



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona



Division of Developmental Disabilities

June 1, 2023

Agenda

- AHCCCS Renewals
- Parents as Paid Providers
- RFQVA Updates
- Fire Safety
 - Dr. Anthony Dekker, DO., Chief Medical Officer
- Justice Reach-in Care Coordination Overview
 - Nadine Intorcía, Justice Reach-In Coordinator with Office of Individual and Family Affairs (OIFA)
 - Vera Brown Thunder, Justice Reach-In Coordinator with Office of Individual and Family Affairs (OIFA)

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COVID-19 Updates

Due to the PHE's ending in May, DDD will no longer present monthly COVID-19 data during Town Halls. You can check the information any time on DDD's COVID-19 webpage at:

https://des.az.gov/services/disabilities/developmental-disabilities/vendors-providers/actions_related_to_covid-19

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AHCCCS Renewals

- When COVID-19 started in 2020, AHCCCS didn't disenroll most of its members, regardless of eligibility
- Because of the Consolidated Appropriations Act (CAA) from December 2022, AHCCCS is required to start regular renewals again, including for DDD members
- AHCCCS began reviewing eligibility of all its members on April 1, 2023 and disenrolling members no longer eligible
- Throughout the next year, AHCCCS will continue re-evaluating all AHCCCS members for eligibility to continue on Medicaid

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AHCCCS Renewals

Arizona Long Term Care System Eligible Members

- Ensure your contact information is current in the AHCCCS system
 - This can be done by:
 - Contacting your Support Coordinator
 - Contacting ALTCS by calling 1-888-621-6880
- Promptly respond to any emails, phone calls, text messages, or letters from your Support Coordinator or AHCCCS

If you are eligible for another AHCCCS health plan you should:

- Ensure your contact information is correct
- This can be done online at healtharizonaplus.gov or by calling Health-e-Arizona Plus at 1-855-432-7587, Monday through Friday 7:00 a.m. - 6:00 p.m.
- Members and families who receive requests for information from AHCCCS should respond promptly

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Parents as Paid Providers - Extended As-Is

AHCCCS extended this flexibility until November 11, 2023 with no changes

- Began at start of COVID-19 to ensure families had support during the emergency
- AHCCCS worked with CMS - allowed parents to become Direct Care Workers (DCW) for their children receiving DDD benefits
- Allowed Qualified Vendors to hire parents to provide services for their minor children
- DDD will provide updates as November 2023 approaches

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New Contract for Home and Community Based Services (RFQVA DDD-2024)

- March 31, 2023, DDD stopped accepting new Qualified Vendor applications under the existing contract for Home and Community Based Services
- DDD is supporting the existing provider network by:
 - Helping Qualified Vendors to provide better existing services
 - Supporting Qualified Vendors in expanding their Home and Community-Based Services (HCBS) to meet individual needs
 - Helping Qualified Vendors find and keep Direct Support Professionals (DSP)

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New Contract for Home and Community Based Services (RFQVA DDD-2024)

Background

- Beginning in 2019, DDD held 12 Stakeholder Forums
- DDD met frequently with and sought guidance from the stakeholder advisory group and sent out stakeholder surveys
- DDD and its partners collected input on ways to provide higher-quality services to the individuals it serves
- DDD and partners researched and incorporated best practices

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New Contract for Home and Community Based Services (RFQVA DDD-2024)

- On **March 1, 2024**, DDD intends to begin the new contract
- Qualified Vendors serving individuals must apply for the new contract to continue to provide services

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Some Changes to Improve Member Experience

- Qualified Vendors will have people in key positions with specific educational or experience requirements
- Day Treatment and Training, Child and Day Treatment Summer combined into one service called **Day Services, Child**
- A new service called **Pathways to Employment** was added

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Some Changes to Improve Member Experience

- Quality Management plans and quality monitoring requirements have been changed to reinforce and better support the delivery of quality services
- DDD expanded employment services so members have more opportunities to find employment

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Some Changes to Improve Member Experience

- DDD is expanding DSP training
- The contract meets all federal requirements including incorporation of the Home and Community Based Setting Rules and Electronic Visit Verification

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The new contract will improve the care and quality of services members receive

DDD intends to minimize any impact on member service delivery with the contract transition

Thank you!

