



DEPARTMENT OF ECONOMIC SECURITY  
Your Partner For A Stronger Arizona

# DIVISION OF DEVELOPMENTAL DISABILITIES

## In This Issue

MESSAGE FROM THE DDD ASSISTANT DIRECTOR ZANE GARCIA RAMADAN ..... 2

SOCIAL DETERMINANTS OF HEALTH..... 3

ALCOHOL AND SUBSTANCE USE ..... 4

VENDOR CALL ..... 4

BEHAVIORAL HEALTH CRISIS? ..... 5

MEDICARE PART D..... 5

SILVER ALERTS ..... 6

ARIZONA’S HEAT IS DANGEROUS AND DEADLY ..... 7

ACCESSING NON-TITLE XIX/XXI SERVICES..... 8

PROJECT FOR ASSISTANCE TO TRANSITION FROM HOMELESSNESS (PATH) SERVICES..... 9

PREGNANCY AND TESTING FOR INFECTIONS..... 10

SUICIDE PREVENTION ..... 11



## Coronavirus (COVID-19) Updates and Town Hall Information

Be sure to stay updated on the changes the Division is making during the COVID-19 pandemic. You can check the Division's web page that is dedicated exclusively to these updates and upcoming town hall information: [https://bit.ly/DDD\\_COVID19Actions](https://bit.ly/DDD_COVID19Actions)



STATE OF ARIZONA  
Department of Economic Security  
Division of Developmental Disabilities

Arizona Long Term Care System (ALTCS)  
Member Handbook 2020 – 2021

Revision Date: October 2020  
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/services/disabilities/developmental-disabilities/current-member-resources>

## Arizona Long Term Care System (ALTCS) Member Handbook

If you are a member eligible for DDD/ALTCS and would like a copy of the 2020-2021 Member Handbook, visit DDD’s website at [https://bit.ly/DDD\\_Resources](https://bit.ly/DDD_Resources) for a copy.

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

## DDD Customer Service Center

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

# MEMBER AND FAMILY NEWSLETTER SPRING AND SUMMER 2021

## **MESSAGE FROM THE DDD ASSISTANT DIRECTOR ZANE GARCIA RAMADAN**

Dear DDD Members and Families -

By the time you read this, we will have passed the year mark of the COVID-19 pandemic. The pandemic has had a profound impact on the DDD community. I am proud of how all stakeholders within our system worked together to overcome challenges. Everyone has worked together to ensure the health, safety, and well-being of DDD members, families, and the individuals who support them.



DDD has implemented many temporary flexibilities during the pandemic in order to protect the health and safety of members. Some of these include virtual planning meetings, expanded telehealth services, allowing parents of minor children to be paid providers, and providing supports for remote learning. You can see all of the flexibilities on our DDD COVID-19 webpage. We believe that these temporary flexibilities have allowed for continued service delivery, while protecting members and providers as much as possible.

The Division continues to work every day to ensure that DDD members and their families are receiving the support and services they need. We love to hear feedback on ways we can improve our system. Your input helps us improve our organization so we can continue our mission of empowering individuals with developmental disabilities to live self-directed, healthy, and meaningful lives.

Thank you,

Zane Garcia Ramadan

DDD Assistant Director

# SOCIAL DETERMINANTS OF HEALTH

Social determinants of health (SDOH) are conditions in the environment 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.
- Employment.
- Physical environment.
- Socioeconomic status.
- Social support networks.

DDD can assist members whose health is impacted by social influences.

DDD assistance includes:

- **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.

- **Employment Support and Services**

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

Contact your DDD Support Coordinator if you would like:

- More information on any of the above listed services.
- Help or a referral for additional assistance.
- Help navigating the DDD system.
- Help connecting with community resources.

For more information on social determinants of health (SDOH), go to <https://www.cdc.gov/socialdeterminants/about.html>

**Can't Find  
Something  
on Our  
Website?**

Call DDD  
Customer Service  
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for help.



