

WHOLE you



Summer 2022 Member Newsletter



CEO's Corner

Welcome to the Summer Edition of the **Arizona Complete Health-Complete Care Plan** Newsletter!

I know that this season is a busy time. It is important not to neglect your health during this time!

In this edition you will learn about:

- Rental Assistance available to help renters and landlords
- Questions you can ask your doctor at your next visit
- Where to find out more about COVID-19 vaccinations and booster shots
- And more!

On behalf of everyone at **Arizona Complete Health-Complete Care Plan**, we wish you a happy and healthy Summer of 2022!

Sincerely,

James Stover
CEO, Arizona Complete Health-Complete Care Plan

Unwinding the Public Health Emergency

During the pandemic, AHCCCS members have been able to stay covered, regardless of income eligibility changes. When the pandemic ends, be sure AHCCCS can contact you to confirm your continued eligibility.

Log in to www.healtharizonaplus.gov to update your address, or call **1-855-HEAPLUS (432-7587)**. The fastest way to update your information is online at www.healtharizonaplus.gov.

Do you need help updating your contact information with AHCCCS?

Find a Community Assistor on the www.healtharizonaplus.gov website who can help you update your phone number and mailing address, and complete your Medicaid renewal.

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

Source: AHCCCS End of PHE Social Media & Messaging Tool Kit



COVID-19 Vaccination and Booster

We encourage you to get your COVID-19 vaccination or booster shot if you are eligible! Go here for the most up to date information about COVID-19 vaccinations and booster shots:

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>



ARIZONA COMPLETE HEALTH-COMPLETE CARE PLAN MEMBER SERVICES

1-888-788-4408 or TTY/TDY: 711 - we are available Monday-Friday 8am to 5pm

CRISIS PHONE NUMBERS

Cochise, Graham, Greenlee, La Paz, Pima, Pinal, Santa Cruz, Yuma Counties
or on the San Carlos Apache Reservation: **1-866-495-6735**

Maricopa County: **1-602-222-9444** or **1-800-631-1314**

Gila County: **1-877-756-4090**

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

Veterans Crisis Line: **1-800-273-8255 (press 1)**

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

Teen Lifeline: Call/Text: **1-602-248-8336**

WHOLE you

Living with Diabetes: Blood Sugar Goals

Good blood sugar control is important for everyone living with diabetes. You and your doctor should discuss your blood sugar goals at every doctor visit. Sometimes reaching your blood sugar goals can be hard. Here are some ways to help you reach your goals:

- Check your blood sugar often.
- Keep a log of your blood sugar readings.
- Bring your blood sugar log with you when you see your doctor.
- Don't skip meals.
- Be active for at least 30 minutes a day.
- Take all medicine as prescribed.



Did you know that Arizona Complete Health-Complete Care Plan has programs for members living with diabetes? Call at **1-888-788-4408, TTY/TDY 711** to learn more about these programs.

Note: You can call **Arizona Complete Health-Complete Care Plan** Member Services at **1-888-788-4408 (TTY/TDY 711)** to assist you with questions.

Source: Arizona Complete Health-Complete Care Plan and <https://www.cdc.gov/diabetes/managing/index.html>

You can stop smoking!



Do you want to stop smoking? Have you tried before but it was too hard? Good news, lots of people like you stop smoking every day! You can too. These steps can help:

- 1 Get ready**—Set a day to stop.
- 2 Get support**—Ask friends or family for support. Your care team can also help you.
- 3 Try new things**—Write down things you can do instead of smoking. You can go for a walk or eat a healthy snack.
- 4 Use medicine**—Medications can help you stop smoking. Ask your doctor if medication is right for you.

Sometimes it takes more than one try to stop smoking. Don't give up! Stopping smoking is one of the best things you can do for your health. The Arizona Smokers Helpline (ASH Line) is a great resource for people who'd like to stop smoking. Call the ASH Line at **1-800-55-66-222**. There is no cost for AHCCCS members. Sometimes it takes more than one try to stop smoking. Don't give up. Stopping smoking is good for your health.

Source: <https://www.azdhs.gov/ashline/>

End-of-Life Care and Advance Directives

End-of-life Care allows members to receive palliative care, supportive care, and hospice services. End-of-life Care also often includes making advance directives, which is a legal document stating a person's health care preferences if they are not able to make their own health care decisions.

You can get these services from your physician or other qualified health care providers, such as a nurse practitioner or a physician's assistant.

If you would like more information about End-of-life Care for you or a loved one, please call **Arizona Complete Health-Complete Care Plan** Member Services at **1-888-788-4408, TTY/TDY: 711**.

