



Division of Developmental Disabilities
District West Independent Oversight Committee
Monday, April 2, 2025 – 6:00 PM to 8:00 PM

This meeting is being held virtually.

Meeting called to order by **De Freedman**. The date was January 8, 2025, at 6:00 pm. The address of the meeting was Virtual, no physical address.

Attendance in Person: **None - This meeting was virtual only**

Attendance by Google Meets unless noted:

- **Diedra (De) Freedman**
- **Cynthia Macluskie**
- **Brad Doyle**
- **Crystal Fox**
- **Jaymie Moore**
- **Patricia Thundercloud** - by phone **10
- **Pam Dewy**
- **Colleen McGregor**

Absent:

- **Maria Blandon**

Public in Attendance:

- **none**

Arizona Department of Administration (ADOA)

- **Larry Allen**

AHCCCS IOC Liaison

- **Fredreaka Graham** - by phone **98

Healthcare Plan Liaison

- **Wendy Herring** (Mercy Care)
- **Dawn McReynolds** (United HealthCare OIFA Administrator)

DDD staff and Guests:

- **Angela Venne** (DDD Administrator of Office of Individual & Family Affairs)
- **Diane Kress** (DDD District West Quality Manager)
- **Christina Hedges** (DDD OIFA Manager)
- **Joan McQuade** (DDD Member Advocate/IOC Manager)
- **Morgan O'Hara** (DDD IOC Liaison)
- **Michelle Rademacher** (DDD IOC Liaison)



District West IOC-Conference Call - 2025/04/02 17:36 MST - Transcript

Attendees

+1 480-***-**98, +1 602-***-**10, Angela Venne, Brad Doyle, Christina Hedges, Colleen McGregor, crystal Fox, cynthia macluskie, Dawn McReynolds UHC OIFA, Diane Kress, Diedra Freedman, Jaymie Moore, Joan McQuade, Lawrence Allen, Michelle Rademacher, Pam Dewey, Wendy Herring - Mercy Care OIFA

Transcript *This editable transcript was computer generated and might contain errors. People can also change the text after it was created. Liaison has edited some of the transcript for accuracy and ease of reading. Any blue italics transcription was missed by the transcriber.*

CALL TO ORDER

Diedra Freedman: We'll do our introductions later. I'm Diedra Freriedman. I'm the chair. Pat Thundercloud is on here. Right. Pat.

*+1 602-***-**10: Yes*

Diedra Freedman: Brad Doyle.

Brad Doyle: Yes.

Cynthia macluskie: I'm here.

Diedra Freedman: Colleen McGregor,...

Colleen McGregor: Hi

Diedra Freedman: Crystal Fox,...

Crystal Fox: Hello.

Diedra Freedman: Cynthia McCcluskey,...

Diedra Freedman: and Pam Dewey.

Pam Dewey: I'm here

Diedra Freedman: Okay, so Does that give us seven, Michelle with me? That gives us seven.

Michelle Rademacher: Yes. Yes, it does.



Diedra Freedman: So our quorum is five.

Michelle Rademacher: Yes.

Diedra Freedman: So, I'm going to call us to order. Are you ready? I did that without. We didn't record yet.

Michelle Rademacher: We did. You're good.

DISCLOSURES OF CONFLICTS OF INTEREST

Diedra Freedman: We are good. You always have my back. Thank you. So, does anybody have a disclosure of a conflict in a conflict of interest that they have to declare? Okay, we have none of those.

DDD's Request for One-Time Exception to Early Notification

Diedra Freedman: We're going to do our call to the public later so that we can get Cynthia's opinion. Everybody got the email that I sent out regarding DDD's request for a one-time exemption to early notification.

Diedra Freedman: Do I have to read the email into the record, Michelle, or can we just insert it?

Diedra Freedman: Larry, one of you,...

Michelle Rademacher: That's a good question.

Michelle Rademacher: It's on the agenda, so I don't think you read it.

Diedra Freedman: Larry. Okay.

Lawrence Allen: Yeah, you don't have to read the email into the record. We can just insert it as an attachment. Yes.

***Zane Garcia Ramadan's email:** Hello, I am reaching out to share a slight change to our normal process for early notification of policies. DDD routinely provides early notification to the Independent Oversight Committees (IOC) as required under A.R.S. 41-3801 and the Developmental Disabilities Advisory Council (DDAC) as required under A.R.S. 36-553. As you may know DDD has been actively engaged with AHCCCS and its stakeholder committee to implement the Parents as Paid Caregiver Program (PPCG). Information about the joint stakeholder engagements by AHCCCS and DDD for PPCG can be found [here](#). As described in that presentation, one of the next steps in the process is to share updated policy, tools, and guidance documents for review and public comment.*

In order to provide a streamlined approach to public feedback, AHCCCS and DDD plan to allow the public to concurrently provide comments on both AHCCCS and DDD Policy, tools, and guidance documents on the AHCCCS website. AHCCCS and DDD will collaborate on joint messaging so that stakeholders are clear where to provide comment. DDD is seeking to align its timeframes with AHCCCS in order to make this possible.



Zane Garcia Ramadan's email cont.: For this reason, DDD is making a one-time request to provide the IOC and DDAC DDD's Policies at the same time they are posted to the AHCCCS website. In this way the IOC and DDAC will still have the usual 60 days from the time the policy is received until the time the general public comment period closes, but in this case the general public will also have an extra 30 days that will be concurrent with the DDAC and IOC review. We anticipate these policies will be released for comment in the late April / early May timeframe. If you have any concerns with this approach, please reach out to me and let me know. Otherwise, we will proceed forward in this manner for just these unique, jointly posted policies between AHCCCS and DES. Thanks, Zane

Diedra Freedman: And we need to insert both of them from Zane, the first one and the second one along with my answer to Zane. Can we do all three emails?

Diedra Freedman's email: Zane: I cannot consent to participate in the precedent this sets, giving an exception for the Division of Developmental Disabilities from providing an additional 30 days for DDD Independent Oversight Committee Members to review proposed DDD policy. A.R.S. 41-3801 is unambiguous that "The division of developmental disabilities in the department of economic security must allow the independent oversight committee on persons with developmental disabilities thirty days to review new policies and major policy changes before the division submits the policies or changes for public comment." During our March 5, 2025 meeting DDD District West IOC Members commented on the increased number of policies DDD is creating and revising making it very difficult for IOC Members to keep up. As volunteers, it is extremely challenging for DDD IOC Members to find time to review proposed DDD policies in addition to reviewing Incident Reports, participating on the Program Review Committee and attending meetings. The additional 30-day review time for IOC Members was added to A.R.S. 41-3801 a few years ago not only to better accommodate IOC Members but also help foster a less contentious relationship between and collaboration with IOC Members and DDD Staff. As you are very aware, whenever one group is charged with the independent oversight of another group, disagreements and even at times distrust are inevitable unless there is complete transparency and accountability.

DDD and AHCCCS have had since April 6, 2020 when AHCCCS initially received permission from the Centers for Medicare and Medicaid Services to promulgate policy, tools and guidance documents regarding the Parents as Paid Caregivers Program and at least since the CMS February 16, 2024 Final Approval Letter to update its policy, tools, and guidance documents regarding the Parents as Paid Caregivers Program. I am greatly concerned that 5 years from program inception or at the very least one year from program final approval has not been enough time for DDD and AHCCCS to timely update the Parents as Paid Caregivers Program policy, tools and guidance documents within AZ Law requirements for public oversight and accountability. DDD IOC Members have an integral responsibility to safeguard the lives of DDD Members by demanding that DDD Staff always be transparent and accountable especially including DDD policy, tools and guidance documents. Agreeing with this one-time exception to early notification is a slippery slope and sets a dangerous precedent.

Also please understand that as a retired New York attorney I still am bound by the ethical code established by the NYS Office of Court Administration. I personally am obligated to follow all laws including those of Arizona and especially as a DDD Independent Oversight Committee Member chosen because I am a legal expert.



Diedra Freedman's email cont: After receiving your email I contacted ADOA IOC Liaison Larry Allen for guidance as to my obligations as DDD District West IOC Chair. I still await guidance from ADOA and the AZ Attorney General's Office.

DDD's request for a one-time exception to the A.R.S. 41-3801 IOC early notification will be included on the agenda for the regularly scheduled April 2, 2025 DDD District West IOC meeting. As Chair, I do not have the authority to agree to your request. It must be voted on by the DDD District West IOC. Also, this is an important issue that should be discussed by the DDD District West IOC especially because it could be an issue in the future.

I do understand currently there is contentious political climate between the AZ Legislature and the AZ Governor. I am aware that an additional 30-day delay could be detrimental to DDD Members and their parents who work as paid caregivers. I also understand the advantage of giving the public 60 days rather than the legally required 30-days, to comment on the Parents as Paid Caregivers Program policy, tools and guidance documents. I believe that a 30-day public comment period should be the minimum public comment period and always should be as long as possible.

I appreciate your reaching out to the IOCs regarding an exception for the Division of Developmental Disabilities from providing an additional 30 days for DDD Independent Oversight Committee Members to review the proposed DDD Parents as Paid Caregivers Program policy, tools and guidance documents. However, I am unable to agree. Diedra Freedman DDD District West IOC Chair

Zane Garcia Ramadan's email: Hi De, Thank you for your email. I think what you have shared is completely understandable, and we did not intend to proceed with this plan if even one IOC or DDAC member voiced concern. Your explanation is definitely valid, and we will move forward under the normal process of providing IOC and DDAC the advanced 30-day notice. There may be some confusion as AHCCCS will be releasing the policy updates for general public comment at the same time that we provide the mirroring DDD policy for early notification to the IOCs and DDAC, but we can work through that as the time comes nearer and make clear to the DDD community that the DDD version of the policy will be released 30 days after the AHCCCS policy is released. Thanks, Zane

Diedra Freedman: Okay. So, I'm assuming that everybody is familiar with what happened. I think I set out in my email my serious concerns about what's going on. My concerns are serious. It's not the request that is the issue. The question is how do we conduct ourselves as an IOC? So from my point of view, there's a couple questions that I need us to discuss and answer. And the first question is as the chair, what kind of authority do I have to speak on behalf of the entire committee?

Diedra Freedman: My opinion is that I don't. In order to make such a decision, we have to have a discussion and then we have to vote on a statement. That's how I read it. You guys may read it differently. I keep saying this isn't the De Freedman show, so it's up to the committee to decide. And then the other question regards whether or not we have the authority as an IOC to agree to waive a law. We weren't asked to waive a policy. We were asked to waive a law.



Diedra Freedman: And then the third thing that we need to talk about, especially this law, is why would we want to waive it and what kind of a precedent is that going to show? So, we're going to let Cynthia share her views with us because she's about to grab a plane. So, Cynthia, the floor is yours.

