



Jami Snyder
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Douglas A. Ducey, Governor

Cara Christ
Interim Director
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January 24, 2020

Anne Ronan
Arizona Center for Law in the Public Interest
514 W. Roosevelt St.
Phoenix, AZ 85003

Maya Abela
Arizona Center for Disability Law
5025 E. Washington St., Suite 202
Phoenix, AZ 85034

Dear Ms. Ronan and Ms. Abela:

On January 16th the Arizona Center for Law in the Public Interest (ACLPI) and the Arizona Center for Disability Law (ACDL) sent correspondence to AHCCCS and DES outlining a variety of concerns regarding the provision of augmentative communication devices by the Division of Developmental Disabilities (DDD). Among the issues presented in your letter are alleged improper denials by DDD of requests for Augmentative and Alternative Communication (AAC) devices, extended delays in processing such requests, an accumulation of a backlog in processing requests for these devices, and DDD reliance on what ACLPI believes is overly restrictive criteria for approval of augmentative communication devices. We understand and share your concerns.

The DDD has developed a thorough plan to address all pending requests for AAC devices which includes an individual response notice to each impacted member no later than the end of February. Communication to each member and their respective representative began on January 22, 2020 and will continue until each family has been reached. DDD is also collaborating with providers and is conducting a comprehensive review of its policies and procedures related to AAC to ensure compliance with all federal and state laws, rules, and regulations.

AHCCCS and DES are working together to address these and other DDD critical performance issues, including the timely provision of services and member caseloads referenced in the December 9th ACLPI correspondence to AHCCCS.

We appreciate your continued advocacy on behalf of children and your efforts to report issues of concern across the healthcare system.

Sincerely,

Cara Christ, M.D., M.S.
Interim Director
Arizona Department of Economic Security

Jami Snyder
Director
Arizona Health Care Cost Containment System