- Home page:
<https://des.az.gov/services/disabilities/developmental-disabilities/vendors-providers/qualified-vendor-agreement>
- On this page you will find:
 - FAQs
 - RFQVA DDD-2024 complete contract document
 - Summary of RFQVA changes
 - General Questions – submit questions here
 - Timeline with additional details
 - Qualified Vendor Communications related to the new RFQVA

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Questions?

Fire Safety

Dr. Anthony Dekker, DDD Chief Medical Officer



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Questions?



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Division of Developmental Disabilities

Justice Reach-In Care Coordination

Office of Individual and Family Affairs - OIFA

- Customer Service Center/Provider Relations
- Advocacy/Behavioral Health Advocacy
- OCE - DDD Community Engagement
- Benefits Coordination
- Affordable Housing Program
- Department of Child Safety/Foster Care
- Justice Reach-In Care Coordination
- Independent Oversight Committee Liaison
- Tribal Community Engagement
- Communications/Public Information
- Bachelors or Masters of Social Work Internship



History of Justice Reach-In

On October 1, 2016, DDD's contract with AHCCCS was modified to add the Justice Reach-In Care Coordination Program, which is a national program as directed by the Centers for Medicare and Medicaid (CMS). Every Managed Care Organization (MCO) throughout the United States is required by CMS to participate.

Justice System Reach-in Care Coordination

AHCCCS Contract Requirements:

- Justice Liaisons are the single point of contact within DDD for justice system stakeholders
 - To facilitate the transition of DDD/ALTCS members from jails/prisons into communities
 - AHCCCS will suspend the member's eligibility upon incarceration, rather than terminate coverage
 - Upon release member's AHCCCS eligibility is un-suspended allowing for immediate care coordination activities
-

Justice System Reach-in Care Coordination

- Focuses on care coordination for all incarcerated DDD eligible members
 - Ensure individuals have continuity of care and seamless access to needed services when released from jail/prison
 - Prevents members from being terminated and having gaps in services upon release
 - Helps reduce repeat offenses
-

Who Do We Coordinate With?

Coordination is communicated within the planning team

Justice Partners

- Jails
- Sheriff's Office
- Correctional Health Services
- Arizona Department of Corrections
- Community Supervision
- Probation
- Courts

Healthcare Partners

- Health Plans
- Tribal Health Plan
- Behavioral Health Contractors

When Do We Collaborate?

- Reach-in care coordination activities begin upon knowledge of a member's incarceration or court involvement
 - Continues until member no longer has Justice Involvement (probation, court, etc) and is stable
-

During the Incarceration and Release Process

- Support Coordinators contact and coordinate with Justice Liaison to determine the anticipated release date or next court date
 - Support Coordinators document anticipated release date or next court date in the member's case file
 - Support Coordinators communicate updates to Justice Liaison, including meeting invitations
-

DDD Eligibility Status

- DDD does not terminate members for being incarcerated
 - The Person Centered Service Planning meeting requirement is halted while the member remains incarcerated
 - When a member has been incarcerated for more than 30 days and is not anticipated to release soon, the member will be suspended in our system
-

DDD Court Policy

DDD Procedure states:

- Division staff do not appear on member's behalf in any court unless a subpoena has been submitted through the Office of the Attorney General
 - (Division staff MAY attend hearings as a general member of the public)
-

Release Planning

- Justice Team is notified of an anticipated release date
 - Planning Team assesses and assists with member's housing, services, transportation, and medication needs
 - Planning Team assists with coordinating medical, dental, and behavioral health appointments
 - Justice Liaison ensures AHCCCS is reactivated upon release
-

Preventing Recidivism

Communication is key!

- What led up to the incarceration?
 - What can we do to support our members so they are not re-offending?
 - Are there services, skills, or coping mechanisms the member could learn that could assist?
-

Utilizing Crisis Services - 988

- Many of our members have justice involvement as a result of families and providers calling 911 instead of contacting their behavioral health crisis teams in times of escalating behavioral issues
- Police officers are not always trained in crisis intervention and how to deal with individuals with developmental disabilities, so these situations often end in an arrest
- In order to reduce police involvement and subsequent incarcerations, we should be working as a team to develop At Risk Crisis Plans and ensuring that families and providers have the numbers for those crisis teams

CALL 988!!!

Questions

DDD Justice Reach-In Mailbox

dddjusticesystemliaison@azdes.gov



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Questions?



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Thank You