



## Member Update - August 2025

### DDD Strategic Plan Now Available

The Division of Developmental Disabilities has completed its [Strategic Plan](#). The plan is designed to guide the program for the next five years. It specifies the Division's vision and mission. It was developed with input and feedback from over twenty (20) stakeholder groups and committees, members and families, DDD staff, Qualified Vendors, and providers. The focus areas, goals, and objectives align with the Division's vision and mission and focus on program improvement and member success.

### Opioid Addiction Prevention

According to the [Arizona Department of Health Services](#), every day more than five people die from opioid overdose in Arizona. Opioids include heroin, fentanyl, and certain other prescription medications. Opioid medications are primarily used to relieve moderate to severe pain. They are often given to people who have had surgery or a serious bodily injury. Opioids are effective in reducing pain. However, they can also cause bad side effects and physical dependence, or addiction. Talk to your doctor about your risks before taking an opioid for help with pain.

Misusing prescription opioids increases the risk of dependence, addiction, overdose, and death. Misusing includes taking a larger dose than prescribed, differently than prescribed, or without a prescription. Counterfeit opioids have increased danger for overdose and death. They are often mixed with other substances like fentanyl.

The Opioid Assistance and Referral Line, or OARLine, is a free and confidential resource for anyone dealing with opioid addiction. This resource provides information, resources, and referrals for individuals and families. They are available 24 hours a day, 7 days a week at 1-888-688-4222.

Someone who has overdosed on opioids may have these symptoms:

- Heavy nodding, deep sleep, hard to wake up, or vomiting
- Slow or shallow breathing (less than 1 breath every 5 seconds), snoring, gurgling, or choking sounds
- Pale blue or gray lips, fingernails, or skin
- Clammy, sweaty skin

What can you do if you think someone is overdosing?

- Call 911 right away.
- Place them on their side to prevent choking.
- Stay with them until emergency help arrives.

Naloxone is a medication that can save a person's life who is having an opioid overdose. Naloxone needs to be given as soon as possible when an overdose is suspected to save their life. It comes in two forms that anyone can use:

- Nasal spray – Pre-filled devices that spray into the nose.
- Injectable – Given by injection into a muscle or under the skin.

In Arizona, all pharmacies can sell nasal Naloxone. Narcan is a commonly known brand that can be sold over the counter. This means a prescription from a doctor is not needed to buy it. Naloxone is a covered medication, with no co-pay for anyone covered by an AHCCCS health plan including AHCCCS Complete Care, DDD Health Plans, and the Tribal Health Program.

## Measles Outbreak

Measles continues to be a worrisome disease globally. As of mid-July there were over 1300 confirmed cases in the US including Arizona. This is the most confirmed cases in the US since the year 2000.

Measles symptoms include:

- A fever of 101°F or higher
- Runny nose
- Red eyes
- Cough
- A blotchy rash that usually begins on the head and spreads to the rest of the body.

Measles is highly contagious. An infected person will infect 9-10 people near them. A person can be exposed through:

- Respiratory droplets when a person coughs or sneezes
- Touching surfaces used by an infected person
- Being in the same room as the infected person.

Complications from the disease can be severe including pneumonias and brain infection including encephalitis. Measles may also cause complications during pregnancy. Anyone who thinks they have been exposed to measles should contact their healthcare provider right away.

The best way to protect oneself and others is to be vaccinated with the MMR vaccine. After one vaccine it confers 93% immunity after one dose. After the set of two doses, the vaccine confers 97% immunity against the disease.

The Centers for Disease Control and Prevention (CDC) has more measles information:

- [Measles research data](#)
- [Measles vaccine information](#)
- [Questions about measles](#)

## Women's Wellness Exams

Wellness exams are for women of all ages. Special exams and screenings will protect your overall health and wellness throughout your life. A well woman exam includes a full physical exam, and a number of health screenings, vaccinations, blood tests, and more based on age and risk factors.

Make your wellness exam a priority every year. Talk to your doctor about what screening tests are right for you. To help you understand what screening may be needed, a woman's life cycle is divided into four age groups below. Your doctor may recommend screenings at different ages based on your medical history and risk factors.

