



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

OIFA MEMBER NEWSLETTER - APRIL 2020

DDD's top goal is the health and safety of members, families, and the workers in our system that support them. The Division continues to work to make sure the right measures are in place. The Division is also making sure members continue to get their needed services in a safe manner.

The best way for members, families and providers to see the newest information is to visit the DDD COVID-19 Actions site: https://bit.ly/DDD_COVID19Actions

Telehealth Approved for Services

Members can now receive in-person support for essential job functions during the COVID-19 pandemic. They can also receive telehealth services (video and/ or telephone delivery) for employment and other habilitative services. Contact your DDD Support Coordinator or DDD Customer Services at 1-844- 770-9500, option 1, for more information.

You may also visit: https://bit.ly/DDD_COVID19Actions

DDD Town Hall Meetings

DDD is hosting frequent Virtual Town Hall meetings. They are held every Thursday during the COVID-19 pandemic. DDD will present details about the plans and actions it is taking to support the health and safety of members, families, and workers in its system during the COVID-19 pandemic.

Upcoming meetings include:

Date: April 30, 2020

Time: 6:00 p.m. to 8:00 p.m.

Website: https://bit.ly/COVID_Townhall

Meeting number (access code): 282 179 098

Meeting password: DDD1

Join by phone: +1-602-666-0783 United States Toll (Phoenix) or +1-415-655-0003 US Toll

Family Members May Become Paid Direct Care Workers

DDD will briefly allow family members who qualify, to become a Direct Care Worker (DCW). This means a parent, stepparent, or other legally responsible person ("parent") can provide paid care to members who are children. Parents can briefly be hired by a Qualified Vendor Agency (QVA) to be a Direct Care Worker (DCW) for their child.

DDD Support Coordinators are contacting families and making sure they have the services they need. A parent can also contact their child's DDD Support Coordinator to ask for the support they



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need. When services are assessed and added to a child's planning document, the team members involved should decide who can best provide the service.

To learn more, visit: https://bit.ly/DDD_COVID19Actions

Increase in Respite

DDD is working closely with the Arizona Health Care Cost Containment System (AHCCCS) to reduce exposure and protect the health and safety of members and vendors.

AHCCCS raised the current limit for respite hours from 600 to 720 hours per benefit year. The benefit year runs from October 1, 2019 through September 30, 2020. DDD Support Coordinators will help members and families assess if there is a need for more respite. They will also notify a vendor and confirm availability before raising the service approval. The additional hours will end September 30, 2020 and will go back to the 600 hours on October 1, 2020.

Virtual Planning Meetings

DDD Support Coordinators are doing their 90-day planning meetings virtually through video meetings or phone calls. The change of the meeting format follows AHCCCS guidance for virtual visit. The virtual visits allow staff to support the member while following CDC and ADHS guidelines on social distancing.

Complete the Census

The Census plays an important role in deciding the amount of federal funding Arizona receives. It is important that everyone completes it. This will help Arizona provide services needed for its population. Make sure your voice is heard. Complete the Census at <https://azcensus2020.gov/>

Like DDD On Facebook

Like DDD on Facebook, [@OfficialArizonaDDD](https://www.facebook.com/OfficialArizonaDDD), and stay connected to the latest news and events.

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.