

Member and Family Newsletter



Winter 2004

In This Issue

Message from the DDD Assistant Director	2
Health Equity and Social Determinants of Health	3
Beware of the Flu	4-5
Chronic Illness Care	5
Positive Behavior Support Training	6
Women's Preventive Care	7
Healthy Sexuality and Development	8-9
Family Planning and Services.	10
Prevention Services	11
Asthma	12-13
Lead Poisoning	13
Keep Kids Fit	14-15
Culture and Language Needs	16
Quitting Tobacco	17
Crisis Services	18
Report Fraud, Waste or Abuse	19
In Every Issue	20



Message from the Assistant Director

By Zane Garcia Ramadan
DDD Assistant Director

Dear Members and Families:

I provided an overview of a few initiatives focused on behavioral health the Division was working on in the Summer 2023 newsletter. I would like to provide some updates on our progress in this newsletter.

The first update is on making Positive Behavior Support, or PBS training available to families, caregivers, and direct support professionals.

PBS training will help family members and Direct Support Professionals support people who may have challenging behaviors. It offers new skills, tools, and resources. PBS is person-centered. It improves relationships between members and their caregivers. It lessens challenging behaviors by teaching new skills. It also teaches caregivers how to improve the person's environment.

The Division has contracted with the organization, Raising Special Kids, to provide PBS training to families and caregivers. They will be able to receive the training at no cost. We anticipate Raising Special Kids will begin providing training by the middle of Spring.

2 More information



will be sent in our monthly OIFA update email when the training is available.

The second update is the training for behavioral health providers to better support individuals with an intellectual or developmental disability and a behavioral health diagnosis.

The Division, using funds available through the American Rescue Plan Act, has purchased behavioral health specific training modules from Relias. These modules are now available to all behavioral health professionals in Arizona.



The Division has identified 12 modules and a virtual instructor-led session that together make a core curriculum focused on supporting individuals with

developmental disabilities.

An attendee at a stakeholder meeting in early 2023 suggested the Division create one-page documents for specific topics. This was a great idea. Our Office of Individual & Family Affairs began creating Quick Reference Guides shortly after.

These Quick Reference Guides are available on multiple topics. They are designed to be easy to read and convey the most important information. They can be accessed on the Member & Family Resources page of our website. They are listed in the Quick Reference Guides section. I encourage everyone to review them. Send an email to dddoifa@azdes.gov if you have additional topics you think would be valuable.

Thank you for your continued support. Together we can make our program stronger and empower individuals with developmental disabilities to live self-directed, healthy, and meaningful lives.

Zane

The Reference Guides are found at: <https://des.az.gov/services/disabilities/developmental-disabilities/current-member-resources>

Scroll to the gray bars in the middle of the page and click on Quick Reference Guides.



Health Equity and Social Determinants of Health

Social Determinants of Health (SDOH) are environmental conditions in which people are born, grow, live, work, and age. These conditions can have an impact on people's health, well-being, and quality of life.

Social Determinants of Health include: education, job opportunities, income, safe housing, transportation, access to nutritious foods, physical activity opportunities and social support networks to include socialization, friendships, community activities, etc

Health equity exists when everyone has an opportunity to reach their highest level of health in a fair and just way. Achieving health equity

requires addressing social determinants of health and health disparities.

DDD works hard to ensure health equity and can assist members whose health is impacted by social influences. DDD assistance includes:

Employment Support and Services

DDD offers employment support and services to help members gain the skills needed to find and keep employment.

Affordable Housing

DDD works with Public Housing Authorities and the Arizona Department of Housing (ADOH) to provide affordable housing options and housing resources to members.

Member and Family

Advocacy

DDD works with members and families to advocate for specific issues that may require mediation or assistance. The assistance may include navigating the public education system and the public behavioral health system.

Support Coordinators can provide more information on any of the above listed services and also provide:

- Help or a referral for additional assistance.
- Help navigating the DDD system.
- Help connecting with community resources.

Visit <https://www.cdc.gov/socialdeterminants/about.html> for more information on Social Determinants of Health (SDOH).

