



DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*



**Division of Developmental Disabilities**

**November 3, 2022**

# Agenda

- COVID-19 Updates
- EVV Implementation Policy and Hard Edit Claims Date
- House Bill 2113
- Announcements
- Social Determinants of Health
  - Dr. Susanne Arnold - DDD Behavioral Health Administrator

If you joined late, click the interpretation button at the bottom of your Zoom screen and select English or Spanish to hear the meeting.  
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DDD's top priority is the health and safety of our members, their families, and the professionals in our program that support them

The Division of Developmental Disabilities (DDD) is:

- Working with ADHS and CDC guidelines to ensure appropriate measures are in place to allow for the continuation of necessary services
- Monitoring service delivery and availability to ensure service continuation
- Providing regular updates on the DDD COVID-19 Website:  
[https://bit.ly/DDD\\_COVID19Actions](https://bit.ly/DDD_COVID19Actions)

The Secretary of Health and Human Services extended the Public Health Emergency declaration on October 13, 2022, for 90 days.

The Biden administration has indicated it will provide states 60-day notice if the PHE will not be extended. This notification is anticipated mid November 2022.

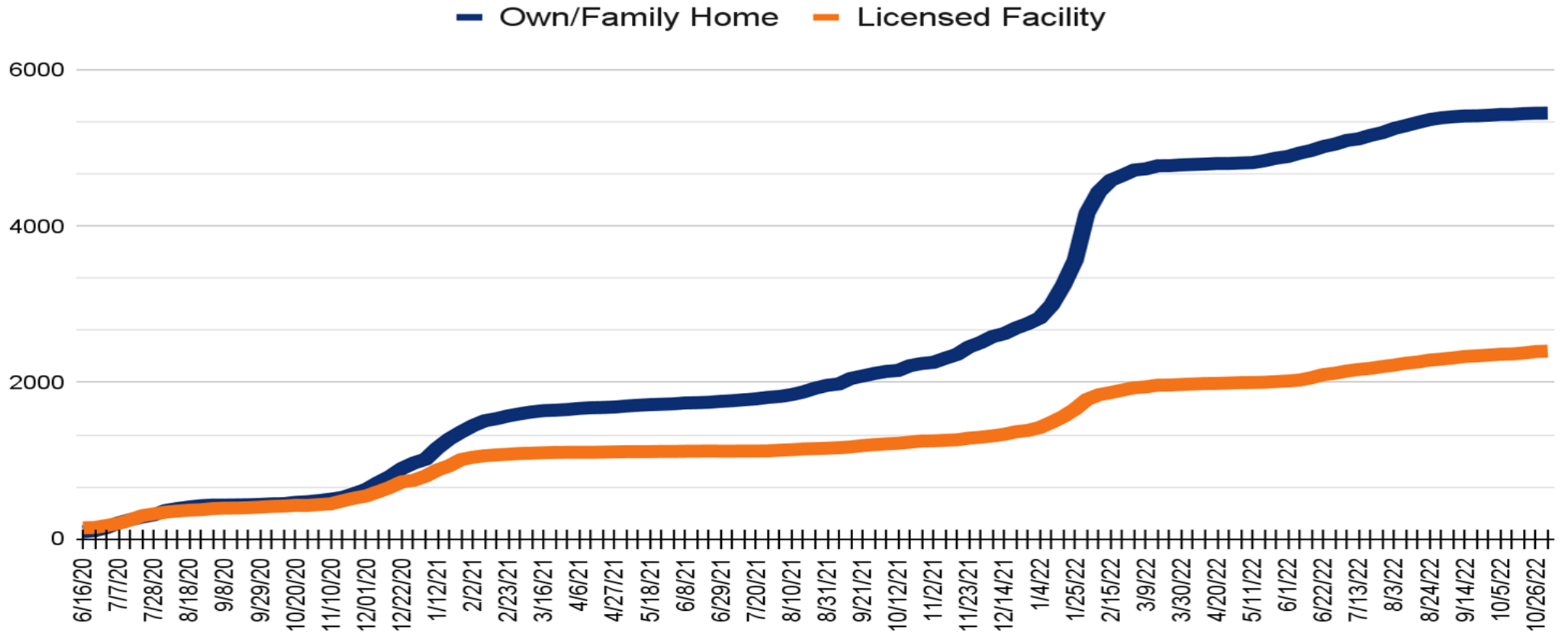
The Division, AHCCCS and other MCOs will continue to work on plans for unwinding flexibilities.

The Division will communicate the unwinding activities through member communication including our webpage, newsletters and Support Coordinators.