Cynthia macluskie: Thank you for the opportunity, De, and thank you guys for accommodating me because I'm getting on an airplane. So, I strongly disagree with allowing us to waive a law. A law is a law, and I don't know how we as a IOC can make the decision to waive a law. Maybe a policy, I don't know, but it's a law. So I feel very strongly that we shouldn't. And I also feel very strongly that it should be voted as a board decision and I appreciate you, De, letting the entire board participate in this. and I know that this decision might not represent the best thing for our families, but we don't want to set a precedent that will damage everybody in the long run. So, that's sort of how I feel and I appreciate the opportunity to comment.

00:05:00

Diedra Freedman: Anybody else want to jump in? Anybody else have anything to say on the waiver?

Crystal Fox: Where did it go? Again what I understand about everything I pretty much am along the lines with Cynthia is that I think it should be brought to everybody and then discuss it and speak on behalf of the whole group and then also I don't think we should be changing laws or waiving laws.

+1 602-***-**10: That's cool.

Diedra Freedman: waiving laws not changing.

Crystal Fox: What' you say?

Diedra Freedman: And do you have any specific thoughts about this law? It's the law, just so that everybody knows, it's the law that gives the IOC an extra 30 days beyond what the public has to comment on proposed DDD policies. Anybody have anything to say about the significance of that law?

<https://www.azleg.gov/ars/41/03801.htm>

ARS 41-3801. Independent oversight committee on persons with developmental disabilities "G. The division of developmental disabilities in the department of economic security must allow the independent oversight committee on persons with developmental disabilities thirty days to review new policies and major policy changes before the division submits the policies or changes for public comment."

Crystal Fox: I think we should have an extra 30 days, especially since we're getting so many all at once. We need more time to read them.

Cynthia macluskie: 100%. I feel like asking for this exception is DDD's irresponsibility and anticipating issues and they shouldn't be rewarded because they didn't plan well or think things through. The law is the law because we needed one because they didn't behave.



Diedra Freedman: I'm just going to bring a point of order that unfortunately knowing the way that I know the bureaucracy. DDD can't promulgate their policy until AHCCCS promulgates their policy. So, it's not all on the DDD staff that there's not enough time. This has to be done by July 1st. And in this instance, DDD doesn't get to call the shots about when the AHCCCS policy is released. I just want to make sure that the record is clear.

Diedra Freedman: That doesn't mean that I'm justifying the fact that they've had 5 years to come up with policies and since that AHCCCS they've had since February 16th, 2024. So it's over a year to promulgate the current policies. That's when CMS adopted the amendment to the Medicaid waiver for the state of Arizona and added this program. But I just want to make sure that we're factual on the record that it's not just DDD, it's also AHCCCS. Colleen, you've been really patient. You have your hand up.

Colleen McGregor: No, I just wanted to echo Cynthia and Crystal's position. I agree with the open law meetings. I think that issues that come up need to be discussed here at the committee meeting structure. I do agree it's not the De Freeman show. So, I'm in agreement with that and appreciate the opportunity for dialogue and discussion because oftentimes we may have different viewpoints, but dialogue and discussion allows us to come to a consensus and better understand. So, I absolutely support that.

Colleen McGregor: I also absolutely support the position that we do have an extended period of time to review and consider items that are impactful to the division of developmental disabilities because I understand that is the intention of the independent oversight committee. So I do stand in that position. I also agree with Cynthia. We don't want to get in the precedent of waiving or posturing in a way that hinders our effectiveness to support the broader purpose of this committee.

Diedra Freedman: Is anybody. Hey Brad.

Colleen McGregor: So I just wanted to state those three pieces. So I think I'm in agreement with Mrs. Macluskie.

00:10:00

Brad Doyle: I'm in agreement with my predecessors. All four pretty much I'm in agreement with what their statements are. We're all kind rather than repeat them. I do want to cover a couple of things since we're all in agreement. The people that spoke before me. We also know that it's not the De Freedman show. It's all of us are now because we're at the open forum. We are now communicating and it looks like we're all on the same page. And if we then are on the same page and we authorize De under a vote to speak on our behalf, that would be the correct way of going about it. Sound about right, De?

Diedra Freedman: Yes, but just again to make the record clear that the request was withdrawn. Given my response so that everybody understands, I have some personal issues that the rest of you don't have because even though my law license in the state of New York is in retirement, I'm still bound by the ethical code for attorneys in the state of New York even though I have no license to practice in Arizona. I took an oath to follow the law.



Diedra Freedman: And so it's not just New York law and federal law, it's US law. And so I don't feel given that I have the authority to agree to waive any law that I'm bound by the law. But that doesn't mean the committee is not bound by the law. I'm bound by the law.

Brad Doyle: And also I just want to add I have not just concerns but grave concerns given the current state of what's going on at CMS, what's going on back at the federal level and now also at the state level regarding policy changes. If we don't have that extra 30 days, I have no idea with what's going on. I'm going tomorrow to the capital. Who knows what changes are coming not only at the state level but at the federal level. That extra 30 days would sure be very helpful. I've got pretty much some grave concerns about what might be coming.

Cynthia macluskie: Brad, I'm on a plane right now. and I had a great opportunity to speak with someone from CMS today. So I'd love to have a conversation, not tonight, about some of the things that are happening, but I am on a plane and we are going to take off soon. So I just need to make sure. Do we need a formal vote? And if so, can we do that?

Diedra Freedman: Cynthia. we actually have enough people so that we can continue the discussion. We have eight of us and we need five of us. So we're okay if you have to drop out. There's nothing in that I know of where you can give a proxy to somebody. Can she give her proxy to somebody, Larry? Okay.

Lawrence Allen: De always coming up with the hard questions for me. I would say probably not in this situation, I've yet to encounter that, but I can dig into that a little further if needed, but at top of my head, I would say probably Not tonight.

Diedra Freedman: Okay.

Cynthia macluskie: If I can just say that I'm voting not to approve any of this even though we probably was rescinded. I just want to make it clear that I vote that we don't do it. so if you can just categorize that for a later time. I don't know.

Diedra Freedman: Hey, Colleen.

Colleen McGregor: I was just going to ask Cynthia to speak out loud...

+1 602-*-***10:** Copy.

Colleen McGregor: what her position was and she read my mind. So I have it cataloged.

Diedra Freedman: Is it some his Zane's request to agree to waive the law was rescinded?

Pam Dewey: Was Yeah.

Pam Dewey: De, was the whole request rescinded or just your part of it? What? Okay. Mhm.

Diedra Freedman: So we're not talking about the subject matter in this discussion because the subject matter is now moot but we're talking about the procedure number one as the chair...



+1 602-*-**10:** What was

Diedra Freedman: what authority do I have to make decisions that bind the committee and then number two can we actually waive a law?

00:15:00

Pam Dewey: Right.

Diedra Freedman: and then number three was especially this particular law. We're talking about how important it is. So for those of you who were not with us a few years ago, Cynthia was here, Brad, Pat was here. There was a question in the last few years about article 9. DDD proposed changes to article 9 that we found unacceptable. I personally spent, because Linda Mecum who has since retired but she was the chair of the DDD district central IOC. She had professional connections that I didn't have. Linda spent a good 70 hours on this issue. I spent only about 40. 20 of those hours, Linda and I were in conference with two experts that Linda's known for over 30 years. These two individuals have worked in the system and the problem was that the changes were so technical.

Diedra Freedman: You needed a board certified behavior analyst to actually break it down for you because, in my opinion, the changes were made by and for board certified behavior analysts because we spent the time and we worked through the system. DDD ended up withdrawing the proposed policy, but not until we got to the executive level. and we actually went to the committee that decides these and here I am being 63 because I forget the name of the committee. What is it, Larry?

Diedra Freedman: It was actually a rule change, not a policy. What's the statewide committee, Larry? For rule changes.

Lawrence Allen: the statewide committee for what De?

Diedra Freedman: For rule changes.

Lawrence Allen: Um for a GRRC, the governmental regulation or review regulation committee so they review old laws, old policies to go over that to make sure that those that are somewhat stale or not really pertinent to members are redone and not redone. What's the word I'm looking for?

Chat Message: Lawrence Allen 6:21 PM <https://grrc.az.gov/>

Diedra Freedman: Amended and revised.

Lawrence Allen: But you. That are amended. Yes. Correct.

+1 602-*-**10:** Thank you. Hello.

Diedra Freedman: Is they actually review regulations, slash rules, rules which have...

Lawrence Allen: Yes. Correct.



Chat Message: Lawrence Allen 6:47 PM <https://www.azleg.gov/ars/41/01056.htm>

Diedra Freedman: which have more weight than policies. DDD can change its policies but in order to actually change a rule like article 9 you have to go to GRRC and then obviously to change a law you have to go to the legislature. So, DDD went to GRRC, they did a day of testimony before the committee and then chose to withdraw their request. So, I can only assume we were told by DDD that there will be article 9 revisions coming in the future. I have no idea when the future is, but I know they're coming. And that extra 30-day notice was vital to us to make our opinion known. Cynthia All right,...

Cynthia macluskie: I participated in that and I'd just like to share with the board that time was crucial to us in being, advocating for our population and 60 days is needed especially when there's so many bills passed. I mean changes made and I don't want them to get in the habit of doing 30 days. So, we're going to take off in a minute.

00:20:00

Diedra Freedman: Cynthia, thank you for joining us. So, does anybody else have anything to say on this issue? Okay, we're going to need a motion.

Motion and Vote

Diedra Freedman: And then a second and we'll vote. What I'm wondering is if someone can make a motion that DDD actually what we should be doing is we should be asking ADOA to ask the attorney general's office to give us a decision on what the proper policy is. So the first question is, can a DDD district, actually we should I guess because we only have jurisdiction over ourselves, can the DDD district west independent oversight chair make binding decisions, for example, agreeing to waive a law...

Diedra Freedman: I'm writing this down as I'm doing it.

Diedra Freedman: that speaks for the whole committee without a committee vote?

Brad Doyle: Go ahead.

Diedra Freedman: And then the second point is, can the IOC, and again that would be the DDD district west IOC, agree to waive compliance with the law? And as long as we're at it, we should ask, with a rule, with DDD policy.

Brad Doyle: You want that all in one motion or three?

Crystal Fox: Do we really need, quick question, do we really need to ask DDD if we want to waive a law or if we even can waive a law...because we even do it if we could.

Diedra Freedman: We need to ask whether we have the authority to do that.

Crystal Fox: Okay.

+1 602-***-**10: Okay.

Diedra Freedman: So we need to ask ADOA to ask the attorney general to give us guidance. Now we need to understand we can ask all the questions we want. We have absolutely no authority to make anyone, including DDD, answer any of our questions, but we're in an open meeting and this is the tool that we have. Just like, before we started the meeting, we talked about US Senator from New Jersey, Corey Booker, spending 25 hours yesterday filibustering on the floor of the US Senate because he was using the tool available to him. This is the tool that's available to us. We can ask ADOA questions.

Diedra Freedman: And then do we want to make a statement advising DDD of all the laws to ask us to waive, the 30-day notice is certainly not a law that this committee made up of these people at this time would ever agree to waive.

+1 602-***-**10: We should make sure

Diedra Freedman: So, I don't know. Let me see what the actual law is. It's ARS 41-381.