Social Determinants of Health include:

Education

Job opportunities and income

Safe housing

Transportation

Access to nutritious foods

Physical activity opportunities

Social support networks to include socialization, friendships, community activities, etc.

Beware of the flu

Health conditions **raise** risks from flu



Anyone can get the flu, even healthy people. Serious problems related to the flu can happen at any age.

Some people are at high risk of serious flu-related complications if they get sick, including:

Adults 65 years and older

Children younger than two years old

Pregnant women and women up to two weeks after the end of pregnancy

American Indians and Alaska Natives

People who live in nursing homes and other long-term care facilities

Asthma

Neurologic and neurodevelopmental conditions

Blood disorders (such as Sickle Cell Disease)

Chronic lung disease (such as Chronic Obstructive Pulmonary Disease [COPD] and Cystic fibrosis)

Endocrine disorders (such as Diabetes Mellitus)

Heart disease (such as congenital heart disease, congestive heart failure, and coronary artery disease)

Kidney diseases

Liver disorders

Metabolic disorders (such as inherited metabolic disorders and mitochondrial disorders)

People who are obese with a body mass index [BMI] of 40 or higher

People younger than 19 years old on long-term aspirin or salicylate-containing medications

People with a weakened immune system due to:

Disease (such as people with HIV or AIDS, or some cancers such as leukemia),

or

Medications (such as those receiving chemotherapy or radiation treatment for cancer, or persons with chronic conditions requiring chronic corticosteroids or other drugs that suppress the immune system)

Flu symptoms

Influenza (flu) can cause mild to severe illness and can even lead to death. Flu signs and symptoms usually come on suddenly. People who have the flu often feel some or all of these symptoms, which could also be symptoms of COVID-19:

- fever or feeling feverish/chills
- cough
- shortness of breath or difficulty breathing
- sore throat
- runny or stuffy nose
- muscle pain or body aches
- headaches
- fatigue (tiredness)
- diarrhea, though this is more common in children with flu, but can occur at any age with COVID-19.
- change in or loss of taste and smell, although this is more frequent with COVID-19.
- vomiting

Flu vaccines for you and your family:

Everyone 6 months of age and older should get an annual flu vaccine. This is the first and most important step to protect against flu viruses.

Flu vaccines can prevent influenza, or reduce the severity of illness. Protect yourself and others.

Find vaccines near you:

<https://bit.ly/findflushotsnearlyou>

Chronic Illness care begins with basic steps



People with chronic health conditions such as diabetes, heart problems, arthritis, or asthma, can take a few basic steps to stay healthy.

These are simple steps, such as eating right and exercising. Other steps are to limit eating sugar and fatty foods and watch weight gain.

Don't smoke. Get restful sleep.

While one part of the body may be out of balance because of a chronic illness, taking care of the entire body is helpful. Remember these

ways to stay in good health:

Know your condition: Learn about it. Ask the doctor any questions.

Medication: Take medication as directed.

Reduce stress: Chronic illnesses can increase emotions. Reduce stress with exercise, meditation, or mindfulness.

Pay attention: Keep track of concerns or problems. Talk to your provider during check-ups or make an appointment.

Write an emergency plan with your healthcare team:

