



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona



Division of Developmental Disabilities
February 1, 2024

Agenda

- Announcements
- DDD Dental and Oral Health Program, 2024 Updates
Dr. Vick Hirani, DMD, MBA
DDD Dental Director
- Pharmacy Services
Michelle Soble, R.Ph., MS, MBA
DDD Pharmacy Director and Manager of Data Analytics

If you joined late, click the interpretation button at the bottom of your Zoom screen and select English or Spanish to hear the meeting.
Si se unió tarde, haga clic en el botón de interpretación en la parte inferior de su pantalla Zoom y seleccione inglés o español para escuchar la reunión.



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Member Advisory Council Survey Coming Soon

Member Advisory Council

- DDD is developing a new Member Advisory Council
- Seeking volunteers representing the diverse DDD community who are interested in joining the council
- The council will consist of members, family members, professionals, advocates and DDD leaders
- Watch for a survey to complete in the next couple of months, if you are interested

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Member Advisory Council

- The purpose of the Member Advisory Council (MAC)
 - Gather input, discuss issues and barriers, identify challenges and barriers, problem solve, share information, and strategize on ways to strengthen the service delivery system
 - Provide input and suggestions for agenda topics for future Public Town Hall Events
 - MAC meetings will occur quarterly

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Positive Behavioral Support Training

Positive Behavioral Support (PBS) Training

- DDD partnered with Raising Special Kids to offer training for family members and caregivers
- Called Positive Behavior Support (PBS) Training
 - Evidence-based and inclusive
 - Promotes empathy and sensitivity
 - Teaches person-centered practices
 - Offers tools to support people with challenging behaviors and improve their quality of life
 - Improves communication with members
 - Builds caregiver confidence to support members with challenging behaviors, therefore supporting stronger relationships

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Positive Behavioral Support (PBS) Training

- Training total = 8 hours
- Offered in English and Spanish
 - Also available in other languages upon request
- No cost to families and caregivers

Learn More: <https://des.az.gov/services/disabilities/developmental-disabilities/current-member-resources/pbs-training>

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Positive Behavioral Support (PBS) Training

- PBS Training will be offered once per month on different days and times
- The first training will be on March 5 and 6, 2024
- To register for an upcoming PBS training, visit Raising Special Kids:
<https://raisingspecialkids.org/events/>

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DDD Dental/Oral Health Program 2024 Updates

DDD Dental/Oral Health

MCP Dentists who serve DDD members:

<https://dentaquest.com/find-a-dentist-gov/>

The screenshot displays the DentaQuest website interface. At the top, the DentaQuest logo is visible. Below it, a search bar contains the text "Home / Dentists by Specialty / 'pediatric'". The main content area shows search results for "pediatric" within 25 miles of Phoenix, AZ 85007 for Mercy Care DDD. It indicates 1-10 of 419 results. Below this, there are search filters and a map of Phoenix, AZ, with several blue location pins numbered 1 through 5. To the right of the map, there is a profile card for Jennifer E. Canada, DMD, who is a Pediatric Dentist at Wild West Childrens Dentistry. Her address is listed as 521 W Thomas Rd, FL1, Phoenix, AZ 85003.

DentaQuest

Home / Dentists by Specialty / "pediatric"

1-10 of 419 results for "pediatric" within 25 miles of Phoenix, AZ 85007 for Mercy Care DDD

Try searching for: Pediatric Specialties (by type), GP with Pediatric Dentistry focus (by type), GP with Pediatric Dentistry focus (by typ

Redo search when map moved

View & Download Search Results

Compare

Canada, Jennifer E, DMD

Wild West Childrens Dentistry
Pediatric Dentistry

521 W Thomas Rd
FL1
PHOENIX, AZ 85003

DDD Dental/Oral Health

UHCCP Dentists who serve DDD members :

<https://www.uhccommunityplan.com/az/medicaid/developmentally-disabled>

UnitedHealthcare Community Plan

Find Plans ▾ State Information ▾

Home > Arizona Health Plans > Ariz

Developmental Dis

Medicaid

Our Arizona Developmental Disabilities Program epilepsy, cerebral palsy or other cognitive disab

More information on eligibility and enrollment c

Developmental Disabilities Program

Find providers and coverage for this plan.

- Find a Provider >**
Search for doctors, hospitals and specialists.
- View Drug List >**
Find medications cover this plan
- Find a Provider >**
Learn more about our Behavioral Health Services.
- Find a Dentist >**
Find a dentist near you.
- Find a Pharmacy >**
Find a pharmacy near you.

Find A Dentist

To search for a dental provider, click on the link below, then click on "Dentist Locator," and then choose the name of your health plan.

Search for a dental provider [🔗](#).