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# COVID-19 Member Positive Tests

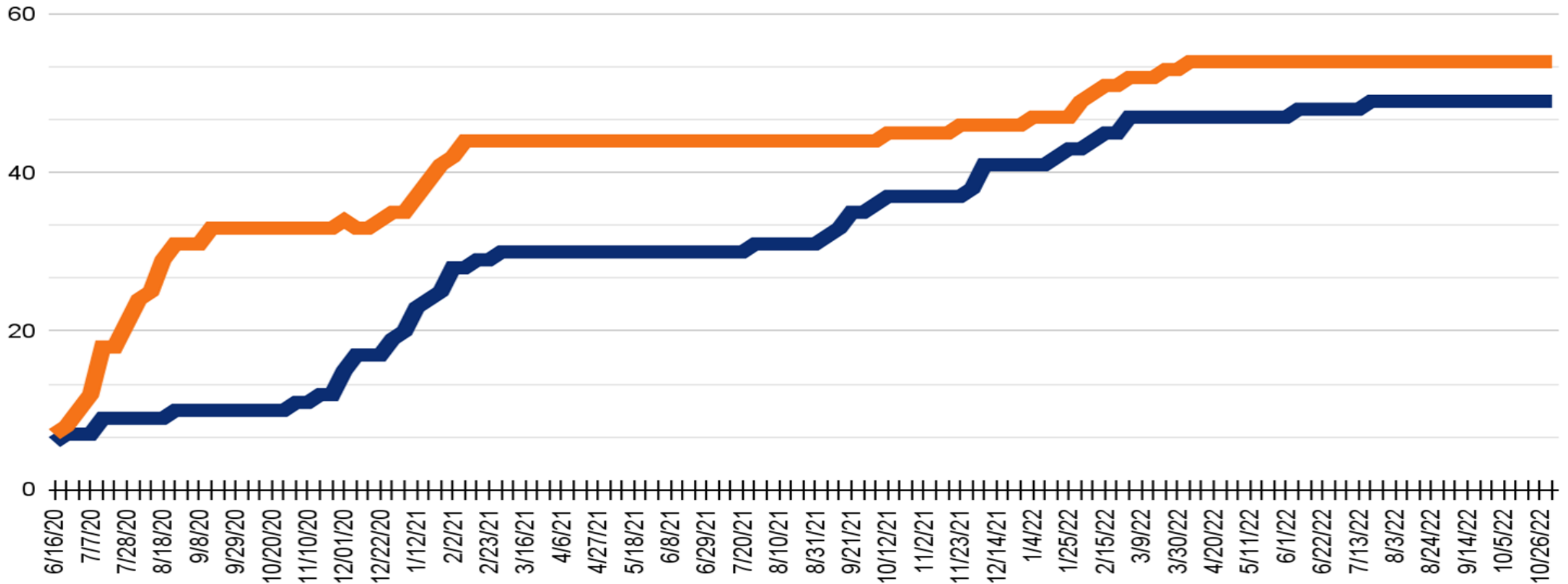
## Member Positive Cases - Own/Family Home & Licensed Facilities



# COVID-19 Member Mortality

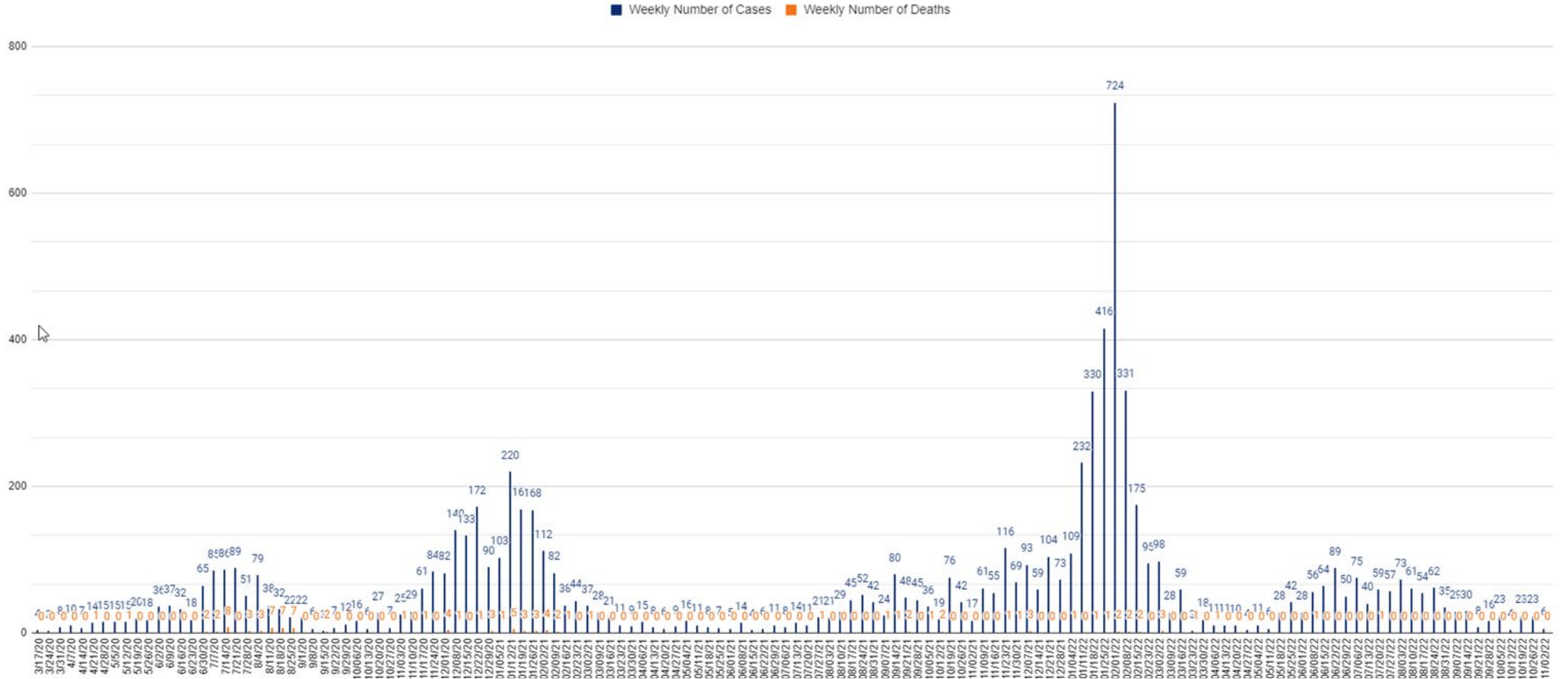
## Member Deaths - Own/Family Home & Licensed Facilities

