



DIVISION OF DEVELOPMENTAL DISABILITIES

DDD Member Update - November 2024

Updated DDD Member Handbook Posted Online

The Division of Developmental Disabilities (DDD) Member Handbook has now been updated for 2024-2025 and [posted online](#).

Members and families can access the Member Handbook any time by going to the [Member and Family Resource webpage](#) on DDD's website. From there, click the gray drop-down menu titled, "Member Manuals and DDD Policies." Individuals can then access the updated handbook. It's officially titled "Arizona Long Term Care System (ALTCS) Member Handbook."

The 2024-2025 Member Handbook has been live on DDD's website since October 1, 2024.

[Download the Member Handbook Now](#)

Free COVID Tests Now Available from Federal Government

The Federal Government has made [free COVID tests](#) available to the general public once again.

Individuals may request up to four free, at-home COVID tests per household through [covidtests.gov](#). The tests began shipping on September 30, 2024.

[Order Your Free COVID Tests Now](#)

National Core Indicators Survey Updates - New Contractor

DDD is happy to announce our new National Core Indicators - Intellectual and Developmental Disabilities (NCI-IDD) Surveys vendor, **Vital Research, LLC**. Vital Research was awarded the NCI-IDD Surveys Task Order for the 2024-2025 In-Person Survey.

Vital will coordinate with DDD to notify, schedule and interview randomly selected DDD members for the NCI-IDD In-Person Survey. The vendor will also coordinate with DDD to mail out surveys and enter responses into the Online Data Entry Survey Application (ODESA) for the Adult Family, Child Family, and Family Guardian Surveys. ODESA is where survey responses are uploaded for all states across the country.

2022-23 Survey Highlights Now Available

The [Data At-A-Glance](#) for the 2022-23 NCI-IDD Nationwide In-Person Survey is also now available. The NCI-IDD In-Person Survey is the largest collection of data on how people with IDD who use state-funded services fare. In 2022-23, more than 25,000 people with IDD from 33 states took the survey.

The Data At-A-Glance highlights the 2022-23 survey's findings. See below for some main takeaways. This data was collected from across the country, not just in Arizona:

- [Employment](#): 17% of people were in paid community jobs. Among those who were unemployed, 44% wanted a paid community job.
- [Community inclusion and belonging](#): 71% of people said they could go out and do things they enjoyed within their community as much as they wanted.
- [Choice and Decision-making](#): 24% of people said they chose where to live. 31% said they had some input in choosing where they lived.
- [Relationships](#): 68% of people said they had friends and could meet with them in-person when they wanted.
- [Self-direction](#): 17% of people reported using a self-directed supports option. Among them, 15% of people said they mostly made decisions about services that were self-directed, and 40% said they had families'/friends' help with decisions.
- [Workforce](#): 40% of people said their staff changed or turned over too often.
- [Access](#): 80% of people said they had a way to get places when they wanted to do something outside of the home (like going to see friends).
- [Health](#): 76% of people had a routine dental visit in the past year.

Research Study for Diagnosing Autism Spectrum Disorder Seeking Participants

The University of Arizona's Department of Pediatrics and Banner University Medicine are organizing a research study for diagnosing Autism Spectrum Disorder (ASD).

Your child may be eligible to participate if they:

1. Are ages 18-72 months; and
2. Were referred to a developmental pediatrician for an ASD evaluation

To learn more, please [fill out this survey](#) from the organizers. You can also email pccl@arizona.edu.

5 Ways to Stay Healthy When Spread is High

Sickness is already kicking into high gear this year, and DDD wants to ensure members and families stay as healthy as possible.

From staying home when sick and washing your hands, to getting vaccinated, below are five ways to keep those pesky germs at bay this fall and winter.

1 - Get Vaccinated

One of the ways you and your family can stay healthy this year is to receive your annual flu and COVID-19 vaccines. These are updated each year.

Per the Centers for Disease Control and Prevention (CDC) guidelines, you or your family can receive your flu and COVID-19 vaccines together. This will ensure you are protected from serious flu or COVID-19 complications. You could still get the flu or COVID-19 if you are exposed to someone who is ill, but you may not get as sick.

Respiratory syncytial virus (RSV) is also active during the fall and winter. It usually causes mild cold-like symptoms. Infants and older adults are at higher risk of developing severe RSV and require hospitalization.

The [CDC](#) now recommends a single dose of RSV vaccine for:

- Adults ages 75 and older
- Adults ages 60 to 74 who are at increased risk of severe RSV disease, including those with chronic medical conditions such as heart or lung disease, and those living in nursing homes or long-term care facilities.

2 - Wear a Mask When Spread is High

If rates of flu, RSV, COVID-19, or other respiratory illnesses are high in your community, wearing a mask can reduce the number of germs you breathe into your system, the [CDC reports](#).

“When choosing to wear a mask, choose the most protective type you can,” the CDC says on its website. “Determine how well it fits. Gaps can let air leak in and out. Check for gaps by cupping your hands around the outside edges of the mask.”

Additionally, if you’re sick and need to leave home, wear a mask in public. This reduces the chance that you’ll spread the virus to others.

3 - Practice Good Hygiene

Proper hygiene habits can help prevent the spread of disease and keep you healthy, as well. The [CDC](#) lists examples of good hygiene habits to prevent the spread of respiratory viruses as:

- Covering your coughs and sneezes with a tissue, then throwing it away

- Washing your hands frequently and properly with soap and water, and scrubbing for at least 20 seconds
- Using hand sanitizer when you can't use soap and water
- Cleaning surfaces that are frequently touched, like countertops and doorknobs

4 - Stay Home When Sick

If you're sick, stay home! If you have sick time at work, use it. Try to avoid seeing others when possible. This ensures you prevent spreading the disease to others.

5 - Keep Your Immune System Healthy

The CDC says healthy routines can help keep your immune system strong. This is especially important during times of heightened spread of sickness. Here are tips from the [CDC](#) on how to keep your immune system on guard and ready:

- Eat well, with many fruits and vegetables, lean proteins, and whole grains
- Stay physically active, which could help lower your chances of dying from the flu or pneumonia
- Maintain a healthy weight; a BMI of 30 or more in adults has been linked to lower immune functions
- Get enough sleep to avoid affecting different parts of your immune system
- Quit smoking and avoid excessive alcohol consumption

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. **DDD will not have a Public Town Hall in December 2024 due to the Holidays. The next Town Hall will be Thursday, January 2, 2025.** 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 that DDD may not cover. [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: 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: 1-877-756-4090

- Maricopa County: Mercy Care, 1-800-631-1314
- Mohave: 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: 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.