

Member Update - February 2025

Person-Centered Process Improvements

DDD continues to improve its Support Coordination Program. Using national best practices is one way to improve. DDD is seeking accreditation from the National Committee for Quality Assurance (NCQA) for Case Management for Long Term Services and Supports (CM-LTSS). NCQA is an organization focused on improving the quality of healthcare through evidence-based standards, measures, and programs.

The Division has been updating and creating policies and procedures to align with the NCQA standards. Some have already been published while others will be published later this year. Improving the quality of the needs assessment and planning processes is a key focus for these changes. These improvements will be most noticeable during person-centered planning meetings.

Support Coordination will begin training this month. Members and families will start to see changes within their meetings at the beginning of March 2025. The biggest change will be in the person-centered needs assessment. This is a complete analysis of all areas of a person's life. It identifies their strengths, needs, and interests. It is a process that reveals a person's unique layers. Completing it results in understanding the whole person, not just parts.

The changes being made to the person-centered needs assessment may result in longer planning meetings. There will be more direct questions about the person and family's needs. This will allow members to communicate their life plans. It will also identify what is important to and for them.

Living with a Chronic Illness

Chronic illnesses are conditions that last one year or more and require ongoing medical attention, limit activities of daily living, or both. Chronic illnesses include heart disease, cancer, and diabetes. According to the [Centers for Disease Control and Prevention \(CDC\)](#), 6 out of every 10 Americans has a chronic illness. Many chronic illnesses are caused by behaviors like smoking, poor nutrition, and lack of exercise.

Individuals with chronic illness should get regular care and follow the treatment plan recommended by their doctor. This includes:

- Taking medications as prescribed.
- Monitoring their health at home.
- Scheduling regular checkups with their doctor.

Exercising, not smoking, and eating healthy are great ways to manage chronic illnesses.

Eat Healthy and Improve Your Health

Good nutrition is key to staying healthy at any age. Eating healthy can:

- Keep skin, teeth, and eyes healthy.
- Support muscle function and growth.
- Boost immunity.
- Strengthen bones.
- Help the digestive system function.
- Support brain development.
- Support healthy growth.

Eating healthy can also help adults:

- Achieve and maintain a healthy weight.
- Lower risk of heart disease, type 2 diabetes, and some cancers.

Eating healthy starts with smart food choices, such as choosing fresh foods rather than processed foods. Eating more fresh fruits and vegetables is a great way to get nutrients and vitamins. Other smart choices include eating less salt and avoiding fried foods. The [American Heart Association's Healthy Eating website](#) has information about eating smart, losing weight, and improving cooking skills.

Eating healthy also impacts what you drink. According to the [Centers for Disease Control and Prevention \(CDC\)](#), sugary drinks are the leading source of added sugars in the American diet. Soda, sports drinks, energy drinks, and other sweetened drinks all contain added sugars. Drinking too much sugar can lead to health problems. They can cause weight gain, type 2 diabetes, heart disease, and cause cavities. Water and other unsweetened drinks are the best choices.

Americans with Disabilities Act (ADA) Title II

The Americans with Disabilities Act (ADA) is a federal civil rights law. It prohibits discrimination on the basis of disability. Part of this law includes ADA Title II. Title II ensures equal opportunity for individuals with disabilities in state and local government programs. DDD must comply with ADA laws when serving members and families. DDD must make sure members and their families receive reasonable ADA accommodations when needed. An accommodation is a change to a practice or an activity that gives a person the opportunity to participate in programs and services.

The Division is improving how it processes ADA Title II requests from members and families. This will result in improved service quality. All DDD staff must complete ADA training and follow policies and procedures that outline how ADA requests are addressed. Members with questions about an accommodation request should contact their Support Coordinator.

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, March 20, 2025](#) · 6:00 p.m. – 7:30 p.m.
- [Thursday, May 15, 2025](#) · 10:00 a.m. – 11:30 a.m.
- [Thursday, July 17, 2025](#) · 6:00 p.m. – 7:30 p.m.
- [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.



The poster for the 21st Annual American Indian Disability Summit features a vibrant image of a desert landscape with a large rock formation under a blue sky with scattered clouds. The text is arranged in a structured layout with various colors and fonts. At the top left, the title '21st Annual American Indian Disability Summit' is in white on a dark blue background, with 'presented by BMO' below it. To the right, the date and time 'Friday | April 11, 2025 8:30 AM - 4:00 PM' are in white on a teal background. The location 'Held at Desert Willow Conference Center' and address '4340 E. Cotton Center Blvd. Phoenix, AZ 85040' are in black on a light beige background. A teal banner states 'This event is in person.' Below this, a light beige section provides website and Facebook page information, each accompanied by a QR code. A teal banner at the bottom of the main content area says 'For more information, contact: Rosalie Perry, 602-980-0286'. The bottom of the poster features a dark blue banner with the tagline 'Gathering Native Voices to Nurture Wellness' and a row of logos for partner organizations: Ability360, Arizona Department of Economic Security, City of Phoenix Human Services Department, Arizona Work, Arizona Developmental Disabilities Planning Council, and Mercy Care. A small reference code 'RSA-1473A FLYEMG (3/1/25)' is located at the bottom right.

21st Annual American Indian Disability Summit
presented by BMO

Friday | April 11, 2025
8:30 AM - 4:00 PM

Held at
Desert Willow Conference Center
4340 E. Cotton Center Blvd.
Phoenix, AZ 85040

This event is in person.

Find more information about the 21st Annual American Indian Disability Summit on our

Website
ability360.org/american-indian-disability-summit

Facebook Page
www.facebook.com/aidisabilitysummit/

QR codes for website and Facebook page.

For more information, contact:
Rosalie Perry, 602-980-0286

"Gathering Native Voices to Nurture Wellness"

Logos for: Ability360, ARIZONA DEPARTMENT OF ECONOMIC SECURITY, CITY OF PHOENIX HUMAN SERVICES DEPARTMENT, ARIZONA WORK Innovative Workforce Solutions, ARIZONA DEVELOPMENTAL DISABILITIES PLANNING COUNCIL, and mercy care.

RSA-1473A FLYEMG (3/1/25)

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, March 6, 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 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
- Yuma County: Arizona Complete Health - Complete Care Plan, 1-866-495-6735
- Yavapai County: Arizona Complete Health - Complete Care Plan, 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.