



Member and Family Newsletter

Winter 2023



DEPARTMENT OF
ECONOMIC SECURITY

Division of Developmental Disabilities

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Message from the Assistant Director

Dear Members and Families,

The most recent Legislative session in Arizona resulted in new laws that impact DDD.

House Bill 2113 adds Down Syndrome to the list of qualifying diagnoses to be eligible for DDD services. The Division has been updating documents, forms, and other processes to reflect this change.



Senate Bill 1230 provided funding to increase rates paid to DDD's contracted vendors who provide home and community-based services. These new rates went into effect on October 1, 2022. The Division hopes these increases will help address the shortage of direct support professionals, nurses, and therapists in the DDD system.

Senate Bill 1542 allows members or their families to pay for the installation of electronic monitoring devices in common areas of group homes, nursing-supported group homes, and intermediate care facilities. All members and their families must approve of the installation before it can happen. The Department of Economic Security's Rules Unit has been working on updating Article 14 as a result of this law's passage. There will be an opportunity for public comment. I encourage all members and families to review the proposed changes and provide feedback.



The Division continues to work on its strategic initiatives to improve our program. I look forward to working together to identify areas where the Division can improve. Together we can make our program stronger, with the goal of empowering individuals with developmental disabilities to live self-directed, healthy, and meaningful lives.

Zane García Ramadan
Assistant Director
Division of Developmental Disabilities



DDD-Tribal Health Program

American Indian and Alaska Native members who are ALTCS eligible have two choices to get health care. They may choose a DDD Health Plan or the DDD Tribal Health Program.

American Indian and Alaska Native members who choose the DDD Tribal Health Program have two options:

1. Use the DDD Tribal Health Program and receive physical health services, behavioral health services, and Children's Rehabilitation Services from any AHCCCS listed provider in the state.
2. Use the DDD Tribal Health Program to:
 - Get physical health services and any AHCCCS listed-provider.
 - Get behavioral health services from a Tribal Regional Behavioral Health Authority. Members who want to receive behavioral health services from a Tribal Regional Behavioral Health Authority must enroll through AHCCCS.

American Indian or Alaska Native members can get physical and behavioral health services from any Indian Health Service (IHS) provider or from a tribally owned/operated facility at any time.



Call AHCCCS enrollment to get behavioral health services from a Tribal Regional Health Authority:

From area codes (480), (602), and (623,) call 602-417-7100

From area codes (520) and

(928) call 1-800-334-5283

Members with questions about the DDD Tribal Health Program can contact the DDD Tribal Health Program:
Member Services:
1-844-770-9500. option 7 or
TTY/TDD 711



Women's Preventive Care

Women's Preventive Care includes taking care of yourself with regular medical checkups and using healthy habits. These may reduce or lower your risk for health problems.

Members assigned female at birth should get an annual medical exam that includes:

- a breast exam (as needed)
- a pelvic exam (as needed)
- advice on how to maintain a healthy life:
 - eat healthy foods
 - exercise
 - avoid tobacco
 - get help for drug or alcohol abuse
 - use safe sex practices
 - family planning services
 - make sure you are healthy before getting pregnant
 - get immunizations as recommended based on age and risk factors



These services are available to you at no cost.

Ask your doctor or health care provider questions and how to get these services.

Tribal Health Program members can get Women's Preventive Care through Indian Health Services locations, tribal-run health clinics, and other AHCCCS-listed doctors.

Speak to your DDD Support Coordinator for more information. He or she can help you set up appointments and arrange transportation.

DDD Health Plans

DDD members eligible for the Arizona Long-Term Care System (ALTCS) receive health care coverage from the Division of Developmental Disabilities.

The health care is offered through a contract with the Arizona Health Care Cost Containment System (AHCCCS).

This health care coverage includes physical health services, behavioral health services, Children's Rehabilitative Services for those eligible, and Long-Term Services and Supports (LTSS).

