



# Member and Family Newsletter

## Spring/Summer 2022



DEPARTMENT OF  
ECONOMIC SECURITY

*Division of Developmental Disabilities*

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## Message from the Assistant Director

Dear Members and Families,

The COVID-19 threat may be starting to fade after over two years. Tools including vaccines, treatments, and testing are now available. Healthcare professionals know how to treat COVID-19. This is great news and hopefully a signal the pandemic will be over soon.

The reduced threat means we can start returning to a level of normalcy. This includes the option for in-person meetings for members eligible for ALTCS. Support Coordinators will begin offering to schedule in-person planning meetings during meetings already scheduled after April 1, 2022. This means members with a meeting in April can choose to have their next meeting in

July in person. The choice to hold the meeting in person is up to the member.

The majority of members over three years of age have had at least one planning meeting using the new person-centered service plan. The Early Intervention unit has also started using a version of the person-centered service plan with members under age 3. The goal of the new document is to focus on the member and their choices.

We welcome your feedback on the new person-centered service plan so we can continue to improve and fulfill our mission of empowering individuals with developmental disabilities to live self-directed, healthy, and meaningful lives.

Zane Garcia Ramadan  
DDD Assistant Director

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## MEDICARE PART D

Medicare Part D helps members pay for prescription medications. If you have Medicare, it could help you with your medication costs. Not all Medicare-approved Part D plans cost the same. It is important for members to find the plan that best meets their needs. Not all medications are covered by every plan. The website, [www.medicare.gov/find-a-plan](http://www.medicare.gov/find-a-plan), has a search tool to find out which medications are covered by each plan.

State Health Insurance Assistance Program (SHIP) is a free health benefits counseling service for people with Medicare. SHIP gives people the information needed to make 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 to get more understanding about Part D plans.

A member's first step is to make sure they have Medicare, Hospital (Part A) and Medical (Part B). This is required to enroll in a Part D plan. Members with Medicare have a red, white, and blue Medicare card. Members without Medicare can contact Social Security to find out how to enroll.

- Visit: [ssa.gov/benefits/medicare](http://ssa.gov/benefits/medicare)
- Call: 1-800-772-1213
- TTY: 1-800-325-0778





## PERSON-CENTERED SERVICE PLAN

The Division has started using a new Person-Centered Service Plan (PCSP). The new Person-Centered Service Plan uses a person-centered and family focused approach.

Some of the goals of the Person-Centered Service Plan are:

- To strengthen the Division's person-centered approach;
- Ensure member's voice and choices are heard; and
- Ensure members receive timely and appropriate care coordination.

Support Coordinators use a person-centered approach when completing the member assessment and needs identification. The Support Coordinator will consider both ALTCS covered services, if the member is ALTCS eligible, and community resources.

The Division is working to ensure all members are assessed using this new Person-Centered Service Plan. The Division would like members and families to:

- Feel respected
- Have their rights honored, and
- Have a meaningful voice and role in planning and directing their own support and services.

All members over the age of three will be able to participate in the Person-Centered Service Planning process. Members who are assigned to the Arizona Early Intervention Program (AzEIP) and are under the age of three will continue to use the Individual and Family Service Planning (IFSP) process, as well as a PCSP supplement.

Contact your Support Coordinator if you have questions about the Person-Centered Service Plan.



## ARIZONA'S HEAT IS DANGEROUS AND DEADLY

Heat-related deaths and illnesses are preventable. Despite this fact, more than 600 people in the United States are killed by extreme heat every year.

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

People with chronic medical conditions are more vulnerable to extreme heat.

- They may be less likely to sense and respond to changes in temperature.
- Taking medications can make the effect of extreme heat worse.
- Conditions like heart disease, mental illness, poor blood circulation, and obesity are risk factors for heat-related illness.

### HEAT SAFETY TIPS:

- 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 temperatures get the hottest.
- Use sunscreen rated SPF-30 or higher with both UVA and UVB protection. Apply sunscreen half an hour before going 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 am to 4 pm. 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

The Arizona Department of Health Services has an alert system the public can sign up for to stay up to date on information regarding extreme heat warnings. For more information on the alert system and for additional heat related resources, visit <https://www.azdhs.gov/preparedness/epidemiology-disease-control/extreme-weather/heat-safety/index.php#heat-home>.

Visit the Centers for Disease Control and Prevention (CDC) at <https://www.cdc.gov/disasters/extremeheat/index.html> for more information about protection from extreme heat.