<https://www.azleg.gov/ars/41/03801.htm>

ARS 41-3801. Independent oversight committee on persons with developmental disabilities "G. The division of developmental disabilities in the department of economic security must allow the independent oversight committee on persons with developmental disabilities thirty days to review new policies and major policy changes before the division submits the policies or changes for public comment."

00:25:00

Diedra Freedman: So, how about we say DDD district west IOC considers ARS 41-3801 to be a, do we want to say sacred responsibility?

Diedra Freedman: What do you guys think? How do you want to word it?

Crystal Fox: Sorry, I missed it. Tia's turning the water on and off.

Pam Dewey: Sacred or important responsibility, of course. Yes.

Diedra Freedman: Do we want to say sacred or important? How do you want to word it?

Colleen McGregor: I like sacred.

Pam Dewey: Sure.

+1 602-***-**10: How about duty?

Diedra Freedman: a sacred duty or...an important duty. Okay, how about actually what we should say is reviewing DDD proposed rules and policies to be a sacred duty and considers ARS41-3801 to be vital to fulfilling this duty.

Pam Dewey: Sounds good.

Diedra Freedman: Does that work for everybody or does anybody have better wording?

Colleen McGregor: No, I like that.

Diedra Freedman: Is there anything else that anybody wants to add? We have the two questions and the one statement.

Colleen McGregor: No, I think that's solid.

Diedra Freedman: So, I need somebody to make a motion and

Diedra Freedman: You can make a motion saying I make a motion that we move what De just said in parts one, two, and three. And we have the wording on the record. And then I need a second and then we need a vote. So somebody want to make the motion.

Pam Dewey: I'll make the motion that we move forward with parts one, two, and three as De just described.

Diedra Freedman: And so we got a second from a motion from Colleen.

Colleen McGregor: And I'll second that motion.

Colleen McGregor: That's Colleen. Yeah.

Diedra Freedman: A I'm sorry, motion from Pam, a second from Colleen. Do we have any nays? Okay.

Diedra Freedman: So since we have no nays, I can't vote, but we can actually just do a voice vote in the affirmative. We don't all have to identify ourselves on the vote. So all those in favor.

Mixture of voices heard saying "I"

Colleen McGregor: I

Jaymie Moore: I

*+1 602-***-**10: I*

Diedra Freedman: So it passed unanimously. Okay, Larry, did I do that right? Okay. So,...

Lawrence Allen: Yes. Yes. If you could just forward me when you have it typed up, send that over to me and I will make sure you get an answer.

Diedra Freedman: Yeah, I'm going to get the transcript from Michelle to make sure that I ask the question or that it's stated right. So that we have that information.



Diedra Freedman: But I just want it clear on the record, Zane was trying to do what he thought was best for families. It wasn't about trying to subvert the IOC.

00:30:00

+1 602-***-**10: I thought this

Diedra Freedman: It wasn't negative. He was being earnest in trying to give families in the public in general 60 days to respond to the proposed DDD policy and we all agree it's important that the public get as much time as possible.

Diedra Freedman: If it was an ideal world, the IOC's would have gotten 30 days in addition to the public's 60 days. and I'm sure we're probably going to hear from the public that they don't appreciate the fact that because of the IOC's, they're only getting 30 days. They're not getting 60 days. And I'm more than happy to explain to any member of the public. My email is public, I'm on enough forums, why it's in their best interest, why the committee felt that it was in their best interest never to waive a law and especially this law of all laws to waive. So, is everybody done on this topic? Are we ready to move on to the next one? Okay.

Colleen McGregor: Yes.

Diedra Freedman: Larry, we don't really have to go into deep introductions, do we?

Lawrence Allen: quorum and you did the opening conflict statement. So, we're good to go, just roll right into your agenda.

PUBLIC COMMENT

Diedra Freedman: I did both of those. Is there anybody from the public who wants to make a comment? We'll go down to, E, the public comment section. Do we have anybody in attendance from the public? They get three minutes if they'd like to comment. Okay, there's nobody.

DDD Member Growth

Diedra Freedman: So, we can go on to our next agenda item, which is DDD member growth. And we Michelle included the link to the DDD presentation. Does anybody need any further information on what's going on with member growth? I don't know. Michelle, is there anybody from DDD that wants to present on the issue? We didn't request anybody, but is there anybody who wants to present?

Crystal Fox: I was just really surprised at autism again, how much it's grown. So, I mean, it still surprised me. Tia was 2004, and I know it was expanding then. Yeah.

Diedra Freedman: So, we don't have anybody from DDD who wants to do a presentation. Michelle, wants to give us any information on this.



Michelle Rademacher: No, I'm sorry. We didn't ask for a presentation on

Diedra Freedman: No, we didn't ask for a presentation. So, I just want to make sure that there's nobody on the staff that wants to. Yeah.

Angela Venne: There's not really any additional information to add to it that would add value. De. So,

crystal Fox: When they showed those statistics, was it people that are also qualified for ALTCS or just DDD

Diedra Freedman: If you actually look at the breakdowns,...if you go through this presentation, you'll see that there's detailed slides on the breakdowns for ALTCS. And then there's people that we call targeted who have AHCCCS and DDD but don't have ALTCS. And then there's also DDD members who are DDD members and AzEIP members but they're not AHCCCS or ALTCS.

Diedra Freedman: So the only observations that I want to make about the member growth is, I actually pulled the numbers for the general population of the state of Arizona and I compared that growth to the DDD growth and I found it interesting. I don't have the numbers in front of me and I don't know how accurate they are. I did my own extrapolation, but what I found really interesting is that during the COVID years, Arizona's general population actually decreased and the DDD population did not. So my personal opinion, this is not the official or DDD opinion.

00:35:00

Diedra Freedman: This is the De Freedman School of Hard Knocks life of experience opinion. Our families are not mobile. We all know how difficult it is to get your child qualified for DDD and AHCCCS, DDD and ALTCS and then arrange all these therapies for your child. And if you were to relocate out of the state of Arizona, you would have to start new someplace else, not only with setting up the services, but in re-qualifying for eligibility. And I know from personal experience, I happen to be married to a man who is in a profession where there's a serious nationwide shortage. And he actually used to get several inquiries from head hunters a week through LinkedIn. Now, because he's 67, I guess he's not a hot commodity anymore. Maybe they think he's being paid too much or they know he's going to retire soon. But there were times when things were really hot and the shortage was really high where he'd get up to four inquiries in a week and we could never go anywhere because our son couldn't take a break from services. He needed them desperately. They were his lifeline and our family's lifeline. So it's very important.

Diedra Freedman: The other thing I want us to think about is the economic development plan for the state of Arizona. And again, I don't have the statistics in front of me. This is just anecdotal, but we're trying to recruit people in the tech industry, especially with the chip plants that are going in. I happen to be married to an engineer who happens to be diagnosed with autism himself and the incidence of children with autism among engineers anecdotally seems to be higher than the general population. So I wouldn't be surprised that that also adds to the greater increase in the number of DDD members as compared to the increase in the general population. So, does anybody else have anything to add on this discussion?

Brad Doyle: I just would like to say that after I have watched or actually attended one of them. The key points that they're talking about the growth, at least from my understanding and this is only my understanding of the data that was presented at the presentation that I attended via Zoom. The growth that there seems to be significant is for the ages of 0 to 18. The reasons for that, of course, De brought up. One, we're not very mobile. Secondly, I would assume that someone in Indiana, Texas or the states that have waiting lists, if they become aware that Arizona has no waiting list and you have a 4-year-old child, you're going to move to Arizona because as you gradually learn about how the system works. So, that's twofold.

Brad Doyle: And then the third problem apparently was that the allotment or the authorization for additional hours. So there's a three-legged stool that caused the bigger increase for the ages of 0 to 18. Whereas the community such as with Crystal and my son, they all pretty much stayed flat. So there's three reasons as to why. One, they're authorizing more services. Two, more people are moving here and three, people aren't mobile, like De said. That seems to be what was brought up at the meeting that I was at. Secondly, what I'm concerned about and what I'm curious about if DDD has an answer is I read that and I'm going to a thing tomorrow morning at the capital and David Livingston is the chair of the appropriations committee in the House. He keeps saying reforms.

Update on Parents as Paid Caregivers

Brad Doyle: What reforms are they asking for? That would be my question. If DDD has any idea, are they looking to change, because I've heard that they're looking to change the assessment. They're looking to potentially. We already know about the 40hour limit that starts on July 1st. Are there any other changes that I'm unaware of besides the email that I got about bundling of pay? Anybody at DDD got anything on that?

00:40:00

Angela Venne: There has not been any movement to make any other adjustments other than the 40hour which isn't a decrease in service. It's just changing who the provider is. Yeah. So those are the only changes that we've made just recently.

Brad Doyle: Yeah. So, the authorization of hours is still something. The assessment's not been touched yet.

Angela Venne: Right. That's correct.

Brad Doyle: The 40 if they're authorized for 50, they're going to still be authorized for 50. It's just a matter of who provides the care.

Angela Venne: Yep.

Brad Doyle: And is there any looking at the possibility of getting the word out to families ahead of time and start billing only for 40 now rather than a cut off as July 1? Is there agencies sending out that kind of a notice?



Angela Venne: There's no initiatives to send those kinds of notices at this point. Yeah.

Diedra Freedman: there. Angie,...if I can just remind you just to make sure that the record's clear.

Angela Venne: Mhm.

Diedra Freedman: There isn't.

+1 602-*-**10:** Good

Diedra Freedman: Two things. First, DDD did just do training with all their support coordinators. That's not related. It's been in the works for a year about properly using the assessment tool.

Angela Venne: Mhm.

Diedra Freedman: It's the same assessment tool. Is that correct? It's just how

Angela Venne: That's correct. So, they're enhancing their understanding of how to assess the needs of the individual as a holistic person. It doesn't have anything to do with services connected to that. Understood.

Diedra Freedman: Yeah, I just want to make sure that the record is clear.

Brad Doyle: Thanks, De. Thanks,

Diedra Freedman: And then the other thing is I noticed in the governor's press release that they will be changing the electronic verification system so that there will be distinction in billing as to what a parent of an individual I don't know...

+1 602-*-**10:** Okay.

Diedra Freedman: if it's a parent of an individual period or a parent of a DDD member younger than 18 is providing the service.

Angela Venne: I think they're looking to do some EVV updates. A few EVV updates, that being one of them. Another one is just to kind of make sure that we're referencing to ensure that there's not that we have the checks and balances in place to ensure that fraud isn't happening or even if it's not fraud just potential misuse.

Diedra Freedman: But just to keep the records straight,... DDD is not in charge of the EVV system. That's AHCCCS system.

Angela Venne: Yeah, that is correct. It's AHCCCS. That's correct. Yep.

Crystal Fox: Do you know when they're going to do the EVV stuff? Is there going to be like a town hall or anything? Yeah,...

Angela Venne: I don't know, but let me look and see if I can find something that states gives me some dates.