Own/Family Home Deaths    Licensed Facility Deaths

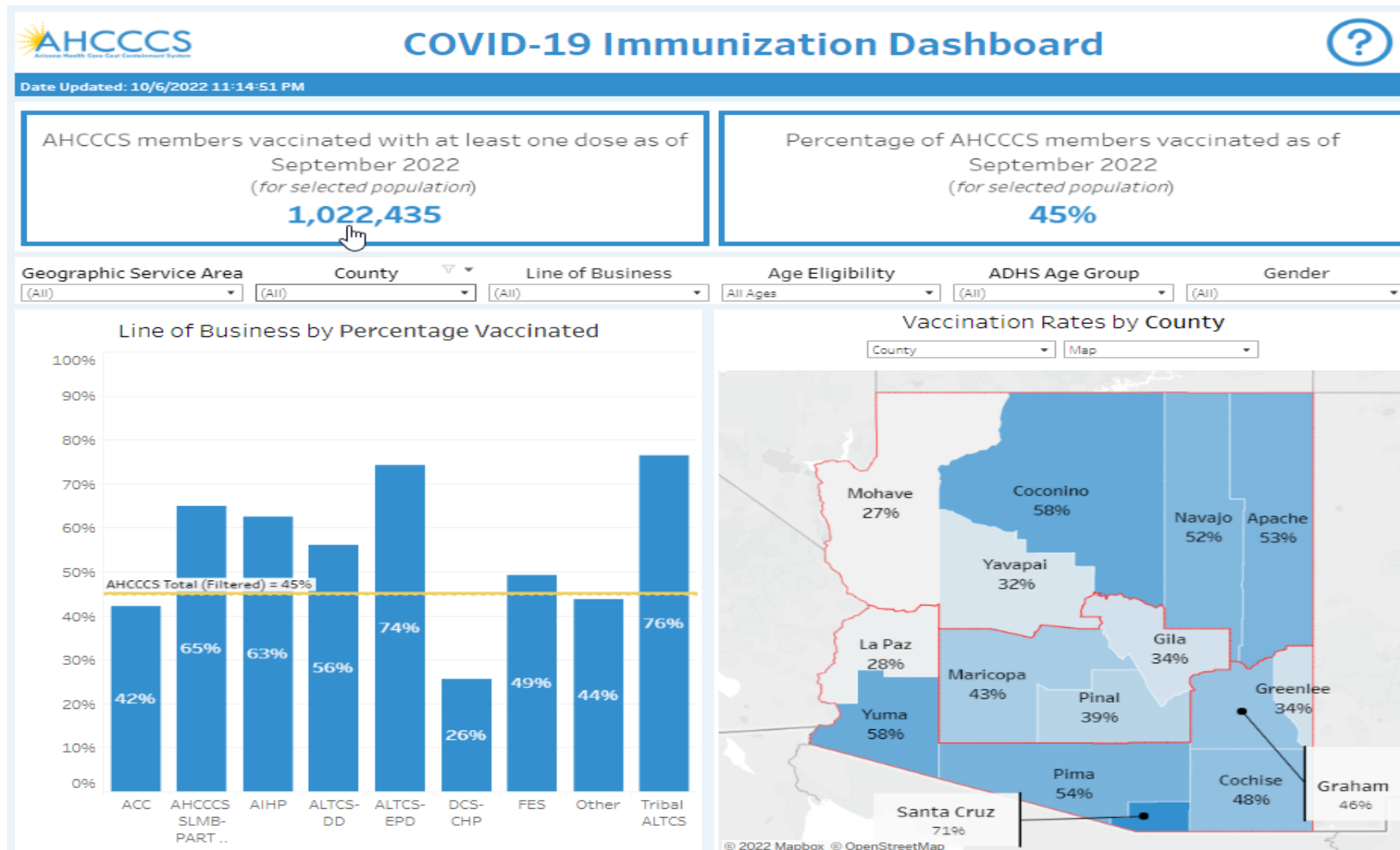


# COVID-19 Member Weekly Data

## Member Positive Cases and Deaths Reported Each Week

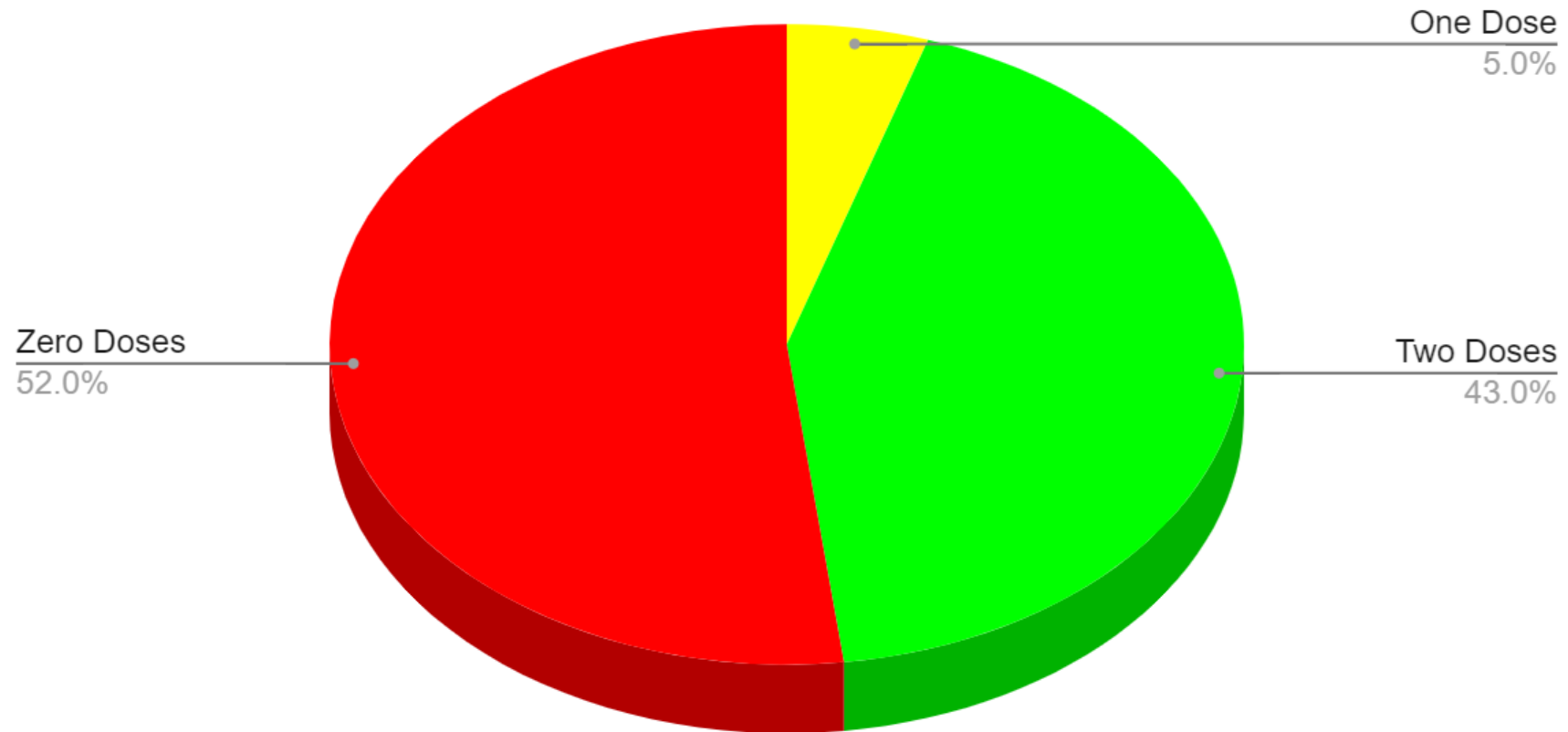


# AHCCCS COVID-19 Immunization Dashboard





# Vaccination Status for All Members



# Percentage Vaccinated by Diagnosis and Age

Vaccination data as of October 31th, 2022

Diagnosis	Unvaccinated	Partially Vaccinated	Fully Vaccinated
<b>At Risk, Total</b>	<b>84%</b>	<b>3%</b>	<b>13%</b>
Under 5	93%	3%	4%
5 To 11	77%	4%	19%
12 to 17	54%	3%	43%
18 - 64	29%	12%	59%
65 +			
<b>Autism, Total</b>	<b>51%</b>	<b>4%</b>	<b>44%</b>
Under 5	92%	2%	6%
5 To 11	69%	4%	28%
12 to 17	50%	3%	46%
18 - 64	34%	6%	60%
65 +	25%	6%	69%
<b>Cerebral Palsy, Total</b>	<b>41%</b>	<b>5%</b>	<b>54%</b>
Under 5	100%	0%	0%
5 To 11	66%	4%	30%
12 to 17	51%	5%	45%
18 - 64	34%	5%	61%
65 +	16%	3%	81%
<b>Epilepsy, Total</b>	<b>43%</b>	<b>4%</b>	<b>53%</b>
Under 5	100%	0%	0%
5 To 11	70%	5%	25%
12 to 17	47%	4%	49%
18 - 64	34%	4%	62%
65 +	8%	6%	85%
<b>Intellectual Disability, Total</b>	<b>34%</b>	<b>5%</b>	<b>61%</b>
Under 5			
5 To 11	67%	4%	28%
12 to 17	50%	4%	46%
18 - 64	29%	6%	65%
65 +	16%	3%	82%

- 84% of members diagnosed as At Risk are unvaccinated, under 5 population is 94% unvaccinated
- 51% of members with Autism are unvaccinated, under 5 population is 92% unvaccinated
- 44% of Members with Autism are fully Vaccinated, 60% from the 18 - 64 population
- 41% of members with Cerebral Palsy are unvaccinated
- 54% of members with Cerebral Palsy are fully vaccinated, 81% from the 65+ population
- 43% of members with Epilepsy are unvaccinated
- 53% of members with Epilepsy are fully vaccinated, 85% from the 65 + population
- 34% of members with Intellectual Disabilities are unvaccinated, 67%, from the 5 - 11 population
- 61% of members with Intellectual Disabilities are fully Vaccinated, 82% from the 65+ population

# Electronic Visit Verification (EVV)

EVV is a federal requirement.