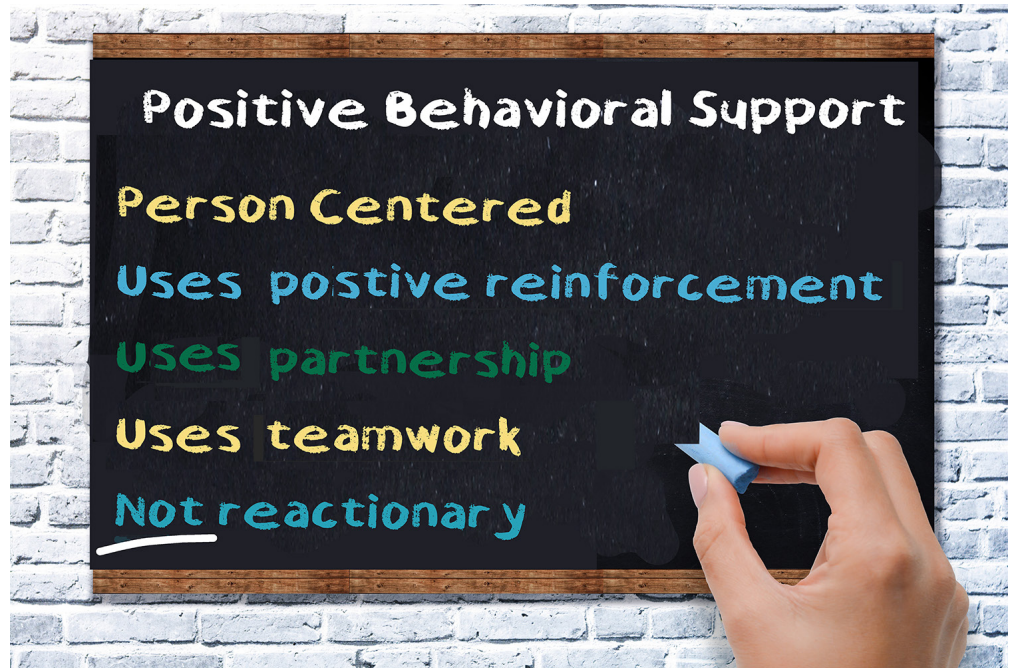
Make sure family members and close friends are aware of your condition and know how to care for the condition.

Learn to work through the healthcare system: Ask questions, seek second opinions, and include your ideas and needs when setting a path of care.

Talk with others who have the same condition. Make sure others know which doctor or provider to call if you become unable to seek help. If you live alone, check in with family or caregivers regularly.

New!

For families and caregivers



Positive Behavior Support Training

The Division is working on a new project to provide Positive Behavioral Support (PBS) training. The training will be for families/caregivers and Direct Support Professionals (DSPs).

This PBS training will help family members and Direct Support Professionals support people served by the Division. It will also help people who may have challenging behaviors.

What is Positive Behavior Support (PBS) training?

PBS is person-centered. It improves relationships between members and their caregivers. It lessens challenging behaviors by teaching new skills. It also teaches caregivers how to improve the person's environment.

PBS is not a "treatment." Instead, it teaches new ways to respond to challenging behaviors.

Who will be able to receive PBS training?

- All Direct Support Professionals (DSPs) employed by the Division.

Project timeframe

The Division is planning to start the training in 2024 and will keep people updated on the project's progress

Feedback needed!

Submit questions or feedback using this Google Form: <https://bit.ly/PBSfeedbackform>

- Qualified Vendors who employ DSPs. The vendors will be offered incentives.
- Families/Caregivers who are interested in PBS. They will be able to receive the training at no cost.

What are the benefits of PBS training?

PBS training helps people who receive services from DDD, their families/caregivers, and the community.

- PBS improves the quality of life of members and caregivers.
- Provides more independence, dignity, self-esteem, and value for members and improves family and caregiver relationships.
- Improves skills and confidence of family and caregivers to support members.
- May result in less crisis contact, emergency department visits, and hospital admissions.

Women's preventive care



An annual well-woman preventive care visit can identify risk factors for disease, existing physical/behavioral health problems, and promote healthy lifestyle habits.

This is a covered service for those enrolled with a DDD Health Plan, the DDD Tribal Health Program, or an AHCCCS Complete Care Plan.

The well-woman preventive care visit includes all of the following:

- a physical exam (Well Exam) that assesses overall health,
- clinical breast exam,
- pelvic exam (as needed),
- Review and administration of immunizations, screenings, and testing as appropriate for age and risk factors,
- Screening and counseling focused on maintaining a healthy lifestyle and minimizing health risks in relation to:
 - diet and nutrition
 - physical activity or exercise
 - healthy weight
 - tobacco and substance use (caffeine, alcohol, marijuana, and other drugs), including prescription drug use
 - depression screening
 - violence / abuse
- Sexually transmitted Infections
- Human Immunodeficiency Virus (HIV)
- family planning services and supplies
- preconception counseling that includes discussion regarding a healthy lifestyle before and between pregnancies
- oral health care check
- chronic disease management
- emotional wellness check
- Referrals as needed for further evaluation, diagnosis, and/or treatment.