Mercy Care and UnitedHealthcare Community Plan are the DDD Health Plans open to ALTCS-eligible members statewide. The DDD health plans are responsible for the provision and administration of all physical and behavioral health services, including Behavioral Analysis, as well as LTSS, such as:

- habilitative physical therapy for members 21 and older
- augmentative communication devices
- emergency alert system services
- nursing facilities

DDD provides all other LTSS and case management.

The DDD Tribal Health Program is a program open to American Indian or Alaska Native members who are ALTCS eligible.

Contact your Support Coordinator or DDD Member Services for help with questions about your DDD Health Plan at 1-844-770-9500, option 7.

Members also can contact their DDD Health Plan at:

Mercy Care:

Toll Free: 1-800-624-3879

24-Hour Nurse Help Line: 1-800-624-3879

Website: mercycaresaz.org

UnitedHealthcare Community Plan:

Toll Free: 1-800-348-4058

24-Hour Nurse Line: 1-877-440-0255

Website: uhcommunityplan.com

Tribal Health Care:

Toll Free 1-844-770-9500, option 7

24-Hour Nurse Line: 480-267-7267

Family Planning Services and Supplies

All members of reproductive age (generally, 12 to 55 years of age), regardless of gender, are eligible to get family planning services and supplies.

Covered family planning services and supplies:

- Pregnancy screening
- accurate information and counseling about family planning methods available
- medication and/or supplies, such as:
 - oral and injectable contraceptives
 - (birth control pills or shots)
 - IUDs or implantable birth control
 - Long-Acting Reversible Contraceptive (LARC) and
 - Immediate post-partum Long-Acting Reversible Contraceptive (IPLARC)
 - Diaphragms
 - Condoms
 - Foams and suppositories
 - medical and lab exams and radiological procedures
 - including 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 sexual intercourse
- screening and treatment for Sexually Transmitted Infections (STI)
- Sterilization services (if requirements are met)
 - Including hysteroscopic tubal sterilizations and vasectomies

Ask your doctor or health care worker to get services and supplies. The doctor can answer your questions.

Members of the Tribal Health Program can get family planning services and supplies from any Tribal Health clinic or AHCCCS registered fee-for-service providers.

Arizona House Bill 2113: Adds Qualifying Diagnosis

On March 30, 2022, Governor Ducey signed House Bill 2113 into law. This law adds Down Syndrome as a qualifying diagnosis for DDD eligibility.

DDD has updated its website, forms, policies, and other documents to reflect this change. Individuals must also have functional limitations in at least 3 of 7 daily life skills to be eligible.

More information about eligibility is available on the DDD website.



Take 3 Actions to Fight the Flu!

1) Get yourself and your family vaccinated.

Everyone 6 months of age and older should get an annual flu vaccination. The flu shot is available to you at no cost. This is the first and most important step to protect against flu viruses. Protect yourself and others.

2) Stop the Spread. You can also practice everyday prevention to help slow the spread of germs, such as:

- Staying away from people who are sick.
- Limit contact with others if you are sick.
- Covering coughs and sneezes.
- Frequent handwashing with soap and water.
- Avoid touching your eyes, nose, and mouth.
- Clean and disinfect surfaces and objects that may be contaminated.

3) Ask your doctor about flu antivirals.

- Antiviral drugs can be used to treat flu illness.
- Antiviral drugs can make illness milder and shorten the time you are sick.



Flu Symptoms

Influenza (flu) can cause mild to severe illness and can even lead to death. Flu is different from a cold. Flu usually comes on quickly. People who have flu often feel some or all of these symptoms:

- fever* or feeling feverish/chills
- cough
- sore throat
- runny or stuffy nose
- muscle or body aches
- headaches
- fatigue (tiredness)
- some people may have vomiting and diarrhea, though this is more common in children than adults

****It's important to note that not everyone with the flu will have a fever.***

Even healthy people can get the flu, and 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.



