

DDD Member Update



Division of Developmental Disabilities
Member Newsletter

DEPARTMENT OF ECONOMIC SECURITY
Your Partner For A Stronger Arizona

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Meet Carrie Raabe, Chairperson of the Developmental Disabilities Advisory Council

Ms. Carrie Raabe is the Chairperson of the Arizona Developmental Disabilities Advisory Council (DDAC). The DDAC provides advice to the Assistant Director of the Arizona Department of Economic Security Division of Developmental Disabilities. Ms. Raabe was recently elected Chairperson of the DDAC after being appointed by the Governor's Office to serve on the Council. Ms. Raabe is the first person with a developmental disability to serve as Chairperson of this Council.

Ms. Raabe is a 2003 graduate of Sinagua High School in Flagstaff, where she was a member of the Speech and Debate Team and the National Forensic League. Ms. Raabe was a member of the Arizona Transition Leadership Team from 2003 to 2005. She has done presentations for TASH (Equity, Opportunity and Inclusion for People with Disabilities), Arizona Department of Education, Northern Arizona University (NAU) students and Arizona State University students since 2003. Additionally, she was an NAU Disability Experience work-group member and presenter from 2010 to 2012.

Currently, Ms. Raabe is volunteering at the Flagstaff Medical Center and the Peaks Assisted Living Center. She answers phones, takes flowers and newspapers to the patients and assists with resident's scheduled activities. Past work experience includes being an Office Assistant at NAU Institute for Human Development for seven (7) years as well as banquet and maintenance duties through a program with the Flagstaff Unified School District. Ms. Raabe also volunteered at Knoles Elementary School for nine (9) years.

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.

EMPLOYMENT FIRST

What does this mean for members of the Division, their families and the community? Employment should be a part of the member's day—just as it is for every other person of working age. Employment services and supports have been a part of the Division's services for a long time.

Now only a small number of members are working in community jobs. The Division hopes to increase that number as it works with other agencies across the state on a project called EMPLOYMENT FIRST. Over 25 other states have put employment as the first choice and goal for people with developmental disabilities. That does not mean other day services and supports will go away. It means that while students are in high school, Division Support Coordinators will help them find what kind of job or training they like. Maybe a job after school or during school breaks would help? Transition to Employment will be new service that will help members develop the general skills needed to work in their community.

Stay tuned for more information EMPLOYMENT FIRST. Community meetings will be scheduled over the next several months.

Hospice Services

Dr. Bob Klaehn, DDD Medical Director



This month's Medical Director's Column is on Hospice Services, a service available to DD-ALTCS members as they approach the end of life. Too often the referral for Hospice Services comes only days before the individual's passing. This is due to the misunderstanding that if Hospice is involved, then it must mean that everyone has "given up" on the patient. This is not true. We have approved Hospice for members who have improved and "graduated" from services. The Division has had others who have remained on Hospice services for over 12 months before passing. The benefit can last as long as needed to support the medical needs of the enrolled child or adult.

The benefits of Hospice include nursing and medical care from persons specializing in end of life care. Support can be provided in the individual's home or in special facilities. Ryan's House, near St. Joseph's Hospital in downtown Phoenix, is one such program. They have taken care of many children enrolled with the Division as they approach the end of life. Hospice staff can help with the personal care of individuals in Home Hospice. They can arrange for needed medications and durable medical equipment. Grief counseling for the family and loved ones is also available.

My experience with Hospice has been purely professional during my time with DDD – until now. I was able to see for myself the terrific care that Hospice providers give when they cared for my 91 year old father in his final days. The Hospice nurses came to my sister's home to care for my Dad, so the family could gather around him to say their goodbyes. Their sensitivity to our sadness really helped during that tough time. So when I recommend Hospice services for persons approaching the end of life – it is both a personal and professional recommendation.



Medicare Prescription Drug Coverage (Part D)

Medicare offers prescription drug coverage to everyone with Medicare. Prescription drug coverage (Part D) helps pay for medications doctors prescribe.

To get Part D coverage, you must join a plan approved by Medicare. Each plan can vary in costs and specific drugs covered.

State Health Insurance Assistance Program (SHIP) is a free health benefits counseling service for Medicare beneficiaries. Their mission 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.

