

WHOLE you

2023 | FALL NEWSLETTER



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Welcome!

Welcome to the Fall edition of Whole You, a newsletter from **Arizona Complete Health-Complete Care Plan**.

I am James Stover, Medicaid Plan President, and I hope this newsletter finds you well.

In this issue, we're bringing you plenty of useful articles. You'll find helpful tips, key information, and healthy alternatives which are so important in continuing the road to help you take better care of the whole you!

Don't forget about your Medicaid redetermination. It's the eligibility process you must go through to keep your Medicaid coverage with AHCCCS. Make sure AHCCCS can contact you to confirm your continued eligibility. Log in to healtharizonaplus.gov to update your address or call 1-855-HEAPLUS (432-7587).

If you are no longer eligible for Medicaid, there may be other health care coverage options. Please take a moment to look at the other plans that **Arizona Complete Health-Complete Care Plan** has to offer.

I really hope you enjoy our latest edition and that it helps you take care of the whole you! Missed our last issue? View the English version [here](#) or the Spanish version [here](#).

Covered services are funded under contract with AHCCCS.



Have you thought about stopping smoking? Many people like you quit smoking every day!

The Arizona Smokers' Helpline ([ASHLine](#)) can help. The ASHLine is free and private, and you can work with an experienced Quit Coach to help you develop a Quit Plan. You can speak with a Quit Coach on the phone or by text and email.



AHCCCS members can receive two weeks of free Nicotine Replacement Therapy (NRT) from the ASH Line. NRTs can help you to deal with the cravings that come with quitting tobacco.

Quitting smoking is one of the best things you can do for your health. It can take several tries to quit but don't give up!

Call the ASHLine **1-800-QUIT-NOW (1-80-754-8669)**

For Spanish **1-855-DEJELO-YA (1-855-335-3569)**

Source: [ASHLine](#)

Pyx Health

BECAUSE NO ONE GETS BETTER ALONE.

EVERYONE CAN USE A LITTLE EXTRA SUPPORT...

Pyx Health is here to help you get the most from your health insurance plan, at no cost to you. Whether it's help finding a doctor, food, transportation, or just needing someone to talk to, we're here for you.

- ◆ Chat with compassionate Pyx Health staff for support and encouragement
- ◆ Get connected to all the benefits your health insurance plan offers
- ◆ Improve mood, anxiety, motivation and more
- ◆ Find resources to help your physical and mental health

To learn more about Pyx Health visit: <https://www.pyxhealth.com/memnt/azch-medicaid/>

Download the Pyx Health app on your phone or tablet to get started. No smartphone? No problem! You can sign up by phone or web:

- ◆ Phone: **1-855-499-4777** (select option 1)
- ◆ Web: www.pyxhealth.com/member-home/#download

HIV/AIDS can harm you and your baby!

All women can have a voluntary HIV test. If you are pregnant or are thinking about becoming pregnant, get an HIV test as soon as possible and ask your partner to be tested.

For you and your baby, **Arizona Complete Health-Complete Care Plan** covers the test, counseling, and treatment if the test is positive. Your **Arizona Complete Health-Complete Care Plan** maternity care doctor can order this test or find a clinic that provides confidential testing at [GetTested](#).

If you have questions or need more information about testing and/or available services, you can also call Member Services **1-888-788-4408, TTY/TDD: 711.**

Source: *Centers for Disease Control and Prevention, "10 Tips for Preventing Infections Before and During Pregnancy"*

Suicide Prevention and Mental Health Support

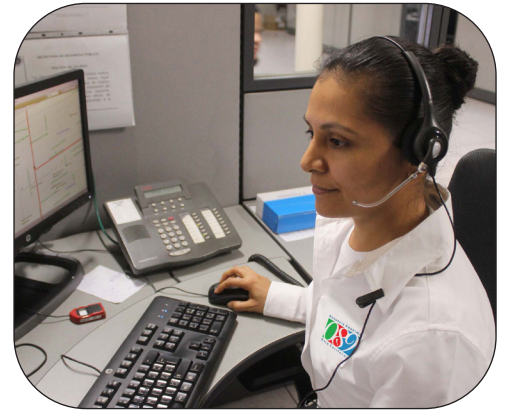
It may be uncomfortable to talk about suicide, but it is a situation that cannot be ignored. There are connections to resources to help and begin the conversation.

If you or someone you know is struggling with thoughts of suicide, there are local and national confidential crisis lines 24 hours a day, 7 days a week to guide you to safety.