People with higher risk of serious complications from flu

People 65 years and older, children younger than 2 years old and those with conditions listed have a higher risk of illness with the flu:

- Asthma
- Neurological 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 have been diagnosed as obese
- 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)

- 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)
- People who have had a stroke

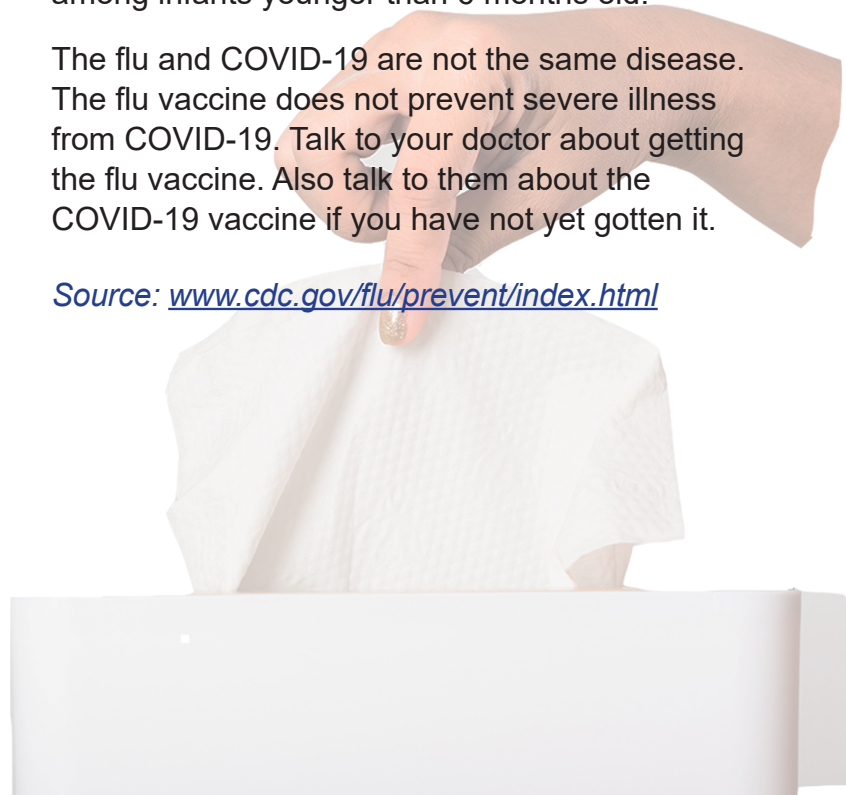
Other people at higher risk from the flu:

- Pregnant people and people up to 2 weeks after the end of pregnancy
- People who live in nursing homes and other long-term care facilities
- People from certain racial and ethnic minority groups are at increased risk for hospitalization with flu, including non-Hispanic Black persons, Hispanic or Latino persons, and American Indian or Alaska Native persons

Although all children younger than 5 years old are considered at higher risk of serious flu complications, the highest risk is for those younger than 2 years old, with the highest death rates among infants younger than 6 months old.

The flu and COVID-19 are not the same disease. The flu vaccine does not prevent severe illness from COVID-19. Talk to your doctor about getting the flu vaccine. Also talk to them about the COVID-19 vaccine if you have not yet gotten it.

Source: www.cdc.gov/flu/prevent/index.html



Cultural Competency Program

Cecilia Andrade joined the Division as Cultural Competency Program Manager.

Andrade will work to create tools that will help DDD offer services that are sensitive to member culture and ethnicity. The Language Access plan calls for members to get services in the language they understand.

DDD works to make all members feel comfortable. The Unit will teach DDD staff about diversity and inclusion. Unit staff also will use teaching and outreach to foster partnerships with community leaders and groups.

Our new manager and the Cultural Competency Unit are ways DDD serves the different needs of our members and families. Welcome Cecilia!



Cultural Competency Member Survey

DDD asks for member feedback to improve and to provide the best possible services. DDD strives to be respectful and to respond to your needs.

Thanks to each person who completed and returned the Cultural Competency Member Survey.

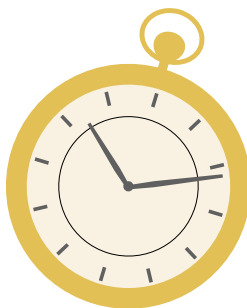
Members and families with questions or concerns about cultural competency or language access, please email networkculturalcompetency@azdes.gov.

