



Member and Family Newsletter

Summer 2023

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Message from the Assistant Director



Zane Garcia Ramadan
DDD Assistant Director

Dear Members and Families,

I want to update you on a few strategic initiatives the Division is working on. These initiatives will strengthen our program and positively impact the people we serve.

First, we are focused on integrating person-centered principles throughout the Division. This includes the formation of two new Support Coordination teams. One team is focused on effectively onboarding new Support Coordinators. The second team is focused on improving overall operations in Support Coordination.

The Division is also preparing to seek accreditation for case management of long-term services and supports (CM-LTSS) through the National Committee on Quality Assurance (NCQA). NCQA is a private, nonprofit organization focused on healthcare quality using evidence-based standards, measures, programs, and accreditation. This project is in its early stages. Accreditation will help the Division deliver efficient, effective, and person-centered care. This care will focus on individuals' needs and preferences.

The Division also is working on projects to improve behavioral health services. In 2022, the Division started work on developing the Enhanced Behavioral Group Home service. This is an assessed residential service designed to better support individuals with complex needs. A project team was formed to review and revise applicable policies and procedures. The Division continues to expand this service in 2023 and 2024. The Division is also working on two projects for training programs. The first project

is specific to Positive Behavior Support training for family members and direct care workers.

The Division is reviewing available curriculums with a team of stakeholders to identify the option best suited for our program. The second project is broader and targets behavioral health providers. This project's goal is to increase the amount of training behavioral health providers receive to better support individuals with an intellectual or developmental disability and a behavioral health diagnosis.

Some of these projects are in the early stages. Others are in the final stages of implementation. I look forward to seeing all this work come to fruition so we can better support the individuals and families we serve.

Please look for more communication about these projects in our monthly OIFA update emails. Together we can make our program stronger and empower individuals with developmental disabilities to live self-directed, healthy, and meaningful lives.



MEDICARE PART D and medication

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. Medicare has a search tool to find out which medications are covered by each plan: www.medicare.gov/find-a-plan

Medicare also offers a program to assist individuals with paying the copays and deductibles of their medications. This program is called Medicare Part D Extra Help. You can apply for Extra Help at any time. You do not need Part

A and Part B to qualify. It is based on financial need. 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 benefits decisions. Contact SHIP at 1-800-432-4040 to get more understanding about Part D plans or go to the website at:

<https://des.az.gov/services/older-adults/medicare-assistance>

A member's first step is to be sure to 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.

- Call: 1-800-772-1213
- TTY: 1-800-325-0778

Visit:

<https://www.ssa.gov/medicare/sign-up>

Receiving 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 - billing limitations apply - all other fund sources (e.g. Dept. of Child Safety (DCS) funds for Foster Care Children, Social Security Income, (SSI), shall be exhausted prior to billing this service.
- Mental health services
- Auricular (ear) acupuncture
- Utility subsidies

Counties Served	RBHA	Phone number
Apache, Coconino, Mohave, Navajo, Yavapai, Gila	Health Choice America	800-322-8670
Maricopa	Mercy Care	800-564-5465
Cochise, Graham, Greenlee, La Paz, Pima, Pinal, Yuma, Santa Cruz	Arizona Complete Health	888-788-4408

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 (see chart).

It takes a village

Education, friends, food, housing, and resources are needed to be healthy

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, income and job opportunities.
- Transportation and safe housing.
- Access to nutritious foods and physical activity opportunities.
- Social support networks

DDD 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 eligible members.

Member and Family Advocacy

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

Support Coordinators can:

- Provide more information on any of the above listed services.
- Help or refer for additional assistance.
- Help navigate the DDD system.
- Help connect with community resources.