Arizona Crisis Line: 1-844-534-4673 or 1-844-534-HOPE (4673)

National Resources:

- ◆ [National Suicide Prevention Lifeline](#)
 - ⇒ **1-800-273-TALK (8255)**
 - ⇒ **1-888-628-9454 (Spanish)**
- ◆ [Veterans Crisis Hotline](#)
 - ⇒ **1-800-273-TALK (8255)** and Press 1
 - ⇒ or Text message to **838255**
- ◆ [Crisis Text Line](#)
 - ⇒ Text **HOME** to **741741**
 - ⇒ Text **NATIVE** or **INDIGENOUS** to **741741** for Indigenous text line
- ◆ [Teen Lifeline](#)
 - ⇒ **1-800-248-TEEN (8336)**
- ◆ [The Trevor Project](#)
 - ⇒ **1-866-488-7386**
(Youth who identify as **LGBTQIA+**)
- ◆ [Safe Call Now](#)
 - ⇒ **1-206-459-3020**
(Support for First Responders)



Have you heard that there is a new resource to support anyone in crisis no matter where you are in the United States? **988** is the new number for crisis support outside of Arizona. It is for persons having a mental health crisis. This three-digit number will send the caller to a trained helper. They will listen. They will send the person to the best resource. The main purpose of the number is to make it easier to reach out for help.

By creating **988**, it will send persons from a police or medical response to a behavioral health helper. Before, the outcome of 911 calls could often result in an emergency room or a law enforcement visit. These would not be the best solutions to the callers' issues.

Suicide is not the only focus for the calls. Think of teens experiencing bullying, a person who is depressed after having a baby or maybe someone feeling anxious. They can all tap into the support.

Today, many states are recognizing the importance of mental health and mental health emergencies. Now, **988** will open the door for persons to access community mental health support easily.

For support inside Arizona, the crisis line is **1-844-534-4673** or **1-844-534-HOPE (4673)**. This is the best number to access mental health support quickly.

Medicare Part D - at a Glance

Medicare has four different parts (A, B, C, D). Part A is for hospital coverage. Part B is for office visits, some vaccines, and some medical equipment. An example of medical equipment is diabetes self-testing supplies. Part C is when you choose to have coverage benefits through a private plan instead of original Medicare. Part D is for prescription drug coverage. Medicare Part D also covers some vaccines that are not covered by Part B.

Every plan has a list called a formulary. This is a list of preferred and covered drugs. You can access this list on the plan website. You may be covered by both Medicare and Medicaid. In that case, your Medicaid plan may pay for the drugs that are not covered by your Medicare Part D plan. When you go to your doctor, ask your doctor to make sure your drug is covered on the formulary. If you have questions about what drugs are covered at the pharmacy, you can search on your Medicare plan's website. You may also call member services at the phone number on your ID card.

If your drug is not on the formulary, you or your doctor may request an exception. Some drugs are explicitly excluded from coverage. An example of this are drugs used for weight gain or weight loss.

Medicare might also place restrictions on drugs that are listed on the formulary. Before you go to the pharmacy you should find out if your drug is restricted. There are three main types of restrictions you might see. The first is a prior authorization. This is when you must get prior approval from the plan before a drug is covered.

The second is step therapy. This is when your plan requires you to try a less expensive or different drug first.

The third is quantity limits. This is when your plan only covers a certain quantity of the drug for a certain amount of time. For example, a limit of 30 pills per 30 days.

Use a preferred in-network pharmacy to pay less for your prescriptions. This is a pharmacy that is contracted with your plan.

For more information you can contact member services or visit <https://wellcare.azcompletehealth.com> at the "Find a Doctor or Pharmacy" link.



Part D uses drug categories called tiers. Tiers have different copays or cost share. Each plan sets their own tiers. If you cannot afford your drug, talk to your doctor about switching your medication to a lower tier drug.

Most drugs are available as a 3-month prescription. Ask your doctor or pharmacist if a 90-day prescription is available. You can also use a mail order pharmacy to have your drugs delivered to your house. To sign up for mail delivery service through December 31, 2023, visit [Caremark.com](https://www.caremark.com). After January 1, 2024, go to express-scripts.com/rx to arrange delivery of our medication.

Your health is important to us! Taking your medications as prescribed is one of the easiest ways to stay healthy.