AHCCCS Electronic Visit Verification (EVV)

Electronic Visit Verification (EVV) tracks and monitors timely service delivery and access to care for DDD members.

EVV applies to all providers of some services, including paid family direct care workers

EVV is a federal requirement and is a mandatory program. All individuals who receive services from AHCCCS must participate. The DDD services impacted are:



- attendant care
- homemaker/housekeeping
- habilitation (hourly)
- home health (nursing)
- respite

Qualified Vendors will help members set up their weekly schedule in EVV.

A schedule helps DDD know if members are usually getting the services the way they discussed with their planning team. It is ok if some visits start or end at times a little bit different from the

weekly schedule.

Read AHCCCS Frequently Asked Questions for scheduling for more details. Members and families should contact their Qualified Vendor Agency if they have questions about their agency's EVV system.

AHCCCS has information about EVV on its website. Members, guardians, and Direct Support Professionals (DSP) must all use EVV for impacted services.



What is a Chronic Condition?

A Chronic Condition is a health condition or disease that lasts longer than three months or that stops and returns.

Some chronic health conditions require daily care, usually by taking medication. Most chronic conditions or diseases will get worse over time if not given care. Some improve with healthy changes, such as diet and exercise, in addition to medications and treatments.

Self-care makes sure the member has a say in all decisions about their health care while working with a team. The team includes the member's natural support, such as family, loved ones or a guardian, a Support Coordinator, a District Nurse (if the member has skilled needs), and his or her doctor. Sometimes a special doctor or others may also be on the team.

Examples of Chronic Health Conditions are:

- Diabetes Type 1 and Type 2
- Asthma or COPD (breathing problems)

- Hypertension (high blood pressure)
- Other

Take care of your chronic condition. Here's how:

1. Learn about your condition. Ask your Support Coordinator to have a Care Manager assigned to you. That manager can give you more information about your condition.
2. Ask questions when you visit your Primary Care Physician and other health care workers.
3. Take the medication you need exactly as listed on the printed label. Be sure to report any side-effects to your doctor. Refill your medications before you run out.
4. Diabetics need to check their blood sugar. Check that level close to the same time every day, or at the times listed by your doctor.
5. Those with high blood pressure need to check their levels. It is important to check blood pressure at close to the same time everyday, or at the times listed by your doctor.

Keep this information on your phone, computer or in a notebook

Your doctor's name and phone number. Also list the dates and times of your appointments.

The name and phone number of your Support Coordinator. Other phone numbers you want to keep are those of your Care Manager and your nurse.

Keep notes about how you are feeling.

Write down questions you have about your medications or other things a doctor or SupportCoordinator can answer.

Ask your doctor for a list of your medicines and dosages. Also ask the doctor to print out instructions for taking blood sugar tests, how to check your blood pressure or other details.

Helping Children Maintain a Healthy Weight

Childhood obesity continues to rise in the United States. This can be a health risk for children now and in their future.

Adults can help children avoid becoming overweight by:

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

Try to slow down weight gain while they grow at their normal rate if children are overweight. Diets should only begin under the management of a healthcare provider. Children should have a positive body image, so don't focus on the weight number. Focusing on their weight can lead to future problems with eating disorders.



To help children develop healthy eating habits:

- Provide lots of fruits and vegetables.
- Give children whole-grain products, such as oatmeal, whole wheat breads, or brown rice.
- 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.
- Coach children to drink lots of water.
- Limit sweetened drinks in children's diets.
- Limit sugar and saturated fat in meals and snacks.

Limit fatty, sweet and salty snacks

Here is a list of easy snacks that are 100 calories or less:

- A cup of carrots, broccoli, or bell peppers with 2 tablespoons hummus
- 10 almonds
- A medium apple
- A small banana

- One serving of string cheese
- A cup of berries or grapes
- A cup of cherry tomatoes
- A hard-boiled egg
- One-half cup of cottage cheese with cucumber slices
- One-fourth cup of tuna wrapped in a lettuce leaf

Source: <https://www.nhlbi.nih.gov/>



Keep them active

Children and teens ages 6 through 17 years should be physically active at least 60 minutes each day. Younger children, 3 to 5 years old also need to be active during the day.

