

# DDD Member Update

Division of Developmental Disabilities  
Member Newsletter



October 2015

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## 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 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, the Age Discrimination 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. Ayuda gratuita con traducciones relacionadas con los servicios del DES está disponible a solicitud del cliente.

## Arizona Ranked #1 in the Nation

Arizona has been ranked #1 by United Cerebral Palsy (UCP). Each year, UCP writes *The Case for Inclusion*. The report ranks State Medicaid programs that serve individuals with intellectual and developmental disabilities (ID/DD) and their families. Since the report began in 2006, Arizona has ranked #1 for seven years.

*The Case for Inclusion* ranks all 50 States and the District of Columbia (DC) – not on their spending – but on their outcomes for Americans with ID/DD.

Areas reviewed by UCP include people with disabilities:

- living in and being a part of their communities;
- having satisfying lives and meaningful roles;
- having needed supports, and ability to manage those supports; and
- being safe and healthy where they live.

We are celebrating Arizona's success but know there is more work to be done. DDD continues to look for ways to enhance the lives of those we serve. View the full report at [http://cfi.ucp.org/wp-content/uploads/2015/07/UCP\\_2015\\_CaseforInclusion\\_FINAL.pdf](http://cfi.ucp.org/wp-content/uploads/2015/07/UCP_2015_CaseforInclusion_FINAL.pdf)

## Job Opportunities Build Success (JOBS)

The Division (DDD) believes the main day activity for working-age youth and adults is employment. Jobs should be in the community. People with and without disabilities should work together. DDD has been busy this past year planning to make this happen. With community partners, a statewide Employment First Strategic Plan has been created. It is called *Arizona Employment First JOBS*.

The main goal is to promote more opportunities for members to find work. Employment supports will be used to help members be successful at work.

Other people gave ideas for the plan. From these ideas, goals were developed. Goals include:

- promoting teamwork at the state and local levels
- educating and training people with disabilities, their families, employers, and educators
- developing more community job and career opportunities for students and adults with disabilities
- making sure on the job supports are available

The plan includes ways to meet the goals. The final plan will be available on DDD's website at [www.azdes.gov/ddd](http://www.azdes.gov/ddd). DDD, along with its planning partners, will continue to work together to help individuals with disabilities get and keep a job in their community.



## Arizona Long Term Care (ALTCS) Member Handbook

If you are an ALTCS member and would like a copy of the 2014-2015 Member Handbook, visit DDD's website at [www.azdes.gov/ddd](http://www.azdes.gov/ddd).

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

## Managing Chronic Conditions

**Definition:** A chronic condition is a disease or health issue that is long lasting. The condition may be controlled at times. At other times, it may flare-up causing many symptoms. Its effects on the body happen over time. The condition is not "cured". It will need to be managed.

Here is a list of some, but not all, common chronic conditions:

- Diabetes
- Asthma
- Chronic Obstructive Pulmonary Disease (COPD)
- Cerebral Palsy or Seizures
- Autism
- Many Behavioral Health Conditions are chronic
- Congestive Heart Failure (CHF)

**You will want to do these things to manage your chronic condition:**

See a specialist at least two (2) to four (4) times a year.

Keep a list of all your medications from all your doctors or providers in one place. Show it at all doctor's appointments including at the emergency room or urgent care.

Have a plan for managing your chronic condition (from your doctor) that includes the following:

- Appointment schedule and specialist referrals
- Medication List
- Labs or other tests that are needed on a regular schedule
- A plan for preventing or decreasing symptoms

See your regular doctor at least every three (3) or every six (6) months .

## Can't Find Something on Our Website?

Call DDD at 1-866-229-5553 for help.

## Incontinence Briefs for Adults

Incontinence briefs are an ALTCS covered service when needed to treat a medical condition. Examples include a rash or infection. They are also called adult diapers and pull-ups.

As of December 15, 2014, these briefs are also covered to avoid or prevent skin breakdown if:

- You are ALTCS eligible, and
- You are 21 years of age or older, and
- You have a medical condition which causes incontinence. This is when the body is not able to control going to the bathroom, and
- The doctor writes and submits the prescription for the briefs, and
- The doctor has received needed approval from your Health Plan
- You get the briefs from your Health Plan's providers, and
- No more than 180 briefs are needed in a month, unless the doctor documents the need.

If you or your doctor have questions, call DDD at 1-866-229-5553 for the number of your health plan's DDD contact.

## Did you Know...

DDD serves over 35,000 Arizonans with Developmental Disabilities.

## Use an App to Quit!

Do you smoke? Are you looking for ways to quit? Smokefree.gov offers three free apps for your smartphone to help you quit.

Each app has different features, and is available for a variety of devices. Features include:

- Tips for quitting
- Help identifying smoking triggers
- Tracking cravings and moods
- Monitoring progress
- Video diaries
- Milestone recognition
- Customized goals

Visit <http://smokefree.gov/apps-quitstart> to learn about all three apps, as well as other resources to help you quit.



## Policy

DDD Policy Manuals will have a new look in October 2015. Finding information will be easier with our new format.