Crystal Fox: because I still have an opinion about some of that.

Diedra Freedman: And re and again, Angie correct me if I'm wrong, October 1st 2025 AHCCCS will no longer be contracting with Sandata. They're going to be developing their own EVV system that will work with third parties, but *they will have their own*. Sandata will be out of it.

Angela Venne: That's correct. And providers that chose not to use Sandata will still have the option to use the alternative EVV providers. That's not going away. But AHCCCS had sandata offered to providers. and they are now going to work on creating that system in house.

Diedra Freedman: Does anybody have any other comments on the subject? Anything you want on the record? Any opinions?

Brad Doyle: Just briefly I just like to say that the parents under the age of 18 are considered parents. Once the child hits the age of 18 and going forward, it's a whole different category whether they're been placed by the court or whether that person doesn't have a guardian. They're their own person from that point forward. So kind of in a way I'm no longer my son's parent. Am I his parent verbally, ethically? Sure. But as, according to the court, I remember reading the guardianship papers. They said you have no financial obligation. No. I remember reading that I was kind of taken aback when I was appointed guardian back when he was 18. So I'm sure that DDD, AHCCCS and you guys are looking at I guess utilizing the EVV system and then that way you'll have some meta data that you guys could utilize. Am I right on that?

00:45:00

Brad Doyle: because I know that parents under the age of 18, you're still a parent. Over the age of 18, everything changed for me. SSI, all of the stuff qualified because he became his own person. Does that make sense?

Angela Venne: You're still a parent, but now we have a definition called responsible person, which only applies to someone who's over the age of 18 but we still honor you as a parent as far as legal decisions are concerned,...

Brad Doyle: Right. Cool.

Angela Venne: Of course, if your son wants you there, he can have you there to make those decisions and help him. But you're right, the court wouldn't recognize it.

+1 602-***-***10: great.

Angela Venne: They would honor him as not being under guardianship. Yeah. Yeah.

Brad Doyle: Perfect. Thanks. That's all I wanted, Dad.

Diedra Freedman: Does anybody have anything else to add?



Diedra Freedman: And I just want to keep the record clean. On the 40hour cap, that cap came from the Center for Medicare and Medicaid Studies. It is actually an amendment to Arizona's 1115 waiver.

Angela Venne: Good.

Diedra Freedman: Is it an 115C or just an 1115? would anyway it's the federal statute as to whether or not it's an 1115 or...

+1 602-*-**10:** No pressure.

Diedra Freedman: 115 C. It's a Medicaid waiver.

Diedra Freedman: In order to do this stuff,...

Diedra Freedman: AHCCCS has to go to CMS and ask permission. And it's CMS that put on the 40hour a week cap per member. But this is the same cap that exists for married spouses and ALTCS members. And I understand legally in the state of Arizona,...

Angela Venne: Mhm. Yes.

+1 602-*-**10:** Press report.

Diedra Freedman: you can only have one spouse, you can have two parents, but I think they're trying to be consistent in the law. Would you agree with that, Angie?

Angela Venne: I would only just for the record say parents of a minor child. Yeah.

Chat Message: Christina Hedges 6:50 PM

[/https://des.az.gov/sites/default/files/media/Town_Hall_Presentation_PPCG_Updates_February_05_06_2025.pdf?time=1743644178461](https://des.az.gov/sites/default/files/media/Town_Hall_Presentation_PPCG_Updates_February_05_06_2025.pdf?time=1743644178461)

Brad Doyle: And it's 1115 waiver De.

Diedra Freedman: It's an 1115.Crystal

Crystal Fox: I think Don was first. So if you have divorced parents and stepparents, is only one parent able to do the 40 hours?

Angela Venne: Interestingly enough, stepparents aren't included in this parent of a minor child rule for the 40 hours. However, divorced parents are both. So, it can only be 40 hours between the two parents.

+1 602-*-**10:** Definitely.

Crystal Fox: So then the stepparent could actually bill.

Angela Venne: That's correct.

Crystal Fox: So they could still get 80 hours.

Angela Venne: That's correct. if that was the chosen provider. Mhm.

Diedra Freedman: just to give everybody a little bit of context. Because we had an inquiry from a client and that other job that I have where they actually pay me. It involved the federal hardship tax credit and there's some language in there.

Diedra Freedman: There's a really nice eightpage white paper from the IRS. It's on the IRS site and they actually talk about that 40hour limit. It's a CMS thing. It's national and they actually talk about the limit for people who are legally responsible for the member.

Angela Venne: That's interesting.

Diedra Freedman: So, I can send it to you, Angie, if you're interested, and I can send it to everybody if they're interested. I don't know how binding a white paper is, but it shows you what their interpretation is, and it's on the IRS site.

Diedra Freedman: So, I think unfortunately I had the former chair of this committee tell me regarding HIPPA that we didn't have to follow HIPPA because this is Arizona and we don't have to follow the federal law. And it was about 15 years ago. Angie, I see your face. And I explained to her that this may be Arizona in the wild west, but if we wanted the federal Medicaid money, then the IOC's had to follow HIPPA. it's not optional.

00:50:00

Diedra Freedman: So, in this case with the parents as paid provider, if CMS says that there's a 40hour cap per member who is under the age of 18, I really don't care what the governor says, what Angie says. I don't care what Carmen Herida says. CMS says there's a 40hour cap. If you want your Medicaid money to keep flowing, there's a 40hour cap. It's just the way it is. So, I just want everybody to understand it's not DDD picking on parents. They have no authority. And we're lucky to have the program.

Diedra Freedman: We're lucky that they actually got CMS to agree to the program because waiver amendments and again this is from my professional experience, studying bureaucracy since I began college in 1980 back in the dark ages. It takes about 10 years to get a waiver amendment to your Medicaid waiver through CMS. So, the fact that they did it so quickly and then they got CMS to actually allow Arizona to continue the program when the COVID crisis was done is basically a miracle. so. Does anybody else have anything to say on parents as paid caregivers?

Brad Doyle: I would second that completely.

DDD Paying Vendors Timely

Diedra Freedman: We kind of segued and we skipped DDD paying vendors timely. So, I'm going to have to rely on Angie there. I know we provided the link to information that came out from DDD,...



Diedra Freedman: but DD just came out with some information about how they are changing their process in paying claims.

Angela Venne: The payment schedule. Mhm. Absolutely.

Diedra Freedman: And again, I just want the record clear because at the last meeting I asked Angie and it was a softball and the reason that I asked her is because there's talk out there in the general public that DDD was targeting agencies and DDD was purposely not paying which is not true and it's still not true but because of what we're going through and some other operation reasons, DDD has changed the way they pay people. So, if you could just share that with us, I'd appreciate it, Angie.

Angela Venne: And you're absolutely correct. Effective April 7th, we will enter a new billing process. First of all, just in case those of you who may not be aware, when a provider submits a bill to the division, from the date of service, first of all, they have six months to bill us from the date of service and then the division has 30 days to pay a clean claim is submitted without any errors on their part. So once those clean claims come in, we have 30 days to pay it. Now, historically, we just have paid on demand.

Angela Venne: So, a claim comes in and it's clean, we pay immediately. And it's just like this ongoing cycle, which isn't really normal business practices for any agencies that submit bills and pay bills, that process is usually on a cycle. We've never had a cycle before. And so, the division made some business decisions that it's time for us to be on a cycle.

Angela Venne: And a lot of it has been because of the fluctuation of the budget. Now people know when they submit a bill when they can expect payment rather than constantly checking your EFT to see if it came through. Hopefully it'll be easier to track for them and then moving forward, of course, we're going to keep it that way. That's going to be our new billing process moving forward. I'm not a billing specialist, so if I fumbled that up in any way,...

00:55:00

Angela Venne: I apologize. But I'm happy to send out the email that was sent to qualified vendors explaining it, probably better than me. but that's kind of the reason and the intent of that.

Diedra Freedman: I am a billing specialist and and in my work have clients all over the country.

Diedra Freedman: There is not another managed care organization, because DDD is an AHCCCS MCO, that pays net 4 days. And *by net*, I mean when you submit the clean claim to the check is in your account 4 days.

Diedra Freedman: 4 days, any other MCO in America that I know of is totally unheard of, except Arizona's DDD. and we all know time is money, Revenue cycle management is important because you need to know when you're getting your revenue in so that you can manage when you're paying your bills. The DDD QVA providers are getting a 14-day notice so that they can adjust. But if they read their qualified vendor agreements that they all just spent 18 months submitting and getting approval for, they would see it's right in the contract.



Diedra Freedman: And I don't have the QVA in front of me, but I know it's in the first 35 pages because my business partner and I were just in there today. DDD has 30 days to pay a clean claim.

Diedra Freedman: After 30 days, they have to pay interest. If they have the money in the budget, if the legislature gives them the appropriate money, that's a whole another thing. But if DDD doesn't pay a clean claim within 30 days, DDD didn't break the law,...

Angela Venne: That's correct.

Diedra Freedman: they're not in breach of their contract. They just have to pay interest. So Angie was very generous when she said they have to pay the claim in 30 days because they don't have to pay the claim in 30 days.

Angela Venne: And that's correct.

Angela Venne: We could for whatever reason not pay the clean claim and then pay interest on it. You are correct. And just to be just so the records I'm following your lead here, De. The vendor announcement actually went on out on March 10th and we're taking this action April 7th. So we got as close to the 30-day notice as we could

Diedra Freedman: That's a long time to give people notice for a policy that they didn't have to follow in the first place, that they never made an announcement on, but they were just doing it because they're good guys and that was the practice. And you guys hear me call DDD out all the time. So, the fact that I'm talking about, they did their providers a solid,...

Diedra Freedman: I want to make sure everybody at DDD and everybody else understands, when they do good things, I try to be the first to acknowledge them. And that was a very good thing that they did.

Diedra Freedman: So, does anybody have any comments about that change in practice? It's not a change in policy...

Angela Venne: Thank you.

Diedra Freedman: because it's not a written policy. It's a change in practice.

Angela Venne: And I did put the link to the vendor blast if anyone wanted to read more details on that.

Chat Message: Angela Venne 7:00 PM

<http://view.sfmcazdes.gov/?qs=09d23b2d4b5cb5d231bbedbfaa3c4fde39914e645710af9bd3275ab548c9f09db5687e162ab613bd08308ed1d37656f5424819b0f9da993c4c7c816c0161dde397e017eed848b89f0e33418fd0f6ea78>

Discussion, Review, and Possible Action on Committee Membership

Diedra Freedman: Okay, Michelle, we had a resume of somebody who wants to be a committee member, but they're not here and they're not official yet. Are we still waiting on the background? Okay.

Michelle Rademacher: Yeah, they're not official yet. We are still processing that application.



Diedra Freedman: Is it okay without sharing the individual's name, can I share the circumstances just as a potential?

Michelle Rademacher: Yeah, if you want to have a discussion with a committee and get their feelings for sure.

Diedra Freedman: I don't. I didn't recruit them. This individual happens to be a DDD employee, which means under the IOC law, they have to be a non-voting member. So, they can participate in our discussions. They just can't vote. But they bring a lot to the table.