Genetic screening and testing are not covered, except when medically necessary.

Contact Member Services at the telephone number on the back of an AHCCCS ID card for help with scheduling an appointment or arranging transportation. A DDD Support Coordinator may also assist with appointments and travel.





Teaching Healthy Sexuality and Development

All people need to feel good about their bodies. This helps to develop and keep a healthy self-esteem and body image. This starts early in life by making sure kids know:

- Their bodies are normal,
- All parts of their body are supposed to be there, and
- Our body parts perform necessary jobs

Using the correct words for body parts and body functions helps kids to not be embarrassed about their bodies. This also keeps them from being afraid to talk about certain things with their parents or caregivers.

Start out talking to your kids just about their bodies and how to keep them clean. For girls, this might be reminding them to wipe from front to back after going to the bathroom or for boys to pull their foreskin back. Remind them when

they take a bath or shower to wash all parts of their bodies.

As they get older, talk about where and when it is appropriate to show their bodies and when it is not. Families have different rules for this, such as:

- Closing the bathroom door to go to the bathroom or shower
- Closing the bedroom door to get dressed
- Wearing a shirt around the house or in public

It also means talking to them about appropriate touch. Encourage your children to know who can touch them and where so they are not uncomfortable. This even involves hugging. Encourage a child who is not comfortable hugging someone to do something else, like a fist bump or handshake. This helps them develop healthy attitudes about consent, so they are comfortable telling people

that they can or cannot touch them, or asking if they can or cannot touch someone else.

Talking about appropriate touch also means talking about normal body changes, including:

- hair growth
- voice changes
- breast development
- starting their period
- changes in the size of their penis

Puberty happens to females in the United States between the ages of 8 to 13 and in males between the ages of 9 to 14 years old. Some kids might be afraid of these changes or not know what is happening, but they are afraid to ask. They may also begin to have feelings that they cannot explain as they start to experience sexual urges. These feelings are also normal and have to do with changes in the hormones or chemicals in the body.



Sometimes it is best to talk in private, like in the bathroom or bedroom. Sometimes there is casual talk, or it can come up naturally. This includes times when:

- Watching a TV show or movie.
- Traveling in the car.
- Discussing a friend's situation.

Be sure the child is aware of their family's view on sexuality. Regardless of information in those views, discussion should include:

- How babies are made
- Safe sex, including abstinence and other family planning methods
- The risk of getting sexually transmitted infections and prevention methods.

Talks also should include information about how peer pressure, alcohol, and drugs can impair the ability to make good decisions and choices.

Remember, sexuality happens whether parents or guardians are ready or not.

Every person:

- Needs to learn to develop healthy relationships,
- Deserves to love and be loved.
- Deserves to be treated with dignity and respect and to know what that means.

The conversations with children will change as they age and grow, but keeping an open-door policy is the best bet to help them understand their bodies and what to expect. Direct them to their healthcare provider or another trusted adult when parents or guardians are not comfortable talking about certain things or do not know the answer.

Source: bit.ly/Talkingaboutsexuality



Family Planning and services

Get informed about family planning and supplies available to individuals

Family planning services and supplies are available to all members who wish to delay or prevent pregnancy when enrolled in a DDD Health Plan, the DDD Tribal Health Program, or an AHCCCS Complete Care Plan. These services are available regardless of gender.

Covered family planning services and supplies include:

- pregnancy screening
- contraceptive counseling
- medication and/or supplies, such as:
- birth control pills or shots
- IUDs or implantable birth control including immediate postpartum placement
- diaphragms
- condoms
- suppositories and foams
- medical and lab exams and radiological procedures
- ultrasounds (related to family planning)

- treating problems from birth control (including emergencies)
- natural family planning education
- referral to qualified health professionals
- emergency oral birth control within 72 hours after unprotected sex
- screening and treatment for Sexually Transmitted Infections (STI)
- sterilization services (if requirements are met)

Ask a doctor or health care provider how to get these services and supplies. They can answer any questions you have. Members may get services and supplies from

any appropriate family planning service provider, whether or not they are network providers.