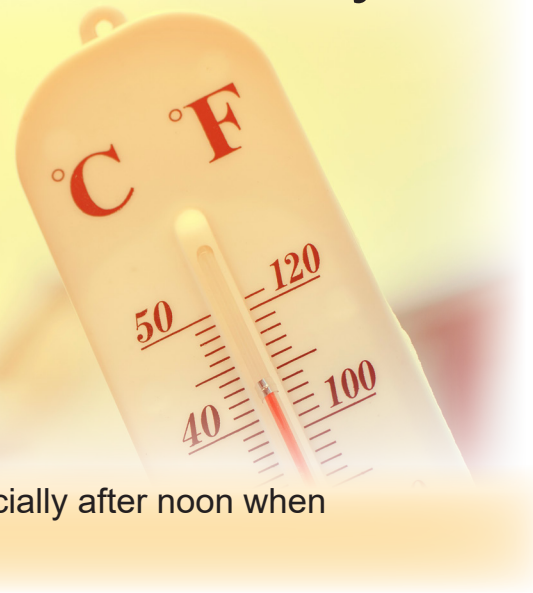
Visit: <https://rb.gy/is4z1> for more information on Social Determinants of Health (SDOH).



Arizona's heat is dangerous and deadly

Heat-related deaths and illnesses are preventable. Despite this fact, more than 700 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.



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 a.m. to 4 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% 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 to 150°F. In the first five to 15 minutes, even if the outside temperature is only in the 80's.

Stay cool. Stay hydrated. Stay informed.

Visit the Centers for Disease Control and Prevention (CDC) at <https://www.cdc.gov/disasters/extremeheat/index.html> or ADHS's heat safety webpage at

<https://bit.ly/AZDHSpreparedness>

for information about protection from extreme heat, heat-related illnesses, cooling stations, heat alerts, and more.



Peer Support: connections from lived experiences

Peer Support is a service that is available through behavioral health for all AHCCCS members. This service is provided by Peer and Recovery Support Specialists (PRSS).

Each specialist has their own experience being served by the behavioral health system. They use this lived experience to connect with the member they are supporting.

Peer Support services often depend on the individual's needs and can touch on many different aspects of behavioral health. These include, but are not limited to:

- Identifying needs and recovery goals.
- Lessening feelings of isolation.
- Increasing practical knowledge to access supports and resources in the community.
- Exploring ongoing education and/or employment opportunities.
- Partnering with other healthcare practitioners.
- Overcoming service



barriers.

- Understanding and positively adapting to behavioral health challenges using:
 - ❖ support groups
 - ❖ coaching
 - ❖ role modeling
 - ❖ mentoring

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

To receive Peer Support,

members can:

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

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

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

**Information from the AHCCCS and OIFA websites*

“Each specialist has their own experience being served by the behavioral health system. They use this lived experience to connect with the member they are supporting.”



Seek out ways to escape



with treatment, recovery is possible.

Substance use disorder can occur from using substances such as:

- Alcohol
- Marijuana
- Inhalants (inhaling vapors, fumes, gases, or aerosol sprays to get high)
- Opioids: Misuse of prescribed opioid pain relievers, heroin, illegal opiates including counterfeit pills with fentanyl.
- Methamphetamine
- Cocaine
- LSD and other hallucinogens

Different substances pose different dangers. Alcohol and drug use can lead to:

- Dependence and addiction
- Injury and accidents
- Health problems and sleep issues.
- Financial and work problems
- Relationship problems and much more

Some substances lead to risk of illness or death. For example, more than five people die every day in Arizona from opioid overdoses (from pre-

scription opioids and illegal opioids, like counterfeit pills with fentanyl).

Depending on the type of substance use disorder, treatment may include:

● **Outpatient counseling:**

Through a behavioral health provider. This type of program helps people understand addiction, learn their triggers, recognize their reasons for using substances, and learn tools to reduce or eliminate use.

● **Inpatient rehabilitation:**

A full-time facility provides a supportive environment to help people recover without distractions or temptations.

● **Behavioral healthcare:**

Trained providers help with mental health concerns.

● **Medication Assisted Treatment (MAT):**

Specific conditions like opioid use disorder may benefit from medication as the first course of treatment. MAT can help with cravings and withdrawal symptoms.

