

Member Update - April 2026

Healthy Eating

Good nutrition is about choosing healthy foods and drinks. Healthy eating emphasizes fruits, vegetables, whole grains, dairy, and protein. Dairy recommendations include low-fat or fat-free milk, lactose-free milk, and fortified soy beverages. Protein recommendations include seafood, lean meats and poultry, eggs, legumes (beans, peas, and lentils), soy products, nuts, and seeds. According to the [Dietary Guidelines for Americans](#), most people in the United States need to eat more foods rich in dietary fiber, calcium, vitamin D, and potassium. At the same time, they need to eat less added sugar, saturated fat, and sodium. The [DDD Healthy Eating fact sheet](#) has more information.

Benefits of Healthy Eating for Adults

- It may help you live longer.
- Keeps skin, teeth, and eyes healthy.
- Supports muscles.
- Boosts immunity.
- Strengthens bones.
- Lowers risk of heart disease, type 2 diabetes, and some cancers.
- Supports healthy pregnancies and breastfeeding.
- Helps the digestive system function.
- Helps achieve and maintain a healthy weight.

Benefits of Healthy Eating for Children

- Keeps skin, teeth, and eyes healthy.
- Supports muscles.
- Helps achieve and maintain a healthy weight.
- Strengthens bones.
- Supports brain development.
- Supports healthy growth.
- Boosts immunity.
- Helps the digestive system function

The [Arizona Food Bank Network](#) has an interactive map you can use to find organizations near you that provide resources like food boxes and home-delivered meals. You may also be eligible for programs such as the [Supplemental Nutrition Assistance Program \(SNAP\)](#) or the [Arizona Women, Infants, and Children \(WIC\) Program](#). Talk to your Support Coordinator if you need help locating a food resource or applying for assistance.

Stay Safe as the Weather Heats Up

As summer approaches, it is important to stay safe when it comes to hot weather. According to the [Arizona Department of Health Services](#), 977 people died from heat-related illness in Arizona in 2024. That is an increase of 886 heat-related deaths from 2014. Arizona is experiencing longer periods of hot weather. As a result, the number of people experiencing heat-related illness and resulting emergency room visits and deaths continues to rise. The following can help protect you from heat-related illness:

- Drink plenty of fluids, especially water.
- Relax and avoid physical activity, especially after noon when the heat is highest.
- Use sunscreen rated SPF-30 or higher with both UVA and UVB protection. Apply sunscreen 30 minutes before you go outside. Reapply sunscreen after one hour outside.
- Seek shade, especially during midday when the sun's rays are strongest. Avoid direct exposure between 10:00 am and 4:00 pm. Seek shade under an umbrella or tree.
- Cover exposed skin with clothing. Loose-fitting long-sleeved shirts and long pants made from tightly woven fabric offer the best protection.
- Wear a wide-brimmed hat to shade the face, head, ears, and neck. UV rays can reach anyone, even on cloudy and hazy days.
- Wear sunglasses that wrap around and block as close to 100 percent of both UVA and UVB rays as possible. Sunglasses protect both the eyes and tender skin around the eyes from sun exposure.
- Never leave people or animals in a vehicle, not even for a second! Temperatures in a car can reach 130°F to 150°F in the first 5 to 15 minutes, even if the outside temperature is only in the 80's.

Heat-Related Illness Symptoms

If you experience any of these symptoms, stop any physical activity, drink cool nonalcoholic beverages, and seek shelter in a place with air conditioning.

- Heavy sweating
- Paleness
- Muscle cramps
- Tiredness
- Weakness
- Dizziness
- Headache
- Nausea or vomiting
- Fainting
- Cool and moist skin
- Fast and weak pulse rate
- Fast and shallow breathing

Heat-related illness can turn deadly fast. You may not realize you have symptoms until they are already serious. Seek medical help if symptoms don't go away or get worse.

May Is Mental Health Awareness Month

Since 1949, May has been recognized as Mental Health Awareness Month. The month is dedicated to:

- Raising awareness about mental health

- Reducing stigma
- Promoting understanding and
- Supporting people facing mental health challenges.

The [National Alliance on Mental Illness \(NAMI\)](#) is inviting people to share their mental health stories this May to empower others.

Resources are available for anyone experiencing a mental health crisis, including:

National 24-Hour Crisis Hotlines

- Phone: 988
- Text: Text the word “HOME” to 741741 or send a text to 988
- Chat: <https://988lifeline.org/chat>

Arizona Statewide Crisis Hotline

- Phone: 1-844-534-4673 (HOPE)
- Text: 4HOPE (44673)
- Chat: [Chat with a Crisis Specialist](#)

Call 911 if you are thinking of hurting yourself or someone else. More mental health resources can be found in the Warm Lines and Crisis Services sections of this email.

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 Thursday, May 7, 2026, at 6:00 p.m.** 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 Monday to Thursday 3:00pm to 10:30pm Friday to Sunday
Central Arizona	Crisis Response Network	602-347-1100	24 hours

Area Covered	Provider	Phone Number	Hours
Southern Arizona - Pima County	Hope, Inc	520-770-9909	8am to 10pm Seven days per week, 365 days per year, holidays open 8am to 6pm (English) and 8am to 1pm (Spanish)
Southern Arizona - All Other Counties	Hope, Inc	1-844-733-9912	8am to 10pm Seven days per week, 365 days per year, holidays open 8am to 6pm (English) and 8am to 1pm (Spanish)

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.

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.

Language help is available at no cost to you. Call the DDD Customer Service Center at 1-844-770-9500 ext. 1, TTY/TDD 711, to ask for this material in other formats.

La ayuda en otros idiomas está disponible sin costo alguno para usted. Llame al Centro de atención al cliente de la DDD al 1-844-770-9500 ext. 1, TTY/TDD 711, para solicitar este material en otros formatos.