Tribal Health Program members can get family planning services and supplies from any appropriate provider. This includes Indian Health Service facilities, tribally-operated “638” health programs, urban Indian health clinics, and other AHCCCS-registered doctors.





PREVENTION

Advanced care may help prevent medical issues

Prevention is important.

Anytime we can prevent something bad from happening, we want to take action. Whether it is avoiding an accident or finding early signs of a disease or illness, we want to try to stop it before it happens or gets worse. That is why adults should continue to see their primary care provider on a regular basis.

These adult preventive services are provided at no cost for those enrolled with a DDD Health Plan, the DDD Tribal Health Program, or an AHCCCS Complete Care Plan and are important to continue:

Breast Cancer screening

Every two years
Age 50 to 74 years old.



Colon Cancer screening

In general, it is recommended that adults age 45 to 75 be screened for cancer every five to 10 years.



People with an increased risk need to speak with their provider to learn if more

frequent testing is needed. In some cases testing each year is needed.

Diabetes screening

Every year for adults if overweight or obese
Ages 35 to 70 years old.

Ask your primary care provider if you are due for these tests.



Your provider may also recommend other blood work or immunizations to help protect you.



Cervical Cancer screening

Every three to 5 years
Age 21 to 65 years old.

DDD is here to help you.

Contact your Support Coordinator if you have any questions or need help with setting an appointment. You may also contact the DDD Customer Service Center at 1-844-770-9500 option 1 (TTY/TDD 711).

Got Asthma? Get help!



What Is Asthma?

Asthma is a disease that affects the lungs. It can start when you are a child or an adult. Once a person has it, they probably will always have it, but people may be able to control it by avoiding triggers.

Asthma may cause people to:

- Wheeze (or have a whistling sound in the lungs when you breathe).
- Feel breathless or have a hard time catching their breath.
- Have chest tightness or feel like they cannot expand their lungs.
- Cough at night or early in the morning; it is usually a dry cough.

The PCP will also ask about home and may do a breathing test to find out how well a person's lungs are working.

What are the signs of Asthma?

Asthma can be hard to identify, especially in children under age 5. A primary care provider (PCP) can examine how a person's lungs sound and do other testing. They can also check for allergies to help find if a person has asthma related to allergies.

A Primary Care Physician will ask some questions:

- Is there a lot of coughing, especially at night?
- Are breathing problems worse after physical activity?
- Are breathing problems worse at certain times of the year?
- Is there chest tightness or wheezing?
- Do colds last more than 10 days?
- Do others in the family have asthma, allergies, or other breathing problems?
- Has a person missed school or work?



KNOW YOUR ASTHMA TRIGGERS

Asthma triggers can be different for everyone. These are the most common triggers.

Outdoor Triggers



Air
Pollution



Pollen



Weather

Indoor Triggers



Dust Mites



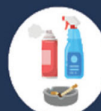
Mold



Pets



Roaches,
mice, rats



Smoke,
sprays.

Other Triggers



Illness



Strong
emotions
Stress
Anxiety



How is asthma treated?

An asthma attack can happen to a person when exposed to “asthma triggers” and something bothers the lungs.

Everyone has different asthma triggers. Some of the most common triggers are:

- tobacco smoke
- dust mites
- outdoor air pollution
- cockroach allergens
- pets
- mold
- cleaning chemicals or products
- smoke from burning wood or grass
- infections like flu

An asthma attack may include coughing, chest tightness, wheezing, and

trouble breathing.

How is asthma treated?

Take medicine exactly as set by a PCP and stay away from things that can trigger an attack.

Everyone with asthma does not take the same medicine.

There are two types of asthma medicines:

1. Quick-relief medicines that control the symptoms of an asthma attack and are taken only as needed, and

2. Long-term control medicines. These medicines should be taken regularly and on schedule even if a person doesn't feel like it's needed.