### Ages 13-18

Young women who are not sexually active should have their first women's wellness exam between the ages of 13 and 15. Your first visit may not include a pelvic exam, but your doctor will want to talk

with you about your menstrual (period) history, your weight, and the HPV vaccine. The HPV vaccine can prevent cervical cancer. Vaccination works best when it is done before a person is sexually active. The ideal age for HPV vaccination of girls and boys is 11 or 12, but anyone can get it starting at age 9 and through age 26. It is also important to talk to your doctor about what screening tests are right for you.

Your doctor might do the following screening tests:

- Lipid panel (cholesterol test)
- Chlamydia and gonorrhea
- Hepatitis B
- HIV and syphilis

### Ages 19-39

At this age, you may visit your doctor for an annual wellness exam to discuss contraception (birth control), pregnancy, and cervical cancer screening. Your doctor will also screen for obesity, diabetes, high blood pressure, and sexually transmitted infections (STI).

A Pap test should be done every 3 years starting at age 21. The Pap test looks for signs of cervical cancer. Your doctor may recommend testing more often than every 3 years based on your medical history and risk factors. This is an important exam, even if you are not sexually active. The HPV vaccine can prevent cervical cancer. It is important to get the vaccine now if not adequately vaccinated when younger.

Your doctor might do the following screening tests:

- Lipid panel (cholesterol test)
- Chlamydia and gonorrhea (ages 24 and younger, 25 years and older if increased risk for infection)
- Hepatitis B
- HIV and syphilis (ages 15 and older)

### Ages 40-64

You may begin to experience menstrual (period) changes associated with perimenopause (fluctuating hormone levels and irregular periods) and menopause (periods have ended). It is important to talk to your doctor about these changes. You will be screened for different cancers - cervical, breast, and colorectal.

Your doctor might do the following screening tests:

- Lipid panel (cholesterol test)
- Diabetes
- Chlamydia and gonorrhea (if at increased risk for infection)
- Hepatitis B and hepatitis C
- HIV and syphilis
- Cervical cancer (ages 21-65)
- Breast cancer (every other year starting at age 40)
- Colorectal cancer (beginning at age 45)

### Ages 65+

As you get older, it is important to continue seeing your doctor each year. Your doctor will monitor your overall health and talk to you about disease prevention.

Your doctor might do the following screening tests:

- Lipid panel (cholesterol test)
- Diabetes
- Chlamydia and gonorrhea
- Hepatitis C
- HIV and syphilis
- Breast cancer
- Colorectal cancer

## Developmental Disabilities Advisory Council (DDAC) Public Forums

The Developmental Disabilities Advisory Council (DDAC) is an advisory council to the Assistant Director of the Division of Developmental Disabilities (DDD). The DDAC includes [volunteers from different groups](#). They are appointed by the Governor's Office.

The DDAC holds Public Forums and Listening Sessions to hear concerns, questions, and comments from the public. These sessions help the DDAC better advise DDD's Assistant Director on what is most important to Arizonans. Public Forums and Listening Sessions take place every other month. They are held virtually via Google Meet. DDD members, families, providers, and advocates are invited to attend. They can share their thoughts and ask questions. The schedule for 2025 is:

- [Thursday, September 18, 2025](#) · 10:00 a.m. – 11:30 a.m.
- [Thursday, November 20, 2025](#) · 6:00 p.m. – 7:30 p.m.

Visit the [DDAC online](#) or contact the DDD Customer Service Center at 1-844-770-9500, option 1 for more details about these events.

A disability-related reasonable accommodation or [language interpretation](#) may be requested for this meeting by emailing the [DDD Customer Service Center](#) or calling them at 1-844-770-9500 option 1. Requests should be made as early as possible.

## 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 | <a href="#">NAZCARE</a> | 1-888-404-5530 | 4:30pm to 10:30pm<br>Monday to Thursday<br>3:00pm to 10:30pm<br>Friday to Sunday |

| Area Covered                          | Provider                                | Phone Number   | Hours  |
|---------------------------------------|---|----------------|--|
| 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<br>Seven days per week,<br>365 days per year,<br>holidays open<br>8am - 6pm |
| Southern Arizona - All Other Counties | <a href="#">Hope, Inc</a>               | 1-844-733-9912 | 8am - 10pm<br>Seven days per week,<br>365 days per year,<br>holidays open<br>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).

### **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.