EVV applies to all providers **including** paid family direct care workers.

The DDD services impacted are:

- Attendant Care
- Homemaker/Housekeeping
- Habilitation Hourly
- Respite *(May be provided by DDD or as a behavioral health benefit by DDD Health Plan sub-contractors)*
- Home Health (Nursing)



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# Electronic Visit Verification (EVV)

- EVV helps AHCCCS and DDD track member's access to care
- The particular EVV System (Sandata or Alternative EVV) is selected by the Vendor
  - Your vendor can help you understand what devices are available and how to use their EVV system and devices
- There are **no exemptions** for EVV, but some flexibilities are available.
- Members or family members **must verify** provider timesheets.

**All Qualified Vendors, and Members and Families receiving EVV services should currently be using an EVV system**

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# House Bill 2113

Adds Down Syndrome as 5th Qualifying Diagnosis for DDD Eligibility.

*Division Eligibility Policy Manual Chapter 201 Applicants with Down Syndrome* published on October 27, 2022.

Documentation and website have been updated to reflect this change.

Individuals age 3 to 6 must have a developmental assessment, provided by a medical professional or school evaluator trained in childhood development, can be used to identify a developmental delay that could lead to a developmental disability.

Individuals over the age of 6 must also have functional limitations in at least 3 of 7 daily life skills to be eligible.

More information is available online at <https://bit.ly/ddd-eligibility>.

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# Announcements

## Volunteers Needed

- Independent Oversight Committees
  - District North specifically has a need
- Program Review Committees
- Developmental Disabilities Advisory Council (appointed by the Governor)
- Contact the DDD Volunteer coordinator at [dddvolunteers@azdes.gov](mailto:dddvolunteers@azdes.gov) if interested.

## December Town Hall

- No town hall meeting in December, Happy Holidays.
- Next town hall is scheduled for Thursday, January 5, 2023

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**Questions?**



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# Social Determinants of Health

Susanne Arnold, Ph.D. DDD Behavioral Health Administrator



# DDD Behavioral Health Administration

## Our team includes:

- Christina Underwood, MD, Medical Director/Psychiatrist
- Susanne Arnold, PhD, BH Administrator/Psychologist
- 3 Board Certified Behavioral Analyst (BCBA)
- 2 Behavioral Health Managers/Part-time Performance Improvement Manager
- 8 District Behavioral Health Complex Care Specialists
- District Program Review Committee (PRC) Chairs & Administrative Assistants

**We are available to offer support and assistance to the Support Coordinators and teams!**

# World Health Organization (WHO) Definition of Social Determinants of Health

- The social determinants of health (SDH) are the non-medical factors that influence health outcomes.
- They are the conditions in which people are born, grow, work, live, and age, and the wider set of forces and systems shaping the conditions of daily life.



# Examples of Social Determinants of Health

- Income and social protection
- Education
- Unemployment and job insecurity
- Working life conditions
- Food insecurity
- Housing, basic amenities and the environment
- Early childhood development
- Social inclusion and non-discrimination
- Access to affordable health services of decent quality



**Social determinants of health can influence health equity in positive and negative ways**



# Importance of Supporting Social Determinants of Health

Research has found that the social determinants can be more important than health care or lifestyle choices in influencing health.

According to the World Health Organization, numerous studies have found that Social Determinants of Health account for between 30-55% of health outcomes.

Addressing Social Determinants of Health is important to improve health and reduce inequities in health.

# AHCCCS Whole Person Care Initiative (WPCI)



In 2019, AHCCCS launched the Whole Person Care Initiative (WPCI) to enhance existing efforts to identify and address the social risk factors which impact the health outcomes of members.

**Current priorities for the WPCI focus on the following social risk factors:**

- Providing support for transitional housing, particularly for members being discharged from an inpatient behavioral health facility; individuals experiencing chronic homelessness; and individuals transitioning from correctional facilities with limited resources.
- Exploring ways to leverage existing non-medical transportation services to support a member's access to community based services such as access to healthy food and employment services.

# AHCCCS Whole Person Care Initiative (WPCI)

- Utilizing the existing service array to model service delivery aimed at reducing social isolation for members utilizing the Arizona Long Term Care System (ALTCS) including consideration of a peer workforce to provide the services.
- Partnering with the Arizona Health Information Exchange to establish a single statewide closed-loop referral system enabling health care providers to more easily screen and refer members to community based social services organizations to address social risk factors of health.
- Contexture, the Arizona HIE, teamed with AHCCCS and, in collaboration with 2-1-1 Arizona (Solari), implemented a single, statewide referral system, CommunityCares, to address social determinants of health (SDOH) needs in Arizona. This new technology platform, powered by Unite Us, is designed to connect healthcare and community service providers to streamline the referral process, foster easier access to vital services and provide confirmation when social services are delivered.