The best activity is aerobic exercise, or activity that makes hearts beat faster. Running or jumping helps strengthen bones. Climbing or doing push-ups makes muscles stronger.

- Playing basketball
- Jumping rope
- Walking the dog
- Bike riding
- Dancing to favorite songs
- Doing yard work.

Adults and children can enjoy activity together by:

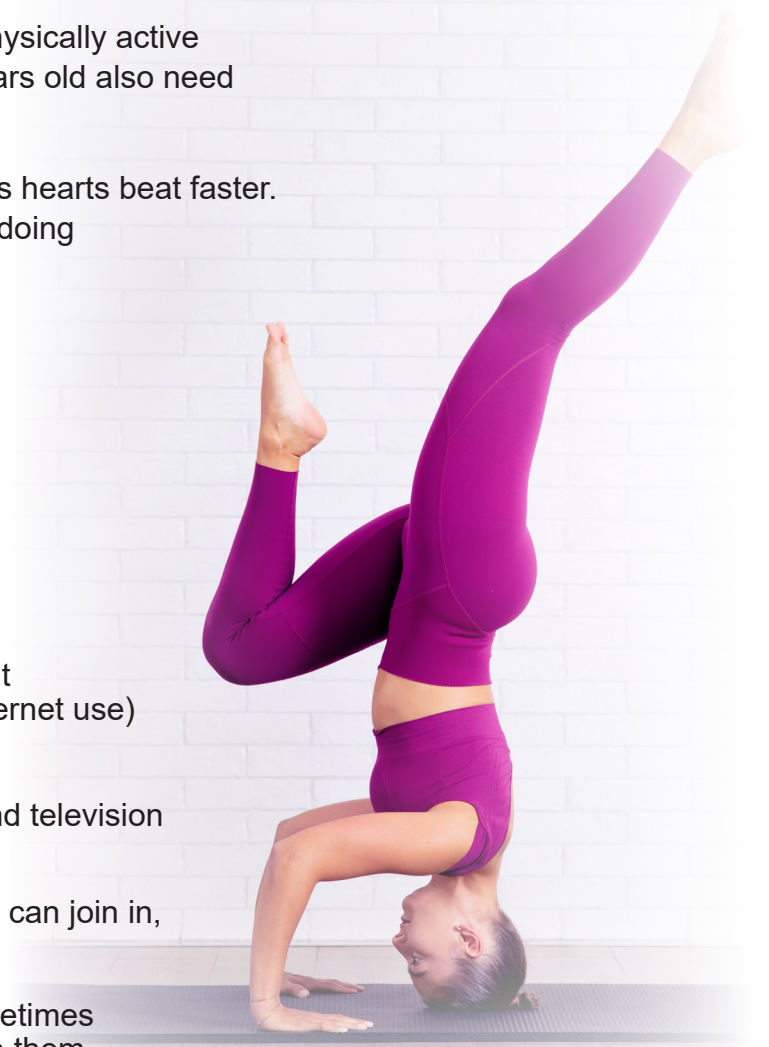
Reduce sedentary time.

Although quiet time for reading and homework is fine, limit “screen time” (watching TV, playing video games, and internet use) to no more than 2 hours per day.

The American Academy of Pediatrics does not recommend television viewing for children under age 2.

The goal is to get children moving. Other family members can join in, or children can exercise on their own or with friends.

Ask your provider if your child is at a healthy weight. Sometimes medications can have an effect on weight, but do not stop them without talking to your child’s provider.



Help children get enough sleep

Getting too little sleep makes us eat more and be less physically active. This may lead to obesity. Children need more sleep than adults.

The sleep needed changes as children get older. See suggested daily amounts of sleep in the chart.

