

DDD MEMBER UPDATE

DIVISION OF DEVELOPMENTAL DISABILITIES
WINTER 2017

Volunteer with a Human Rights Committee

Do you have a passion for protecting the rights of people with developmental disabilities? Do you want to advocate for members of DDD? Consider volunteering for a Human Rights Committee (HRC).



HRCs makes sure DDD members' rights are supported. Committee members have a wide range of backgrounds. Committee members can be DDD members or their families, advocates, professionals, or other community members committed to the rights of the people served by DDD.



Can't Find Something on Our Website?
Call DDD at
1-866-229-5553 for help.

Committees are located across the state and typically meet monthly. During the meeting, they:

- Review incidents that may have involved neglect, abuse or denial of rights of members receiving services
- Review behavior programs
- Review proposed research involving members
- Make recommendations to DDD about changes needed to protect members' rights

If you are interested in learning more, contact DDD at 1-866-229-5553.

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DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Over 21? New ALTCS Dental Benefits

As of October 1, 2016, dental services, including dentures, are covered for AHCCCS ALTCS members 21 years of age and older.

Is there a benefit limit?

Dental services are limited to a total benefit amount of \$1,000 per member for each 12 month period beginning October 1, 2016 through September 30, 2017.



What if costs are over \$1,000 for the year?

The member is responsible for dental expenses over \$1,000. The provider must supply the member a document describing the service and the anticipated cost of the service. The member must then sign and date a document indicating their understanding of responsibility for costs over the \$1,000 limit. Support Coordinators can help members find options.



Did you know the Arizona Department of Economic Security is on Facebook?

The page includes videos, pictures of events, highlights of services, and much more! Check out the page at <https://www.facebook.com/OfficialArizonaDES>.

Reporting Fraud IF YOU SUSPECT IT, REPORT IT!

Fraud is an intentional deception or misrepresentation made by a person with the knowledge that the deception could result in some unauthorized benefit to oneself or some other person (42 C.F.R. Section 455.2).

**Report Division of Developmental Disabilities fraud to:
DES/DDD Fraud Hotline @ 1-877-822-5799**

Special Olympics



Healthy Athletes Program

Did you know that Special Olympics is the largest Public Health Organization for people with intellectual disabilities? Special Olympics Arizona strives to make athletes healthy physically, emotionally, and socially. In 2016, Special Olympics Arizona provided more than 3,000 free health exams in:

- Dentistry
- Podiatry
- Physical therapy
- Audiology
- Psychology
- Optometry
- General health and lifestyles

This is done through its **Healthy Athletes Program** which is sponsored statewide by Mercy Care Plan. Success of the Healthy Athletes Program relies on support from the volunteer network of health care providers and community members. Together, they promote opportunities of acceptance, inclusion and respect for people with intellectual disabilities. Special Olympics Arizona works to help athletes' live healthier, happier and longer lives. Healthy LEAP (Lifestyle, Education and Practice) focuses on nutrition, physical activity, injury prevention, and overall health advocacy.

Special Olympics Arizona's annual Summer Games is set for Friday, May 5 and Saturday,

May 6 at Kellis High School located in Glendale, AZ. Athletes from across the state will come together to compete in a variety of sports. They will also get free health services through the Healthy Athletes Program. With support from partners like Mercy Care Plan, Special Olympics Arizona will provide hundreds of free health exams in a variety of fields to help keep athletes healthy, fit, and prepared for competitions.



For more information about Special Olympics Arizona's Healthy Athlete Program, please visit www.specialolympicsarizona.org.

Take Care of Your Feet!

Podiatrists are doctors who treat the feet. Healthy feet help you stay active, prevent falls, take care of your daily needs, and enjoy a good quality of life.

Many problems can affect your feet. Do not ignore problems with your feet. Make an appointment with a podiatrist. Make an appointment with your regular doctor to decide if you need to see a podiatrist. Some common problems to discuss with a doctor include:

- Pain in your feet, ankles, or calves
- Peeling, itchy skin
- Discolored, thick, or damaged toenails
- Areas of coolness or pale coloring
- Swelling or redness
- Tingling and/or numbness
- Pulling or “ripping” sensations in your foot arch or other areas
- Anything that doesn’t feel “normal” and/or limits your activity

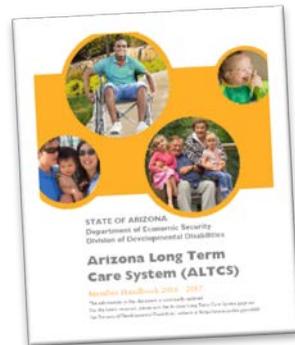
People with diabetes need to take extra care with their feet. Diabetes can cause poor healing, increased chance of infection, and less feeling in the skin. Poor circulation and

nerve damage are more likely. These problems can lead to open sores and infections that do not heal. Sometimes amputation of part or all of the foot and/or leg are necessary. Foot care for people with diabetes includes:

- Checking or having someone check your feet daily for cuts, sore or other issues
- Get medical attention early when concerns are found
- Avoid shoes that fit poorly (can cause blisters and other injury)
- Check water with your hands or a thermometer before stepping into a bath
- Keep your feet clean and dry
- Your toenails may need to be clipped by a podiatrist
- See a podiatrist 2-4 times yearly for a professional foot check-up



Arizona Long Term Care (ALTCS) Member Handbook



If you are an ALTCS member and would like a copy of the 2016-2017 Member Handbook, visit DDD's website at <http://des.az.gov/ddd> for a copy.