# Arizona 2-1-1 Information and Referral Services

- Operates 24 hours per day, seven days per week and every day of the year.
- Live-operator service is available at all times in English and Spanish and assistance is available in other languages via real-time interpreter services.
- Operators help individuals and families find resources that are available to them locally, throughout the state

## RESOURCES INCLUDE

- Supplemental Food and Nutrition Programs
- Shelter and Housing Options
- Utilities Assistance
- Emergency Information and Disaster Relief
- Employment and Education Opportunities
- Services for Veterans
- Healthcare, vaccination and health epidemic information
- Addiction Prevention and Rehabilitation Programs
- Re-entry help for ex-offenders
- Support groups for individuals with mental illnesses or special needs
- A safe, confidential path out of physical and/or emotional domestic violence



# 211arizona.org

The screenshot shows the homepage of 211arizona.org. The browser's address bar displays "211arizona.org". The top navigation bar includes the 211 Arizona logo, a menu with "Get Help", "Give Help", "Partners", "Learn", and "Contact Us", language options for "EN" and "ES", and a "2-1-1" button. The main content area features the heading "How Can We Help You?" and the text "Search by services and programs, by location, or both!". Below this is a search interface with two input fields: "Search services and programs" and "Search by location", followed by a "Get Help" button.

211  
Arizona

Get Help ▾ Give Help ▾ Partners ▾ Learn Contact Us EN ES 2-1-1

## How Can We Help You?

Search by services and programs, by location, or both!

Search services and programs 🔍 Search by location 📍 Get Help



# 211arizona.org

211 allows you to search for services by category using the links on the home page.

## Search by Category

Search here by the type of assistance you're seeking



Aging and Disability Services



COVID-19



Disaster Services



Donors and Volunteers



Food



Government and Tribal Services



Health Care and Mental Health



Housing and Shelter



Income and Expenses



Legal and Criminal Justice



Pets and Animals



Rent and Utility Assistance



Veterans and Military



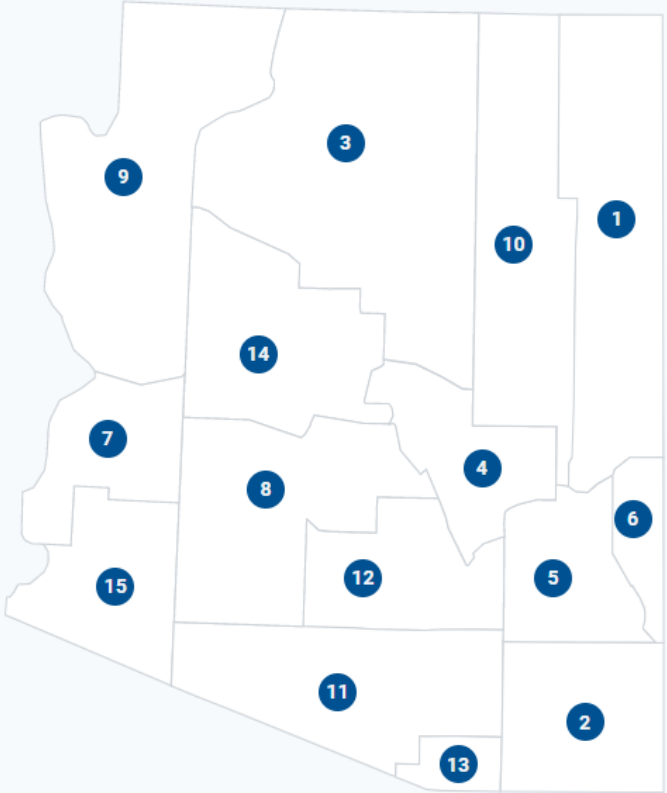
Youth and Family Services

# 211arizona.org

211 allows you to search for services by county using the interactive map on the home page.

## Search by County

Search here for information and resources in any of Arizona's 15 counties



The map shows the outline of Arizona divided into 15 counties, each marked with a blue circle containing a number from 1 to 15. The counties are numbered as follows: 1 (Apache), 2 (Cochise), 3 (Coconino), 4 (Gila), 5 (Graham), 6 (Greenlee), 7 (La Paz), 8 (Maricopa), 9 (Mohave), 10 (Navajo), 11 (Pima), 12 (Pinal), 13 (Santa Cruz), 14 (Yavapai), and 15 (Yuma).

County
1 Apache
2 Cochise
3 Coconino
4 Gila
5 Graham
6 Greenlee
7 La Paz
8 Maricopa
9 Mohave
10 Navajo
11 Pima
12 Pinal
13 Santa Cruz
14 Yavapai
15 Yuma

# Telehealth and Social Determinants of Health

## Potential Benefits - Increases access to providers for individuals:

- Residing long distances from the provider
- Experiencing transportation challenges
- Difficulty leaving home due to responsibilities
- Difficulty going to offices due to physical or behavioral health conditions

## Potential Barriers

- Availability of computers/smartphones
- Internet connectivity/internet speed

**Article: Telehealth and the digital divide as a social determinant of health during the COVID-19 pandemic** <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC8019343/>