Ask your provider if your child is at a healthy weight. Sometimes medications can have an effect on weight, but do not stop them without talking to your child’s provider.

Age Group	Age	Sleep needed
Infant	4 -12 mos.	12 - 16 hours
Toddlers	1 - 2 years old	11-14 hours
Preschool	3 - 5 years old	10-13 hours
School age	6 -12 years old	9 -12- hours
Teens	13 - 18 yrs old	8 - 10 hours

Chart Source: www.cdc.gov/healthyweight/children/index.html

Making small changes may lead to success!

Help children stay active. Physical activity is fun and has many health benefits, such as:

- stronger bones

- lower blood pressure
- less stress and anxiety
- better self-esteem
- weight control

Asthma



What Is an Asthma Attack?

An asthma attack can happen when you are exposed to “asthma triggers.”

Your asthma triggers can be very different from someone else’s asthma triggers. Know your triggers and learn how to avoid them. Watch out for an attack when you can’t avoid your triggers.

Some of the most common triggers are:

- Tobacco smoke
- Dust mites
- Outdoor air pollution
- Insects
- Pets
- Mold
- Smoke from burning wood or grass
- Infections like flu

An asthma attack may include coughing, chest tightness, wheezing, and trouble breathing. This happens when the airways that carry air to your lungs get smaller, like the branches of a tree are smaller than the tree trunk. During an asthma attack, the sides of the airways in your lungs swell and the airways shrink. Less air gets in and out of your lungs, and mucous clogs up the airways.

Take your medicine exactly as your PCP tells you and stay away from things that can trigger an attack to control your asthma.

Dos & Don'ts

Everyone with asthma does not take the same medicine.

You can breathe in some medicines and take other medicines as a pill.

There are two types of asthma medicines:

1. Quick-relief medicines that control the symptoms of an asthma attack
2. Long-term control medicines. If you need to use your

quick-relief medicines more and more, visit your doctor to see if you need a different medicine. Long-term control medicines help you have fewer and milder attacks, but they don’t help you while you are having an asthma attack.

Asthma medicines can have side effects, but most side effects are mild and soon go away. Ask your PCP about the side effects of all medicines.

What Is Asthma?

Asthma is a long-term disease that affects your lungs. It is a common childhood disease, but adults can have it too. Asthma causes:

- Wheezing
- Breathlessness
- Chest tightness
- Coughing at night or early in the morning.

If you have asthma, it is always there, but asthma attacks happen when something bothers your lungs.

Many things may cause asthma. It may be related to genetics, environmental, or work factors.

How Can You Tell If You Have Asthma?

Asthma can be hard to identify, especially in children under age 5. Your primary care provider (PCP) can examine how well your lungs work and check for allergies to help find out if you have asthma.



Do you cough a lot, especially at night?

Are your breathing problems worse after physical activity?

Are your breathing problems worse at certain times of the year?

Do you have chest tightness or wheezing?

Do your colds last more than 10 days?

Does anyone in your family have asthma, allergies, or other breathing problems?

Have you missed school or work due to your breathing issues?

Control your asthma by:

Knowing the warning signs of an asthma attack.

Staying away from things that cause an attack.

Following your doctor's advice.

When you control your asthma you:

Won't have symptoms such as wheezing or coughing

Will sleep better

Won't miss work or school

Can take part in all physical activities

Won't have to go to the hospital

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



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



INTERNET SAFETY

Many people spend A LOT of time on the Internet. They may not always understand the dangers that are present online. We must educate ourselves as well as our children and family members.

General Internet safety tips:

- Do not share personal information online such as:
 - your full name
 - school
 - employer
 - address or phone number
 - user passwords
- Do not meet up in person with anyone you met online.
- Set your user profile to private so only real friends can get access.
- Know who you are chatting with. A friend is not always a friend.
- Never share pictures of yourself online that you would not want to be seen by your family, teachers, employer, or a stranger.
- Treat people online as you would in person. Be polite!
- Report suspected abuse to law enforcement or

an adult you trust.

More tips to keep your loved ones safe online.