If you would like to be notified about this and other DDD policy updates, please send an email with your contact information to [dddpolicy@azdes.gov](mailto:dddpolicy@azdes.gov) or call 602-542-6847.

## Member in the Hospital?

When a member is in the hospital, let the team at the hospital know what supports are needed. DDD is prohibited from providing home and community based services to a member in the hospital. Work closely with the hospital to make sure the member's needs are met. For help, contact your Support Coordinator or health plan.

## Habilitative and Rehabilitative; What is the difference?

DDD provides therapy services that are needed to help eligible members. These services maintain or improve the functional abilities of the individual. Some members served by get occupational (OT), physical (PT), or speech (ST) therapy services.

### Habilitative Therapy

Therapy that is habilitative helps a member get, keep or develop a new skill. This type of therapy may be needed to help a person keep or maintain newly learned skills. Therapy services are not intended to be long term. Learning, for the first time, how to use a spoon is an example.

### Rehabilitative Therapy

Sometimes, a member will lose skills or function. This may happen after a surgery, an accident, or following an illness. Therapy to regain lost skills is called rehabilitative. This type of therapy is covered by a member's health plan. Learning how to walk again is an example.

If you have a question about therapy services contact your support coordinator.

## 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**

## 8 Individualized Education Program (IEP) Meeting Tips for Parents



### Before the IEP Meeting:

**Request a draft of the IEP** – Although not required, having a draft of the IEP helps parents prepare for a meaningful discussion with the other IEP team members.

**Study and Review Data** – Look at your child's progress reports to determine if they are making progress. If their progress is not enough *or* if they quickly reached all of their goals, changes may need to be made to services, supports, or with the goals themselves.

**Prepare Parent Input** – Write down information you'd like included in the IEP meeting notes. The ideas may not fit in the identified sections of the IEP, and that is okay.

### During the IEP Meeting:

**Focus on collaboration not confrontation.** Consensus is the goal. Not everyone has to be in complete agreement. Rather, every member of the team should be able to live with decisions.

**Ask opened ended questions.** Instead of asking, "Is my child going to receive one hour of speech therapy per week?" ask, "What progress has my child made toward their speech goals?"

### After the IEP Meeting:

**Debrief.** With whomever you attended the meeting, discuss and develop any questions you may still have.

**Follow up** promptly in writing (email is okay) with any questions you have.

**Last but Not Least:** You are not alone. Raising Special Kids can help you understand the IEP process and prepare you for your meeting. If you and the school do not agree on the IEP, there are safeguards in place to assure you have the opportunity to resolve your disagreements.

The *Ten Things to Know Before Your Next IEP Meeting* webinar from which this list is taken is available on demand at no cost at <http://www.raisingpecialkids.org/10-things-registration/>

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## New AzEIP Approach

In April, the Department of Economic Security's Arizona Early Intervention Program (DES/AzEIP) worked with staff to begin a new way to meet funding goals. These goals will make sure all children and families have access to services for which they are eligible.

Changes you will see with the new approach:

**Completing the Consent for Insurance form.** This form will be done:

- At the first visit meeting
- At any Individualized Family Service Plan (IFSP) meeting that adds or increases services
- Every year

**Following the AzEIP Definition of Eligibility.** Every child must:

- Have a diagnosed condition with a high probability of developmental delay, or
- A significant developmental delay in one or more domains

For example, a 1 year-old-child may have significant delays in talking. The child may have no other delays with communication or other areas. The child would not be eligible, and should be referred to programs designed to support children with mild or moderate delays.



**Completing the Request for Division of Developmental Disabilities (DDD) Eligibility Tool.** All children will have this form done. This form is designed to help teams to identify which children may be DDD eligible. It also helps make sure the right documents are provided to DDD.

If you have any questions about the changes, contact your Support Coordinator.

## Frequently Asked Questions About the Flu

**Q: How often does someone need to become vaccinated?**

**A:** Every year. The flu viruses vary from year to year. In order to receive protection, flu shots should be renewed every year.

**Q: I heard of people getting sick after getting the flu shot, can that happen?**

**A:** You **cannot** get the flu from the flu shot; however, the flu shot does not protect against illness like the common cold. While they may feel similar, the flu is more dangerous. This is due to the secondary infections caused by the flu. These are often harmful and can even be fatal. Start including good hand hygiene practices into your daily routine. This will help fight illnesses the flu shot does not protect against.

**Q: Are flu shots safe for everyone?**

**A:** Flu shots are recommended for everyone ages 6 months and older unless otherwise contraindicated. There is also a new high-dose flu shot for people ages 65. This adds extra protection for this group. You should always check with your doctor prior to receiving the flu shot.

**Q: When should I get myself and my family vaccinated?**

**A:** As soon as it becomes available in your area. The flu has a delayed onset of signs and symptoms. This means you may already be infected with the virus without feeling sick. This process can last multiple days. The vaccination will not provide protection after exposure to the flu virus.

**Q: I do not like needles, is there a different way to get the vaccination?**

**A:** Absolutely! A product called Flu Mist is available for those that do not like shots. This mist is appropriate for ages 2 to 49 years of age.