

Member Update - November 2025

Assessment Guidance Update

On April 24, 2025, House Bill 2945 (HB 2945) became law. AHCCCS and DES/DDD revised policies to align with the law. The law also required AHCCCS to develop a strengthened standardized assessment tool. DDD Support Coordinators use this tool when assessing for Attendant Care and Habilitation. On October 1, 2025, Support Coordinators began using the new HCBS Needs Tool (HNT) at member planning meetings. On [Thursday, October 16, 2025, the Governor announced](#) that AHCCCS would do emergency rulemaking. This process included changes to the HNT and created a new process called Extraordinary Care Review for children under the age of 18.

On October 16, 2025, AHCCCS guidance stated that members under age 18:

- Would not be assessed for Attendant Care and Habilitation until the HNT was revised
- Would have their hours reinstated to match the last HCBS Needs Assessment tool completed prior to October 1, 2025
- Would be authorized for any additional assessed hours resulting from the use of the October 1 HNT

An [email](#) was sent to members and families with this information on October 16, 2025.

On October 29, 2025, AHCCCS provided updated guidance for all DDD members under age 18. This guidance stated:

- Assessments completed using the HNT after October 1, 2025, are considered invalid.
- Additional hours assessed using the October 1, 2025, HNT may not be authorized. DDD must reinstate authorizations. Members will receive the direct care services (attendant care) and habilitation hours they received prior to October 1, 2025.
- DDD Support Coordinators must use the HNT in place prior to October 1, 2025:
 - When a Health Care Decision Maker requests to maintain the hours assessed from the 10/1 version of the HNT.
 - To reassess members under age 18 who were assessed for the first time using the invalid HNT after October 1, 2025.
 - When they identify members under age 18 who are newly eligible for ALTCS.
 - When the member has had a significant change in their condition.
 - When the health care decision maker requests an updated assessment.

All assessed hours for members under age 18 are subject to change once AHCCCS revises its HNT assessment policies and implements an updated HNT.

Support Coordinators will explain the Extraordinary Care Review process and how to ask for an exception once AHCCCS publishes its updated policies. Extraordinary Care Review is for minor members who need more direct care or habilitation service hours than the HNT shows, based on the age limits and number of hours documented.

The Division will provide additional information about the new HNT and the Extraordinary Care Review process when more details are available. More information can be found in the [AHCCCS Emergency Rule and Policy FAQ](#).

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.

See Your Doctor At Least Annually

It is important to see your doctor at least once a year, even if you feel good. An annual wellness check has many benefits, including:

- Early disease detection
- Preventative care, including vaccinations and screenings
- Overall health assessment
- Review and manage medications

This visit is especially helpful if you have a chronic health condition. Seeing your doctor allows them to monitor changes in your condition so it can be treated properly.

Call your doctor to schedule an appointment. If you need transportation, your health plan may be able to help. Call the Member Services number on your health plan ID card and ask about getting a ride to your appointment.

Source: <https://www.cdc.gov/chronic-disease/prevention/preventive-care.html>

Get A Flu Shot

It is the beginning of flu season in Arizona. The flu is a contagious respiratory illness. It is caused by influenza viruses that infect the nose, throat, and sometimes the lungs. It can cause mild to severe illness, and at times can lead to death. Anyone can get the flu. Serious problems related to the flu can happen at any age. Some people are at high risk of serious flu-related complications if they get it.

People who have the flu often feel some or all of these symptoms:

- Fever or feeling feverish/chills
- Cough
- Sore throat
- Runny or stuffy nose
- Muscle or body aches
- Headaches
- Fatigue (tiredness)
- Vomiting and diarrhea (this is more common in children than adults)

The best way to prevent the flu is to get the flu vaccine. The flu vaccine (or flu shot) has been shown to reduce flu-related illnesses and the risk of serious flu complications. You can also do the following to help slow the spread of germs:

- Stay away from people who are sick.
- Cover your coughs and sneezes.

- Wash your hands often.

You can also call your DDD Health Plan or the DDD Tribal Health Program for more information about where to get a flu shot.

- Mercy Care: 1-800-624-3879
- UnitedHealthcare Community Plan: 1-800-348-4058
- DDD Tribal Health Program: 1-844-770-9500 ext. 7 (TTY/TDD 711)

Quit Tobacco

One of the most important ways you can improve your health is to stop smoking. You can get help with quitting. Talk to your doctor. The Arizona Smokers' Helpline (ASHLine) can also help you with quitting. ASHLine can give you information about programs and services. ASHLine Quit Coaching is a free smoking cessation program that helps people quit any kind of tobacco. A Quit Coach helps and encourages you through every stage of quitting. You can call ASHLine at 1-800-556-6222 (TTY/TDD 711) or visit <https://www.azdhs.gov/ashline/>.

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, January 8, 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 - 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>

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.