

Member Update - July 2026

Disability Pride Month

Since 2015, July has been recognized as Disability Pride Month in the United States. This annual event celebrates disability identity and community. It recognizes disability culture. It also marks the anniversary of the Americans with Disabilities Act (ADA). The Arc of the United States has chosen The World Works Better With Us as the 2026 theme. The theme reinforces that communities work better for everyone when people with disabilities are included, respected, and supported. The [Arc's website](#) offers great ideas for celebrating Disability Pride Month.

Vendor Profiles

Since 2019, the Division's [vendor profile page](#) has provided info used to measure specific vendor metrics. Currently, the timeliness of service delivery metric is posted. This score shows how often a vendor starts a service within 7 days of being assigned to it. The metric shows the results by six-month period, October through March, and April through September. The current period is listed under the "Overall Trend" heading. All services except licensed residential settings and respite are measured. The Division is revamping the details about group home compliance. This metric will be republished soon. This tool presents data on DDD vendors. Members and families can use the data to make choices about who provides their services. The Division intends to grow this vendor profile page over the years as part of its strategic plan. This will include more data about the Division's Qualified Vendors. The goal is to help inform members and families in choosing vendors to provide services.

Cultural Competency Survey

DDD wants our staff and service providers to be respectful and responsive to you. We believe this is an important part of meeting your needs. We need your feedback about the services you currently receive. Your feedback helps us improve our services. This survey is confidential.

This survey is for all DDD members. Parents/Responsible persons can fill out the survey for DDD members. It is OK for a family member or a friend to help you fill out the survey if you need assistance. Please complete one survey per member. Complete this survey by August 7, 2026.

[Take the survey in English](#)

Managing Your Medication Refills

If you take medication every day for a long-term health condition, it is important to plan ahead so you don't run out.

Here is a simple guide on what to do and what to look out for.

Things You Should Do

- Call early: Call your pharmacy when you have 1 week of medication left. Don't wait until you are completely out.

- Update your info: Make sure the pharmacy has the right phone number for you or a parent/responsible person. If there is a problem (like the store running out of your medicine), they need a way to let you know.
- Ask for a bigger supply: If you take a medication every single day, ask your doctor or pharmacy if you can get a 90-day supply at a time, or see if they can mail it right to your house.
- Call it in yourself: DDD policy prohibits pharmacies from auto-refilling prescriptions. You or your caregiver must call them every time you need a refill.

Important Things to Know

- Check the hours: Your pharmacy may have changed its hours. Make sure they are open before you go.
- Watch out for special approvals: Some medications need a special “approval” from your insurance company. This is called a prior authorization. The insurance company will need to approve it before you can get it. This approval has its own expiration date and might require your doctor to answer some questions first.
- Know the expiration dates by checking the label:
 - Most regular prescriptions are only good for 1 year from the day the doctor wrote them.
 - Certain controlled medications (like some anxiety or sleep meds) are only good for 6 months and need a doctor’s permission to refill.
- Some medications can’t be refilled: Stronger medications, like those for pain (opioids) or ADHD, cannot be refilled at all. Every time you need more, your doctor has to write a brand-new prescription.

See the [Getting the Most From Your DDD-ALTCS Pharmacy Benefits](#) quick reference guide for more information about pharmacy benefits.

ALTCS Member Handbook

Members eligible for DDD/ALTCS can review a copy of the ALTCS Member Handbook online, [DDD-0465A - Arizona Long Term Care System \(ALTCS\) Member Handbook](#). They may also call their Support Coordinator or the DDD Customer Service Center at 1-844-770-9500, option 1, to request a printed copy at no cost.

AHCCCS HNT and ECR Rulemaking

On April 10 and April 14, AHCCCS hosted public forums on proposed rulemaking revisions. This rulemaking impacts the HCBS Needs Tool (HNT) and the Extraordinary Care Review (ECR) policy.

Timeline

- **April 2026:** Emergency Rule renewed; Regular Rule for another 180 days (through October 15, 2026) while the permanent rule is developed.
- **April 17 to May 19, 2026:** 30-day public comment period on the Regular Rule.
- **May 19, 2026:** AHCCCS hosted a public hearing on the Rule.
- **May to June 2026:** AHCCCS reviews public comments and refines Rule language.
- **June 2026 [dates TBD]:** AHCCCS to host public forums to review key policy decisions related to the HNT and ECR to support family awareness and ability to further plan.
- **July to August 2026:** Governor’s Regulatory Review Council reviews and formally approves the Rule.
- **August 2026:** Policies finalized; health plans begin readiness work.

- **Early Fall 2026:** New HNT and ECR policies go live. Families should begin planning now in case service hours change.

Proposed HNT Changes

AHCCCS is proposing to amend the age limits for some activities in the HNT from those published last year. Those differences are listed on the [AHCCCS ALTCS web page, under Assessing Care Needs for ALTCS Members](#). The table on that page compares the October 2025 HNT with the proposed revised HNT.

AHCCCS Resources for Families

- [April 14, 2026 Forum Recording](#)
- [Understanding the HNT & ECR Rulemaking Process](#)
- [AHCCCS HNT/ECR FAQs](#)
- Email PPCG@azahcccs.gov with questions

AHCCCS ABA Policy Revisions

On April 15 and 16, AHCCCS hosted public forums on proposed changes to AHCCCS Medical Policy Manual (AMPM) Chapter 320-S and Applied Behavior Analysis (ABA) services. A recording of the [member/family/stakeholder forum](#) is published on the AHCCCS website.

AHCCCS is updating the ABA policy to:

- Improve outcomes of ABA services by ensuring providers adhere to the evidence-based model of care
- Ensure unlicensed staff providing care to vulnerable members are qualified and appropriately supervised by Licensed Behavior Analysts
- Inform parent/caregiver expectations of quality ABA services to empower them to properly advocate for their children

No hard limitations on service hours are being proposed. All medically necessary services will be authorized. There are situations that will require additional documentation. These include:

- When requesting more than 25 hours of services per week. The requesting provider must explain why this service intensity is needed for the member's level of functional impairment.
- When requesting more than 15 hours of services per week for full-time students (who are in school 30-35 hours/week). The provider must explain why this time intensity is needed and how the member will have all of their needs met (including other services, time for free play, and rest) while participating in ABA.

The proposed changes to AMPM 320-S were published on the AHCCCS website. Public comment closed on June 2, 2026. AHCCCS is reviewing public comments. AHCCCS anticipates finalizing and publishing the updated policy in late Summer or early Fall 2026. Once the policy is finalized, it will be published on the [AHCCCS policy webpage](#).

AHCCCS Resources for Families

- [Autism Spectrum Disorder \(ASD\) and Applied Behavior Analysis \(ABA\) Frequently Asked Questions](#)
- [Member Resource on Applied Behavior Analysis \(ABA\) Services](#)
- [ABA Policy 320-S Updates for Families/Caregivers slide deck 4/16/2026](#)

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, August 6, 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
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 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: 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](#)
- 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.