

Member Update - October 2025

Assessment Changes Update

On April 24, 2025, House Bill 2945 (HB2945) became a 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 is going through emergency rulemaking. This process will include changes to the HNT and create a new process called Extraordinary Care Review for children under the age of 18.

What This Means for You

If you have already had your HNT assessment on or after October 1, 2025, you will be assessed again with the updated tool at your next scheduled planning meeting. .

- If your assessment showed a reduction in hours, your hours won't change until you are reassessed using the updated tool. Your hours will go back to what they were before the assessment that occurred on or after October 1, 2025.
- If you were approved for extra hours, those hours will be authorized.

If you are scheduled to be assessed before AHCCCS updates its policies:

- AHCCCS is pausing all HNT assessments until the relevant AHCCCS policies are finalized.
- Your current service hours will be maintained until you are assessed with the updated tool.
- If you have a quarterly visit already scheduled, it will still happen to review your Person-Centered Service Plan (PCSP) and any changes since your last visit.

Once the new HNT is ready, more details will be shared that explain the process to ask for an exception if you meet the requirements. Extraordinary Care Review is for members who need more Attendant 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 tool and the Extraordinary Care Review process when more details are available. For now, more information can be found in the [AHCCCS Emergency Rule and Policy FAQ](#).

Planning Meeting Requirement Updates

Members eligible for the Arizona Long Term Care System (ALTCS) will complete one full person-centered service plan (PCSP) with their Support Coordinator and team each year. They will review the member's PCSP at the three other 90-day Planning Review meetings. Most members can choose to hold the second and fourth review meetings virtually. Virtual meetings must have both audio and visual capabilities.

1. Support Coordinators will hold a full in-person PCSP meeting once per year in the member's

home.

2. The member's PCSP will be reviewed at the first 90-day Planning Meeting Review. Most members can choose to hold this meeting virtually. It can also be held at a service location.
3. The member's PCSP will be reviewed at the second 90-day Planning Meeting Review. This meeting will be in person at the member's home.
4. The member's PCSP will be reviewed at the third 90-day Planning Meeting Review. Most members can choose to hold this meeting virtually. It can also be held at a service location.

The member can still request to have their PCSP updated more often if needed.

All PCSPs and PCSP Reviews will 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 Spouse as Paid Caregivers service model.
- Members living in licensed residential settings.
- Members using the Independent Provider service model.
- Members without access to the internet or if it costs minutes on their phones.

October is National Disability Employment Awareness Month

A good work environment can improve the lives of everyone who wants to work, including individuals supported by the Division. Several programs can help DDD members work if they choose, without losing their benefits.

Arizona - Employment First State

Employment First is a national movement that promotes all people with disabilities working with the right help, information, and support. An Executive Order signed in 2017 said, "Every Arizonan should have the opportunity to participate in the workforce, including those who have disabilities."

AHCCCS Freedom to Work

The AHCCCS Freedom to Work program offers low-cost health insurance to qualified individuals who are working and have a disability. This program may be a good option for DDD members who want to work and keep their medical benefits.

Learn more about the program, including eligibility, by visiting the [AHCCCS Freedom to Work webpage](#).

Vocational Rehabilitation (VR)

Vocational Rehabilitation (VR) is a Department of Economic Security program. It provides a variety of services to individuals with disabilities to help them prepare for, enter into, and retain a job.

DDD and VR work closely together to help people get a job that is right for them. DDD talks with individuals about their work goals and provides information to them and their families. VR determines if the individual is eligible for VR services and provides staff who help find jobs for individuals with developmental disabilities. Both DDD and VR attend planning meetings for job-related activities and help individuals find jobs near where they live.

Learn more about how [VR and DDD work together](#) to help DDD members find work. You can also visit the [Vocational Rehabilitation website](#).

DDD Employment Services

DDD offers employment services for individuals who are eligible for the Arizona Long-Term Care System (ALTCS).

1. Group-supported employment - work in groups to learn new skills for finding competitive jobs
2. Pathways to employment - helps members to learn needed skills, work with others, and try different jobs to see what is best for them
3. Center-based employment - partner with a job coach to learn skills for employment in the community
4. Individual-supported employment - find and keep a job in your community with the right supports
5. Employment support aide - for use by individuals who work in Group Supported Employment or Individual Supported Employment
6. Transportation services - get rides to and from DDD employment services

Visit the [Member Employment Services webpage](#) or call your Support Coordinator for more information on these programs.

Department of Public Safety's SAFE Alert Program

The Arizona State Legislature passed a law in the recent legislative session that established the Seek and Find Alert or SAFE Alert program. This law renames the Silver Alert to the SAFE Alert, expanding eligibility to include a wider range of missing persons. The new law prohibits the denial or delay of issuing an alert when certain criteria are met. It also requires law enforcement agencies to conduct biannual training on SAFE Alert notifications.

The SAFE Alert Program provides immediate, wide-reaching notifications to the public when an individual who meets specific criteria goes missing. Its purpose is to promote communication, quick information sharing, and support the safe and timely recovery of missing individuals. The [Department of Public Safety's SAFE Alert website](#) has additional details.

Halloween Reminders

Halloween, October 31, 2025 is a holiday many children and adults love. Wearing a costume and trick-or-treating can be a lot of fun. Having a plan and being safe are important to enjoying the day.

Candy

Eating candy and other sweets can be bad for your teeth and overall health. [The American Dental Association \(ADA\)](#) has 7 tips to enjoy Halloween.

- Enjoy Halloween treats with meals
- Don't snack on sugar
- Skip sticky or sour candies
- A little chocolate is fine
- Don't keep a big stash of candy on hand
- Chew sugar-free gum with the ADA Seal
- Choose fun giveaways that aren't candy

Safety

Choose your costume with care:

- Wear reflective tape or bright colors so cars and other people can see you.
- Do not wear a mask that keeps you from seeing properly.
- Test any makeup on a small part of your skin first to make sure it will not irritate you.

Trick or treating

- Always trick-or-treat with an adult or friends you trust.
- Plan your route so your parents and friends know where you are going.
- Return home at an agreed-upon time.
- Never go into a stranger's house or car.
- Do not eat any candy until you get home and can inspect it for safety.
- Bring a flashlight to light your way.
- Walk on the sidewalk and look both ways for traffic before crossing a street.

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, 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, November 6, 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 Monday to Thursday 3:00pm to 10:30pm Friday to Sunday
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>

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.