If quick-relief medicines are needed more and more, visit a doctor to see if a different medicine is needed.

Long-term control medicines help people have fewer and milder attacks. They don't help during an asthma attack.

Asthma medicines can have side effects. Most are mild and soon go away. Ask a PCP about the side effects of all medicines.

Remember – asthma can be controlled. Make an asthma action plan with a PCP. Decide who should have a copy of the plan and where to keep it. Take long-term control medicine even when you don't have symptoms.

Source: <https://www.cdc.gov/asthma/faqs.htm>



Get the lead out! Lead poisoning is dangerous

Protecting children from lead exposure is important to their good health. Children under age 6 are at greater risk because their bodies are still growing.

Young children are also exploring, touching contaminated objects, and putting their hands in their mouths.

Dangers of Lead Poisoning:

- Slowed growth and development.
- Reading or other learning problems.
- Behavior problems.
- Brain, liver, and kidney damage.
- Hearing and speech problems.

Information on ADHS's blood lead program:

<https://bit.ly/azleadprogram>

- In severe cases coma, seizures, and even death can occur.

Preventing Lead Poisoning

Primary prevention is removing lead exposure from children's environments. This is the best way to ensure that children do not experience harmful long-term effects of lead exposure.

Secondary prevention

includes blood lead testing and follow-up care and referral. A blood test at 12 and 24 months of age is the best way to determine if a child has been exposed to lead. Blood testing should be done since most children with lead in their blood have no obvious symptoms. Blood lead testing can also be done when a lead screening shows concern.

A child's doctor will be happy to help you if you have any questions about lead screening or blood lead testing.

Source: <https://www.cdc.gov/nceh/lead/prevention/default.htm>



Keep kids FIT



Obesity can lead to childhood health problems that can continue into adulthood

Yet, childhood obesity continues to rise in the United States.

Adults can help children from gaining weight by:

- Teaching healthy eating habits.
- Limiting foods that are high in fat, sugar, and salt.
- Increasing physical activity.
- Reducing screen time.
- Ensuring enough sleep time.

If children are overweight, try to slow down weight gain while they grow at their normal rate. Diets should only begin under the management of a healthcare provider.

Develop healthy eating habits

To help children develop healthy eating habits:

- Provide plenty of fruits and vegetables.
- Try whole-grain products, such as oatmeal, whole wheat bread, or brown rice.

Children ages 3 through 5 years should be active during the day.

Young people ages 6 through 17 years should be physically active for at least 60 minutes each day.

It is good to include activities that strengthen bones, such as running or jumping, and muscle-strengthening activities such as climbing or doing push-ups.

- Include low-fat or non-fat milk (or lactose-free or fortified soy versions) or dairy products, including cheese and yogurt.
- Choose proteins such as lean meats, poultry, fish, eggs, beans, lentils, and nuts.
- Limit sweetened drinks.
- Limit sugar and saturated fat.

- Encourage family members to drink lots of water.
- Make small changes every day for success.

Help children stay active

Physical activity is fun and has many health benefits, including:

- stronger bones
- lower blood pressure
- less stress and anxiety
- higher self-esteem, and
- weight management

Adults and children can enjoy activities together such as:

- playing basketball
- walking the dog
- dancing to favorite songs
- jumping rope
- Bike riding
- Doing yard work





**Just
MOVE**

More



Although quiet time for reading and homework is fine, limit “screen time” (watching TV, playing video games, and internet use) to no more than two hours per day. The American Academy of Pediatrics does not recommend television viewing for children under 2 years of age.

Encourage children to find

fun activities to do with family members or on their own that simply involve more activity.

Encourage a child to move their body as much as possible and in a safe way for them, even if they are not able to walk or run. Sometimes this may involve you moving their body for them. Ask a provider or therapist for some ideas for children.

Then ...

We all need sleep

Not getting enough sleep is related to obesity because inadequate sleep makes us eat more and be less physically active.

Children need more sleep than adults, but as they get older they need less sleep.

