

Member Update - March 2026

Revised AHCCCS Policies and Exhibits Regarding the HCBS Needs Tool (HNT)

AHCCCS told the Division of Developmental Disabilities (DDD) to implement new policies about the Home and Community Based Services (HCBS) Needs Tool (HNT), starting October 1, 2025. The HNT is used to assess the needs of children for direct care and habilitation services.

On October 16, 2025, the Governor's Office and AHCCCS directed DDD to pause the use of the HNT after hearing concerns from families. AHCCCS revised the following policies and exhibits. They were open for expedited public comment through November 24, 2025.

- 1620-17A: HCBS Needs Tool (revised)
- 1620-17B: HNT Guidance for Child Tool (revised)
- 1620-17C: HNT Guidance for Adult Tool (revised)
- ACOM 450: ALTCS Extraordinary Care Review Process for Minor Members.

AHCCCS made some clinical changes to the HNT. It outlined these changes through emergency rulemaking. The changes include new tasks that can be assessed for children with complex needs. They also added a new process called Extraordinary Care Review for children under the age of 18. Details about the changes can be found on the [AHCCCS Member Resources web page](#) in the ALTCS Policy Updates section.

The Division is creating a new Division Operations Policy specific to the Extraordinary Care Review process. "Extraordinary Care Review" or "ECR" refers to a review process available to each member under the age of 18 who disagrees with the number of assessed hours for Direct Care Services, Habilitation Service, or both as a result of the age limitations in the HNT. More details about the ECR will be shared when the process is further developed.

Strategic Plan Update

The Division published a [5-year Strategic Plan](#) in August 2025. The plan is a guide for the next five years. It includes focus areas, goals, and objectives that align with the Division's vision and mission. They focus on program improvement and member success. In February 2026, the Division published a quarterly update. This update has information about the Division's progress in each focus area. The Division will continue to publish quarterly updates to share its progress. Members and families with questions can submit them using the [Strategic Plan Comment or Question form](#).

Member Housing Opportunities

DDD has affordable [member housing opportunities](#) available to members who qualify. Qualified members need to:

- Be eligible for DDD. Some programs are only available to members who are Arizona Long Term Care System (ALTCS) eligible.

- Be between the ages of 18-62.
- Have a current Person-Centered Service Plan (PCSP).
- Meet financial eligibility and Housing and Urban Development (HUD) requirements.

Members can contact their Support Coordinator for more details and to be referred for these opportunities. Referral for these programs requires Planning Team agreement. Members can also contact the [DDD Customer Service Center](#) at 1-844-770-9500 option 1 and ask to speak with a Housing Coordinator. Questions can also be emailed to the [Affordable Housing Unit](#).

AHCCCS Housing and Health Opportunities (H2O)

Some members may be eligible for the [AHCCCS Housing and Health Opportunities \(H2O\) Program](#). The goal of H2O is to help individuals on AHCCCS who are homeless or at risk of becoming homeless. The Division often meets with Solari, the H2O Program Administrator. We work together to identify eligible members. The Division brings them together with their planning teams and H2O Providers. This helps everyone work as a team to ensure members get the services they need.

More information about housing can be found on pages 35-37 in the [DDD ALTCS Member Handbook](#).

Type I Diabetes

Type I diabetes is thought to be caused by an autoimmune reaction. This causes the body to attack itself by mistake. It destroys the cells in the pancreas that make insulin. This process can go on for months or years before any symptoms appear. Your pancreas does not make insulin or makes very little insulin if you have type 1 diabetes. Insulin helps blood sugar enter the cells in your body to be used as energy. Without insulin, blood sugar can't enter cells, so it builds up in the bloodstream. High blood sugar is damaging to the body. Diet and lifestyle habits do not cause type 1 diabetes. Type 1 diabetes often develops in children, teens, and young adults, but it can happen at any age.

Type 1 diabetes can be managed by living a healthy lifestyle and managing blood sugar. Family history and age are risk factors for getting type 1 diabetes.