Source: Arizona Complete Health-Complete Care Plan

WHOLE you

Care Delivery for Your Urgent Health Needs

Take a moment to think about the last time you were sick or injured. Did you visit a local emergency room? More than likely, you sat in a crowded and uncomfortable waiting room wishing you were back at home, comfortable on your couch.

Luckily **Arizona Complete Health-Complete Care Plan** has teamed up with **DispatchHealth!** We bring personalized, same-day medical care to your home for urgent but non-life-threatening health issues. This service is a convenient alternative for trips to an urgent care or emergency room.

DispatchHealth treats a wide range of common to complex illnesses and injuries. They can test for COVID-19 and treat its symptoms. Medical teams always wear protective gear and arrive with sanitized equipment.

Here's how it works:

Request Care

DispatchHealth's services can be requested by calling (520) 395-9411 for Pima County area or (602) 661-9366 for Maricopa County area, using their mobile app, or visiting their website at dispatchhealth.com.

DispatchHealth is available 8 a.m. – 10 p.m., seven days a week including holidays.

Explain Your Symptoms

When you call, you will be asked to provide a few details about your illness or injury and information like your primary care provider's name, as well as your address. Note that **DispatchHealth** shouldn't be used in a life-threatening emergency and doesn't take the place of your primary care provider.



Receive Care at Home

On average, **DispatchHealth's** medical team arrives a few hours after calling. Each **DispatchHealth** medical team that arrives at your home includes either a nurse practitioner or physician assistant, along with a medical technician. An ER physician is always available by phone for consultations.

They'll Take Care of the Rest

DispatchHealth will call in any prescriptions you might need, update your doctor and work directly with **Arizona Complete Health-Complete Care Plan** for billing. **DispatchHealth** is in-network with **Arizona Complete Health-Complete Care Plan** and usually costs the same as a traditional urgent care visit.

To learn more, visit dispatchhealth.com.

Centers of Excellence are providers that have shown exceptional services to our members focusing on:

- The quality of care they provide
- The health of our shared members
- The coordination of services that members receive

The Arizona Complete Health-Complete Care Plan Center of Excellence (CoE) program has identified the following providers as Centers of Excellence:

- CODAC Health, Recovery & Wellness, Inc—for Opioid (SUD/OD) Services
- Easter Seals Blake Foundation—for Children's Services
- Casa de los Ninos—for Children's Services
- El Rio Health—for OB and OB/SUD Services
- Helping Ourselves Pursue Enrichment, Inc. (HOPE)—for Peer Support Services
- Mentally Ill Kids In Distress (MIKID)—for Family Support Services
- Family Involvement Center – for Family Support Services
- Recovia—for Pain Management Services
- Southwest Autism Center of Excellence (SACE)—for Autism Spectrum Disorder Services (Maricopa County)
- Touchstone Health Services—for Autism Spectrum Disorder Services (Maricopa County)
- Children's Clinic—for Autism Spectrum Disorder Services (Pima County)
- Intermountain Centers for Human Development—for Autism Spectrum Disorder Services (Pima County)

If you want to learn more about these Centers of Excellence and how they can care for you, call **Arizona Complete Health-Complete Care Plan** Member Services at **1-888-788-4408 (TTY/TDY 711)**.

Source: *Arizona Complete Health-Complete Care Plan*

Rental Assistance is Available to Help Renters and Landlords

Renters and landlords in need of financial assistance can use a new website. Visit: consumerfinance.gov/renthelp, from the Consumer Financial Protection Bureau (CFPB) to find rental aid providers in their area.

If you know someone who is having trouble paying rent or utilities, help may be available.

There is help for landlords trying to stay afloat with tenants, too. State and local programs are offering aid for rent and other housing costs to help renters stay housed during the pandemic.

Visit the CFPB's Rental Assistance Finder to find resources for renters and landlords. They help navigate different types of money troubles related to the pandemic.

Sources: www.consumerfinance.gov/coronavirus/mortgage-and-housing-assistance/renter-protections and AHCCCS.





The Role of the Interpreter

If you speak a language that is different than what your doctor speaks, you may need an interpreter. Family or friends should not interpret for you. They do not have the training needed and may not relay the details correctly. Make sure you get the right information. Doctors need to use a qualified interpreter to speak with you about your health. An interpreter is someone who is trained. They make sure you know what each other is saying so you will understand your care. They will tell the doctor what you need them to know and have to keep things confidential.

There are interpreters that can help on the telephone, in person, and by video. If you need one for your appointment, please tell the doctor's office when you make it so they may schedule one for you. Or you may call us at **1-866-918-4450 (TTY/TDY 711)**.

Arizona Commission for the Deaf or Hard of Hearing

If you are deaf or hard of hearing, do you know about the Arizona Commission for the Deaf and Hard of Hearing? They have helpful resources like no cost equipment to help you communicate with others. They also offer training for doctors. And so much more!