# ALCOHOL AND SUBSTANCE USE

The COVID-19 pandemic has caused stress for many people. Sometimes stress can lead to alcohol and substance use. Consider healthier options for stress and coping such as:

- Exercise.
- Meditation.
- Reaching out to friends and family.

If you or someone you care about is starting to use alcohol or other substances, these suggestions may help:

- Talk to your healthcare provider.
- Find virtual treatment and recovery programs.
- Medication-assisted treatment (MAT) for alcohol or opioid use disorders may be an option.
- Take medicine as prescribed **and** continue your therapy, treatment, or support appointments (in person or through telehealth services) when possible.
- Call the National Drug and Alcohol Treatment Referral Routing Service at **1-800-662-HELP** to speak with someone about an alcohol or substance use problem.
- Members do not need a referral from their PCP to begin substance use services.

Source: <https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/stress-coping/alcohol-use.html>

## VENDOR CALL

The Division of Developmental Disabilities (DDD) has improved the way you get services through the vendor call process. Each time you need a service DDD issues a “vendor call”.

A vendor call is a message to all vendors that might be able to provide your assessed services. It lets the vendors know that you need services. DDD has improved the vendor call process and made some changes. These changes will help match you with a vendor that best meets your needs. These changes took effect in March 2021.

The changes include:

1. With your consent, your contact information may be shared with vendors. This provides you the opportunity to connect with vendors faster.
2. The Division sends you the contact information about the vendors as they respond to the vendor call.
3. You have 7 days to choose a vendor after you receive the first response to the vendor call from your DDD Support Coordinator or DDD Nurse. If you do not select a vendor from the vendors who can give you the service, a vendor will be auto-assigned. DDD will send you a letter with the information of the auto-assigned vendor.

Contact your DDD Support Coordinator if you have any questions about the vendor call.

# BEHAVIORAL HEALTH CRISIS?

## Experiencing a Behavioral Health Crisis?

If you, a family member, or a friend have a mental health emergency, it is important that you seek help right away. 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.

## County Crisis Hotlines:

- Maricopa County Served by **Mercy Care: 602-222-9444 or 1-800-631-1314**
- Cochise, Graham, Greenlee, La Paz, Pima, Pinal, Santa Cruz, and Yuma Counties Served by **Arizona Complete Health: 1-866-495-6735**
- Apache, Coconino, Gila, Mohave, Navajo, and Yavapai Counties Served by **Health Choice Arizona: 1-877-756-4090**
- Gila River and Ak-Chin Indian Communities: **1-800-259-3449**
- Salt River Pima Maricopa Indian Community: **1-855-331-6432**

## National Crisis Hotlines:

### Phone:

- National Suicide Prevention Lifeline: **1-800-273-TALK (8255)**
- National Substance Use and Disorder Issues Referral and Treatment Hotline: **1-800-662-HELP (4357)**

### Text:

- Text the word "HOME" to **741741**

## Especially for Teens:

- Teen Life Line phone or text: **602-248-TEEN (8336)**

**Get important COVID-19 related information and resources in English and Spanish by dialing 2-1-1.**

# MEDICARE PART D

If you take prescription medicine and have Medicare, then prescription drug coverage (Part D) may be right for you.

Not all Medicare-approved Part D plans cost the same. Finding the best plan to meet your needs is important. Not all medications are covered by every plan.

[www.medicare.gov/find-a-plan](http://www.medicare.gov/find-a-plan) offers a search tool to find out which plans cover your medications.

State Health Insurance Assistance Program (SHIP) is a free health benefits counseling service for people with Medicare. SHIP's role is to educate, advocate and counsel people to make informed benefit decisions. SHIP is an independent program. It is funded by federal agencies and is not related to the insurance industry. Contact SHIP at 1-800-432-4040 for help with accessing a Part D plan. For more information on Medicare Part D, contact your Support Coordinator.

