



## Member Update - May 2025

### Proposed Planning Meeting Changes

Support Coordinators now complete in-person meetings every 90 days for most members who are ALTCS-eligible. The full person-centered service plan (PCSP) is completed at each meeting.

**AHCCCS has proposed policy revisions. They are now open for public comment.** They include proposed changes to the above planning meeting process. The proposed policy revisions include an annual full PCSP completion with three PCSP reviews. The proposed revisions would also allow for two of the review meetings to be virtual. Virtual meetings must have both audio and visual capabilities.

1. Support Coordinators would hold a full in-person PCSP meeting once per year in the member's home.
2. The member's PCSP would be reviewed at the first 90-day Planning Review Meeting. Most members could choose to hold this meeting virtually. It could also be held at a service location.
3. The member's PCSP would be reviewed at the second 90-day Planning Review Meeting. This meeting would be in person at the member's home.
4. The member's PCSP would be reviewed at the third 90-day Planning Review Meeting. Most members could choose to hold this meeting virtually. It could also be held at a service location.

These revisions would not allow for two virtual meetings in a row. Options would still exist to update the PCSP more often if requested or needed.

**All PCSPs and PCSP Reviews would continue to be held in person with no virtual option for:**

- Members on a 180-day review cycle.
- Members using the Parents as Paid Caregiver (PPCG) service model.
- Members using the Spouses as Paid Caregivers service model.
- Members using the Independent Provider service model.
- Members without access to the internet or if it costs minutes on their phones.

Revised policies are currently open for public comment on both the [AHCCCS policy public comment website](#). The [AHCCCS Member Resources webpage](#) has more details about how to submit public comment. Public comment for these policies can be submitted using the [PPCG AHCCCS Policy Public Comment form](#). DDD is revising its policies to align with AHCCCS. Those policies will be available for public comment in June on the [Division's Policy webpage](#).

### Parents as Paid Caregivers (PPCG) Program Update

In February 2024, CMS approved the request to make the Parents as Paid Caregivers (PPCG) service model permanent with some conditions. One of those conditions is a 40-hour per week per child service model limit for parents. This includes assessed hours for both Attendant Care and Habilitation. This limit applies when the 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.**

This condition applies to a member's "legally responsible parent." AHCCCS defines a "legally responsible parent" as "Parents who have formal physical and/or legal custody of their minor child including guardians of minor children." Below are a few common examples to provide clarity to this requirement.

- A child with two parents. The hours of the two parents combined cannot exceed 40 hours of total paid care in a given week.
- Two children with a parent. The parent may provide up to 40 hours of paid care per child, per week. The total amount of paid care cannot exceed 80 hours of paid care in a given week for both children.
- A child's parents are divorced or separated and the child lives with both during the week. The hours of the two parents, combined, cannot exceed 40 hours of paid care in a given week.
- A child with a parent and step-parent. The parent may provide up to 40 hours per child, per week. The weekly service model limitation does not apply to step-parents unless they have legally adopted the child.

Parents using the PPCG service model cannot exceed 40 hours of paid care in a given week. Parents are not permitted to work for more than one agency. It is also important to remember that paid caregivers can only provide 16 hours of paid care in a 24-hour period. This applies to all caregivers providing all services. It is not specific to parents in the PPCG service model.

Revised policies are currently open for public comment on the [AHCCCS policy public comment website](#). The [AHCCCS Member Resources webpage](#) has more details about how to submit public comment. Public comment for these policies can be submitted using the [PPCG AHCCCS Policy Public Comment form](#). DDD is revising its policies to align with AHCCCS. Those policies will be available for public comment in June on the [Division's Policy webpage](#).

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

## **Diabetic Complications- Heart Disease**

When diabetes is not controlled there can be complications that are unhealthy for your body. The complications can be severe and life-threatening. One complication is heart disease. There is a high risk of heart attack, stroke, and heart failure when blood glucose levels are constantly high. Chest pain, shortness of breath, swelling of the ankles and feet, and feeling tired may be signs of heart disease. Talk to your doctor if you have any of these symptoms.

