

DDD MEMBER UPDATE

Division Of Developmental Disabilities
Fall 2018

Transition from AzEIP

The Arizona Intervention Program (AzEIP) provides services to children with significant developmental delays or disabilities birth to age 3. What happens when a child reaches age 3? What services are available to support their developmental needs? There are many ways for families to seek support. One way to support the 3-year-old and family is through your local school district special education program.

Families with children enrolled in AzEIP may want to work with the local school district to receive special education supports in a preschool setting. The AzEIP early intervention team coordinator works with the family and the local school district to make sure that their child will be in by three. The Early Childhood Unit of the Arizona Department of Education supports early intervention teams and the families whose children are having developmental delays.

The family and child will be involved in the evaluation process with their local school district. An education plan is developed if a child is eligible. That plan is called an Individualized Education Plan (IEP).

The Arizona Department of Education holds talks with families, early intervention providers and schools. Topics may include preschool programs a child might attend. Also, the services they may receive and when to receive them. The Arizona Department of Education phone numbers and website are listed below.

Families are urged to actively participate in the process. Your ideas are very important. Your ideas will help in selecting the right program for your child. One that is aligned to Early Learning Standards with children who are non-disabled. For more information regarding the transition process, you may contact AZFIND@azed.gov or www.azed.gov/special-education/az-find or by calling 1-800-352-4558 or by 928-637-1871.

In This Issue:

- Page 1: Transition from AzEIP
- Page 2: Seasonal Influenza (Flu)
- Page 3: American Indian Health Plan
- Page 4: Arizona Smoker's Helpline
- Page 5: Navigating the System
- Page 6: Behavioral Health Crisis
- Page 7: Are you or your family member DDD ALTCS eligible?
- Page 8: DDD Cultural Competency Plan

Seasonal Influenza (Flu)

The flu is often caused by a virus called influenza virus type A or B. The flu usually occurs during the winter months with symptoms that may include fever, cough, headache, muscle and joint pain, runny nose and a sore throat. However, influenza can cause severe illness or death in high-risk groups.

People at high risk for the flu are:

- pregnant women.
- children birth to Five.
- adults age 65 and older.
- people with chronic medical conditions like asthma, heart and lung diseases, diabetes, Human Immunodeficiency Virus (HIV) and Acquired Immunodeficiency Syndrome (AIDS.)
- people with increased exposure to the flu such as health care workers.

Influenza (Flu) Treatment

Drink plenty of water. Get plenty of rest. Use antiviral drugs if ordered by a doctor for those at high risk. Members who are less than 19 years old must receive their shot from their primary care provider who is also registered as a Vaccines for Children (VFC) provider.

Influenza (Flu) Prevention

The best way to prevent the flu is to receive a flu vaccine every year. Taking protective measures to limit the spread and transmission of the flu to others when you are sick is important. Some ways to do this are to use a facial tissue to cover your mouth and nose when coughing and throw away the tissue when done. Be sure to use good hand washing practices.

Reference:

World Health Organization (WHO). 2017. *Influenza (Seasonal)*. Retrieved from: <http://www.who.int/features/qa/seasonal-influenza/en/>



American Indian Health Plan (AIHP)

American Indian Health Plan (AIHP) is a statewide Division program for Native Americans. For DDD members, all services must be pre-authorized by DDD Health Care Services (HCS) before services are received. AIHP **DOES NOT** contract with providers.

Members can use any AHCCCS contracted provider. AHCCCS contracted providers must give their information to DDD HCS. Once their information is in the DDD computer system, the providers can see DDD members. Your providers may contact DDD HCS for prior authorization at 602-771-8080.

Health Services: A prior authorization is needed before receiving health services.

- To use an AHCCCS contracted provider, the doctor's office must contact DDD HCS for prior authorization. This includes:
 - office visits,
 - wellness checks,
 - non-emergency hospital admissions,
 - non-emergency surgeries,
 - children's eye glasses and vision exams, and
 - medical equipment/supplies.
- To use an Indian Health Services (IHS) facility or urban Indian health clinic, a prior authorization is not needed.

Transportation: Each trip requires prior authorization from DDD HCS with the needed information.

- Be sure to provide a description of the type of transport needed; wheel chair accessible, gurney, etc.
- Your Support Coordinator will complete the DDD HCS Prior Authorization Form and send it to the selected provider.

Diapers: DDD HCS handles requests for children and adult DDD AIHP members.

- Your Support Coordinator will complete the Prior Authorization Form. He or she will fax the form and the doctor's prescription to DDD HCS.

Change to or from AIHP: DDD members may switch to and from AIHP at any time. Members may contact:

- DDD Member Services Representative at 602-542-6958 or
- DDD HCS at 602-771-8080 and request a change in health plan or
- DDD Customer Service Center at 1-844-770-9500, option (0) ask for DDD AIHP Member Services.

Arizona Smoker's Helpline (ASHLine)

What is Quit Coaching?

Quit Coaching is a smoking cessation program, at no charge, that helps people quit any kind of tobacco—cigarettes, chew, dip and more. It is like personal training for quitting because a Quit Coach helps and encourages you through every stage of quitting.