**Note – there are several organizations working to promote digital equity**



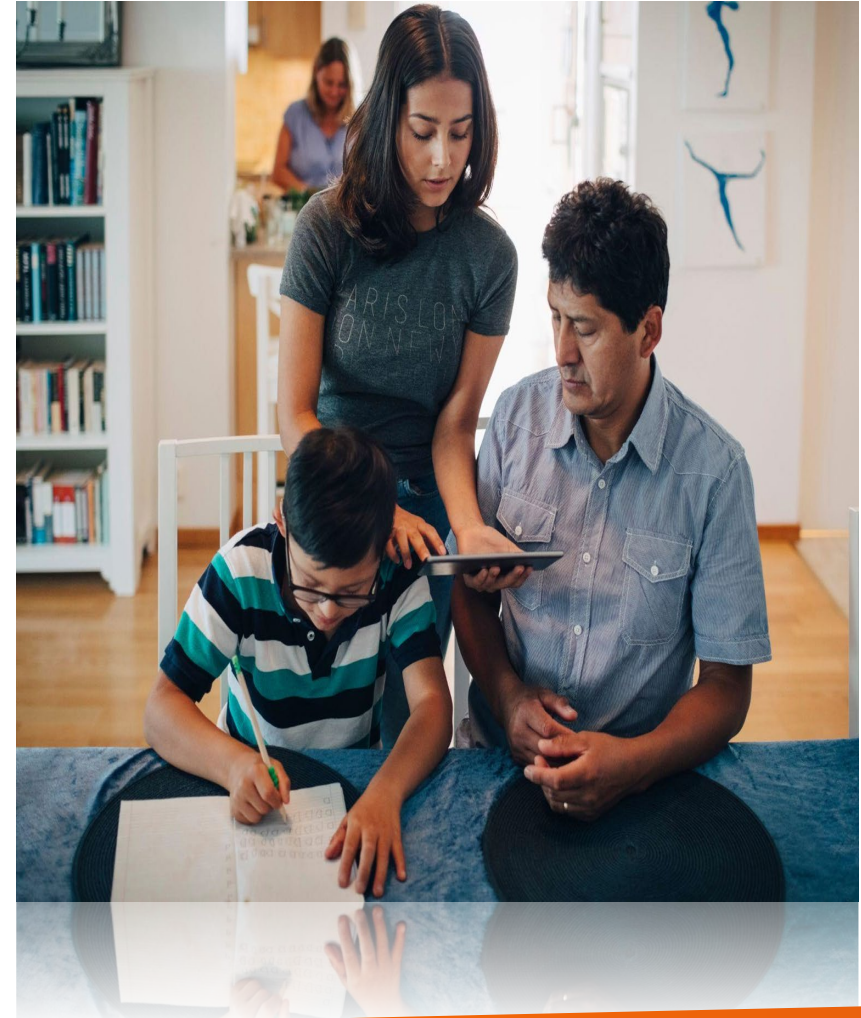
# **Division Support for Social Determinants of Health and Health Equity**



# DDD Support Coordination

## Support Coordinator is Responsible for:

- Primary Contact for Questions, Supports, and Services
- Meet with Member and Family/Responsible Party at Scheduled Intervals:
  - Long Term Care (LTC) 90 Days
  - Targeted (AHCCCS) 90, 180 Days or 365 Days if requested by Member
  - DD Only 180 Days
- Assists with the Completion of the Person-Centered Service Plan (PCSP)
- Explain Member Rights
- Assist in coordinating Services and Supports to Meet Needs



# DDD Long Term Services and Supports (LTSS) available to ALTCS members include the following:

<b>Day Support Services</b> (Day Programs)	Provide training, supervision, and activities to a member to develop skills
<b>Employment Services</b>	<ul style="list-style-type: none"><li>● Individual or Group Supported Employment</li><li>● Employment Support Aide</li><li>● Transition to Employment</li><li>● Center-Based Employment</li><li>● Career Preparation and Readiness</li></ul>
<b>Home Health Aide</b>	The Home Health Aide provides medically necessary health maintenance, continued treatment, or monitoring of health conditions in the person's home.
<b>Home Nursing</b>	Home skilled nursing services are provided in the person's home. Services may include care related to a specific condition or coordination of medical services. The nurse follows a prescribed plan of care that is based on the person's medical condition. Education about medical needs and supports may be provided.
<b>Home Modifications</b>	Some people who are eligible for ALTCS may receive some types of home modifications. These modifications remove barriers, making it easier for individuals to be more independent in their homes.
<b>In-Home Support Services</b>	Including Attendant Care, Habilitation, Homemaking, and Respite

# DDD Long Term Services and Supports (LTSS) available to ALTCS members include the following:

<b>Residential Support Services</b>	<p>Independent Living Option</p> <ul style="list-style-type: none"><li>● Individually designed living arrangements (IDLAs): Homes rented or owned by members in the community. IDLAs provide teaching support and personal care for members. This type of setting may also be called “Supported Living”.</li></ul> <p>Licensed Homes</p> <ul style="list-style-type: none"><li>● Developmental Home is a family home in which a licensed caregiver provides full-time care and supervision for up to three individuals with developmental disabilities. Child Developmental Homes serve members under the age of 18 and Adult Developmental Homes serve members ages 18 and over.</li><li>● Group Homes and Nursing Supported Group Homes<ul style="list-style-type: none"><li>○ Group Homes: Provide staff who are awake 24-hours a day to meet a member’s needs and help them learn skills. Ideal for members who need more assistance with independent skills, including cleaning, hygiene, self-help, etc. Most homes are licensed for three to four members (no more than six).</li><li>○ Nursing Supported Group Homes: Similar to Group Homes, but Members living in nursing supported group homes must be assessed to receive skilled nursing assistance as part of their DDD Person-Centered Service Plan.</li></ul></li></ul>
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**Therapies**

Occupational, Physical, and Speech

# Additional Community Resources Available

Service Coordinators will share community-based organizations as resources to support the member/family as assessed and needed.