## GETTING NON-TITLE XIX/XXI SERVICES

(Medicaid and the State Child Health Insurance Program)

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

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

These services are available to DDD members through a referral to a Regional Behavioral Health Authority (RBHA). Members can contact the RBHA in the county where they 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

A member's Support Coordinator also can help members access non-Title XIX/XXI Services.



# PREGNANCY AND TESTING FOR INFECTIONS

Some infections may seriously affect a woman, her pregnancy outcomes, and her baby. These could include HIV, Viral hepatitis, STDs, and Tuberculosis (TB).

Screening leads to treatment and care that can prevent infecting baby. To protect all women and infants, the CDC recommends testing or screening at the first prenatal visit. Additional screening may be recommended during the third trimester. At the time of delivery more tests may be done.

- **Syphilis**

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

- **HIV**

- All pregnant women should be tested for HIV as early as possible. A maternity care provider can help you get tested.
- The earlier HIV is diagnosed and treated; the more better HIV medications work. These are called antiretroviral therapy or ART. The medications help to prevent transmission. They also improve the health of both mother and child.
- There are counseling services to help if the expectant mother is HIV positive, The member's maternity care provider will help with a referral.

- **Hepatitis B Virus Infection (HBV)**

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

- **Chlamydia and Gonorrhea**

- Chlamydia and Gonorrhea often have no symptoms but can infect your baby during delivery. Talk to your maternity care provider about testing and treatment.

- **Hepatitis C Virus Infection (HCV)**

- All pregnant women should be tested for Hepatitis C during each pregnancy.
- No treatment can stop transmission of HCV from mother to child.
  - Infected mothers can receive treatment during the postpartum period.
  - Infants should receive testing during a pediatric visit.
- Early discovery of HCV infection helps manage pregnancy. It also helps at delivery so HCV transmission to the infant may be less.

- **Tuberculosis (TB)**

- Pregnant women who are diagnosed with TB should start treatment as soon as possible.

The above testing or screenings are covered benefits for pregnant AHCCCS members. All pregnant members are screened for sexually transmitted infections at the first prenatal visit, third trimester, and at the time of delivery. All pregnant DDD members have a Maternal Care team. This team includes:

- The member and/or responsible party
- Support Coordinator
- District Nurse
- Care Manager from the member's health plan

A Support Coordinator can assist members with any services needed during pregnancy and after giving birth.

Source: <https://www.cdc.gov/nchhstp/pregnancy/overview.html> and <https://www.cdc.gov/nchhstp/pregnancy/screening/clinician-timeline.html>.

# SUICIDE PREVENTION

Emotional and behavioral well-being is important for all of us. There are actions we can take to help us feel our best.

## PROTECTIVE FACTORS

Actions that make us feel better are called “Protective Factors”. These factors reduce feelings of distress. These factors also decrease the risk of self-harm.

The most common Protective Factors are:

- Working with people trained in behavioral health. Support Coordinators help members understand behavioral health services. Support Coordinators organize services.
- Being connected. People need to know others care about them. This can include family, friendships or groups. Members can join community activities with people sharing similar interests. Support Coordinators give members ideas for making more friends.
- Life Skills. Learn coping skills to help when feeling upset. This might include deep breathing or taking a walk. Other coping skills might be talking to a friend or finding ways to handle a problem. Support Coordinators help members find available resources.
- Find purpose or meaning in life. Do something important for yourself or something enjoyable every day. This can include a hobby. It could be a job or helping around the house. It might be doing good for others.

## RISK FACTORS

### Immediate Risk

Sometimes people can act in ways that show they are at urgent risk of self-harm. Call 911 if an individual has any of these behaviors:

- Talking about wanting to die or kill oneself.
- Looking for a way to kill oneself. This could be searching online for a plan. It could be getting a weapon or another way to self-harm.
- Talking about feeling hopeless or having no reason to live.

### Serious Risk

People do other things that could show they are at serious risk of self-harm. This may be true if these behaviors are new or happening more often. It could be a serious risk if the action seems related to a painful event, loss or change. These might include:

- Talking about feeling trapped or in unbearable pain.
- Talking about being a burden to others.
- Increasing the use of alcohol or drugs.
- Acting anxious, upset or behaving recklessly.
- Sleeping too little or too much.
- Withdrawing or feeling isolated.
- Showing rage or talking about seeking revenge.
- Showing extreme mood swings.