Read the chart at right for recommended daily sleep times:

Age Group	Age	Recommended Hours of Sleep
Infant	4-12 months	12-16 hours per 24 hours (including naps)
Toddler	1-2 years	11-14 hours per 24 hours (including naps)
Pre-School	3-5 years	10-13 hours per 24 hours (including naps)
School Age	6-12 years	9-12 hours per 24 hours
Teen	13-18 years	8-10 hours per 24 hours
Adult	18-60 years	7 or more hours per night





DDD respects culture and language needs

All DDD members have the right to receive services in their language. When individuals talk with any DDD staff, they can ask to have an interpreter present.

This service is available at no cost to individuals. The interpreter might be over the phone, in video, or in person. The type of service depends on each person's specific needs.

Individuals may use their own interpreter. If, after an interpreter is suggested, an individual still wants to use their own person, they may do so. This person must be an adult who must agree to provide the language assistance. DDD may still get an interpreter if staff have a concern the interpreting may

not be accurate.

Adults and minors should not try to translate any documents. The use of a



minor child for interpretation is only allowed when there is an emergency. An emergency is an event when someone is in danger, or there is a threat to the safety of the member. After the emergency is over, an interpreter will be

needed to provide language assistance.

It is a Qualified Vendor's job to provide services in the member's language. Qualified Vendors and DDD work together to make sure individuals have access to language services.

All DDD documents are translated into Spanish. Other documents may be translated to other languages upon request. This service is available at no cost. Adults and minors should not translate any documents.

This information also applies to people who are seeking DDD services.

Please reach out to a DDD Support Coordinator for questions.



Quitting tobacco

When will stopping be “Worth it” for you?

Quitting tobacco may be the hardest thing a person ever does in life. A tobacco user’s brain is taken hostage by nicotine, and the brain becomes addicted to it. Quitting successfully requires time, dedication, and support.

To change any behavior, we need to discover why it is worth it to us to change. Finding the “worth it” can help motivate a person through the quitting process. Quitting tobacco has many well-known health benefits. Finding why it is “worth it” can help in this difficult process. We are all motivated by different things. Here are some things that may motivate a person:

- Using cigarette money on fun things like movies, trips, books, or video games
- Deeply smelling things like flowers, coffee brewing or bread baking or tasting all the juicy goodness of a barbecued hamburger
- Not having to leave the movie, restaurant, or work to find a place to smoke
- Singing along loudly in the car to a favorite song and not coughing

Quit Coaches at the Ash Line can help people find their “worth it.”

This is a no cost professional service where coaches work with people to develop a personalized plan to quit tobacco. The benefits of using a Quit Coach:

- Doubles the chances of quitting smoking.
- Learn how to live tobacco-free.
- Helps a person identify triggers and ways to manage them.
- Being able to tell loved ones tobacco use is finished.

It is well documented that quitting tobacco will improve health conditions. It can prevent heart attacks, strokes, and some cancers. It will also protect your family from dangerous chemicals. Finding your “worth it” can help motivate you to quit. The Quit Coaches at the Ash Line can help so that you can finally say, “I found my WORTH IT, and I quit smoking!”

The information in this article was taken from the Ash Line which can be found at <https://ashline.org/>. Please visit the website for additional resources.



Experiencing a Behavioral Health Crisis?

Get help!

It is important to seek help right away if a member, a family member, or a friend has a mental health emergency. Trained crisis staff are available 24 hours a day, seven days a week to help over the phone.

The Crisis lines are free, confidential, and open to anyone who needs help. For medical, police, and fire emergency situations, always call 911.

