

## Member Update - June 2026

### Upcoming Primary Election

On July 21, 2026, Arizona will hold a statewide primary election. Voters who are eligible to vote in this election must be registered to vote on or before the registration deadline, June 22, 2026.

Individuals interested in voting must be:

- A United States citizen.
- A resident of Arizona and the county listed on their registration.
- 18 years of age or older on or before the day of the next General Election (November 3, 2026).

If you want to register to vote, talk to your Support Coordinator. They can give you the forms you need to complete. If the registration is mailed via the US Postal Service, it must be postmarked by the registration deadline, June 22, 2026.

### Other Ways to Register

- Online – If you have an Arizona Driver's License and/or an Arizona ID card issued by the Motor Vehicle Division (MVD), you may register to vote using the [Service Arizona EZ Voter Registration](#).
- By Mail – Complete an [Arizona Voter Registration Form](#) or a [National Mail Voter Registration Form](#). Mail the completed form(s) to your [County Recorder's office](#).
- In-Person – Visit your local [County Recorder's Office](#) and fill out a registration form in person.

More information about voting, registering, and voting locations is available on the [Secretary of State's website](#).

### TSA Cares Program

Are you traveling this summer? If you are traveling by plane, the Transportation Security Administration (TSA) has a program called TSA Cares that may be right for you. This program provides information on airport security procedures. It is designed to help passengers with disabilities or medical conditions who need additional assistance preparing for the security screening process at the airport.

You or someone traveling with you should talk to a TSA officer if you need assistance during screening. You can tell the TSA officer of your disability or medical condition. You can also use a [TSA Notification Card](#). They will help determine the best way to complete the screening process. More details about the TSA Cares program are available on the [TSA website](#).

### 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](mailto: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](#)

## SMART Goal Tool

The Division published its 5-year Strategic Plan in August 2025. The plan is designed to guide the program for the next five years. It specifies the Division's vision and mission. The Strategic Plan includes five focus areas. The first is "Develop Support Coordination Program Excellence". In August 2025, the Division was accredited by the National Committee for Quality Assurance (NCQA) for Case Management - Long Term Services and Supports (CM-LTSS). Improving the quality of the needs assessment and planning processes was a key focus for these changes. An important part of the person-centered planning process is helping members and families create goals for things members want to accomplish. To be effective, these goals should be specific, measurable, achievable, realistic, and time-bound. That format is often called SMART.

The Division is testing a tool to help Support Coordinators structure the goals in the SMART format. This will give the team time to be creative and talk about what the member wants to learn or accomplish. A small group of Support Coordinators is doing this test. They will use this SMART Goal tool at planning meetings through July. Support Coordinators will enter an idea for a goal based on input from the member, family, and team. The tool will provide the Support Coordinator with prompts to better understand what the member wants to learn or achieve. After going through as many prompts as needed, the tool will format a SMART goal. The member can agree with the goal, further refine it, or select a new goal. The tool runs on an internal DDD network and does not require the member's name, any **protected** health information (PHI), or personally identifiable information (PII). If members, families, and Support Coordinators believe the tool is valuable at the end of the test period, the SMART Goal tool will be available to all Support Coordinators. Using the tool will be optional to support the creation of meaningful goals that are important to members and families. This is one example of the kind of tool the Division believes will allow it to better support members and families. Similar tools will be adopted in the future as part of its Strategic Plan system-wide objective centered around technological innovation.

## 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 2, 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	<a href="#">NAZCARE</a>	1-888-404-5530	4:30pm to 10:30pm Monday to Thursday 3:00pm to 10:30pm Friday to Sunday
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 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	<a href="#">Hope, Inc</a>	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](mailto:dddfwa@azdes.gov)
- Sending a letter 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](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.

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.