Check them out here: <https://www.acdhh.org/>.

Source: Arizona Complete Health-Complete Care Plan and <https://www.acdhh.org/>

Cultural Needs

Is your culture being included in your care?

Are you respected at your doctor's office?

Do they have an interpreter ready if you need one?

Have you had any issues when accessing care because of your culture?

Have you felt discriminated against while getting care?

If you are unhappy with your services, please call us at **1-888-788-4408, TTY/TDY:711** and ask to speak to the Grievance and Appeals Department. You may also write to us at:
Arizona Complete Health-Complete Care Plan

Attention: Grievance and Appeals
1870 W. Rio Salado Parkway
Tempe, AZ 85281



Patient Checklist

This checklist was developed by the Cultural Competency Coalition (C3). C3 represents health plans contracted with Arizona Health Care Cost Containment System (AHCCCS). C3 was formed to create a shared understanding of culturally competent care and support the educational resource needs of our members.

The C3 recommends using this checklist when visiting your doctor or specialist to ensure that you are getting the best care that fits your needs.

During your visit you may want to ask your doctor:

What else do I need to know about my health issue or concern(s)?

What do I need to do to improve my health?

What foods should I eat/not eat?

What other places can I go for help?

What medicines to take (and/or stop taking)?

Are there community resources or places where I can get help?

STOP, START, AND CONTINUE

Think about this:

STOP (What behaviors do I need to stop doing? What things get in the way of my care?)

START (What things do I need to start doing to take better care of my health?)

CONTINUE (What things do I need to continue to do that are helping me?)

WHOLE you

What is a Preventive and Well Care Service Visit?

Preventive care can help you stay healthy and keep you from getting sick. A yearly preventive well care visit is a covered benefit you get as an **Arizona Complete Health-Complete Care Plan** member. There is no cost/copayment for this well visit. One of the best ways to stay healthy is to see your doctor regularly, not just when you are sick. You get services such as:

- Physical exam (well exam) for your overall health
- Clinical breast exam
- Pelvic exam (as necessary)
- Immunizations (shots) and tests based on your age and any risk factors
- Screening and counseling with a focus on how to live a healthy lifestyle and reduce your health risks, including:
 - Proper nutrition
 - Physical activity
 - Elevated Body Mass Index (BMI) indicative of obesity
 - Tobacco/substance use, abuse, and/or dependency
 - Depression screening
 - Interpersonal and domestic violence screening, that includes screening/counseling (adolescents included) in a culturally sensitive/supportive manner to address safety and health concerns
 - Sexually transmitted infections (STI)
 - Human Immunodeficiency Virus (HIV)
 - Family planning services and supplies
 - Preconception counseling (does not include genetic testing) reproductive history and sexual practices
 - Healthy weight, including diet and nutrition, as well as use of nutritional supplements and folic acid intake
 - Physical activity or exercise
 - Oral health care
 - Chronic disease management
 - Emotional wellness
 - Tobacco and substance use (caffeine, alcohol, marijuana, and other drugs), including prescription drug use
 - Recommended intervals between pregnancies
 - Any necessary referrals as a result of exam
 - Ask about your family's health



Preventive care can help you live a long and healthy life.

Call for An Appointment

It is important to meet with your primary care provider. Your care team can help you find a doctor or set up a wellness exam. If you need help finding a doctor or a ride to your appointment, call **Arizona Complete Health-Complete Care Plan** Member Services at **1-888-788-4408, TTY/TDY: 711.**

An EPSDT Visit is the same as a Well Child Visit.

Source: Arizona Complete Health-Complete Care Plan

WHOLE you

Mindful Moment

Many of us hear about Mindfulness, and in our busy lives it is easy for Mindfulness to slip to the back of our, well, mind! This section will share facts and tips related to Mindfulness. We want to start with the basics. Some of you already know this, so feel free to jump to the exercise.

Mindfulness involves using your senses to focus on your surroundings. We take a moment to breathe and become clear.

In addition to developing awareness of your thoughts and feelings, it is helpful to check in on your emotions, your needs, and your goals.

During this "check in," mindfulness encourages us to accept and to be non-judgmental. To be "in-the-moment." Here is a great first mindfulness exercise to try.



Many providers call it “**5-4-3-2-1.**”

5 things you can see, like your pet(s), the sky, something alive and green (in Arizona – a cactus?!).

4 things you can physically feel, like the chair you are sitting on, your shirt, your friend’s hand.

3 things you can hear, like the wind, someone’s laughter, the TV, your breath.

2 things you can smell, like food, coffee, soap.

1 thing you can taste, like gum, candy, the air.

We hope you enjoyed this article. We will share more of these exercises in future newsletters!