These include:

- Raising Special Kids (RSK)
- Ability 360
- The Arc
- Arizona Statewide Independent Living Council
- Arizona Autism Coalition
- Strong Families AZ
- Pilot Parents of Southern Arizona
- First Things First: Family Resource Center
- Southwest Human Development
- Mentally Ill Kids in Distress (MIKID)





# 10/1/2019 DDD Contracted Health Plan Integration

Since October 1, 2019, the Division (DDD) has contracted with two health plans to provide physical and behavioral health services and Children's Rehabilitative Services to DDD and Arizona Long Term Care Services (ALTCS) eligible members residing across every Arizona county.

These two contracted health plan options are:

- UnitedHealthcare Community Plan
- Mercy Care Plan



# DDD Tribal Health Program (Previously called the DDD American Indian Health Plan)

The Division also collaborates with AHCCCS in the administration of a third option, the Tribal Health Program (THP) for American Indian or Alaska Native children and adults with a tribal affiliation.

Tribal members enrolled in the Division who are ALTCS eligible may select the DDD Tribal Health Program or choose a DDD Health Plan provided by Mercy Care or UnitedHealthcare Community Plan.



# Behavioral Health Services Available to Members Through Their DDD Health Plan Include:

- Behavioral Analysis Services
- Crisis Services
- Individual Counseling
- Family Counseling
- Peer and Family Support
- Psychotropic Medication
- Skills Training
- Substance Use Treatment
- Supported Employment
- Additional services for members in the SMI Behavioral Health Category including ACT teams and SMI Housing.

# DDD Mental Health Parity Sub-Committee

- Works to ensure equity in access to Mental Health/Substance Use Disorder (MH/SUD) benefits and Medical/Surgical (M/S) benefits.
- Reviews all policies and procedures to ensure that there are no greater limits or restrictions in accessing Mental Health/Substance Use Disorder (MH/SUD) benefits in comparison to Medical/Surgical (M/S) benefits.



# Mercy Care Plan

## Health Equity and Community Intervention

At Mercy Care we are committed to helping our members live a healthier life and achieve their fullest potential. Our work has focused on addressing social determinants of health with a comprehensive approach to improve outcomes in the areas of housing, school-based services, women's health and addictions.

With this work as our foundation, we also recognize that health disparities remain widespread among people of color. We are building a strategy that will allow us to confront these disparities through health equity and community intervention.

Through this work we will develop, implement and lead our initiatives to build equity within Mercy Care and the communities we serve by abolishing systemic racism, including inherent and unconscious bias, that contributes to health disparities. These include social determinants of health that impact the health and well-being of our colleagues, members, providers and communities.

The announcement of our commitment is not the conclusion of a process but an ongoing, dedicated effort that will be embedded in our culture. Together with our community, we will help our members live a healthier life and achieve their full potential.

<https://www.mercycareaz.org/involved/news>

<https://www.mercycareaz.org/assets/pdf/news/NORC-Mercy-Graphic.pdf>

# United Healthcare

## Bringing care beyond the clinic to address social determinants of health

Health is more than medical care. Factors outside a doctor's office play a significant role in influencing a person's health and well-being.



### Establishing a housing-first approach to health

A "housing-first" model helps provide a stable home with services to help people struggling with homelessness. This helps improve their ability to access critical medical and social care.



### Transforming access to fresh and healthy foods

We think about food as medicine. That's why we're enabling food banks to provide more healthy, fresh food to more communities. We help by investing in refrigeration, training, mobile food pantries and meal delivery programs across the country.



### Addressing social isolation

Social isolation and loneliness may be linked to higher risks for a variety of physical and mental conditions. Our work to address social isolation helps individuals find meaningful connections and feel a sense of purpose.



### Advocating for ICD-10 codes to include social determinants

Along with the American Medical Association (AMA), we're working to expand social codes as part of medical records. This helps to better connect patients to the non-medical services and support they need.

<https://www.uhc.com/about-us/empowering-health>

# Links Related to Social Determinants of Health

**Center for Disease Control and Prevention (CDC)**

<https://www.cdc.gov/socialdeterminants/index.htm>

**AHCCCS Whole Person Care Initiative (WPCI)**

<https://www.azahcccs.gov/AHCCCS/Initiatives/AHCCCSWPCI/>

**Indian Health Services (IHS) Training**

[https://www.ihs.gov/california/tasks/sites/default/assets/File/GPRA/BP2018-SocialDeterminantsofHealth\\_Ackerman-Barger.pdf](https://www.ihs.gov/california/tasks/sites/default/assets/File/GPRA/BP2018-SocialDeterminantsofHealth_Ackerman-Barger.pdf)

**Substance Abuse and Mental Health Services Administration (SAMHSA)**

<https://www.samhsa.gov/behavioral-health-equity>

**National Council for Mental Wellbeing**

<https://www.thenationalcouncil.org/resources/integrated-health-coe-toolkit-purpose-of-this-toolkit/module-3-health-disparities-social-determinants/>



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**Questions? Thank you!**