Source: Suicide Prevention Resource Center



# SUICIDE PREVENTION RESOURCES

## Arizona's Crisis Services

Arizona has a behavioral health crisis network open to all Arizona residents. People do not need health care coverage to use these services:

- Crisis telephone lines. These calls are answered by specially trained crisis specialists 24 hours a day, every day of the year.
- Mobile teams made up of behavioral health teams. The team will come to the individual in crisis 24 hours a day, every day. Team members will ask the individual questions and help calm the situation. If needed, the team can take the individual to get help at a hospital or clinic.
- Special centers that help individuals through the crisis.

## Crisis Hotlines by County and Tribal Nation

- Counties - Cochise, Graham, Greenlee, La Paz, Pima, Pinal, Santa Cruz, and Yuma: 1-866-495-6735
- Counties - Apache, Coconino, Gila, Mohave, Navajo, Yavapai: 1-877-756-4090
- County – Maricopa: 1-800-631-1314
- Ak-Chin and 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 Warm Lines – Peer Support

Warm Lines is a service for a person when he or she needs to talk to someone. Trained people answer these calls. The people answering phone calls can relate to behavioral health situations because many have been through the same kind of situations.

Region	Organization	Phone Number	Hours and Instructions
Central Arizona	Crisis Response Network Warm Line	(602) 347-1100	10:00 a.m. – 10:00 p.m. 7-days/week (Callers may be on hold for a short time)
All of AZ including Northern Arizona	NAZCARE Warm Line	(888) 404-5530	4:00 p.m. - 10:30 p.m. Mon.-Thurs. 3:00 p.m. - 10:30 p.m. Fri-Sun (There is a recorded message first. Say name and give phone number for name and staff will call back)
Southern Arizona - Pima County	Hope, Inc. Warm Line	(520) 770-9909	8:00 a.m. – 10:00 p.m. 7-days/week (There is a recorded message first. Say name and give phone number for name and staff will call back)
Southern Arizona - All Other Counties	Hope, Inc. Warm Line	(844) 733-9912	8:00 a.m. – 10:00 p.m. 7-days/week (There is a recorded message first. Say name and give phone number for name and staff will call back)



# BEHAVIORAL HEALTH SERVICES

Support Coordinators connect members with these behavioral health services:

- Complex Care specialists work for the Division. The specialists work for DDD and with Planning Teams to organize services.
- The Division has behavioral health advocates for both adults and children. These advocates help Medicaid members with behavioral health needs.
- Advocates also help ALTCS eligible people or people with an AHCCCS Complete Care plan get needed services.
- The advocates work with members and their families to get services through the behavioral health system.
- Support Coordinators get referrals to resources for members. The Support Coordinators also give members information.

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## KNOW THE RISKS OF USING DRUGS

All drug use comes with risk. Know the facts before drugs take their toll on a person and his or her family.

According to the Substance Abuse and Mental Health Services Administration (SAMHSA), drug use is on the rise among adults. These drugs include:

- Marijuana
- Cocaine
- Methamphetamine
- Prescription drug misuse
- Illicit opioids

Drug use has increased during the COVID-19 pandemic. Different drugs pose different dangers. Drug use can lead to:

- Dependence and addiction
- Injury and accidents
- Health problems, sleep issues and other concerns

Drug use affects the person taking the drugs and those close to that person.

Prescription opioids can be deadly. They need to be used in the way the doctor intended. Illegal opioids such as counterfeit pills with fentanyl are addictive. They also are deadly. According to the Arizona Department of Health Services, more than five people die every day from opioid overdose in Arizona. Know there is help.

Members should discuss any concerns about substance use with a Support Coordinator. Members' Support Coordinators can connect them with behavioral health providers for help. The Division also has Behavioral Health Complex Care Specialists. These specialists offer information and help to the member's team as it coordinates services. A specialist can be invited to a member's planning meeting.

Contact a Support Coordinator with any concerns about opioid use such as:

- Overuse of prescribed opioid medication
- Illegal opioid pills
- Heroin

The Opioid Assistance and Referral Line (OARLine), 1-888-688-4222, is another available resource.





## **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 openings and income
- Safe housing and transportation
- Access to nutritious foods and physical activity opportunities
- Social support networks

DDD can assist members whose health is affected or changed by social influences. DDD assistance includes:

### **Employment Support and Services**

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

### **Affordable Housing**

DDD works with Public Housing Authorities and the Arizona Department of Housing (ADOH) to give 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 working through the public education system and the public behavioral health system.