Arizona has a robust behavioral health crisis services network available to any Arizona resident regardless of health insurance coverage. Services include:

Suicide and Crisis Hotlines by County and Tribal Nation

- Apache Country: Arizona Complete Health - Complete Care Plan, 1-866-495-6735
- Cochise County: Arizona Complete Health - Complete Care Plan, 1-866-495-6735
- Coconino County: Care1st, 1-877-756-4090
- Gila County: Mercy Care, 1-800-631-1314
- Graham County: Arizona Complete Health - Complete Care Plan, 1-866-495-6735
- Greenlee County: Arizona Complete Health - Complete Care Plan, 1-866-495-6735
- La Paz County: Arizona Complete Health - Complete Care Plan, 1-866-495-6735

- Navajo County: Care1st, 1-877-756-4090
- Maricopa County: Mercy Care, 1-800-631-1314
- Mohave: Care1st, 1-877-756-4090
- Pima County: Arizona Complete Health - Complete Care Plan, 1-866-495-6735
- Pinal County: Mercy Care, 1-866-495-6735
- Santa Cruz County: Arizona Complete Health - Complete Care Plan, 1-866-495-6735
- Yuma County: Arizona Complete Health - Complete Care Plan, 1-866-495-6735
- Yavapai County: Care1st, 1-877-756-4090
- Ak-Chin Indian Community: 1-800-259-3449
- Gila River Indian Community: 1-800-259-3449
- Salt River Pima Maricopa Indian Community: 1-855-331-6432
- Tohono O'odham Nation: 1-844-423-8759

Arizona Statewide Crisis Hotline:

Phone: 1-844-534-4673 (HOPE)

Text: 4HOPE (44673)

National 24-Hour Crisis Hotline

988 Suicide & Crisis Lifeline:
988 (call or text)



REPORT FRAUD: SUSPECT IT, REPORT IT!

Medicaid fraud, waste, and abuse (FWA) are crimes. Report fraud, waste, and abuse right away. Reporters will not get in trouble or lose services for making a report of any suspected fraud, waste, or abuse.

Report fraud, waste or abuse to DDD by:

- **Calling DDD at 1-877-822-5799**
- Sending an email to dddfwa@azdes.gov
- Sending a letter to DES/DDD, Attn: Corporate Compliance Unit, 1789 W Jefferson St., Mail Drop 2HA1, Phoenix, AZ 85007
- Completing the online form at <https://des.az.gov/how-do-i/report-suspected-fraud/developmental-disabilities-fraud-waste-and-abuse>

Or, also report FWA to AHCCCS:

- Provider Fraud
 - In Arizona: 602-417-4045
 - Outside Arizona: 1-888-ITS-NOT-OK (1-888-487-6686)
- Report Member Fraud: In Arizona: 602-417-4193
- Outside Arizona: 1-888-ITS-NOT-OK (1-888-487-6686)
- Complete the AHCCCS online form at <https://bit.ly/reportfraudonline>
- For questions about AHCCCS fraud, abuse of the program, or abuse of a member, email the AHCCCS Office of Inspector General (OIG) at AHCCCSFraudazahcccs.gov

ARIZONA LONG TERM CARE (ALTCS) MEMBER HANDBOOK

Members eligible for DDD/ALTCS can review a copy of the 2023-2024 ALTCS Member Handbook on DDD's website at:

<https://bit.ly/ALTCSmemberhandbook>

Call the DDD Customer Service Center at 1-844-770-9500, Option 1, to request a printed copy.

STATE OF ARIZONA Department of Economic Security Division of Developmental Disabilities



Arizona Long Term Care System (ALTCS)

Member Handbook 2023 – 2024

Revision Date: October 2023

The information in this document is continually updated.

For the latest revisions, please visit the Member Resources page on the Division of Developmental Disabilities' website at <https://des.az.gov/ddd>

DDD CUSTOMER SERVICE CENTER



To file a grievance/complaint or if you are looking for general resources, call the DDD Customer Service Center at 844-770-9500, Option 1.

GET NEWS FROM DDD.

Get monthly updates and news emailed to you.

Sign up at: <https://bit.ly/DDDupdates>

CAN'T FIND SOMETHING ON OUR WEBSITE?

Call the DDD Customer Service Center at 844-770-9500, Option 1, for help.

DDD POLICY

If you would like to be notified of Division policy updates, send an email with contact information to <https://bit.ly/2023DDDpolicies>

RESOURCES for Individuals with Developmental Disabilities and their families can be found on the DES/DDD website at

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