● **Community-based options:**

These include 12-Step meetings, Smart Recovery, and Celebrate Recovery among others.

There is strength in getting help

If you or someone you support has concerns about substance use, speak with a Support Coordinator for information about available services or call the Customer Service telephone number on the back of your health plan insurance card.

Members' Support Coordinators can connect them with behavioral health providers for help.

The Division also has Behavioral Health Complex Care Specialists. A Behavioral Health Complex Care Specialist can be invited to a member's planning meeting. These specialists offer information and help to the member's team as it coordinates services.

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



For the kids . . .

Community Resources for Children and Adolescents

There are many services around the state for DDD members and their families. To begin, people can call 2-1-1 to find resources for food, housing, childcare, clothing, and more.

Other services that may help:

The Arizona Supplemental Nutrition Program for Women, Infants and Children, or WIC

WIC offers nutrition training and breastfeeding support services, healthy foods, and referrals to health and social services. WIC serves:

- Pregnant and nursing mothers, and women who recently gave birth.
- Infants
- Children under the age of five.

Website: <https://rb.gy/iqybi>

Phone: 1-800-252-5942

The Arizona Early Intervention Program (AzEIP)

AZEIP is Arizona's statewide system of services for families of children with disabilities or delays from birth through two years old. AzEIP provides eligible children and their



families with services to support the child's development.

All DDD members under age 3 have a Service Support Coordinator who works with parent(s) and other team members to create an Individualized Family Service Plan.

Website: <https://bit.ly/azeip23>

Phone: 1-602-532-9960 or 1-888-592-0140

Children's Rehabilitative Services (CRS)

CRS is for members under age 21 with special health care needs who qualify due to some health conditions. DDD members use their chosen health plan for physical and behavioral health services.

DDD provides long-term care services for DDD ALTCS members.

For questions about CRS, please contact DDD Maternal & Child Health at 602-771-8065 or maternalandchildhealth@azdes.gov.

Head Start & Early Head Start

Head Start and Early Head Start programs support children's growth in a positive learning environment with many services, including:

Early learning and development

Head Start programs work with families, school districts and other groups to ensure smooth entry into kindergarten for each child. Through play and instruction, children grow in many areas of development.

Health

All children get health screenings and healthy meals. Families are connected with

Resources cont. on page 9



Resources cont.

medical, dental, and mental health services to meet their child's needs.

Family well-being

Parents and families can get services to support family well-being and to reach family goals. These goals include housing, education, and financial security. Programs also boost parent-child bonds and include families in the learning and development of their child.

Website: <https://www.azheadstart.org/index.php>

Birth to Five Helpline

The Birth to Five Helpline is a free service open to all Arizona families with young children and parents-to-be. The Helpline answers questions or concerns about infants, toddlers, and preschoolers.

Hotline: 877-705-KIDS (5437)

Teen Lifeline

Teen Lifeline links Arizona's teens to help and hope.

Website: <https://teenlifeline.org/get-help>

Call/text: 602-248-8336 (TEEN) or 1-800-248-8336 (TEEN) outside Maricopa

County.

Raising Special Kids

Raising Special Kids exists to improve the lives of children with disabilities from birth to 26 years old. The group offers training, information, and help for families to become advocates for their children.

Website: <https://raisingspecialkids.org/>

Phone: 602-242-4366 or 1-800-237-3007

Strong Families AZ

Strong Families AZ is a network of free home visiting programs that helps families raise healthy children ready to succeed in school and in life. Programs focus on pregnant members, parents-to-be, and families with children birth to age five.

Website: <https://strongfamiliesaz.com>

Healthy Families Arizona

Healthy Families Arizona is a voluntary home visiting program that serves pregnant members and families of newborns.

Website: <https://dcs.az.gov/services/prevention/healthy-families-arizona>

Please let your Support Coordinator know if you have needs not being met.



There is hope.

Behavioral Health
help is out there.