Sources:

- [https://www.medicareinteractive.org/get-answers/medicare-basics/medicare-coverage-overview/original-medicare#:~:text=There%20are%20four%20parts%20of,see%20below%20for%20more%20information\).](https://www.medicareinteractive.org/get-answers/medicare-basics/medicare-coverage-overview/original-medicare#:~:text=There%20are%20four%20parts%20of,see%20below%20for%20more%20information).)
- <https://wellcare.azcompletehealth.com/drug-pharmacy/mail-order.html>

Mobile Medical Unit (MMU) Health Services

[DispatchHealth](#) is a mobile medical provider. DispatchHealth brings you care in your home. They will provide care wherever you are and deliver care quickly for non-life-threatening needs. They are open 365 days a year. They treat everything an urgent care can, and more.

Dispatch Health provides:

- ◆ Virtual Visits
- ◆ Mobile acute care
- ◆ Focused medical care to prevent you from going back to the hospital
- ◆ Supporting care after surgery
- ◆ Supporting care after hospitalization
- ◆ Testing - DispatchHealth also partners with mobile imaging partners to complete x-rays, ultrasounds and other tests.



DispatchHealth's goal is to arrive within 2 hours. They can treat:

- ◆ Infections
- ◆ Flu
- ◆ Pneumonia
- ◆ Migraines
- ◆ Dehydration
- ◆ UTIs
- ◆ COPD
- ◆ COVID-19

Call **1-888-908-0553** to see if services are provided in your area, now serving certain zip codes Phoenix and Tucson.

Source: [DispatchHealth](#)

Non-Medicaid Services

Did you know that AHCCCS has some services available, even if you don't qualify for Medicaid? You or your loved ones might be able to receive services through state funding. Here are some of the services:

- ◆ Auricular acupuncture (a type of acupuncture done on the ears)
- ◆ Traditional healing
- ◆ Supported Housing
- ◆ Room and Board when in a behavioral health residential facility setting
- ◆ For members with Substance Use Disorder, childcare might be covered
- ◆ Prevention and treatment of Substance Use Disorders and Opioid Use Disorders
- ◆ Early intervention services for HIV and tuberculosis disease
- ◆ Mental health services for adults with Serious Mental Illness (SMI) or children with Serious Emotional Disturbance (SED)

It is important to know about these options. However, they are not an entitlement. This means that because funds are limited, the services mentioned are based on availability. You can find out more about these programs by visiting our website or calling **Member Services** at **1-888-788-4408**, **TTY/TDD: 711**.

Can you play stress away?



Have you ever sat down to play a video game to unwind? You're not alone. Especially since the pandemic. A 2021 study showed a 71% bump in playing time, and 58% of people said playing video games made them feel better. Some game makers are even creating games just to help people feel calm. For example, think of those games that feature cute animals or cartoons or pretty jewels. Experts say games that help us get into a "flow" state can help us relieve stress. Depending on how you like to play, even some of the harder games can help stress levels.

To relieve stress, look for games that let you do these three things:

1. Make in-game choices for yourself
2. Make you feel good by meeting goals
3. Help you play with others

Game over? Are video games good for our stress levels and health?

While video games seem to do more good than bad for us, experts warn that too much of anything isn't good. Games with fighting, shooting or very hard tasks won't help your stress levels. And some people use video games so they don't have to deal with other problems or bad feelings. That is not a good long-term solution.

For children, the rules are different. They need clear limits. The American Academy of Pediatrics says no more than 30 to 60 minutes per day of video games on school days and two hours or less when they're not in school. And make sure you see which games they're playing so they're not seeing inappropriate or violent content.

If you need more stress relief, check out our coloring page on the next page — and if you need more help, you can get mental health services. **Call our Member Services at 1-888-788-4408, TTY/TDD: 711 or visit our website at [Arizona Complete Health-Complete Care Plan](https://www.arizona-completehealth.com/completecare)** to find a provider who can help you.

Sources:

1. <https://www.wired.com/story/casual-games-mental-health/>
2. <https://sundial.csun.edu/168574/arts-entertainment/the-rise-of-stress-free-video-games/>
3. <https://childmind.org/article/healthy-limits-on-video-games/#:-:text=For%20kids%20over%20the%20age,with%20graphic%20violence%20or%20sex>

Color yourself healthy

*Need a break from your busy day? Take a few minutes to channel your inner artist.
Color this image and enjoy!*



Regular AHCCCS renewals have started. Make sure AHCCCS can reach you.

Update your Contact Information & Sign Up for Text or Email Alerts!

AHCCCS needs your current mailing address, phone number, and email address to make sure you get important notifications when your renewal is due. It's easy to update your contact information.