Using Quit Coaching **doubles your chances** of quitting for good. Quit Coaching through ASHLine is available to all Arizona residents who want to quit tobacco.

Who is it for?

Quit Coaching is ideal for those who:

- are just thinking about quitting.
- are getting ready to quit.
- want to quit right now.
- have already quit and want to maintain it.



How Does Quit Coaching Work?

When you call the ASHLine at 1-800-5566-222 or request to be contacted online at <https://ashline.org/about-quit-coaching/>, we will match you with an experienced Quit Coach. Your Quit Coach will help you develop a customized Quit Plan.

As part of your Quit Plan, you will have regularly scheduled sessions (6 to 7 sessions) with your Quit Coach. You'll decide with your coach the best time and the best way to connect.

Quit Coaching sessions with your designated coach are most often held over the phone.

Most Quit Coaching programs last an average of 90-days, but can be extended to meet your needs.



Navigating the System

How do I get Supports and Services started?

You can ask your Support Coordinator for a paper directory so you can contact vendors on your own or you can look up vendors using the online *Division of Developmental Disabilities Home and Community Based Directory*.

<https://ddd.azdes.gov/Organization/DD/DDDProviderSearch>. Tell your Support Coordinator right away if you find a vendor you want to use.

Also, we will issue a “vendor call” each time you need a new service. A vendor call is when we send a message to all vendors (providers) who might be able to give you your services. The vendor call also tells the providers when you need service. We will give you a list of vendors who answered the call. You need to tell us within three (3) business days which vendor you want. If you need more time, let your Support Coordinator know. This will

help us get your services in place more quickly. If you do not choose from the vendors who said they could give you the service, we will choose one for you and will send you a letter telling you which vendor we chose. If you want to change your vendor, you may contact your Support Coordinator.

If you have worked with your Support Coordinator but are still having problems with:

- finding a provider.
- getting a service.
- getting a service when your plan says you will get it.
- gaps in service.

Please contact DDD Customer Service Center at DDDCustomerServiceCenter@azdes.gov or at 1-844-770-9500.

Reporting Fraud

IF YOU SUSPECT IT, REPORT IT!

Fraud is an intentional deception or misrepresentation made by a person with the knowledge that the deception could result in some unauthorized benefit to oneself or some other person (42 C.F.R. Section 455.2).

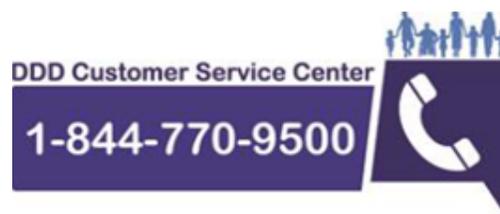
**Report Division of Developmental Disabilities fraud to:
DES/DDD Fraud Hotline @ 1-877-822-5799**

Behavioral Health Crisis?

If you have an emergency, it is important you get help right away. If you think you might hurt yourself or someone else, call 911 or the Crisis Phone Number for your area below.

- Maricopa County - **Mercy Care:**
1-800-631-1314 or 602-222-9444
TDD/TTY: 1-800-327-9254
- Cochise, Graham, Greenlee, LaPaz, Pima, Pinal, Santa Cruz and Yuma Counties - **Arizona Complete Health:**
1-866-495-6735
TDD/TTY: 1-877-613-2076
- Apache, Coconino, Gila, Mohave, Navajo and Yavapai Counties - **Steward Health Choice Arizona:**
1-877-756-4090
TDD/TTY: 1-800-842-4681
- Gila River and Ak-Chin Indian Communities - **EMPACT:**
1-800-259-3449
- CRS Members
602-222-9444
1-800-631-1314
TDD/TTY: 1-800-327-9254

Get news from DDD. Call Customer Service at 1-844-770-9500 ext. 7 and give us your email address to receive news and updates.



DDD Policy

If you would like to be notified about Division policy updates, please send an e-mail with your contact information to dddpolicy@azdes.gov.

Are you or your family member DDD ALTCS eligible?

Do you or your family member get services from Children's Rehabilitative Services (CRS)?

If you answered yes, here is some information for you:

- DDD is contracting directly with UnitedHealthcare Community Plan for CRS conditions. This is for members who are DDD ALTCS.
- You do not need to take any action.
- You do not need to pick an AHCCCS Complete Care (ACC) plan.
- Your CRS and Behavioral Health Services will continue without any changes.
- Your physical health/acute services will continue with a DDD contracted Health Plan.

Are you or your family member DDD Targeted Support Coordination?

Do you or your family member get services from Children's Rehabilitative Services (CRS)?

If you answered yes to both questions, here is some information for you:

- You will receive your CRS and Behavioral Health Services through your AHCCCS Complete Care Plan.
- Physical/acute services will also be provided through your AHCCCS Complete Care Plan.

Your DDD Support Coordinator is always there to help. You can call them if you need help with CRS and AHCCCS Complete Care. DDD Customer Service Center can help too. They can be reached at 1-844-770-9500.



Got Questions?

The DES/DDD Website has a collection of Frequently Asked Questions (FAQs). Check out the FAQs at

<https://des.az.gov/services/disabilities/developmental-child-and-adult/disabilities-faq>.