Read below.



Behavioral health services are given through the DDD Health Plan or AHCCCS Complete Care Plan providers to assist, support, and

encourage each eligible person to achieve and maintain the highest possible level of health and self-sufficiency. Services may include:

Behavior Management

Behavioral Health Case Management Services (with limitations)

Behavioral Health Nursing Services

Emergency Behavioral Health Care

Emergency and Non-Emergency Transportation

Evaluation and Assessment

Individual, Group and Family Therapy and Counseling

Inpatient Hospital Services

Non-Hospital Inpatient Psychiatric Facilities

Laboratory and Radiology Services for Psychotropic Medication Regulation & Diagnosis

Opioid Agonist Treatment

Partial Care (supervised day program, therapeutic day program, and medical day program)

Psychosocial Rehabilitation (living skills training; health promotion; supportive employment services)

Psychotropic Medication Adjustment and Monitoring

Respite Care (with limitations)

Rural Substance Abuse Transitional Agency Services

Screening

For more information, contact the Member Services telephone number listed on the back of your health plan ID card.

Affairs (OIFA) has Behavioral Health Advocates who can assist in navigating the behavioral health system. Contact your Support Coordinator for more information.

 The DDD Office of Individual and Family



Please review pages 12 and 13 for vaccination guidelines based on age.

AHCCCS/ALTCS members under age 21 are eligible for many covered benefits, including comprehensive dental. These benefits are called Early and Periodic Screening, Diagnostic, and Treatment services, or EPSDT.

This means that from birth, preventive services are a very important part of your child's healthcare. Routine appointments are called well-child or well-care visits.

Well-care visits also are called EPSDT visits. These visits are recommended at different ages to check your child's growth and development (see pages 12-13).

At each EPSDT visit, you can expect your child to be checked for length/height, weight, nutritional assessment, oral health, developmental progress, and social-emotional health. A physical examination will be performed, and anticipatory guidance will be shared.

Other procedures, such as checking vision, hearing, speech,

and blood pressure will be done as appropriate for the member's age.

Another important part of EPSDT visits is ensuring a child is up to date with their immunizations. Immunizations protect against many vaccine-preventable diseases, such as measles, pertussis, influenza, COVID-19, and more.

These diseases can be severe in young children. Adolescent vaccines also are important for continued protection against the same types of infections and meningococcus, an infection and swelling of the brain, and Human Papilloma Virus which can lead to some types of cancer.

If you have questions about immunizations, be sure to ask your child's doctor.

EPSDT Coverage

EPSDT services include, but are not limited to:

- Inpatient and outpatient hospital services
- Laboratory and x-ray services
- Physician services
- Naturopathic services

- Nurse practitioner services
- Medications
- Dental services
- Medically necessary therapy services, including but not limited to occupational, speech, physical and behavioral therapies
- Behavioral health services
- Medical equipment
- Medical appliances and medical supplies
- Orthotics and prosthetic devices
- Eyeglasses (including repair and replacement)
- Transportation
- Family planning services and supplies
- Well-woman preventive care services
- Maternity care services

EPSDT also includes diagnostic, screening, preventive, and rehabilitative services that are medically necessary.



A guide to vaccinations

Part of Early and Periodic Screening, Diagnostic, and Treatment



Newborns, Infants age 3 to 5 days up to 2 months

Newborn Metabolic Screening
(blood test for serious medical conditions)

Newborns receive their first dose of
Hepatitis B vaccine.



By one month old, babies get their second dose of Hepatitis B.

At two months old, babies get the first of three doses of Rotarix (RV) to prevent the Rotavirus Disease as well as: DTaP, to help prevent against diphtheria, tetanus and pertussis or whooping cough.

At four months old they will be vaccinated again with Hib, an influenza disease; PVC to protect against 13 types of ear, sinus, pneumonia; and bloodstream infections.

The last shot in this visit is for IPV, a vaccination to prevent Polio.