Here are a few ways to do it:

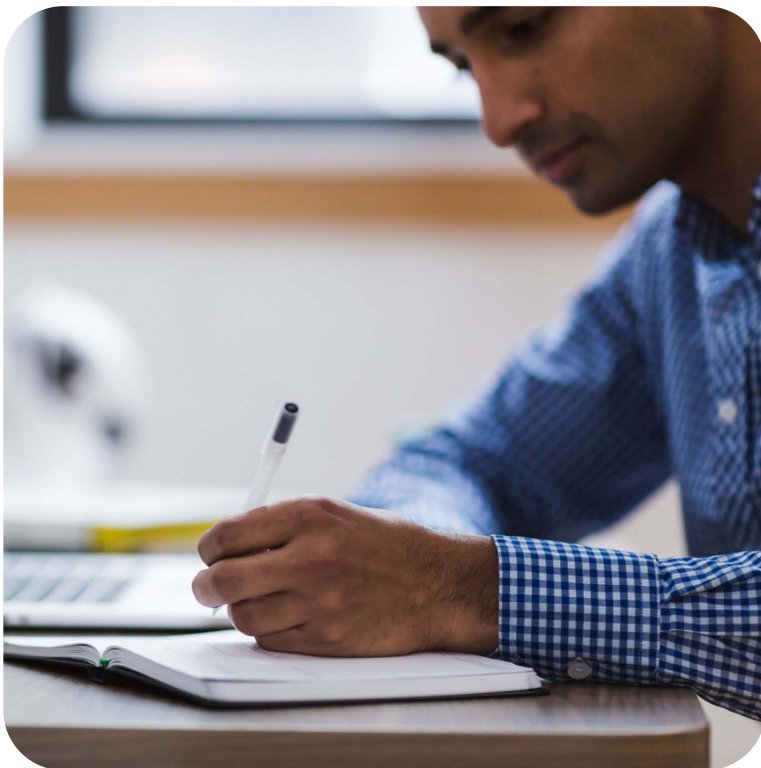
- ◆ Log in to your account at www.healtharizonaplus.gov and sign up for texts or emails from AHCCCS.
- ◆ Contact a Community Assistor organization. Find a list on www.healtharizonaplus.gov.
- ◆ Call Health-e-Arizona Plus at 1-855-HEA-PLUS (1-855-432-7587), Monday through Friday, 7:00 am-6:00 pm
- ◆ Call Arizona Complete Health-Complete Care Plan at 1-888-788-4408 (TTY/TDD: 711).



Take action quickly when you get a notice from AHCCCS (Medicaid).

- ◆ Check your mailbox for renewal information and respond quickly.
- ◆ If you are no longer eligible for AHCCCS, find other healthcare coverage options:
 - ⇒ Visit www.healthcare.gov.
 - ⇒ For information on **Ambetter by Arizona Complete Health** (Marketplace), visit <https://ambetter.azcompletehealth.com/> or call 1-855-346-6805 (TTY/TDD: 711).
 - ⇒ For information on **Wellcare by Allwell** (Medicare), visit <https://wellcare.azcompletehealth.com/> or call 1-800-977-7522 (TTY/TDD: 711)

For additional support, contact **Arizona Complete Health-Complete Care Plan** Member Services at 1-888-788-4408 (TTY/TDD: 711).





Contact Info and Crisis Hotlines

ARIZONA COMPLETE HEALTH-COMplete CARE PLAN MEMBER SERVICES:

1-888-788-4408, TTY/TDD: 711

We are available Monday-Friday 8am to 5pm

STATEWIDE CRISIS LINE: 1-844-534-4673 or 1-844-534-HOPE

TEXT: 4HOPE (44673)

CHAT: crisis.solari-inc.org/start-a-chat

All local numbers remain active and will transfer to the statewide crisis line.

NATIONAL SUICIDE & CRISIS LINE: 988

NATIONAL CRISIS LINE (CALL OR TEXT): 988

CHAT: 988lifeline.org/talk-to-someone-now

OTHER CRISIS PHONE NUMBERS:

Tohono O'odham Nation: **1-844-423-8759**

Veterans Crisis Line: **988** (option 1)

Be Connected: **1-866-4AZ-VETS (429-8387)**

PROVIDERS:

Cochise, La Paz, Pima, Santa Cruz, Yuma — **Community Health Associates (CHA)**

Cochise, Graham, Greenlee, Pima, San Carlos Reservation — **Community Bridges, Inc. (CBI)**