UHC Newborn Oral Health Video

English [🔗](#) | Spanish [🔗](#)

Sedation Services Available

- Developmental Disabilities - Child** [📄](#)
PDF 92.98KB - Last Updated: 10/27/2021
- Developmental Disabilities - Adult** [📄](#)
PDF 48.80KB - Last Updated: 10/27/2021

Prevention & General Dentistry

- Developmental Disabilities - Child** [📄](#)
PDF 194.06KB - Last Updated: 10/27/2021
- Developmental Disabilities - Adult** [📄](#)
PDF 217.99KB - Last Updated: 10/27/2021

DDD Dental/Oral Health Benefit

Under 21 years of age:

Under EPSDT benefits **there is no \$ limit for covered services, for medically necessary dental care.**

Over 21 years of age :

All **AHCCCS eligible members** have an annual dental benefit to be utilized October 1 - September 30 each year. This maxes out at **\$1,000* for a plan year for emergent dental needs.**

ALTCS DDD members have an **additional annual \$1,000* for comprehensive/prevention care.**

*There are exceptions/no benefit max, similar to under 21 for:

- *Transplant cases, cancer and other related medical conditions
- *IHS/Tribal 638 facilities for AI/AN Members
- *SNF/ICF facilities members

Emergency Dental Services

- Treatment for pain, infection, swelling and/or injury
- Extraction
- Anesthesia

Preventive Dental Services

- Comprehensive and periodic examinations
- Oral prophylaxis (cleanings)
- Fluoride treatments

When medically necessary/recommended:

- Additional examinations or treatments
- Radiology services

Therapeutic/Comprehensive Dental Services

When **medically necessary** & cost effective (subject to Prior Authorization)

- Periodontal procedures
- Crowns
- Endodontic services
- Restorations
- Removable dental prosthetics
- Orthodontic services

Thank you!

Q & A

Vick Hirani, DMD, MBA
DDD Dental Director
vhirani@azdes.gov



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Pharmacy Services

Retail Pharmacy

Health Plan In-Network Pharmacies

Typically limited to 30-day supply

Acute conditions such as infection

PRN (as needed) medications for allergies, constipation, etc.

May receive 90-day supply

Chronic medications include the treatment or prevention of:

- Diabetes
- High Blood Pressure
- Arthritis

Mail Order Pharmacy

Mail-order pharmacies allow you to get your medications delivered directly to your home. Not all medicines can be filled through a mail-order pharmacy. Always check with your health plan. Most mail-order pharmacies offer a 90-day supply of your medicine.

Both United Healthcare and Mercy Care have mail-order pharmacy options.

- On its website, [Mercy Care](#) says mail order might be an option if you “take medicine on a regular basis for an ongoing condition, like high blood pressure or arthritis.” Learn more about Mercy Care’s pharmacy option [by clicking here](#).
- The UnitedHealthcare Community Plan uses OptumRx for its mail-order pharmacy option. Visit [optumrx.com](#) for more information.

- **Mercy Care uses CVS/Caremark for mail order services**

Mail order prescriptions

If you take medicine for an ongoing health condition, you can have your medicines mailed to your home. Mercy Care works with a company to give you this service. You can get mail order prescription service at no cost to you.

If you choose this option, your medicine comes right to your door. You can schedule your refills and reach pharmacists if you have questions. Here are some other features of home delivery:

- Pharmacists check each order for safety
- You can order refills by mail, by phone, online or you can sign up for automatic refills
- You can talk with pharmacists by phone at any time – 24 hours a day, 7 days a week

To request a mail order refill order form, call Mercy Care Member Services at **602-263-3000** or **1-800-624-3879** (TTY 711). Members with a SMI designation can call Member Services at **602-586-1841** or **1-800-564-5465** (TTY 711).

You can also register online with CVS Caremark at www.caremark.com/wps/portal/REGISTER_ONLINE. Once registered, you will be able to order refills, renew your prescription and check the status of your order.

United Health Care Community Plan

- The UnitedHealthcare Community Plan uses OptumRx for its mail-order pharmacy services. Visit [optumrx.com](https://www.optumrx.com) for more information.

90 day supply benefit

Members can fill a 90 day supply of select maintenance medication at the retail pharmacy. Maintenance medications are typically those medications you take on a regular basis for a chronic or long term condition. With a 90 day supply, you won't need to get a refill every month. To find out more details, talk to your doctor or pharmacist. For a complete list of medications included in this benefit call Member Services.

You have the ability to get maintenance medications by mail order. If you qualify, you can get a 90-day supply of your maintenance medications by mail and you won't need to get a refill every month. Call Member Services for more information and to request a Mail Order Enrollment form.

Reference: Member Handbook

What do I need to do to use Mail Order Pharmacy?

- The member's prescriber must provide you a written prescription
OR
- The prescriber can send a prescription on the member's behalf to the mail order pharmacy

Once the prescription is sent to the pharmacy, the member/member's representative must contact the mail order pharmacy. They will need information regarding the member. While many times there is no copay required for medication, the mail order pharmacy will want a payment method, such as credit card, on file.

Note: it can take up to 5-7 business days to receive the medication

Important Reminder

If the member only has DDD Health Plan Coverage, then the member needs to provide the DDD Health Plan (Mercy Care, UHCCP or AHCCCS THP) member ID card to the pharmacy.

If the member has private insurance or Medicare and DDD Health Plan coverage, the member needs to provide **both member ID cards** to the pharmacy.



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Thank You