# SILVER ALERTS

Did you know that Silver Alerts can be sent out in Arizona for people who have an intellectual or developmental disability and are missing?

**What you need to know** and do:

1. Call 911 immediately if someone goes missing. Do not wait.
  - During the call, share that the missing person has an intellectual or developmental disability.
  - The police will help you by checking with hospitals, police departments, other family members, and more.
2. Be prepared to report the missing person's:
  - Age, height, weight, eye color, hair color.
  - Health concerns including prescribed medications.
  - Extent of disability.
  - Functional limitations and in which areas.
  - Information about anyone who may be with the missing person.
3. Share a recent photograph of the missing person with the responding police officer or deputy.

It is important to know that you may need to advocate for the Silver Alert to be used. You can ask the responding officer or deputy, or their supervisor, to contact the Department of Public Safety (DPS) Duty Office. DPS will decide if the situation meets the criteria for Silver Alert activation.

**If a Silver Alert is activated, the police will:**

- Check your home or location, even if you already did. They will check the backyard, swimming pools, vehicles, garages, attics, and more.
- Be on the lookout.
- Use social media to share information on the missing person if the law enforcement agency is equipped and based on their policies.
- If possible, check the tracking location on the missing person's cell phone.
- Check the vehicle's OnStar, LoJack, or other tracking device software.
- Stay at your location while family, friends and other officers look for the missing person.

**Ideas to help keep you or your loved one safe:**

- Carry a cell phone.
- Carry or attach a GPS locator to clothing or shoes.
- Wear identifying information such as a DDD Medallion bracelet/shoe tag or other type of identifier
- Notify your local police department about at-risk individuals before a crisis.
- Talk with your DDD Support Coordinator for more ideas.

Contact your local police department's Public Information Office for more information or visit the DPS website at <https://www.azdps.gov/safety/alerts>.

*Thank you to Chandler Police Department for the information for this article.*

# ARIZONA'S HEAT IS DANGEROUS AND DEADLY

- In 2019, there were 160 heat-caused deaths in the state of Arizona, according to the Arizona Department of Health Services (ADHS).
- In 2019, there were 761 hospitalizations due to heat related illness, according to the Arizona Department of Health Services (ADHS).
- Everyone is at risk!

The summer months bring long periods of dangerously high temperatures that can cause illness and even death.

The elderly, children and people with certain medical conditions such as heart disease, obesity and high blood pressure are at greatest risk.

Even young and healthy people can be harmed by the heat if they participate in intense physical activities during hot weather.

## TIPS for Protecting Yourself and Others from Extreme Heat:

- Drink plenty of fluids, especially water. Drink water often, even when you do not feel thirsty.
- Relax and avoid physical activity, especially after noon when the heat is the hottest.
- Use sunscreen rated SPF-30 or higher with both UVA and UVB protection. Apply sunscreen half an hour before you go outside for full effectiveness. Reapply sunscreen after being outside for more than one hour.
- Seek shade, especially during midday when the sun's rays are strongest and do the most damage. Avoid direct exposure between 10:00 a.m. to 4:00 p.m. Use an umbrella or seek shade under a tree.
- Cover up by wearing appropriate clothing. Light-colored, lightweight, loose-fitting, long-sleeved shirts and long pants offer the best protection.
- Wear a hat with a wide brim to shade the face, head, ears, and neck. Ultraviolet rays (UV) can reach anyone on cloudy and hazy days, as well as bright and sunny days with clear skies.
- Wear sunglasses that wrap around and block as close to 100 percent of both UVA and UVB rays as possible. Sunglasses protect both the eyes and tender skin around the eyes from sun exposure.
- NEVER leave people or animals in a vehicle, not even for a second! Temperatures in a car can reach 130°F – 150°F in the first 5 – 15 minutes, even if the outside temperature is only in the 80's!