01:00:00

Diedra Freedman: But whether or not you want them at the table, again, it's not the De Freedman show. It's the DDD district west IOC. So, we need to think about how that is going to change our committee and the different perspectives. We have Jaymie because we like the fact that she contributes as a provider. It's a different perspective that we did not have before, but obviously we don't want a majority of Jaymie's because we don't want the committee skewed that way. We also don't want a majority of DDD employees because we don't want to be skewed that way. It's my personal view. The more fuller, rounder perspectives that we have on the committee, the better. But I don't know what your opinions are on that.

Pam Dewey: Yeah. What...What role at DDD is this individual in?

Pam Dewey: I have one other question too.

Diedra Freedman: I think Michelle, correct me if I'm wrong. She's a support coordinator or a supervisor. No, they don't.

Michelle Rademacher: Just one second. Let me look that up and see. Yes.

Pam Dewey: Do any of the other district committees have DDD employees as part of their committee members? No.

Diedra Freedman: They do.

Michelle Rademacher: Yes. District East has a non-voting member. and yes, this individual is a case manager three. So that's a lead support coordinator.

Diedra Freedman: District North has a DDD employee as well. Christina's saying the other thing that this applicant brings to the table is experience at the Arizona State Hospital and...

Christina Hedges: Yeah, she's brand new.

Michelle Rademacher: Yeah, that's right.

Christina Hedges: I think she's attended one meeting so far.

Michelle Rademacher: She was just voted in. So there we go.



Diedra Freedman: experience in the behavioral health system. Brad.

Brad Doyle: Yeah, I just have a quick question. So, if they were to join and they're a non-voting member of our committee, they would then, while they're sitting in our committee, take off their hat as whatever their position is at DDD to attend our meeting, listen, give comments back and forth like we're doing here now. She wouldn't be wearing her official DDD hat, same as me. If I go down to the state capital tomorrow, I'm not down there as an independent oversight committee member. You just take the hat off. That person would give their input. It would be them on a personal level. Sound is that am I kind of correct on that? Okay.

Diedra Freedman: Yes And luckily Angie's in charge of the CARES unit, so I'm not worried about backlash from DDD. So I assume that they're going to be free to speak their personal mind. Although, there's always conduct unbecoming. So, right.

Brad Doyle: Yeah, but we'll be all over that like we were tonight when I make a comment.

Brad Doyle: We're good at following up and saying that's just my opinion, etc. And that would go without saying pretty much because they're recording this. If someone from DDD comes on here and makes a comment negatively about a policy, that's them personally making that as a member of the committee, not as a member of DDD. Okay.

Diedra Freedman: But I assume there's kind of a morals clause involved; what we call a morals clause in the DDD contract and they're now all at-will employees. So, I think that they would be careful in their words. Colleen was on and I didn't realize her hand was raised before yours, Brad, and I apologize for that. Colleen

Colleen McGregor: That's okay. Yeah, no worries. Brad got to my question. That's why I took it down. I was just curious around motivation and intention to want to be on the committee and...

Diedra Freedman: They have a family member.

Colleen McGregor: Okay. Yeah.

Diedra Freedman: So, they're personally involved, they have a family member.

Colleen McGregor: So this individual would be participating from their personal lived experience and so

Diedra Freedman: And as soon as their application actually goes through, Michelle will share the resume, not just with me and Cynthia, but with everybody on the meeting that we know that they're going to attend so that you can see it in advance. We can do that, right, Michelle?

01:05:00

Michelle Rademacher: I'm sorry. What was the question?



Diedra Freedman: the individual's application, you can share it with the whole committee before the meeting instead of just me and Cynthia, right?

Michelle Rademacher: If you'd like to. Yeah, I'll just remove any personal information,...

Diedra Freedman: Yeah. Yeah. We don't need to know their email address and stuff. We just need to know their background. We don't care who they work for, DDD or that kind of stuff. Just what their experience is. I've seen the resume. The individual brings a lot to the table. I don't have personal knowledge of this individual. I've never met them. Like I said, I didn't recruit them, but they look good. And we've got nine slots and we can fill 16. So, we've got six slots left. And this one doesn't count for the six because they would be a non-voting member. So okay, does anybody else want to discuss the issue?

Discussion and Review of Incident Reports and Behavior Plans

Diedra Freedman: Do we have any discussion and review of incident reports and behavior plans? Crystal, you're doing our PRC. Is there anything we need to know?

Crystal Fox: Nope. I've been slacking because I've been down at the legislature and I'll see Brad tomorrow.

Diedra Freedman: I wouldn't call it slacking, Crystal.

Crystal Fox: Yeah, Christa wants to go. I'm like, "God." So, I'm gonna take Christa and Tia. So, we'll see you there at five 7 am.

Brad Doyle: Wait, it's seven. Hold on. Maybe I'm not going.

Crystal Fox: 7 am. Yes.

Brad Doyle: I'll be there.

Diedra Freedman: You're a better man than me,...Gungadin. I will not be there at 7 a.m.

Discussion, Review, and Possible Action regarding any policy issues of concern to IOC Members including requests for education presentations

Diedra Freedman: So, any DDD? no. discussion review possible action regarding any policy of concern to IOC members including requests for education presentations. Anybody have any?

Diedra Freedman: We had asked for this meeting that we have a presentation regarding intra agency and inter agency collaboration and cooperation and we shelved it because of the one-time exception for early notification. Are we still interested in that presentation? Mary DeCarlo, BCBA, is the person that DDD has offered to present to us. She's presented to us before on other issues.

Diedra Freedman: Colleen,...



Colleen McGregor: I would be very interested in that. And do we have an opportunity to form some specific questions that this presenter would be then informing us about? Yeah.

Diedra Freedman: I think she'd appreciate any questions that you have in advance. They're always open to advanced questions, whether or not they answer them. We experienced with DCS, we have the power to ask questions. We just don't have the power to make anybody answer our questions.

Diedra Freedman: And what we do if we don't like the answers that we get in our presentations is then we ask ADOA to ask DDD or whomever else the questions. And whether or not ADOA uses its influence and makes them answer our questions is something over which we have absolutely no power. But it is a public meeting. So we can ask away. That's our superpower. That's our tool.

Colleen McGregor: Would Okay. How would you like to collect the questions? And would this be something that would be at our next meeting or how far in advance do we have to formulate this? Okay.

Diedra Freedman: If we're going to have the presentation and you have the questions and you'd like to present them in advance, just email them to Michelle.

Diedra Freedman: And then it'll be up to the presenter who I assume is going to be Mary DeCarlo to answer the questions or not answer the questions. Hey Jaymie.

01:10:00

Jaymie Moore: Hi, I wanted to ask. I'm not sure if it's a possibility or not, but considering the multitude of new policies that have come out, is it possible to ask for a presentation with the larger policy changes?

Diedra Freedman: Sure, we can ask for anything. What do you mean by the larger policy changes? Yeah.

Jaymie Moore: I mean if there's a huge policy change that would be completely different. Since there's hundreds that have come out; not getting a presentation on all 100 that but a few that are changing members lives like that are very different. Does that make sense?

Diedra Freedman: Yeah, no, I think it makes great sense. We got Michelle, I didn't get a chance to ask you before we began the meeting, but I got an email that I don't understand. and it looked like it was. I don't know if it was all DDD members or just the IOC chairs from somebody on the policy staff. Did you get that? You're shaking your head, Colleen. So, it went to all DDD members. I don't know what she's talking about. She doesn't want us to email her staff. She just wants us to email her. I don't know who she is, but maybe she wants to come and talk to us about policy changes.

Angela Venne: I might be able to shed some light on that. Michelle is gonna go ahead. Michelle

Michelle Rademacher: I was going to ask that you just forward it to me because I wasn't included in that.

Diedra Freedman: You didn't get it. What?



Michelle Rademacher: No, I'm not familiar with what you're speaking of. However, with what Jaymie was speaking of, if you would please identify specific policies that you would like information from or somebody to come present information on, that would be very helpful because our policies can run across different departments within DDD. So, there's not going to be one policy person that's going to be able to speak on multiple policies.

Michelle Rademacher: It's very likely

Diedra Freedman: Hey, Angie, do you want to give an explanation and then we'll have Brad ask his question?

Angela Venne: So I think what you're speaking about is an IOC member from central directly emailed an admin in the policy unit asking questions about policy. So I think it sounds like a response from that because just to help everyone understand and this is a little premature because Chris the policy manager and I were going to work together to formulate a response to everyone so they would understand who to contact and when and then have Michelle send it out.

Angela Venne: So if she responded early I apologize. But emailing policy about a policy is equivalent to emailing an editor of a magazine about a topic inside of a magazine.

Diedra Freedman: Yeah. Right.

Angela Venne: So they're not the subject matter experts. They're the formatters. They're all the technical part, pieces to that belong to policy. So if you have questions about policy,...

Diedra Freedman: Right. Yeah.

Angela Venne: It would go to the subject matter experts and we can help navigate those or Michelle can bring it to us and we can help navigate that. So I think that's probably what you're talking about is somebody, an admin probably responded to somebody saying don't call us.

Brad Doyle: I have the email. Let me read it. I'm pretty sure it's the one that De's talking about.

Angela Venne: Okay. Britney Bell.

Brad Doyle: It's from Betenni Bell. And she says,...

Angela Venne: Yeah, that's the policy admin. One of them.

Brad Doyle: Hello First of all, I'd like to thank every one of you for the work you do. Your dedication to members is invaluable." And then it says, "Please, if you have any policy questions, direct them to the mailbox at DDD policy. We ask that you do not send your inquiries to my administrative assistant. She's not authorized to respond." So, I think that's the one you're talking about, right, De?

Angela Venne: No, that's correct.

Diedra Freedman: And just for the record, it wasn't us. It was nobody from District West.



Angela Venne: I think it was somebody from central I think...

Diedra Freedman: It was not a I don't know.

Brad Doyle: What could have been? We don't make mistakes on this committee.

Angela Venne: if I haven't gotten all the details yet because he just pinged me this morning and was like Angie help. So we were working on it.

Diedra Freedman: Yeah, we're just for the record. If we have policy questions, we go to Michelle, we go to Larry, we go to Angie, we go to Christina.

01:15:00

Brad Doyle: Do you want me to forward that to you, Michelle? The email

Michelle Rademacher: Yeah, that'd be great.

Diedra Freedman: Yeah, if you would do me a favor and just forward it to Michelle, that would be great. So,

Angela Venne: And even Britney's even offering too, it's on our website that you can contact the policy unit. I mean, they give you a mailbox and then they route it to the subject matter expert. But the admin poor, admin, won't be able to figure out who the subject matter expert is and all that stuff.

Diedra Freedman: Right. Right.

Angela Venne: So, where it's coming from.

Diedra Freedman: No, I get it. I just didn't understand. Now that you tell us why. I don't know how you get the memo to Britney, but at least the district west IOC prefers that she either go through Michelle who works for you or if you decide to address it yourself, then you address it with us. We don't know who she is and what she's talking about.

