



Member Update - June 2025

Parents as Paid Caregivers (PPCG) Service Model Update

In January 2025, the Arizona Health Care Cost Containment System (AHCCCS) and the Division of Developmental Disabilities (DDD) announced that parents utilizing the parents as paid caregivers (PPCG) service model for their minor children would not be able to provide more than 40 hours of paid care per week per child beginning July 1, 2025. This limit is a Centers for Medicare and Medicaid Services (CMS) condition for the PPCG service model to be permanent. This includes assessed hours for both Attendant Care and Habilitation. This limit applies when the minor member is assessed for more than 40 hours of service per week. **Beginning July 1, 2025, any additional assessed hours for Attendant Care or Habilitation must be completed by an alternate Direct Support Professional.**

In April 2025, the state Legislature passed [House Bill 2945](#) which Governor Hobbs signed into law on April 24, 2025. This law provided needed supplemental funding for the DDD program. It also has requirements that impact the PPCG service model. One item, which is **effective July 1, 2025, prohibits parents who are utilizing the PPCG service model from working for more than one Qualified Vendor agency.**

Other requirements in the law are being addressed through policy revisions. Revised AHCCCS policies are currently open for public comment. The [AHCCCS Member Resources webpage](#) has details on how to review the documents and submit public comments. Public comments can be submitted using the [PPCG AHCCCS Policy Public Comment Submission form](#).

DDD is also revising its policies to align with AHCCCS. These policies are available for public comment on the [Division's Policy webpage](#). Public comments for these policies can be submitted using the [PPCG DDD Policy Public Comment Submission Form](#).

Public comment for both AHCCCS and DDD policies is open until July 9, 2025.

[PPCG service model frequently asked questions](#) are available on the AHCCCS website.

Be Emergency Ready

Emergencies are unpredictable and can happen anywhere and at any time. Wildfires, severe weather, power outages, and flooding are a few examples that impact Arizonans every year. Understanding your risks and having a plan are keys to surviving an emergency. An emergency plan should account for each person's daily needs. The plan should include what to do if they are limited or unavailable.

The US Department of Homeland Security through [ready.gov](#) recommends the following for individuals with disabilities to consider when preparing for an emergency:

- Create a support network of people who can help you in a disaster.
- Tell your support network where you keep your emergency supplies. Consider giving a key to your home to a trusted member.
- Plan for accessible transportation you may need during or after the emergency.

- Register with your city and county emergency management agencies if available to receive assistance during emergencies.
- Know where more than one facility is that can help you if you need life-sustaining medical treatment.
- Ask your power provider to put you on a list for priority power restoration if you use medical equipment that requires electricity.
- Organize and protect your prescriptions, over-the-counter drugs, and vitamins.
- Wear medical alert tags or bracelets.
- Carry printed cards or store information on your devices if you have a communication disability to inform first responders and others how to communicate with you.
- Plan how you will evacuate with the devices or replace lost or destroyed equipment if you use assistive technologies.
- Plan for children and adults who may have difficulty in unfamiliar or chaotic environments.

Visit [Ready.gov](https://www.ready.gov) for more information on how to make an emergency plan.

Behavioral Health Stratified Treatment (B.E.S.T.) Study

Teenage years can be challenging for teens and their families. Behavioral Health Stratified Treatment (B.E.S.T.) is a voluntary and no-cost virtual research study for teens with intellectual and developmental disabilities. B.E.S.T. was created by mental health professionals and researchers. The program's goal is to understand if Support Coordination that includes mental health programming helps teens with disabilities feel healthier and happier. B.E.S.T. may help teens with disabilities learn coping skills to manage feeling sad or down. Eligible participants must be between 13 and 20 years old and receive Support Coordination.

Both the participant and their parent or guardian must agree to participate. Study team members will meet with the youth and parent via Zoom. They will explain the study. The study team will assess the participant to ensure they understand and can provide consent. Once completed, the survey team will enroll the youth in the program.

Study participants will answer questions about their mood and how they feel. They will be randomly assigned to one of two groups. Group A will keep getting Support Coordination like they do now. Group B will keep getting Support Coordination like they do now but will also be in a mental health program with the B.E.S.T. team. Participants will be compensated \$300 by the research team for being in the study. Partial compensation is provided each time a participant completes study questions. Compensation is paid on a reloadable credit card or as an Amazon gift card.

Study participants may experience several benefits. Youth will receive regular check-ins for depression and anxiety. They will get care referrals if symptoms emerge. Participation offers families support and a sense of purpose. This study is important because youth with intellectual and developmental disabilities are often overlooked in mental health research. This has left many families without tools or services that meet their needs. Researchers hope to better understand how to deliver whole-person care by testing how online mental health support can be integrated into care coordination. Holistic care coordination may improve both access and outcomes for youth with I/DD.

Interested participants can learn more or sign up by calling, 833-732-5778, or emailing, beststudy@uic.edu, the B.E.S.T. study team. More details are available online at beststudy.info.

Arizona Travel ID

The summer is a great time to travel. As of May 7, 2025, only the Arizona Travel ID, a U.S. passport, or other federally approved identification (ID) are accepted at [Transportation Security Administration \(TSA\) airport security checkpoints](#) for domestic travel. The Arizona Travel ID complies with the federal REAL ID Act of 2005. It is available as a driver's license or an identification card. Anyone planning to travel by air this summer should be sure they have the correct ID type. Travelers without an approved ID type will not be allowed to board their flight. Appointments to apply for an Arizona Travel ID can be made on the [Arizona Motor Vehicle Division website](#).

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, 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.

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, July 3, 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
- 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: 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.