STAY COOL • STAY HYDRATED • STAY INFORMED

For more information on protecting vulnerable populations from extreme heat, visit the Centers for Disease Control and Prevention (CDC) at <https://www.cdc.gov/disasters/extremeheat/index.html>

# ACCESSING NON-TITLE XIX/XXI SERVICES

Some DDD members may qualify for Non-Title XIX/XXI services including:

- Room and board.
- Mental health services (formerly known as traditional healing).
- Auricular acupuncture.
- Utility subsidies.

These services are available to DDD members through a referral to a Regional Behavioral Health Authority (RBHA).

Contact the RBHA in the county where you live to ask about Non-Title XIX/XXI Services:

COUNTIES SERVED	RBHA	PHONE NUMBER
Apache, Coconino, Gila, Mohave, Navajo, Yavapai	Health Choice Arizona	1-800-322-8670
Maricopa	Mercy Care	1-800-564-5465
Cochise, Graham, Greenlee, La Paz, Pima, Pinal, Santa Cruz, Yuma	Arizona Complete Health	1-888-788-4408

You may also ask your DDD Support Coordinator to assist you in accessing Non-Title XIX/XXI Services.

## 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 at **1-877-822-5799**.

## DDD Policy

If you would like to be notified about Division policy updates, send an e-mail with your contact information to [dddpolicy@azdes.gov](mailto:dddpolicy@azdes.gov).



# PROJECT FOR ASSISTANCE TO TRANSITION FROM HOMELESSNESS (PATH) SERVICES

AHCCCS provides Project for Assistance to Transition from Homelessness (PATH) Services. Federal and state funding dollars are allocated to Contractors for:

- Food.
- Clothing.
- Water.
- Blankets.
- Shelter.
- Basic living skills people need to reduce homelessness for people designated or eligible for a serious mental illness (SMI) determination.

PATH funding is important in:

- Creating connections with the behavioral health crisis system.
- Assisting with enrollment into the behavioral health system.
- Obtaining medical records, picture ID and social security cards.

PATH funding also allows for:

- Affordable housing options.
- Outreach and in-reach to adults aged 18 and over who are chronically homeless and have an SMI diagnosis.

PATH-eligible clients can receive:

- Outreach services such as:
  - ◊ Case management.
  - ◊ Peer support.
  - ◊ Housing services.
  - ◊ Living skills.
- Screening and diagnostic treatment (i.e. SMI determinations).
- Habilitation and rehabilitation.
- Community mental health (i.e. create connections with the behavioral health system).

- Substance use treatment.
- Referrals for:
  - ◊ Primary healthcare.
  - ◊ Job training.
  - ◊ Educational services.
  - ◊ Housing services.
  - ◊ SOAR (SSI/SSDI Outreach, Access, and Recovery)
- Housing services as specified in Section 522(b)(10) of the Public Health Service Act

PATH Services are currently available in the following counties by the named contractors:

## **Catholic Charities: Coconino, Mohave, and Yavapai County**

- PATH Contact: Sandi Flores
- Phone: 928-699-2289
- Email: [sflores@cc-az.org](mailto:sflores@cc-az.org)

## **Community Bridges: Maricopa County**

- PATH Contact: Jeremy Huntoon
- Phone: 480-768-8384
- Email: [Jhuntoon@cbridges.com](mailto:Jhuntoon@cbridges.com)

## **La Frontera: Pima County**

- PATH Contact: Sharon Francis
- Phone: 520-838-5690
- Email: [Sharon.francis@lafrontera.org](mailto:Sharon.francis@lafrontera.org)

## **Good Neighbor Alliance: Cochise County**

- PATH Contact: Julie Wilson
- Phone: 520-439-0776
- Email: [jwilson@goodneighboralliance.com](mailto:jwilson@goodneighboralliance.com)

# PREGNANCY AND TESTING FOR INFECTIONS

Infections with HIV, viral hepatitis, STDs, and TB can complicate pregnancy. This may seriously affect a woman, her pregnancy outcomes, and her baby.