Angela Venne: Yeah. Okay. Absolutely understood.

Diedra Freedman: We have a procedure. We like our procedure.

Diedra Freedman: We like the procedure.

Angela Venne: Sorry about the mixup,...

Diedra Freedman: It's fine. We rely on Michelle being in the loop.

Angela Venne: which we so appreciate.



Diedra Freedman: Michelle, it's not just Michelle's job to keep the trains running on time, it's also Michelle's job to keep me out of trouble, which means it keeps everybody else out of trouble because we have this open meeting law stuff and we have procedures that, as we've learned during today's meeting, Michelle and Larry don't have answers for because their manuals are not as detailed as they could be or at least as detailed as they need to be for District West because we seem to come up with all of these situations that they've never faced before because we ask all these questions. So, yeah. All right.

Colleen McGregor: De, Real quick. I'm sorry.

Diedra Freedman: I'm sorry, Colleen. Jump in there.

Colleen McGregor: No, no worries. I'm really trying to practice my executive function of patience and, not impulsively, interjecting. So to Jayme's point, and maybe it will help me clarify too, just. Angie are policies chunked by division or function so there are over a hundred policies. There may be policies that address like network. There may be policies that are service provision related.

Diedra Freedman: So, our next Yeah,...

Colleen McGregor: There may be policies that talk about system of care kinds of things. and then those would be assigned to policy owners because that's their area within maybe a contract requirement or something like that. Would it be helpful for us, because I really like Jayme's idea about having maybe various meetings we have clumps of people come to speak about the policy. so those would be policy owners that are required to ensure that that policy is administered right, so for instance I had a question around network the person that's responsible for network would come speak to their network policies correct

Angela Venne: I think I want to respond to that twofold. Your question about, is it assigned to somebody within a functional area within the division that owns that policy. The answer to that is yes. And network is a great example of one of the chapters in policy that would be assigned to network. Whether or not we could expand the request to each policy owner to come and speak on their policy, I'm not sure if that's possible, and I don't want to assume that it is or even say that it is. So that would be part two of that question. I will say that we could perhaps put some kind of presentation together that would help explain oper...

Colleen McGregor: Mhm. Yep.

Angela Venne: what operations is versus what is the AMPM versus what is the ACOM. So everyone would have an understanding of what kind of falls within that bucket or that chapter of it's not chapters but that category of policy if you find that would be helpful. I mean we could make arrangements to have somebody come and speak to that. Or put a presentation together for that to help everyone understand what area it falls in. but I don't know whether or not we could. I mean and the reason they're coming out so rapid fire right now is because we have a lot of moving parts, right?

01:20:00

Angela Venne: We have NCQA, we're producing so many policies to get that accreditation; and then we have the CMS stuff going on and then there's a lot of moving parts. It's not normally, you guys have been part of this for a long time. It's not normally this crazy as far as policies are concerned. I mean we're having policy meetings. We used to have one once a month. We have them two or three times a month now just to get through them. because we review them every single one, too. So, yeah.

Colleen McGregor: I think that would be really valuable. and the difference between like, an example would be network sufficiency, right? you may have a different policy or statutory requirement at the Division of Developmental Disabilities versus Medicaid policy and adherence to that. So I think that would be really valuable. So, I guess maybe Jaymie and I could talk offline and say these are the policies that maybe a little ad hoc conversation offline to say yep I'm Okay, perfect.

Diedra Freedman: Yep. Colleen, as long as no more than four of us have a conversation at the same time, you can talk to anybody you want at any time you want.

Michelle Rademacher: Yeah, I was going to add if you wanted to formulate a subcommittee to talk about what policies you'd like more information on, you're more than welcome to do that. You just have to stay under your quorum like De said. So that would be four or less.

Colleen McGregor: Perfect. Okay.

Angela Venne: We would recommend that it be policies that are open right now either for public comment or that you will or that are in your queue, that 30-day queue.

Colleen McGregor: Perfect.

Colleen McGregor: I'm gonna reach out to Jaymie.

Diedra Freedman: Colleen, the other thing, that Angie can't say, but I can say because I don't work for DDD. I've been doing this for six plus years now. And we find just like everybody else, DDD employees are human and there are some DDD employees who understand our needs better than others.

Diedra Freedman: And so when Michelle talks to Joan, her boss, and says, "District West wants a presentation on whatever, who do you think I should contact?" Joan uses her expertise because she sits on all these meetings and she knows who's going to jive with us the best and she tries to get us those people. But unfortunately, Joan's not in charge of those areas. And so when we ask for a presentation on a certain subject matter and the person who is in charge of that area says so and so is doing the presentation, our choice is either we have them do the presentation or we don't have the presentation done. But Joan and Michelle try their best. And sometimes I'll bet you they ask Christina and if it's really complex they go to Angie. But Angie



Angela Venne: And oftentimes we may not have anybody that can really speak to it or answer nuance questions about it. So it may be that we ask, in turn, submit specific questions and we will respond to those specific questions. That oftentimes is an alternative to somebody coming and presenting on a policy. We just don't have the bandwidth I don't even think. We do our best to meet those needs as De said but yeah sure and...

Colleen McGregor: Yeah, thank you. I appreciate that.

Angela Venne: I do want to add Colleen just really quick, sorry. On the top of every policy, it will tell you what statute, what's driving the reason for that policy and oftentimes it's multiple things. So, I always refer people that way if they're saying, "how did you guys come up with this?" Well, it's because of, either it's a CMS regulation or it's an ARS or they're all listed at the top.

Diedra Freedman: Hey, Joan.

Joan McQuade: Hey, hi De. I just wanted to say that also in that same area, it also will let you know what the impact will be and it'll, excuse me, two members and it might say minimal. So that'll give you an idea too of how much, excuse me, of an impact

01:25:00

Diedra Freedman: In my experience, Colleen, and you've been in the system more than two decades, just like me, the only DDD promulgated policies that I've ever seen are article 9. Everything else, they're driven by some outside force. They just don't have the bench to be sitting around coming up with policies on their own. It's hard enough that they play catchup with what's required by AHCCCS, CMS, and DES and ADOA. Did I hit all the agencies? don't think I forgot any. I think we hit them all.

Angela Venne: sometimes DHS.

Diedra Freedman: Yeah. So, I mean, there's more work than they know what to do with. Even though their staff is more robust than I've ever seen it. It's as much as we're having problems keeping up, which again is why that extra 30 days is so important to us. They have serious problems keeping up. Does anybody else want to say anything on the subject?

DDD and AHCCCS Policy Notification Review and Discussion

Diedra Freedman: So then the next subject on the agenda is DDD and AHCCCS policy notification review and discussion. So is there currently a specific DDD or AHCCCS policy that we want to review and discuss that we haven't already talked about this evening? The next item is DDD staff updates. Michelle, you want to take it away for us, please?

DDD Staff updates

Michelle Rademacher: Angie, would you like to start us off, please? Yeah.



Angela Venne: With division updates? We don't have much, except we have town hall tomorrow night and I'm very excited that we have Lynn Tomasa joining us from the Sonoran UCEDD and she's going to present on preventing sexual abuse in the IDD community. And we were going to actually do a section on housing. However, because there's a lot going on tomorrow, we're leaving some space to allow folks that we anticipate coming to the meeting and asking questions. So, Zane will also be there to attempt to field questions as they come in.

Angela Venne: And support coordinators are moving forward with their training in the needs assessment and we're on month two going on month three so District West is all trained. So folks should start seeing or if they haven't already started seeing changes in the way the support coordinator is dialoguing with the team that should be happening very soon. I think that is the division updates that I can provide.

Michelle Rademacher: Thank you so much. Christina, did you have anything you wanted to share?

Christina Hedges: I just wanted to ask Crystal if that was Tia making an appearance and if so I wanted to say hi.

Crystal Fox: Yes, that was Tia and her provider had to go. So, yeah.

Christina Hedges: So it was good to see her. I don't think I've ever officially met her. So awesome to see her here.

Crystal Fox: Yep. She's the princess of the house for sure.

Christina Hedges: There's always got to be one.

Christina Hedges: But no, I don't have any updates. Angie stole all of mine. So, no,...

Diedra Freedman: So Christina, your staff with IOC involvement has actually been quiet this month. We haven't really contacted you with a lot of stuff, which is always good news.

Christina Hedges: No, you haven't. No, but we're always ready when you send something our way. De

Diedra Freedman: I just want to make sure that the record is clear when I have an issue because we're not as an IOC we don't really have the tools to deal with individual advocacy but what we do have is we have resources. So what we do is we bring them to Christina's attention or her staff's attention. And my opinion is as long as I don't hear back, no news is good news because contrary to the last DDD district west IOC chair, I don't want to violate HIPAA, the less HIPPA information I know, the happier I am. I operate on a need to know basis, but I've been dealing with HIPPA for 35 years. So, that's just my personal view. But I appreciate all that you guys do, in the fact that we're not screaming about individuals here in the committee, I think speaks volumes. So, I appreciate your staff. They're kind of like the quiet warriors.

01:30:00

Christina Hedges: Thank you. That's really kind. I think we're really fortunate to be able to come to work every day and really try to make the world even a better place for just one or two people in the slightest tiniest bit we can. So,

Diedra Freedman: and most people don't know or don't understand and they're going to give their health plan updates, that's why the presentation on intra agency and inter agency cooperation is important and collaboration is important, but usually when Christina is getting an email from me about an individual, it either Dawn or Wendy is on that same email because they collaborate together and they find the solution.

Diedra Freedman: And there have been times when we know that they're DD members, but we don't know if they're United Healthcare Community Plan or Mercy Care members. And so there are many times that I've sent an email to the three of them and said, can you please help me? Can you figure this out?" And I hope they all understand because of HIPPA. If they can get me out of the conversation and just solve the problem themselves, I'm happiest. But again, if I hear back from the parent and I actually start my emails with, I know you can't talk to me about Johnny, but I can talk to you about Johnny. Here's the information. So, I appreciate you, Christina.

Christina Hedges: Thank you. Thanks, De. We appreciate you as well.

Diedra Freedman: So after Michelle, you're one of my favorites,...

Christina Hedges: Thank you. I appreciate that. It means a lot. It really does.

Diedra Freedman: you Michelle, Joan, and Angie, ...

Christina Hedges: We try.

Diedra Freedman: Jeffrey Yamamoto deserted us, so he's got off the list now.

Christina Hedges: We can probably wrangle him back in to visit every once in a while.

Diedra Freedman: He's got more than off on his plate than dealing with me.

Christina Hedges: He sure does. He sure does.

Diedra Freedman: Trust me. So, sorry, Michelle. The next one

Michelle Rademacher: Thank you, De.

Michelle Rademacher: Diane, did you happen to have anything you wanted to share tonight?

Diane Kress: Good evening. no, we really don't have anything new. We're fully staffed. Our March stats, IRS, we've entered 881 this past month and out of that we had four reported deaths. Other than that, I don't have any other updates. Yes.