Can't Find Something on Our Website?

Call DDD at
1-844-770-9500 for help.

DDD Cultural Competency Plan

DDD promotes a culture of respect when working with members and their families. DDD values workers from different backgrounds. They can address the needs and choices of members with different cultures and languages.

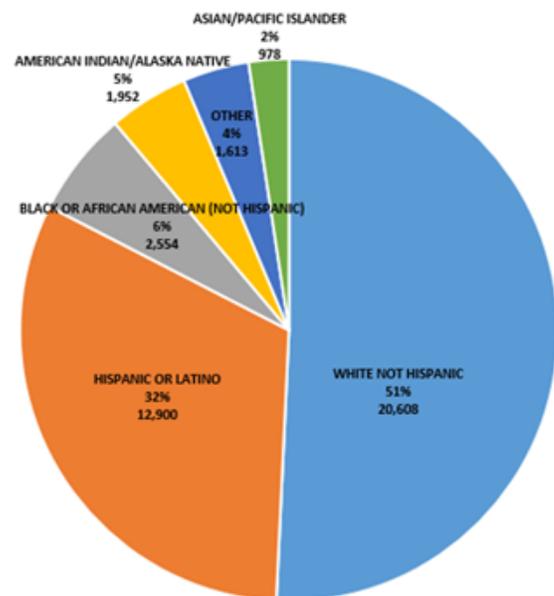
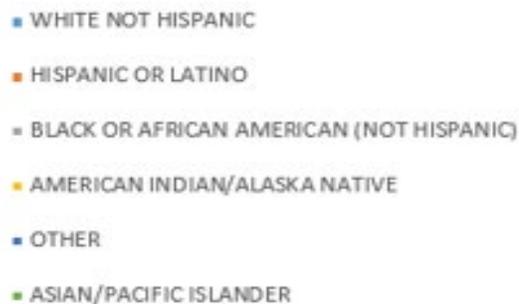
The DDD Cultural Competency Plan (CCP) makes sure that care is provided by people who respect members and families. DDD staff must understand members' values, thinking, belief systems, life experiences, and the preferred language members speak. The CCP helps DDD to ensure that health outcomes and member satisfaction improves. The CCP includes all services provided by the Division.



DDD providers must:

- give and let members know of their right to services at no charge.
- let members know how to get these services like the Language Line.
- the Division and all its providers train their workers to be respectful.
- know about the cultures and languages of the families served.

The Division knows members' ethnicity and uses the information to guide the CCP. With thirty-two (32%) of the DDD members reporting they are Hispanic/Latino, the Division is making sure to have workers who match the racial and ethnicity of its members. The DDD membership breaks down as follows:



DDD Cultural Competency Plan (continued)

The Division has a Bilingual Language Stipend program which pays workers a yearly amount. The workers interpret for members and their families. The program makes sure there are workers who can interpret when members speak Spanish as a main language. This program helps the Division have workers available to meet a member's language needs.

The Division knows if a member has Limited English Proficiency (LEP). The main language for the DDD population is English. The next languages are Spanish and Navajo.

In fiscal year 2017 – 2018, DDD had 5,938 LEP members who speak a language other than English as their main language. Of these 5,938 members:

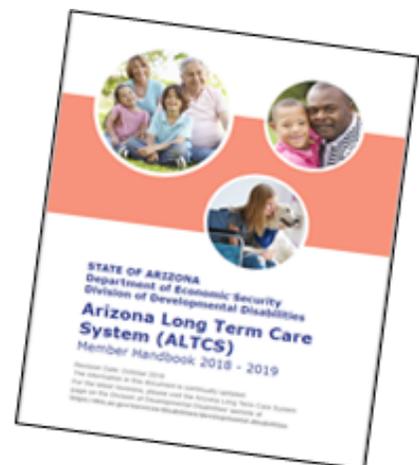
- 5,122 (86.26%) speak Spanish as their main language.
- 230 (.57%) speak Navajo as their main language.

The Division now keeps all member documents and forms written in Spanish. This includes member information, brochures, booklets and forms. This service is provided at no charge to all DDD members.

Arizona Long Term Care (ALTCS) Member Handbook

If you are an ALTCS member and would like a copy of the 2018-2019 Member Handbook, visit DDD's website at http://des.az.gov/sites/default/files/dl/P_AD-465_English.pdf for a copy.

If you would prefer to have a copy mailed to you, call 1-844-770-9500.



Equal Opportunity Employer/Program • Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI & VII), and the Americans with Disabilities Act of 1975, and Title II of the Genetic Information Nondiscrimination Act (GINA) of 2008; the Department prohibits discrimination in admissions, programs, services, activities, or employment based on race, color, religion, sex, national origin, age, disability, genetics and retaliation. The Department must make a reasonable accommodation to allow a person with a disability to take part in a program, service or activity. For example, this means if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. To request this document in alternative format or for further information about this policy, contact the Division of Developmental Disabilities ADA Coordinator at 602-542-0419; TTY/TDD Services: 7-1-1. Free language assistance for DES services is available upon request. Available in English on-line or at the local office.