Screening leads to treatment and care that can prevent infecting baby.

**To protect all women and infants, CDC recommends the following testing or screening at the first prenatal visit, during the third trimester, and at the time of delivery:**

## Hepatitis B Virus Infection (HBV)

- All pregnant women should be tested for hepatitis B surface antigen (HBsAg) during each pregnancy..

## Hepatitis C Virus Infection (HCV)

- All pregnant women should be tested for hepatitis C during each pregnancy.
- No treatment can prevent transmission of HCV from mother to child, but
  - ◊ Infected mothers may receive treatment during the postpartum period, and
  - ◊ Infants should receive testing during a pediatric visit.
- Early identification of HCV infection helps manage pregnancy and delivery so the risk of HCV transmission to the infant may be less.

## HIV

- All pregnant women should be tested for HIV as early as possible, preferably at the first

prenatal visit. Your OB/GYN can help you get tested.

- The earlier HIV is diagnosed and treated, the more effective HIV medicines — called antiretroviral therapy or ART — can be at preventing transmission and improving the health outcomes of both mother and child.
- In addition to treatment, counseling services are available when HIV results are positive. Your OB/GYN can help you with a referral.

## Syphilis

- All pregnant women should be tested for syphilis at the first prenatal visit, ideally during the first trimester.
- The earlier syphilis is diagnosed and treated during pregnancy, the more likely it can be prevented in the infant.

## Tuberculosis (TB)

- Pregnant women should be assessed for TB risk factors.

All of the above testing or screenings are covered benefits for AHCCCS members.

All pregnant DDD members have a Maternal Care team. This team includes your Support Coordinator, a District Nurse, and the Care Manager from your health plan.

Your Support Coordinator can assist you with any services you may need during your pregnancy and after giving birth.

Source: <https://www.cdc.gov/nchhstp/pregnancy/overview.html>

### DDD News and Updates

Visit [bit.ly/ddd\\_news](https://bit.ly/ddd_news) to sign up for monthly news and updates from DDD. You can also attend one of our DDD Town Hall meetings or contact the DDD Customer Service Center at 1-844-770-9500, Option 1.

### Resources

Resources for Individuals with Developmental Disabilities and their families can be found on the DES/DDD Website at [https://bit.ly/DDD\\_Resources](https://bit.ly/DDD_Resources).

# SUICIDE PREVENTION

## What is suicide?

Suicide is defined as “death caused by injuring oneself with the intent to die.” When a person tries to end their life but does not die from it, that is called a suicide attempt.

Suicide is complicated and tragic, but it is often preventable.

To help someone in emotional pain, five (5) steps can be taken:

- **ASK:** “Are you thinking about killing yourself?”
- **KEEP THEM SAFE:** Reducing a suicidal person’s access to highly lethal items or places is an important part of suicide prevention.
- **BE THERE:** Listen carefully and learn what the person is thinking and feeling.
- **HELP THEM CONNECT:**
  - ◇ Save the suicide and crisis phone numbers in your phone, so they are there when you need them.
  - ◇ The services are free and available 24 hours a day, 7 days a week.
    - All calls and texts are confidential.
  - ◇ Help make a connection with a trusted person like a family member, friend, spiritual advisor or mental health professional.
- **STAY CONNECTED:** Staying in touch after a crisis or after being discharged from care can make a difference.

Anyone in a crisis can:

- Call the National Suicide Prevention Lifeline at 1-800-273-TALK (8255)
- The deaf and hard of hearing can contact the National Suicide Prevention Lifeline via TTY at 1-800-799-4889
- Text the Crisis Text Line by texting HELLO or HOME to 741741
- Contact social media outlets directly if you are concerned about someone’s social media updates
- Call 911 in an emergency

Sources: <https://www.cdc.gov/violenceprevention/suicide/fastfact.html> and <https://www.nimh.nih.gov/health/topics/suicide-prevention/index.shtml>

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