A Support Coordinator can provide:

- More information on employment, affordable housing and advocate services
- Help with or getting a referral for additional member needs
- Help with working through the DDD system
- Help connecting with community resources

Visit <https://www.cdc.gov/socialdeterminants/about.html> for more information on social determinants of health.

## FAMILY SUPPORT SERVICES

Family Support Services helps parents or guardians of a child or family member with finding the right services for behavioral health.

Support Services show how to work through the behavioral health system of care. Support Services make sure parents and guardians can speak up about the member's care. Support staff have worked with systems of care for their own families.

Family Support staff know how to work through these systems of care:

- Child welfare
- Education
- Juvenile justice

Family Support Services also assists with:

- Services and resources
- New skills to care for the member
- Classes, trainings, support groups and more

Support Services works with members and their advocates to feel more at ease in Planning Team meetings. Support professionals can help during court sessions and at 504/IEP meetings at schools.

There is no cost for Family Support and it is offered at many agencies and organizations.

To receive Family Support, use one of these steps:

- Speak to the member's provider.
- Contact the member's AHCCCS health plan.
- Call the DDD Office of Individual and Family Affairs (OIFA).

Members and parents or guardians also can call one of the organizations below:

- Caring Connections for Special Needs: [www.ccsneeds.com](http://www.ccsneeds.com) or 520-686-9436
- Family Involvement Center (FIC): [www.familyinvolvementcenter.org](http://www.familyinvolvementcenter.org) or 602-288-0155
- Mentally Ill Kids in Distress (MIKID): [www.mikid.org](http://www.mikid.org) or 602-253-1240
- Raising Special Kids: [www.raisingpecialkids.org](http://www.raisingpecialkids.org) or 800-237-3007
- Reach Family Services/Alcanza Servicios de Familia: [www.reachfs.org](http://www.reachfs.org) or 602-512-9000

To reach DDD OIFA online, visit <https://bit.ly/ddd-oifa>.

To reach AHCCCS OIFA online, visit <https://bit.ly/ahcccs-oifa>.

Another resource is Peer Recovery Support Specialists. These are trained staff with experience from their own mental health and/or substance use disorders. They can help guide a member through systems of care.

Visit <https://www.azahcccs.gov/AHCCCS/Downloads/PeerRunOrganizationsFlyer.pdf> for more information on Peer Support and Peer Run Organizations.

\*\*Information from the AHCCCS and OIFA websites, and the Family Involvement Center website.





## **VOLUNTEERS FOR INDEPENDENT OVERSIGHT COMMITTEE (IOC) NEEDED**

The Division of Developmental Disabilities (DDD) needs volunteers to support the district Independent Oversight Committees (IOC). IOCs provide oversight on topics related to the human rights of people with developmental disabilities. Responsibilities include:

- Review incidents that may have involved neglect, abuse or denial of rights of members receiving services from DDD.
- Review Behavior Treatment Plans.
- Make recommendations to DDD about changes needed to protect member's rights.

Each IOC has between 7 and 15 members who have expertise in any of the following areas:

- Psychology
- Law
- Medicine
- Education
- Special Education
- Social Work
- Criminal Justice

The Committee also includes at least two parents of children who receive services from DDD.

Visit <https://ioc.az.gov/> to learn more and apply.



## **VOLUNTEERS FOR PROGRAM REVIEW COMMITTEE (PRC) NEEDED**

DDD is looking for volunteers to serve on the Program Review Committee (PRC). Volunteers will:

- Review Behavior Treatment Plans.
- Provide guidance on strategies addressing behaviors.
- Help members reach their full potential.

People who fall into any of the following categories are encouraged to apply:

- Persons qualified in the use of behavior management techniques, such as a Psychologist, Psychiatrist, or a Board-Certified Behavior Analyst.
- Parent/Guardian of an individual with a developmental disability.
- Habilitation services professionals.
- Individuals with a developmental disability.
- A person with no ownership in a facility and who is not involved with directly providing services to individuals with developmental disabilities.

Visit the DES Volunteer Engagement Center at <https://des.az.gov/how-do-i/volunteer-engagement-center> if you are interested in participating on a Program Review Committee.

For questions about DDD volunteer opportunities, email the DDD Volunteer Coordinator at [dddvolunteers@azdes.gov](mailto:dddvolunteers@azdes.gov).

# CRISIS SERVICES

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.