At 6 months old

Baby receives the third dose of RV, DTaP, Hib, PVC, IPV and the Hepatitis vaccine. The first COVID vaccination also is given. Parents or caregivers also will answer a questionnaire to find out if an infant has been exposed to lead.

At 9 months old

A General Developmental Screening happens to check for signs of cognitive, motor, communication, or social-emotional delays. A COVID vaccination also may be given.



At 1 year old

An infant can receive first vaccinations to prevent measles, mumps and rubella (MMR), chicken pox (VAR) and Hepatitis A.

At 15 months old

A baby is given the fourth vaccine to prevent diphtheria, tetanus and pertussis.

Between 18 months and 2.5 years old

An infant will be checked for cognitive, communication, mobility and social-emotional delays.





ages 3 to 6 years old

Fourth doses of standard vaccines will be given. Children receive flu shots each year.

ages 7 to 10 years old

Children receive flu shots each year.



Ages 11 to 12

Middle schoolers are checked for dyslipidemia or the imbalance of lipids such as cholesterol, low-density lipoprotein cholesterol, (LDL-C), triglycerides, and high-density lipoprotein (HDL).

They also get vaccinations for human papillomavirus (HPV), tetanus, diphtheria and pertussis, and a first dose of meningitis ACWY vaccine to prevent meningitis and blood poisoning. Flu shots also can be given.



Ages 13 to 18

Lipid, cholesterol, tri-glycerides and lipoprotein checked, and a flu shot. Also, there may be screening for depression.



Ages 19 to 20

Vaccines given for tetanus, diphtheria and pertussis and another for measles, mumps and rubella.



SUICIDE PREVENTION

Be a friend. Watch for signs. Stay close.

Suicide is a leading cause of death in the United States. With information and resources, we can all work together to reduce that risk.

Suicide warning signs to watch for include:

- Feeling like a burden
- Being isolated
- Increased anxiety
- Feeling trapped or in unbearable pain
- Increased substance use
- Looking for a way to access lethal means
- Increased anger or rage
- Extreme mood swings
- Expressing hopelessness
- Sleeping too little or too much
- Talking or posting about wanting to die
- Making plans for suicide

Proactive factors that reduce risk of suicide:

- Effective coping and problem-solving skills
- Reasons for living (for example, family, friends, pets, etc.)
- Strong sense of cultural identity
- Support from partners, friends, and family
- Feeling connected to others
- Feeling connected to school, community, and other social institutions
- Availability of consistent and high-quality physical and behavioral healthcare
- Reduced access to lethal means of suicide among people at risk

- Cultural, religious, or moral objections to suicide.

An initiative called “Be The One To Help Save A Life” explains five steps for helping someone in crisis.

Ask.

Ask questions such as: “Are you thinking about suicide?”, “How do you hurt?”, and, “How can I help?” Listen in a non-judgmental and supportive way.



Be There.

This could mean being physically present for someone, speaking with them on the phone when you can, or any other way that shows support for the person at risk.

Keep Them Safe.

Find out a few things to help with immediate safety. Have he or she already done anything to try to kill themselves before talking with you?

Does the person experiencing thoughts of suicide know how he or she would kill themselves? Does the person have a specific, detailed plan? What sort of access does the person have to this planned method?

Has a Crisis or Safety Plan been developed with a Behavioral Health Provider or Support Coordinator? You can call 988, or a local crisis line for support in identifying and

Continued on next page

Need to talk? Numbers to call by county or Tribal Nation below:

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.

National 24-Hour Crisis Hotline

988 Suicide Crisis Lifeline: 988 (call or text)

Arizona Statewide Crisis Hotline:

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

Text: 4HOPE (44673)

- Apache County: Arizona Complete Health - Complete Care Plan, 1-866-495-6735
- Cochise County: Arizona Complete Health - Complete Care Plan, 1-866-495-6735
- Coconino County: Care 1st, 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: Care 1st, 1-877-756-4090
- Maricopa County: Mercy Care, 1-800-631-1314
- Mohave: Care 1st, 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: Care 1st, 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

Cont. from page 14

addressing immediate safety risk.