You can also join a Medicare drug plan by enrolling on the plan's website or on www.medicare.gov or by calling 1.800.MEDICARE.

Mercy Maricopa Integrated Care (Mercy Maricopa)

On April 1, 2014, the Maricopa County Regional Behavioral Health Authority changed from Magellan Health Services to Mercy Maricopa Integrated Care (Mercy Maricopa).

With Mercy Maricopa, you will still get your behavioral health services through your current provider agency. This includes medication, visits with your psychiatrist or nurse practitioner, and any other behavioral health services you currently use.

For any questions, contact Mercy Maricopa Customer Service Line at 1-800-564-5465.

For more information, please visit the Mercy Maricopa website at www.mercymaricopa.org.

Division of Developmental Disabilities

General Questions: DDDWeb@azdes.gov

DDD Hotline — 1.866.229.5553

“Robo—Calling”

The Division of Developmental Disabilities is pleased to announce the introduction of “Appointment Reminder Calls” or “Robo-Calling”.

The calls will remind you about appointments with your Support Coordinator. Seven (7) days before your appointment, an automated system will call the member/responsible person’s number. The system will wait for a response. Press “1” to confirm the appointment. Press “2” to have someone call the member/responsible person within 3 business days.

The system is able to leave a message on an answering machine. The system will give the reminder in both English and Spanish.

What are Human Rights Committees?

Human Rights Committees are groups of local people who provide oversight in matters related to the rights of people who receive services from the Division of Developmental Disabilities. These committees review all incidents of possible abuse, neglect or human rights violations. The committees must meet at least four (4) times a year. However, most meet on a monthly basis.

Members are volunteers from diverse backgrounds. They include psychologists, doctors, social workers, teachers, nurses and business people. Each committee must have at least two people who get supports from the Division and/or their families.

There are seven (7) Human Rights Committees in Arizona. To reach a Human Rights Committee in your area, contact Jack Villano at 602.542.6806 or statewide at 1.866.229.5553.

Where can I get an ALTCS Member Handbook?

Go to <https://www.azdes.gov/landing.aspx?id=2662> to obtain a copy or call your Support Coordinator.

Is your home hard to get around in?

If so, the “Home Modifications Service” offered by the Division of Developmental Disabilities may be able to help you.

A person who receives Arizona Long Term Care may be able to get modifications to their home. Based on an assessment completed by the Division, parts of the home can be changed so a person who uses a wheelchair or walker can:

- Enter the home by putting in a ramp or a wheelchair lift;
- Enter the bathroom and bedroom by making doors wide;
- Use areas of the bathroom such as the shower, sink and toilet; and
- Use the kitchen by changing counters, storage areas and sinks for a person who lives in their own home and can cook their own meals.

To get more information, you can call your Support Coordinator.

Arizona Early Intervention Program

The Department of Economic Security’s Arizona Early Intervention Program (AzEIP) is Arizona’s statewide, interagency system of supports and services for infants and toddlers with developmental delays or disabilities and their families. Infants and toddlers eligible for AzEIP and DDD are served under the Arizona Early Intervention Program.

To learn more, visit their website at www.azdes.gov/azeip.

Read the latest newsletter at https://www.azdes.gov/uploadedFiles/Arizona_Early_Intervention_Program/azeip_newsletter_january_2014.pdf

Children’s Rehabilitative Services (CRS)

Changes were made to the CRS program that began October 1, 2013. Members received a letter from AHCCCS. Though some things are changing, much is staying the same. Primary healthcare and behavioral health services were added to the CRS program. DDD members are “partially integrated” which means they will receive behavioral health under CRS but can still get primary healthcare services from one of the three DDD health plans or their private healthcare insurance. United Healthcare Community Plan, CareFirst, and Mercy Care Plan are the DDD health plans under AHCCCS.

Facts to remember:

- Use the CRS ID Card for specialty services (**no change**)
- Use the CRS ID Card for behavioral health services (**new**)
- Use the CRS ID Card at the pharmacy for medication prescriptions from CRS providers (**no change**)
- Use the CRS ID Card at the pharmacy for behavioral health prescriptions under CRS (**new**)
- If behavioral health services are needed: Call Member Services 1-800-348-4058