Type 1 diabetes symptoms include:

- Nausea
- Vomiting
- Stomach pains
- Urinating (pee) a lot, often at night
- Excessive thirst or feeling extremely thirsty all the time
- Weight loss without taking steps to decrease caloric intake to try to lose weight
- Excess hunger or feeling extremely hungry all the time
- Blurry vision
- Numb or tingling hands or feet
- Feeling very tired
- Having very dry skin
- Body sores that heal slowly
- Increase in infections

Your doctor can do a test to determine if you have type 1 diabetes. Talk with a doctor to learn about the signs and symptoms. They can also give advice on how to treat them.

If you have type 1 diabetes, you will need to take insulin shots or wear an insulin pump every day. Your doctor will work with you to determine the best type and dosage of insulin. You will need to do regular

blood sugar checks. Keeping your blood sugar levels as close to target as possible will help you prevent or delay diabetes-related complications. Visit the [Centers for Disease Control and Prevention \(CDC\)](#) to learn more about type 1 diabetes.

April Is Sexual Assault Awareness Month

Sexual assault is sexual activity that is unwanted or not freely given. According to [DisabilityJustice.org](#), people with disabilities are sexually assaulted at nearly three times the rate of people without disabilities. This includes approximately 80% of women and 30% of men with developmental disabilities reporting they have been sexually assaulted. According to the Centers for Disease Control and Prevention (CDC), sexual violence is usually caused by someone the survivor knows, like a friend, current or former intimate partner, coworker, caregiver, neighbor, or family member. Sexual violence can occur in person, online, or through technology.

According to the [Rape, Abuse & Incest National Network \(RAINN\)](#), sexual assault can have lasting effects on the survivor including:

- Depression
- Dissociation
- Eating Disorders
- Flashbacks
- Panic Attacks
- Post-Traumatic Stress Disorder
- Repressed Memories
- Self-Harm
- Sleep Disorders
- Substance Abuse
- Suicidal Thoughts

Talking about or reporting sexual assault can be difficult for the survivor. All sexual assault survivors deserve respect and support. Sexual assault survivors can report sexual assault to their local police. The National Sexual Assault Hotline, 1-800-656-4673, offers confidential support 24 hours a day, 7 days a week. Survivors can also chat with [RAINN online](#).

People who suspect an individual is sexually assaulting a child or vulnerable adult should report their concern.

- For Children Under 18 Years of Age call the Arizona Department of Child Safety at 1-888-SOS-CHILD (1-888-767-2445).
- For Adults Over 18 Years of Age call Adult Protective Services (APS) at 1-877-SOS-ADULT (1-877-767-2385) or file a report on the [APS website](#).

The National Parks and Federal Recreational Lands Access Pass

As winter turns to spring, it is a great time to get outside and enjoy nature. There are many great places across Arizona to enjoy the outdoors, including National Parks. The National Parks and Federal Recreational Lands Access Pass is available free for US citizens or residents with permanent disabilities. The Access Pass is a lifetime pass that provides admission to more than 2,000 federal recreation sites managed by the [Forest Service](#), the [National Park Service](#), the [Fish and Wildlife Service](#), the [Bureau of Land Management](#), the [U.S. Army Corps of Engineers \(USACE\)](#), and the [Bureau of Reclamation](#). In Arizona, these include:

- National Parks: Grand Canyon, Petrified Forest, and Saguaro.
- National Monuments: Canyon de Chelly, Casa Grande Ruins, Chiricahua, Montezuma Castle, Navajo, Organ Pipe Cactus, Pipe Spring, Sunset Crater Volcano, Tonto, Tuzigoot, Walnut Canyon, and Wupatki.
- National Recreation Areas: Lake Mead and Glen Canyon (including Lake Powell).
- National Forests: Sites within Apache-Sitgreaves, Coconino, Coronado, Kaibab, Prescott, and Tonto National Forests

The Access Pass admits the pass owner and passengers in a non-commercial vehicle at per-vehicle fee areas. The Access Pass admits the pass owner and 3 adults to areas that charge per-person fees. The applicant must pay a processing and handling fee totaling \$12.50 when applying. More details about applying for the Access Pass and its benefits can be found on the [National Park Service website](#). This is a great opportunity to get outside and enjoy Arizona.

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, April 2, 2026.** 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

Area Covered	Provider	Phone Number	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 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
- 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.