Help them connect.

If you or someone you support would like to know more about behavioral health services, speak to a Support Coordinator for more information, or call the Member Services telephone number on the back of your insurance card.

When in crisis, call the 988 Suicide and Crisis Lifeline (call or text 988, or chat at 988lifeline.org). There are also Warm Lines and local Crisis Lines available in Arizona.

Follow up.

After your initial contact with a person experiencing thoughts of suicide, and after you've connected them with the immediate support systems they need, make sure to follow-up with them to see how they're doing. Leave a message, send a text, or give them a call.

The follow-up step is a great time to check in with them to see if there is more you can help with.

Learn more about these action steps that can save a life by visiting the [website: www.BeThe1To.com](https://www.BeThe1To.com) and the Centers for Disease Control and Prevention Website (cdc.gov).

Experiencing a Behavioral Health Crisis?

If a member, a family member, or a friend has a mental health emergency, it is important to 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.



Pregnancy and Testing for Infections

Infections with Human Immunodeficiency Virus (HIV), Viral Hepatitis, Sexually Transmitted Diseases (STDs), and Tuberculosis can complicate pregnancy. This may seriously affect the pregnant person, pregnancy outcomes, and the baby.



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

To protect all pregnant people and infants, the 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 people should be tested for hepatitis B surface antigen (HBsAg) during each pregnancy.
- ❖ Being up to date with the Hepatitis B Virus Vaccine can help prevent infection.

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

- ❖ All pregnant people should be tested for hepatitis C during each pregnancy.
- ❖ No treatment can prevent transmission of HCV from parent to child, but
 - Infected people 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 people should be tested for HIV as early as possible, preferably at the first prenatal visit. Your maternity provider 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 parent and child.
- ❖ In addition to treatment, counseling services are available when HIV results are positive. Your maternity provider can help you with a referral.

● **Syphilis**

- ❖ All pregnant people 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 people 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 Complex Care Nurse or 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://rb.gy/dn94y>





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
- Sending a letter to DES/DDD, Attn: Corporate Compliance Unit, 1789 W. Jefferson St., Mail Drop 2HA1, Phoenix, AZ 85007
- Completing the online form,
You can also report FWA to AHCCCS:
<https://des.az.gov/how-do-i/report-suspected-fraud>
- Provider Fraud:
In Arizona: 602-417-4045
Outside Arizona, toll-free: 1-888-ITS-NOT-OK (1-888-487-6686)
- Report Member Fraud: In Arizona: 602-417-4193. Outside Arizona, toll-free: 1-888-ITS-NOT-OK (1-888-487-6686)
- To get answers for questions about AHCCCS fraud, abuse of the program, or abuse of a member, email the AHCCCS Office of Inspector General (OIG) at AHCCCSFraud@azahcccs.gov.

ARIZONA LONG TERM CARE (ALTCS) MEMBER HANDBOOK

Members eligible for DDD/ALTCS can review a copy of the 2022-2023 ALTCS Member Handbook on DDD's website at

<https://des.az.gov/sites/default/files/media/DDD-0465A.pdf?time=1685746166506>.

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 2022 – 2023

Revision Date: October 2022

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 1-844-770-9500, 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 1-844-9500, 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>

DDD Customer Service Center

1-844-770-9500



Need info? Read a guide

Looking for a single page source of information on DDD and AHCCCS programs or services? Try a Quick Reference Guide.

At this time, the available guides include:

Parents as Paid Providers for Their Minor Children

Getting the Most from Your Pharmacy Benefits

AHCCCS Eligibility Redeterminations

Additional Reference Guides are being written and will be posted along with the guides above.

The guides are available at:

<https://bit.ly/Quickrefguideshome>

Scroll down to Member Manuals and DDD Policies, Quick Reference Guides are in the drop down menu.



