



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Division of Developmental Disabilities (DDD)

Announcement

On June 29, 2020, the Arizona Department of Economic Security Division of Developmental Disabilities (“Division” or “DDD”) issued a [public comment notice](#) regarding the Augmentative & Alternative Communications (AAC) benefit. In the notice, DDD described its proposal to transfer the administration of the AAC benefit currently administered by DDD to DDD’s sub-contracted DDD Health Plans, Mercy Care and UnitedHealthcare Community Plan, effective October 1, 2020.

The Division has closely reviewed the comments received from members, providers, and stakeholders. As a result, the decision has been made to implement the transition of the benefit to the DDD Health Plans on January 1, 2021. A [webpage on the DDD website](#) has been established that will provide information about the management of the AAC benefit and ongoing updates about the transition.

The Division also received a number of other comments that included questions about what specific aspects of the transition will look like in addition to comments received about the timeline. An expanded Frequently Asked Questions section will be added to the AAC website the week of August 18, 2020 that will answer many of these questions. The website will be updated on an ongoing basis as new questions are received and additional information is ready to share. We encourage you to [sign up](#) so that you can receive notifications via email as updates are added to the website.

On Thursday, August 13, 2020, from 6:00 p.m. to 8:00 p.m. DDD will be holding its next bi-weekly virtual Town Hall and will set aside time on the agenda to present information about the transition and answer any questions from the public. The Town Hall can be accessed online or by telephone:

- Join online:
<https://azgov.webex.com/azgov/j.php?MTID=m19c77e0d3e95d7a4bb7240a3229bb52c>
- Join by phone: 1-404-397-1516
- Meeting number: 133 023 7148
- Meeting password: DDD-c19

DDD looks forward to working in coordination with members, families, providers, and the DDD Health Plans to ensure a smooth transition. The Division is confident that this transition will