



# DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*

## DIVISION OF DEVELOPMENTAL DISABILITIES

### Member Update - June 2019

#### DDD Health Plan Update

DDD Health Plan open enrollment begins June 14, 2019 at 8:00 a.m. and ends July 15, 2019 at 5:00 p.m. for members that were DDD and Arizona Long Term Care System (ALTCS) eligible prior to April 2019. Members should have received a letter from DDD at the start of June with information about the DDD Health Plan options that will be effective October 1, 2019. Visit <https://des.az.gov/ddd-health-plans-info> to get contact information for Mercy Care and UnitedHealthcare Community Plan including their member services phone numbers and provider directories.

Members should choose their new DDD Health Plan and contact DDD before 5:00 p.m. on July 15, 2019, by:

- Calling DDD Member Services at 1-844-770-9500 ext. 7;
- Calling the DDD Customer Service Center at 1-844-770-9500 ext. 1;
- Telling their Support Coordinator their choice;
- Mailing their choice to DDD at:

DDD Health Care Services  
Attn: Member Services  
3443 North Central Avenue Suite 600  
Phoenix, AZ 85005

Open enrollment for members that became DDD and ALTCS eligible after April 2019, will start October 1, 2019 and end October 30, 2019.

#### Your Privacy is Important

Member privacy is important and is something DDD takes seriously. If you feel that your Protected Health Information (PHI) or other personal details have been misused, use [our online reporting form](#) or email the DDD Privacy Officer at [DDDPrivacy@azdes.gov](mailto:DDDPrivacy@azdes.gov).

#### Suicide Prevention

Suicide is the 10th leading cause of death in the United States. It is the 8th leading cause of death in Arizona. On average, one person dies by suicide every seven (7) hours in Arizona alone. There is not any one single cause for suicide. Most often, when a person's stress or health issues are more than what they can cope with, they feel helpless and hopeless. If this is not addressed, a person's risk for suicide increases.



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Use the following steps to help prevent suicide.

- Encourage the person to get treatment - Reach out to behavioral health resources to get support and look into treatment options
- Provide emotional support
- Make sure medications are taken when and how they are prescribed
- Make sure old medications are properly disposed of\*
- If the person has a plan to die by suicide, do not leave the person alone. Call 911 if necessary

\*Throw away old and expired medications. Visit the [Arizona Department of Health Services](#) to find locations where old medications can be brought for disposal.

### National Core Indicators (NCI) Survey

If your family received a survey from the National Core Indicators (NCI), there is still time to complete and return it to NCI. DDD only receives a final report from NCI, not personal data from each survey. Your input helps DDD improve services for our members. If you have questions or need help with the survey call Pilot Parents of Southern Arizona at (520) 324-3150. Surveys need to be returned to NCI by June 30, 2019. Learn more about NCI at [nationalcoreindicators.org](http://nationalcoreindicators.org).

### Like DDD On Facebook

DDD now has its own Facebook page. Like DDD on Facebook, [@OfficialArizonaDDD](#), and stay connected to the latest news from DDD.

### Save the Date - Developmental Disabilities Advisory Council

The next Developmental Disabilities Advisory Council (DDAC) meeting will be held on Wednesday September 18, 2019.

- Meeting: 2:00p.m. to 5:00 p.m. (Public welcome to observe)
- Public Forum: 5:00p.m. to 7:00p.m. (Open for public comment)
- Location: TBD Page, AZ

[Visit the DDAC online for more details.](#)

### DDD is Here to Help

If you have questions, please contact your Support Coordinator or the DDD Customer Service Center at 1-844-770-9500 (TTY/TDD 711).

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.