

Sent on behalf of



Parents as Paid Caregivers: Revised Policies and Joint Agency Forum

AHCCCS and DES/DDD will soon release the final versions of the policies and exhibits that were posted for public comment earlier this summer. A complete list of these documents is provided in the table below.

Many of the revised policies relate to the Parents as Paid Caregiver (PPCG) service model, which applies specifically to parents who provide paid care to their minor children. These updates reflect changes required by House Bill 2945, which became law in April 2025, as well as commitments made to the Centers for Medicare & Medicaid Services (CMS) through Arizona's 1115 Waiver proposal. These conditions were necessary to make the PPCG service model permanent.

Additionally, some of the revised policies affect how Person-Centered Service Plan (PCSP) meetings are conducted and modify supervision requirements for direct care workers employed by service provider agencies. These policy changes also incorporate feedback received from stakeholders during the public comment period from July through September 2025.

AHCCCS and DES/DDD will cohost public forums to provide interested stakeholders with an overview of the final policies and exhibits. Two public forums will be held on:

- Thursday, September 4, 2025, from 10:30 a.m. to 12:00 p.m.
[Register to attend with Zoom](#)
- Thursday, September 4, 2025, from 6:00 p.m. to 7:30 p.m.
[Register to attend with Zoom](#)

AHCCCS Policy	Title	DDD Policy	Title
1620-B	Needs Assessment Care Planning Standards	1620-B	Person-Centered Needs Assessment and Service Planning Standards
1620-D	Placement and Service Planning Standards	1620-D	Person-Centered Service Planning Standards
1620-E	Service Plan Monitoring and Reassessment Standards	1620-E	Service Plan Monitoring and Reassessment Standards

AHCCCS Policy	Title	DDD Policy	Title
1620-10	Person Centered Service Plan (exhibit)	-	-
1620-17	HCBS Needs Tool Instructions (exhibit)	-	-
1620-17	HCBS Needs Tool (exhibit)	-	-
1620-24	HCBS Scheduling Tool (exhibit)	-	-
1240-A	Direct Care Services	1240-A	Attendant Care and Homemaker (Direct Care Services)
1240-A	Service Delivery Monitoring and Supervisory Visit Documentation Form (attachment)	-	-
1240-E	Habilitation	1240-E	Habilitation Services and Day Services
1620-21	Minor Caregiver Options: Discussion Guide and Decision Roadmap (exhibit)	-	-
1620-22	Parents as Paid Caregiver Service Model Option Acknowledgement of Understanding (exhibit)	-	-
-	-	3001	Family Members as Paid Providers

As a result of these cohosted forums, the monthly DDD public town hall on Thursday, September 4, 2025, at 6:00 p.m. has been canceled. **The next normal monthly DDD public town hall will take place on Thursday, October 2, 2025, at 6:00 p.m.**

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.

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.