- For children, limit devices before homework is completed, during meals, or after a specific time.
- Modify how you monitor. Even the strictest content blockers cannot ensure that you are totally protected online. The best tools are:
 - time
 - attention
 - conversations about online behaviors
- Learn about platforms, games, and devices to understand online behaviors.
- Talk about maintaining healthy relationships online.
- Give time to talk about anything uncomfortable happening online.

Cyberbullying:

If your loved ones are dealing with cyberbullies, report it immediately.

Visit the Report Cyberbullying website to report negative behaviors online.

Source: [dhs.gov](https://www.dhs.gov)

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:

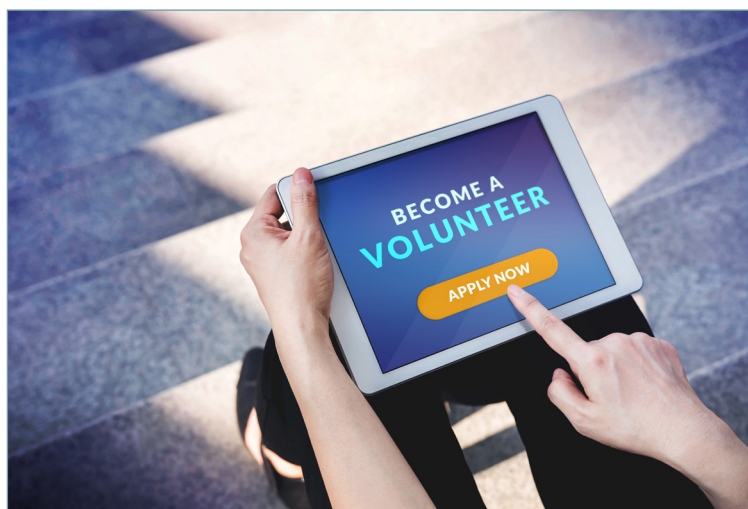
- Review incidents that may have involved neglect, abuse or denial of rights of members receiving services from DDD.
- Review Behavior Treatment Plans.
- Make recommendations to DDD about changes needed to protect member's rights.

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.

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.



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/ddd-news>.

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.

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>.

QUITTING TOBACCO

If you use tobacco, quitting is one of the best things you can do for your health. It is also healthier for the loved ones you live with. There are resources to help and support you to quit. Using resources like medication and coaching can double your chance for successfully quitting tobacco.

Arizona Smokers Helpline (ASHline) is a great place to start. They have Quit Coaches who will help you develop a plan to quit. The benefits of using a Quit Coach include:

- Doubles your chances of quitting smoking.
- Learn how to live tobacco-free.
- Helps you to identify your triggers and ways to manage them.

Call the ASHLine directly at 1-800-556-6222 or visit www.ashline.org

There are other resources as well. Talk with your support coordinator who can help you find community resources. Or talk with your Primary Care Physician who may offer medication.

You can also go to Tobacco Free Arizona at: www.azdhs.gov/prevention/tobacco-chronic-disease/tobacco-free-az/index.php

This program helps Arizonans know the risks of tobacco use. It also has resources for quitting. It offers information on health issues:

- a network of community resources
- information on vaping and e-cigarettes
- youth tobacco awareness group

It is well known 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 that are in secondhand smoke. Many people have quit tobacco using these resources, you can too!

The information in this article was taken from the ASHLine and from the ADHS Tobacco Prevention web pages.



BEHAVIORAL HEALTH 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

Statewide Crisis Hotline

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

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**: 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: 988 or 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

988 Implementation

The National Suicide Prevention Lifeline (NSPL) is now available by dialing 988. Much like America uses 911 for emergencies, 988 is the national 3-digit phone number for mental health crises. You can call or text. The NSPL phone number **1-800-273-8255** will continue to be available.



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, <https://des.az.gov/how-do-i/report-suspected-fraud/developmental-disabilities-fraud-waste-and-abuse>

Report 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)

If you have 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. or <https://www.azahcccs.gov/Fraud/ReportFraud/>



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.