Diedra Freedman: Hey Diane,...I'm Cynthia Macluskie and I get those death notices. I don't know if anybody else wants to see them. Michelle can send them to anybody else who wants to see them. I'm not seeing any patterns, but the one thing that I did notice, and I talked to Michelle about this, and I just want to make it public. I was surprised at the age of one of our members who passed away. And Michelle kind of did a little digging for me, did not share any HIPPA information, but told me that that wasn't the oldest DDD member.

Diedra Freedman: How old was she, Michelle? 88. or she? I don't even remember if it was a man or a woman. The member was How old? 88? 90.

Michelle Rademacher: It was well in the 80s. I can't remember the specific notice that was received,...

Diedra Freedman: It was like a 1936 birthday,...

Michelle Rademacher: but 30 Yes. Yeah. 30 something. Mhm. Mhm.

Diedra Freedman: They're not the youngest and there are several. So that actually shows that DDD supports and service and this is an individual who it's not true institutional care but they were in a group home and then they were in a hospice. They weren't living with their family. It's probably because their family is not around anymore. Their parents have most likely predeceased them otherwise they'd be over 100.

01:35:00

Diedra Freedman: But I just think historically it brings us to a place that we never expected we would be. To have a DDD member...

Diane Kress: All right.

Diedra Freedman: who has a greater than the average American expected or life expectancy I think is amazing. And not to be the only one. So Michelle just happened to know because she was a support coordinator in district east. She happened to know that at Coolidge their ages were up there and she pulled and there are people older than 88 who are DDD members living in Coolidge. So I think that's pretty awesome.

Diane Kress: That's amazing. Mhm.

Diedra Freedman: And I'm hoping I know Dr. Farah Lokey talked to us a couple months ago back in December. I'm hoping that she is taking the quality data that she's collecting on quality of life, and I'm hoping that she is coming up with some very valuable information so that we can make their quality of life even better as they age. I have a lot of faith in Dr. Lokey. I was very impressed with her.

Diedra Freedman: And Angie's smiling because she knows I don't say that a lot. Not just about DDD members. I don't say that a lot about anybody. I'm a hardened New Yorker. So, it takes a lot for me to really be impressed. Not that it's anybody's responsibility to impress me, but she really impressed me. But otherwise, I'm not seeing any trends. Diane, I'm not missing anything, right?



Diane Kress: I believe you are correct.

Diane Kress: Which is a good thing again. No news, it's like dealing with Christina when it's quiet. It's great news.

Diane Kress: And we don't really say that word anymore. So hopefully tomorrow will not be because the minute we say that word it's a few.

Diedra Freedman: But I do have one more question and it's a question I ask you every month. Are we any closer to the AHCCCS quality database going into effect?

Diane Kress: So last month I did share that we are working in the system. We are doing testing. We are coming across quite a few situations and scenarios so we're still working through some of those kinks. but I will say probably it will be this year that we will be entering into that portal incidents. So it is pulling forward. I don't have an exact date at this time to share but all of the districts have been going in and doing test incident reports. It is a little clunky at times. But obviously learning a new system, it does take a little learning curves here and there. but we are looking forward to it.

Diedra Freedman: And then hopefully you and your staff are going to be the ones who train us.

Diane Kress: I will work with Michelle. Not a very good trainer but we do have some folks that have been very very good in it. And again we're all learning.

Diedra Freedman: What about Delorah?

Diane Kress: So she is ...

Diedra Freedman: Delorah's is a good trainer. All right.

Diane Kress: but she has not really again the pilot really has been by district east but I have that on the docket.

Diedra Freedman: As long as you don't scare me and tell me Delorah's is retiring, then it's going to break my heart. Delorah's is one of my favorites.

Diane Kress: All right. Yep.

Diedra Freedman: I love Delorah. So, sorry, Michelle. Who's next?

Michelle Rademacher: Joan, did you have an update? I know your allergies are horrible if you're able to speak.

Joan McQuade: I'm better, I drank a bunch of lemonade.

Michelle Rademacher: Good.

Joan McQuade: I'm feeling much better. It's this season. Allergies in the wind. My team is doing marvelous. We have no backlog. We're fully staffed and things are running smoothly.



Joan McQuade: And now I just went and said all that. So, we'll see how our day goes tomorrow. Sorry, Michelle. Any questions or anything or are we all good? De

Diedra Freedman: You're another one, Joan. When we don't hear, then it's great news. I mean, I rely on you to keep us on the straight and narrow and look out and I don't think people understand how much by coordinating the IOC's, how much work that your staff actually does on our behalf in navigating the DDD bureaucracy and the other agency bureaucracies for us. So, I appreciate it.

01:40:00

Joan McQuade: I know. Yeah. Yeah. They're a great team. I love them.

Diedra Freedman: I'll accept that Jeffrey. We love Jeffrey.

Joan McQuade: He's not officially with the IOC. He's on my team and I do love him, but he's not part of the IOC anymore.

Diedra Freedman: Just so that anybody who doesn't know Jeffrey knows, Jeffrey was the Michelle before we got Michelle. and Jeffrey did as good a job as Michelle. Although not quite because he's not Michelle, but Jeffrey's challenge is to be the liaison between DDD and DCS, which is an even more challenging job than being the IOC liaison.

Diedra Freedman: But Jeffrey is a great guy. and...

Joan McQuade: Yes, I've been very fortunate having a great team. They all make me look good.

Diedra Freedman: We even like Joan's boss, Barb Picone.

Diedra Freedman: Who's next? Michelle.

Michelle Rademacher: So that is everybody under DDD staff.

Updates from Arizona Department of Administration

Diedra Freedman: So Larry, now that we've completely given you Azida all month dealing with our issues, do you have any updates?

Lawrence Allen: I don't really have an update from the committee tonight. There's just the annual training that was sent out to the committee probably about a month and a half ago. I'm still missing a couple. So,

Diedra Freedman: You're Larry. You're missing me. Is there a hot link in that email? Okay.

Lawrence Allen: No, there's not a hot link.

Diedra Freedman: I need a link that I just click on this link and there's the training and I can do it because I don't remember what I did last year.



Crystal Fox: Yeah, I do remember you were late last year, too.

Lawrence Allen: Okay, not a problem.

Brad Doyle: Me too, Larry.

Diedra Freedman: And I'm going to be late this year because I don't have a hot link. What? Yeah.

Lawrence Allen: I know TraCorp is I heard the word clunky a minute ago by Diana and I would lump TraCorp into that as well. It's not very intuitive. It's kind of you got to know what you're doing.

Diedra Freedman: Yeah. Yep.

Lawrence Allen: And be in it a lot. You know what I mean? but I'll be happy to send out a new link to you Brad and D. Anybody else need it?

Diedra Freedman: I appreciate it,...

Lawrence Allen: Pam is lit. Pam is legit.

Diedra Freedman: Larry. But

Crystal Fox: I know I'm legit. I think that is easy for me...

Lawrence Allen: Yes, you are.

Crystal Fox: because I was a employee. It's like my old employee number. So, makes it automatically goes in. So

Lawrence Allen: Yeah, it makes it a little easier that way.

Diedra Freedman: I'm waiting for Larry to take away my birthday crystal for being non-compliant.

Diedra Freedman: So, I appreciate it.

Lawrence Allen: But, just let me know. I'll do that right now while I'm sitting here next to my computer. and let me know in the next couple days.

Diedra Freedman: I will get on it,...

Lawrence Allen: Yeah. All right.

Diedra Freedman: Larry. I promise.

Pam Dewey: And Larry,...

Lawrence Allen: Y'all are the best.

Pam Dewey: I wanted to say I appreciated that open meeting training that you did back in early March.

Lawrence Allen: I appreciate that. Yes. Yeah. Yeah.

Pam Dewey: That was

Lawrence Allen: Yeah. I thought that was pretty good. If anybody on the committee would like that presentation just to have some nighttime reading to help you go to sleep, I'll be happy to send it to you.

Diedra Freedman: Can we put it on our website,...

Lawrence Allen: I'll send it to you, Crystal. Yes,...

Diedra Freedman: Larry? Can we post it on the IOC website?

Lawrence Allen: ma'am. Yeah. Yep. I'll put that under the training option for to click on training and I'll send a link to it as well.

Diedra Freedman: And if I can just make the record clear, the committee did not make a request to Larry to ask questions of the attorney general, but Larry went ahead and did it anyway. And just for the record, Larry does not have an answer back from the attorney general on the questions that I asked. Otherwise, he would have updated us. So, all he can do is ask the qu he doesn't have more power than we do to make somebody answer his questions.

Lawrence Allen: Right. Yeah.

Diedra Freedman: But he asked them I contacted Larry immediately when I received the email from Zane. My first call was to Larry. and just so that everybody knows strategically because Michelle works for Zane and Larry I didn't want Michelle in the middle of this, which is why Larry is my first call. But for IOC procedure, Larry's supposed to be my first call with stuff like this. Right, Larry?

01:45:00

Lawrence Allen: Yeah. Yeah. Absolutely. Absolutely.

Lawrence Allen: And I think I might have misspoke on the acronym earlier. It's the Governor's Review Council. I did put the link the GRRC.

Diedra Freedman: It's GRRC. Does anybody have any questions for Larry?

Lawrence Allen: Yeah, I did put the link in the statute that governs that in the chat. So, you can take a look at it when you need to. But, I don't have any other updates for the committee. if there's any other questions I could try to answer or get an answer for you, let me know.

Chat

Lawrence Allen 6:21 PM <https://grrc.az.gov/>



Diedra Freedman: I think we're leaving Larry with a lot of questions. Plus there was a motion from last month that I didn't get written down. So, I'll include that with this email to you, Larry. Cynthia wanted some stats.

Lawrence Allen: Okay, very good.

Diedra Freedman: She wanted DDD to ask for some stat and we voted on it. So I just have to send the email.

Lawrence Allen: Okay.

Diedra Freedman: So okay,...

Lawrence Allen: Very good.

Chat

Lawrence Allen 6:47 PM <https://www.azleg.gov/ars/41/01056.htm>

Updates from Integrated Health Plans & AHCCCS

Diedra Freedman: updates from the integrated health plans and AHCCCS. Is Frederrico with us?

+1 480-*-***98:** Hello, this is Fredreka with AHCCCS.

Diedra Freedman: Do you have any updates for us for

+1 480-*-***98:** I don't have any updates, but happy to take any questions if you guys have any.

Diedra Freedman: I'm going to ask a question on the record and I know you don't have an answer for me but I'm going to ask a question anyway and it's not a personal question so please don't take it personally but Fredreka, we would like to know why it's taken AHCCCS so long since CMS approved the parents as paid caregiver program as an amendment to the waiver on February 16th, 2024. Why is it taken so long to promulgate the policies and they haven't been available yet for public comment which is leaving DDD time short and it created the conflict that we have with our extra 30 days from the IOC's. So, I don't expect you to answer that. If you could bring that back to your boss, I would appreciate it.