Getting the most from your pharmacy benefits

Understanding how all your insurance benefits work together

If you have more than one insurance plan, give all your insurance cards to the pharmacy to save time and hassle.

Why?

When a pharmacy has all your insurance cards, you can use all your benefits.

Prescriptions go to your private insurance first. If you also have Arizona Long Term Care System (ALTCs), DDD, or Tribal Health Program benefits, those plans may cover other costs like co-pays or deductibles.

For questions about benefits, ask your health plan's Member Services.

Examples of primary insurances

- Private insurance, like through a guardian's or parent's employer
- Military coverage through TRICARE
- Medicare

Find Member Services phone numbers on the back of your insurance cards.

What can I do if I can't get a prescription?

- Contact your private insurance Member Services. If that does not fix the issue, go to Step two.
- Ask your pharmacist to call the Pharmacy Help Desk. If the problem persists, move on to Step three.
- Call the Member Services of your DDD Health Plan or Tribal Health Program.

Please note: If you choose to pay for the medicine on your own, DDD cannot promise to reimburse you. Contact your primary insurance Member Services for reimbursement options.

¿Necesita información? Leer una de las guías



Aproveche al máximo los beneficios de su farmacia

Comprender cómo trabajan en conjunto todos los beneficios de su seguro

Si tiene más de un seguro, entregue todas sus tarjetas de seguro a la farmacia para ahorrar tiempo y molestias.

¿Por qué?

Cuando una farmacia tiene todas sus tarjetas de seguro, puede usar todos sus beneficios.

Las recetas van primero a su seguro privado. Si también tiene beneficios del Sistema de Atención a Largo Plazo de Arizona (ALTCs por sus siglas en inglés), DDD o Programa de Salud Tribal, esos planes pueden cubrir otros costos como copagos o deducibles.

Si tiene preguntas sobre los beneficios, consulte a Servicio al Miembro de su seguro médico.

Encuentre los números de teléfono de Servicio al Miembro en el reverso de sus tarjetas de seguro.

¿Qué puedo hacer si no consigo una receta?

- Comuníquese con Servicio al Miembro de su seguro privado. Si eso no soluciona el problema, vaya al paso dos.
- Pídale a su farmacéutico que llame al Servicio de Asistencia en Farmacia. Si el problema persiste, continúe con el paso tres.
- Llame a Servicio al Miembro de su Plan de Salud DDD o Programa de Salud Tribal.

Tenga en cuenta: Si decide pagar el medicamento por su cuenta, DDD no puede prometerle un reembolso. Comuníquese con Servicio al Miembro de su seguro principal para conocer las opciones de reembolso.

DDD-2177A FLYBIL (4-23)

Ejemplos de seguros primarios

- Seguro privado, como a través del empleador del tutor o padre/madre
- Cobertura militar a través de TRICARE
- Medicare

¿Busca información de una sola fuente sobre los servicios o programas de la DDD y AHCCCS? Use una guía de referencia rápida

En este momento, las guías disponibles incluyen:

Padres de familia que reciben pago por proveer cuidados médicos para sus hijos menores

Cómo aprovechar al máximo sus beneficios farmacéuticos

Volver a determinar si es elegible para AHCCCS

Actualmente se están escribiendo más guías de referencia rápida y se publicarán junto a las guías que se encuentran arriba.

Las guías están disponibles en:
<https://bit.ly/Quickrefguideshome>

Desplácese hacia abajo hasta Manuales de los miembros y políticas de DDD, Las guías de referencia rápida están en el menú desplegable.

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Phoenix, AZ 85007
Mail Drop-2HA1



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DDD Customer Service Center

1-844-770-9500



Equal Opportunity Employer / Program • Auxiliary aids and services are available upon request to individuals with disabilities • To request this document in alternative format or for further information about this policy, contact the Division of Developmental Disabilities ADA Coordinator at 602-771-2893; TTY/TDD Services: 7-1-1 • Disponible en español en línea o en la oficina local.