## Suicide and Crisis Hotlines by County

- Maricopa County served by Mercy Care: 1-800-631-1314 or 602-222-9444
- Cochise, Graham, Greenlee, La Paz, Pima, Pinal, Santa Cruz and Yuma Counties served by Arizona Complete Health - Complete Care Plan: 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
- Tohono O'odham Nation: 1-844-423-8759

## Especially for Teens

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

## National 24-Hour 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

## REPORT FRAUD, WASTE OR ABUSE

Medicaid fraud, waste and abuse (FWA) are crimes. Report fraud, waste, and abuse right away. You will not get in trouble or lose services if you report any suspected fraud, waste, or abuse.

### You can report FWA to DDD by:

- Calling DDD at 1-877-822-5799
- Sending an email to [dddfwa@azdes.gov](mailto:dddfwa@azdes.gov)
- Sending a letter to DES/DDD, Attn: Corporate Compliance Unit, 1789 W Jefferson St., Mail Drop 2HA1, Phoenix, AZ 85007
- Completing this [online form](#).

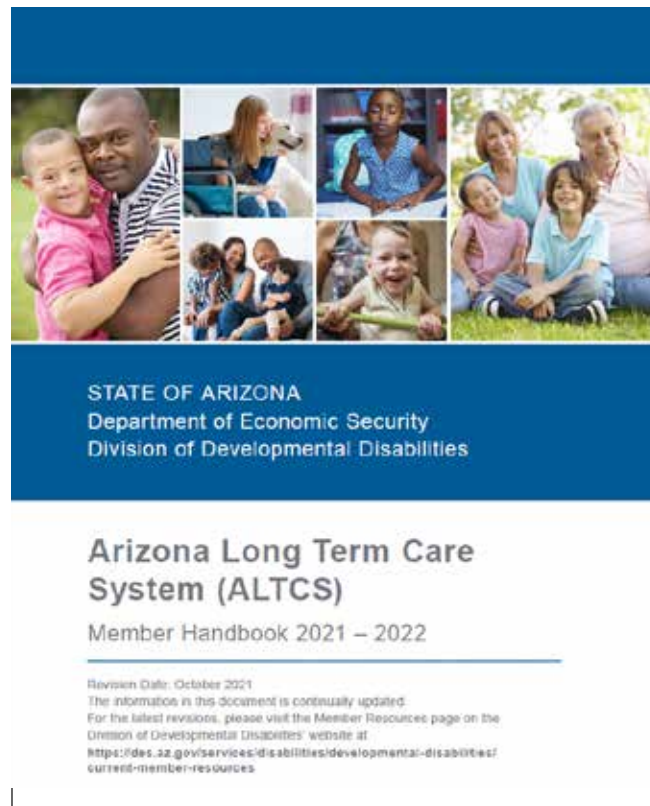
### You can also report FWA to AHCCCS

- Call the Office of the Inspector General at 602-417-4193
- Report Online at the [AHCCCS Website](#)
- Report provider fraud by calling:
  - Maricopa County: 602-417-4045
  - Outside Maricopa County: 1-888-487-6686
- Report member fraud by calling:
  - Maricopa County: 602-417-4193
  - Outside Maricopa County: 1-888-487-6686
- Submit general questions via email at [AHCCCSFraud@azahcccs.gov](mailto:AHCCCSFraud@azahcccs.gov).

# ARIZONA LONG TERM CARE (ALTCS) MEMBER HANDBOOK

Members eligible for DDD/ALTCS can review a copy of the 2021-2022 ALTCS Member Handbook on DDD's website at [https://des.az.gov/sites/default/files/media/DDD-0465A\\_ALTCS\\_Handbook\\_CY2122.pdf](https://des.az.gov/sites/default/files/media/DDD-0465A_ALTCS_Handbook_CY2122.pdf).

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



## DDD CUSTOMER SERVICE CENTER

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

## GET NEWS FROM DDD.

Get monthly updates and news emailed to you. Sign up at <https://bit.ly/dddoifanews>.

## CAN'T FIND SOMETHING ON OUR WEBSITE?

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

## DDD POLICY

Those who want to be notified of Division policy updates, send an email with contact information to [dddpolicy@azdes.gov](mailto:dddpolicy@azdes.gov).

## RESOURCES

Individuals with Developmental Disabilities and their families can find additional resources on the DES/DDD website at <https://des.az.gov/services/disabilities/developmental-disabilities/individuals-and-families>.

Division of Developmental Disabilities  
1789 W Jefferson Street  
Mail Drop: 2HA1  
Phoenix AZ, 85007



DEPARTMENT OF ECONOMIC SECURITY  
*Your Partner For A Stronger Arizona*



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