+1 480-*-***98:** Yeah, if you don't mind, De, putting that in writing to me so that I can get that correct and to the right person. I'm actually joining by phone, so I don't have my laptop,...

Diedra Freedman: No, You're not going to get an answer back for me. Trust me.

+1 480-*-***98:** but if you don't mind sending me that in writing, I can for sure get that sent to who it needs to go to and get an answer back for you.

Diedra Freedman: AHCCCS is not required to answer any of our questions.



+1 480-*-**98:** I can try. We do our best.

Diedra Freedman: It doesn't mean I can't ask a question. It just means they don't have to answer.

+1 480-*-**98:** So, I'm definitely willing to send it up to see what I can get back. And you may be surprised, but if you would definitely get it to me, I can for sure work on getting you a response.

Diedra Freedman: I appreciate it, Fredreka.

+1 480-*-**98:** That's not a problem.

Diedra Freedman: And I said, I want you to make sure you understand this is not personal. The questions got to be asked.

+1 480-*-**98:** No. I understand I'm not taking it personally at all. I will definitely get an answer for you. if you get that sent to me so I can have it for the right person.

Diedra Freedman: Hey Wendy and are you still with us?

Wendy Herring - Mercy Care OIFA: I'm with you.

Dawn McReynolds UHC OIFA: Yes, we're here.

Wendy Herring - Mercy Care OIFA: And I want to yield the floor to Dawn because Dawn always has something exciting to say. No pressure, Dawn. You're so welcome.

Dawn McReynolds UHC OIFA: Thanks so much, Wendy. I can't get my camera going, so I apologize. It looks like I don't know. but ...

Diedra Freedman: It's all right, don't worry about it.

Dawn McReynolds UHC OIFA: you were talking about sending us emails and support and I always talk about credentialed family support and peer support and the trainings that we're doing, but Michelle, we were on another IOC together and Michelle reminded me of the presentations and we started here on the IOC West with Christina and the OIFA Alliance. Everybody came in and you have a lot of new members. So I'm going to ask if we can maybe arrange that in the future as a presentation. I have seen more families searching for support and answers in behavioral health with loved ones who have special and unique challenges.

01:50:00

Dawn McReynolds UHC OIFA: more in the last six months than I have in years in this system. And there's a lot of fear right now. It's impacting our families and their loved ones. There's a lot of uncertainty. And credentialed family supports could really come into those homes and really help guide the discussions and the time that they have together as families.



Dawn McReynolds UHC OIFA: So, I'm asking De if you would consider bringing this to the IOC and voting on having the OIFA Alliance come in and present once again on the credentialed staff that are in Arizona that can assist all of our families.

Diedra Freedman: Yeah, I'll send that request to Michelle. We're in April right now. We have a meeting in May. We usually break for June and July, but how does August sound good?

Dawn McReynolds UHC OIFA: Yeah. I think it would give us enough time. Wendy and I will work with Christina and other OIFA Alliance individuals. Colleen Are you still on the call?

Colleen McGregor: I'm here.

Dawn McReynolds UHC OIFA: I'm not sure. but you're an OIFA alliance too so I don't know how that would look but we would love to have the conversation with you as well and bring this back to the IOC so thanks that's my.

Diedra Freedman: Did you do it for the statewide?

Dawn McReynolds UHC OIFA: Michelle did they, Christina did they...because I had remember I had to bow out. I got ill and okay.

Christina Hedges: Yeah, I can't remember. It was a while ago. I'm sure we can find out though.

Diedra Freedman: Did we do it, Michelle, for the statewide? Do we have the OIFA?

Michelle Rademacher: I can't recall, but I can look it up and find out.

Diedra Freedman: Can we do it for, this one is probably full and it's too short notice but can we do it for July for the statewide? so that all the other OIFAs know that it's available in. Dawn the one word that you

Michelle Rademacher: Yeah, if that gives them enough time. Going.

Dawn McReynolds UHC OIFA: De, you first mentioned August. I'm wondering ...

Diedra Freedman: no August for us...but there's a statewide meeting in July for all the statewide leadership from all five IOC's.

Dawn McReynolds UHC OIFA: I see.

Diedra Freedman: There'll also be one in the fall...if that works better for you guys.

Colleen McGregor: Yeah. Yeah.

Dawn McReynolds UHC OIFA: Yeah, it might only because there's nine OIFA Alliance members.

Dawn McReynolds UHC OIFA: Colleen or Christina, Wendy, any thoughts? Yeah, let's go to first call. Okay. Yeah,...



Diedra Freedman: Yeah. The one thing that you forgot, Dawn, is that United Healthcare Community Plan provides family support certification training and it's free.

Dawn McReynolds UHC OIFA: I didn't forget that. What's happening is right now as an alliance and maybe some others from the OIFA alliance can allude to this. We are assessing credentialed peer support and so I'm not pausing that and just so everybody knows De came into our training. Wendy was in our training and they De presented and was able to actually see a day of our training and I thought it was great that she could bring that knowledge back. But we're assessing. This is a pre-employment training. This is to help individual families who want to work in behavioral health with regardless of their loved ones, experience that it is to employ individuals. So we're assessing because we're offering it free.

Dawn McReynolds UHC OIFA: We're getting a whole slew of people and we have to make sure that we stay true to the mission of this training. And so the alliance right now, that's the conversation with all of the OIFAs. So we're not offering it right now. We have one that's coming up in the next couple months, but we're being cautious.

Diedra Freedman: Just so that the rest of the committee members, if you already know this, then just indulge me. But in order to work in OIFA, you actually have to have lived experience with the behavior health system.

01:55:00

Diedra Freedman: Either yours personally or a family member's and family member can be described as a foster care child. So it's just somebody within your household.

Dawn McReynolds UHC OIFA: That's right.

Diedra Freedman: I don't even know...

Dawn McReynolds UHC OIFA: Yep. Thanks.

Diedra Freedman: if it has to be your child. It just has to be somebody who's in your household. You have to have personal lived experience and that's what sets them apart. I think it's what sets them apart from other system navigators because they've been there so they understand more in depth than other people do. But that's my personal opinion. So I see Wendy and Christina and Colleen and all shaking their head in agreement with me. So Wendy,...

Dawn McReynolds UHC OIFA: I'm going to go on mute for anybody else's, but thanks De. I appreciate how much you're vested.

Diedra Freedman: Do you have any updates from Mercy Care? You guys are staying out of trouble and meeting members needs.

Wendy Herring - Mercy Care OIFA: I mean, as far as I know. But I'm happy to take back any questions. Always available to whatever is needed.



Diedra Freedman: I just appreciate you and Dawn jumping on just

Diedra Freedman: I'm just going to make the record clear. Not only do I bother them on behalf of individuals that get brought to my attention as IOC members, I also bring individuals to their attention that get brought to my attention through the Arizona Autism Coalition because I'm the treasurer. And also, as I've said before, I do have a real job that does actually pay me. a Honoris group, where we're a healthcare consulting company and even though we have clients all over America, our heart is here in Arizona and my business partner is very active with APAD. She's a former APAD chair about a decade ago.

Diedra Freedman: So people come to our attention and we're always bothering Dawn and Wendy and Christina and Angie. I appreciate it on behalf of myself and DDD members and my business partner Ann Monohan. We appreciate you all. So Michelle, do you have any updates for us?

Updates from DDD IOC liaison

Michelle Rademacher: Just your numbers for the month of there it is. So the metrics for March for the incident reports that were loaded to the committee share drive for all members a total of 866 redacted incident reports were provided. This included 43 open reports and 823 closed reports.

Michelle Rademacher: And then I also wanted to let everyone on the committee know about the upcoming IOC statewide chairs meeting. Any member is welcome to attend if you'd like to just let me know and I will get you an invitation so that you have the link and the information for joining. And that's scheduled for April 23rd at 5:30 p.m.

Michelle Rademacher: That is a virtual meeting just like we hold these monthly meetings. That's it.

Diedra Freedman: Yeah, just so that everybody I don't know if anybody's been out there. I assume we've all been out there driving in the traffic. but where the meeting used to be held for me to make that statewide meeting, I would be on the road an hour and a half from my house in Avondale. So, I appreciate that the meeting is virtual and I'm sure that district south, Keith comes from Sierra Vista and District North, Don comes from Flagstaff, I'm sure they appreciate the fact that it's virtual, too. And the good news is because it's now in the evening, hopefully more IOC members can attend.

ADJOURNMENT

Diedra Freedman: So, is there anything else that anybody wants to bring up because it's 8:01 at 4-02 at April 2nd and unless anybody has anything else we'll adjourn.

Michelle Rademacher: Anybody opposed to Adjourning?

Diedra Freedman: I appreciate everybody's patience and contribution today. These were tough subjects that we've had to deal with and unfortunately it is going to get even tougher as we get through the Trump administration and beyond.

02:00:00

Diedra Freedman: And so I want everybody to understand the importance of the IOC because even though our only tool is to ask questions in an open meeting, it is still important. For those of you who were not logged in before the meeting began, I was discussing US Senator Cory Booker and the fact that he spent 25 hours on the floor of the United States Senate filibustering the proposed Medicaid cuts and the proposed tax cuts for the wealthiest 1% in America. The last time that was done was 1959. There was a 24-hour filibuster by Senator Jesse Holmes in opposition to the Civil Rights Act. so we don't often get to observe such monumental history in the making in our lifetime. But in my opinion, that's what happened last night. And while what we do here monthly may not be as monumental as a 25hour filibuster on the House of the US Senate, it is just as important. I'm sure you guys are all familiar with the story about one starfish at a time. And that's what we do here. We may not be painting with big broad strokes, but we're doing our best to improve the quality of life for DDD members, their families in our community. And we need to be asking those questions. And I ask each of you to please let the public know we are a public meeting. We follow the open meeting laws and we have a public comment portion so they can come address this IOC at any meeting.

Diedra Freedman: Unfortunately, because of the open meeting laws, committee members cannot address their concerns, but we can take that under consideration and make it be a topic at one of our future meetings. So, it's just going to be important. Those of us who live through Reganomics, yes, I'm that old. I was in college and I actually studied Reganomics as a college student as it was being implemented and lived through the great recession 15 years ago. Again, it's my personal opinion, but this is a combination of Reganomics and the great recession exponentially on steroids. So, it's going to be what it's going to be, but we'll keep doing our best here.

Diedra Freedman: So everybody, thank you very much and I appreciate your patience. It is now 8:05 on April 2nd, 2025. Do I actually have to ask for a motion and a vote or can we adjourn, Michelle?

Michelle Rademacher: Just need a motion. And if anybody objects

Crystal Fox: I make a motion that we adjourn the meeting.

Diedra Freedman: Does anybody object?

Colleen Mcgregor: No. Thank you.

Diedra Freedman: No. Everybody second's the motion. Michelle. So, we're back on May 7th, 6 o'clock. It's a Wednesday. Thank you very much everybody.

Michelle Rademacher: You are back May the 7th.

Diedra Freedman: Have a great evening. Bye.



Meeting ended after 02:04:20 🖐️

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