



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

MEMBER AUGMENTATIVE AND ALTERNATIVE COMMUNICATION DEVICES

Target Audience - Qualified Vendors and Providers

Transmittal Date - 06/08/2022

Communication is a critical component of any person-centered service approach. Augmentative and Alternative Communication (AAC) devices allow members who are non-verbal or have limited language proficiency to communicate their wants and needs. These medically necessary devices are also their only method of communicating with their families and service providers. Members who utilize an AAC should under no circumstances ever be denied access to the device no matter what type of device it is. Denying member access to their AAC violates their rights under the Americans with Disabilities Act, is prohibited under Arizona Administrative Code, and violates Division policy. Qualified Vendors should ensure their staff understand their policies and address any issues related to AAC devices with the member's planning team.