued an Executive Order  
Stay Home, Stay Healthy, Stay Connected  
effective: **March 31, 2020 at 5 p.m.**

- Essential Businesses remains open.
- DES was identified as an agency that provides essential services.
- DDD and Provider Staff continue working. Services continue under the executive order.

# Changes in DDD Regarding COVID-19

**April 8:** AHCCCS expanded the current benefit limitation for Respite hours from 600 to 720 hours per benefit year effective, 10/1/2019 – 9/30/2020.

- You can call your Support Coordinator at any time if your needs have changed.
- Your support coordinator will conduct a new assessment.

# Changes in DDD Regarding COVID-19

**April 8 (updated 4/10 and 4/14):** Parents temporarily becoming Direct Care Workers during the COVID-19 emergency

- Guidance posted: [https://bit.ly/DCW\\_English](https://bit.ly/DCW_English) and [https://bit.ly/DCW\\_Spanish](https://bit.ly/DCW_Spanish)
- Permits any qualified family member (parent, step-parent, legally responsible person) to be a paid direct care worker for a minor
- Support Coordinators are contacting families to make sure they have the services they need. A parent can also contact the Support Coordinator if needs have changed.
- A parent must meet the qualifications to be a Direct Care Worker
- Recent clarifications included that the assessment process has not changed and that required background checks applies to parents as providers



# Changes in DDD Regarding COVID-19

**April 10:** DDD posted guidance ([https://bit.ly/Habilitation\\_Guide](https://bit.ly/Habilitation_Guide)) to implement telehealth for Employment and Habilitation services.

- Billing guidance is posted on the DDD FAQ page. [https://bit.ly/DDD\\_COVIDFAQ](https://bit.ly/DDD_COVIDFAQ)
- Based on assessment of the members' needs and outcomes telehealth may be appropriate for employment and/ or habilitation:
  - To support employment
  - Be provided in a member's home
  - To support day program

# Changes in DDD Regarding COVID-19

**April 20:** DDD posted Guidance for temporary provision of Home Delivered Meals for DDD members who are Long Term Care eligible.

- This service will be available for the DDD member only, and is currently limited to one meal per day
- The Division will continue to assist members in obtaining food boxes when needed
- Guidance was posted in the FAQ's: [https://bit.ly/DDD\\_COVIDFAQ](https://bit.ly/DDD_COVIDFAQ)

# Changes in DDD Regarding COVID-19

## **April 22: Temporary Incentive Rates (April 13, 2020 - May 31, 2020)**

The Division is providing additional funding by temporarily adjusting rates for select services through an alternative payment model. The rate adjustments assist Qualified Vendors in retaining and recruiting direct care staff. In order to receive the incentives, Qualified Vendors must agree to distribute at least 80% of the incentive adjustment amount to the direct care staff in the form of a temporary increase in salary, wages, stipends, and related ERE costs.

The Division has developed a temporary rate book that can be [accessed here](#). For dates of service between April 13, 2020 and May 31, 2020, claims may be submitted utilizing these temporary rates. If a Qualified Vendor providing one of the applicable services has already billed for DOS after April 13, 2020; they are encouraged to follow the claims replacement process for the claims they have already submitted.

# Changes in DDD Regarding COVID-19

## **March- April 2020: Value Based Payments**

Qualified Vendors who have completed service specific survey have been eligible for one-time payments. The Division has issued surveys including the following services: Group Home, Developmental Home, Day Treatment and Employment, Nursing, Therapies, and HCBS services.

The Division continues to monitor and address issues with other services through survey participation. The survey results assist in determining potential incentive payments.

# Updates on Training

**Prevention and Support:** DDD temporarily adjusted the expectations for Prevention and Support training.

- New employee certification temporarily suspended unless the employee is assigned to a member:
  - With a Behavior Treatment Plans (in any setting),
  - With a Functional Behavioral Assessments, and/or
  - Who is receiving behavioral health treatment for a challenging behavior that may require physical intervention.
- Posted a list of agencies/individuals who are still providing this training under Resources DDD COVID-19 web page: [https://bit.ly/DDD\\_COVID19Actions](https://bit.ly/DDD_COVID19Actions)
- A 90-day extension was granted for employees whose Prevention and Support certifications have or will soon expire.

# Updates on Training

**Article 9:** DDD has authorized webinar style training with a live instructor

- DDD posted a list of agencies/individuals who are still providing this training under Resources on the DDD COVID-19 web page:  
[https://bit.ly/DDD\\_COVID19Actions](https://bit.ly/DDD_COVID19Actions)

**CPR/First Aid:** Can be completed online through a nationally recognized provider

**Direct Care Worker:** 90-day training requirement was suspended

- Remote learning opportunities are available

In-person evaluation must occur following the conclusion of the COVID-19 emergency

# Behavioral Health Support for Members

## Behavioral Health Support for Members and Families

- Peer and family support agencies are equipped to quickly provide virtual behavioral health support, tips and guidance.
- They are able to assist a member who may have unique worries associated with the fear of COVID-19 as well as difficulty with adjustments to normal activities as a result of the COVID-19 pandemic.
- Peer and family support agencies are able to evaluate the member to determine if a behavioral health referral is needed in addition to their current supports.
- Families or staff can contact these agencies directly

DDD has resources available on its COVID-19 webpage under the “Resources for Families and Members” section: [https://bit.ly/DDD\\_COVID19Actions](https://bit.ly/DDD_COVID19Actions)

# Behavioral Health Support for Members

- [Relias](#): Free Online Behavioral Health Training Plans for Parents
- [Arizona ACEs Consortium: Self-Care During the COVID-19 Crisis](#)
- [CDC: Managing Stress and Anxiety \( Video in American Sign Language\)](#)
- [COVID-19 Information By and For People with Disabilities](#)
- and more!



# More Resources

- DDD Website: <https://bit.ly/DDDMain>
- DES Website: [www.des.az.gov](http://www.des.az.gov)
- AHCCCS Website: <https://azahcccs.gov/AHCCCS/AboutUs/covid19.html>
- ADHS Website: [www.azdhs.gov](http://www.azdhs.gov)
- CDC Website: [www.cdc.gov](http://www.cdc.gov)
- Coronavirus Website: [www.coronavirus.gov](http://www.coronavirus.gov)



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# Questions?