If you would prefer to have a copy mailed to you, call 1-866-229-5553.

Pregnant or Planning a Pregnancy? Get Tested for HIV

An **HIV+ pregnant woman** can transmit HIV to her baby **3 WAYS:**

- During pregnancy
- During vaginal childbirth
- Through breastfeeding



HIV-positive & pregnant?



Protect your own health and **lower your risk** of passing HIV to your baby **by taking HIV meds**

GET TESTED for HIV when you are **planning a pregnancy**



or as soon as possible after you find out you are pregnant

Image source: www.aids.gov

National Core Indicator (NCI) Survey

Beginning the middle of January, DDD sent out 2,800 Family surveys. These families were randomly selected from two groups:

- Families with children living at home
- Families with adults not living at home

The surveys ask questions about you and your family member. It asks about your satisfaction with the help you're receiving. It's very important for us to know how much we are helping you, so please answer all the questions that you can. Return the survey in the addressed, postage paid envelope provided. Unless you want us to contact you, please do not put your name on the survey. No one will know your answers so it's safe to tell us how you really feel. We code the survey only to avoid sending you more than one mailing.

If you receive it please don't delay completing and returning it. If you have any questions, you can call the number on the survey.

Medicare Part D

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

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

www.medicare.gov/find-a-plan offers a search tool to find out which plans cover your medications.

State Health Insurance Assistance Program (SHIP) is a free health benefits counseling service people with Medicare. SHIP's role is to educate, advocate, and counsel people to make informed benefit decisions. SHIP is an independent program. It is funded by federal agencies and is not related to the insurance industry. Contact SHIP at 1.800.432.4040 for help with accessing a Part D plan.

Thanks so much for your feedback!

American Indian Health Plan (AIHP)



Native Americans can choose to enroll in a DDD-contracted health plan or the American Indian Health Plan (AIHP). For DD/ALTCS members, DDD is responsible for the American Indian Health Plan. AIHP members may receive their health care services from Indian Health Care Facilities, urban Indian health clinics or other AHCCCS-registered health care providers. Native Americans may change from AIHP to a DDD-contracted health plan at any time.

AIHP members will receive an ID card from DDD. You will need to show this card when you get medical care. If there is a problem with the card or if you lose your card, please call DDD's Member Services at (800) 348-4058.

To receive some services, you must first have approval from DDD. This is called prior authorization. Your health care provider should contact DDD's Health Care Services at (602) 771-8953 before you receive the following services or if there are questions about billing:

- Non-emergency hospital admissions
- Non-emergency surgeries

- Transportation to and from medical appointments (transportation does not have to be approved ahead of time if the round trip is 100 miles or less)
- Medical equipment and medical supplies
- Eyeglasses for adults

Coming Soon! DDD Medallion Program

DDD is currently working on bringing back the **Medallion Program**. This program provides a medallion for members. The tag provides emergency first responders with a 24-hour hotline number. The emergency first responders are given health and safety information to help members in emergency situations.

If you have questions, contact DDD at 1-866-229-5553





When you are preparing to drive somewhere, do you think about where people will sit?

Some points to think about (particularly in larger vehicles, such as vans):

- Who gets carsick if they ride in the back?
- Does someone do better sitting by or away from the door?
- Can someone easily get to their seat?
- Is the person old enough and tall enough to ride up front?
- Does the person require a car seat or booster seat?

- What does the person typically do during a ride? Does the person:
 - Hit or kick the seat in front of them?
 - Try to get the driver's attention (screaming, throwing items, etc)?
 - Need specific support for sensory needs, such as wearing headphones or sitting next to the window?
- Who gets along best when they sit next to each other?

You likely know what works best for your family.
Be sure to share that knowledge with care providers and others who will be driving.

Make sure you know your passengers, to know what works for each person.
Planning ahead can create a safer and more enjoyable drive for everyone!

Equal Opportunity Employer/Program • Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI & VII), and the Americans with Disabilities Act of 1975, and Title II of the Genetic Information Nondiscrimination Act (GINA) of 2008; the Department prohibits discrimination in admissions, programs, services, activities, or employment based on race, color, religion, sex, national origin, age, disability, genetics and retaliation. The Department must make a reasonable accommodation to allow a person with a disability to take part in a program, service or activity. For example, this means if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. To request this document in alternative format or for further information about this policy, contact the Division of Developmental Disabilities ADA Coordinator at 602-542-0419; TTY/TDD Services: 7-1-1. Free language assistance for DES services is available upon request. Available in English on-line or at the local office.