Managing your glucose level can reduce the risk of developing heart disease. A healthy diet with fruits and vegetables, and regular exercise can help control glucose.

American Diabetes Association: <https://diabetes.org/about-diabetes/complications/cardiovascular-disease>

## Language Support Available for Members with Limited English Proficiency

DDD helps people with Limited English Proficiency (LEP) get services in their preferred language. DDD staff know how to get an interpreter if someone needs one. Interpreters help people who speak different languages understand each other. They can be used over the phone, in person, or by Video Remote Interpretation (VRI):

- Over the phone: An interpreter joins the meeting by phone. This can be used for spoken languages.
- In-person: An interpreter is in the same room during the meeting. This can be used for spoken languages. This can also be used for people who are deaf or hard of hearing, who may need American Sign Language (ASL).
- VRI: An interpreter joins the meeting by video. VRI can be used for both spoken languages and ASL.

DDD has Spanish and ASL interpreters available for meetings like Town Halls. DDD also secures Communication Access Realtime Translation (CART) services for these meetings.

- CART: This is live captioning with an interpreter. They type the spoken words as they are being said.

Members who need language support should contact their Support Coordinator or the DDD Customer Service Center. The Customer Service Center is available by phone, 1-844-770-9500 option 1, or email, [DDDCustomerServiceCenter@azdes.gov](mailto:DDDCustomerServiceCenter@azdes.gov).

## Temperatures Are Rising

The temperatures across Arizona will continue to rise as spring turns to summer. Being in the heat for extended periods can be harmful to your health. Over 4000 people visit Arizona emergency rooms every year due to heat-related illnesses. Follow these steps to help prevent heat-related illness:

1. Stay cool
  - a. Stay in air-conditioned spaces if possible
  - b. Do outdoor activities early in the day
  - c. Take regular breaks if doing physical activities
  - d. Dress in lightweight, light-colored clothes and use sunscreen
2. Stay hydrated
  - a. Drink plenty of water
  - b. Avoid alcohol, caffeine, and sugary drinks
  - c. Eat foods with high water content
3. Stay informed
  - a. Monitor those at high risk
  - b. Check the weather daily
4. Be SunWise
  - a. Wear sunscreen
  - b. Wear sunglasses
  - c. Seek shade
  - d. Wear a wide-brimmed hat

Learn more about heat-related illness from the [Arizona Department of Health Services](#).

## National Core Indicators (NCI) Update

[National Core Indicators - Intellectual and Developmental Disabilities \(NCI-IDD\)](#) is a joint effort between the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute (HSRI). NCI uses a series of [surveys and in-person interviews](#) to measure member satisfaction and the efficacy of DDD programs and services.

Vital Research LLC (Vital) is the National Core Indicator-IDD (NCI-IDD) Surveys vendor. Visit the [Arizona NCI Project website](#) for more information. Vital is contacting members, families, vendors, and Support Coordinators to schedule In-Person Survey (IPS) interviews. Selected members are encouraged to participate. Their responses are anonymous and help improve Division services.

The Family Guardian Survey (FGS), Adult Family Survey (AFS), and Child Family Survey (CFS) have been mailed to selected families. They can be completed online or on paper. All Family Surveys are anonymous. The letter includes the steps to complete the survey and a postage-paid envelope to return the survey. The Family Surveys can also be completed online. The letter includes a unique survey code for the 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, June 5, 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	<a href="#">NAZCARE</a>	1-888-404-5530	4:30pm to 10:30pm Seven days per week
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 - 10pm Seven days per week, 365 days per year, holidays open 8am - 6pm
Southern Arizona - All Other Counties	<a href="#">Hope, Inc</a>	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 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: 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](mailto: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](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.

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.