Source: <https://www.mindful.org/>



Teladoc for Arizona Complete Health-Complete Care Plan

Anytime, anywhere, get the care and medical advice you need at no cost.

Get medical help for common conditions such as:



Colds, flu & fevers



Rash & skin conditions



Sinuses & allergies



Respiratory infections



Behavioral Health, such as stress, depression and anxiety

Teladoc is a convenient way for **Arizona Complete Health-Complete Care Plan** members to obtain health care services.

- You will receive 24-hour access to in-network healthcare providers for non-emergency medical conditions, and availability 7 a.m. to 9 p.m. MST for behavioral health conditions.
- Get medical advice, a diagnosis or a prescription by phone.

Use Teladoc when you're at home, at work or even on vacation.

It's available when you need it, or make an appointment for a time that works with your schedule.

To use Teladoc:

- Call **1-800-835-2362 TTY/TDY 711**.
- Go to teladoc.com/azcompletehealth.
- Call the **Arizona Complete Health-Complete Care Plan 24/7 Nurse Advice Line: 1-866-534-5963 TTY/TDY 711** and ask about Teladoc.
- **Or, setup your account today!**
 - » **Get Started**
Download the app.
 - » **Set Up**
Enter your information and complete your medical history.
 - » **Request a Visit**
A Teladoc doctor is now just a click away.



Discrimination is Against the Law

Arizona Complete Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Arizona Complete Health does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Arizona Complete Health:

- Provides aids and services, at no cost, to people with disabilities to communicate effectively with us, such as: qualified sign language interpreters
- Provides written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides language services, at no cost, to people whose primary language is not English, such as: qualified interpreters and information written in other languages

If you need these services, contact Member Services at:

Arizona Complete Health: **1-866-918-4450 (TTY: 711)**

If you believe that Arizona Complete Health failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with the Chief Compliance Officer. You can file a grievance in person, by mail, fax, or email. Your grievance must be in writing and must be submitted within 180 days of the date that the person filing the grievance becomes aware of what is believed to be discrimination.

Submit your grievance to:

Arizona Complete Health

Attn: Chief Compliance Officer

1870 W Rio Salado Parkway, Tempe, AZ 85281

Fax: **1-866-388-2247**

Email: **AzCHGrievanceAndAppeals@AZCompleteHealth.com**

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or by mail at U.S. Department of Health and Human Services; 200 Independence Avenue, SW; Room 509F, HHH Building; Washington, D.C. 20201; or by phone: **1-800-368-1019, 1-800-537-7697 (TTY)**.

Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.html>**



La Discriminación es un Delito

Arizona Complete Health cumple con las leyes de derechos civiles Federales vigentes y no discrimina por motivos de raza, color de piel, nacionalidad de origen, edad, discapacidad o sexo. Arizona Complete Health no excluye a personas ni las trata de forma diferente por motivos de raza, color de piel, nacionalidad de origen, edad, discapacidad o sexo.

Arizona Complete Health proporciona lo siguiente:

- Asistencia y servicios sin costo alguno a las personas con discapacidades para comunicarse de manera eficaz con nosotros, tales como intérpretes calificados de lengua de señas
- Información escrita en otros formatos (letra grande, audio, formatos electrónicos accesibles, otros formatos)
- Servicios de idiomas sin costo alguno a personas cuyo idioma principal no es el inglés, tales como intérpretes calificados e información escrita en otros idiomas

Si necesita estos servicios, llame a Servicios para Miembros al siguiente número:

Arizona Complete Health: **1-866-918-4450** (TTY **711**)

Si considera que Arizona Complete Health no le brindó estos servicios o lo discriminó de otra manera por motivos de raza, color de piel, nacionalidad de origen, edad, discapacidad o sexo, puede presentar una queja ante el Oficial de Cumplimiento. Puede presentar una queja en persona, por correo, fax o correo electrónico. Su queja se debe realizar por escrito y se debe enviar en un plazo de 180 días a partir de la fecha en que la persona que presenta la queja toma conocimiento de lo que se considera como discriminación.

Envíe su queja a la siguiente dirección:

Arizona Complete Health

Attn: Chief Compliance Officer

1870 W Rio Salado Parkway, Tempe, AZ 85281

Fax: **1-866-388-2247**

Correo electrónico: **AzCHGrievanceAndAppeals@AZCompleteHealth.com**

También puede presentar una queja de derechos civiles a la Oficina de Derechos Civiles del Departamento de Salud y Servicios Humanos a través del Portal de Quejas de la Oficina de Derechos Civiles, el cual se encuentra disponible en **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, o bien por correo a la siguiente dirección: U.S. Department of Health and Human Services; 200 Independence Avenue, SW; Room 509F, HHH Building; Washington, D. C. 20201. Asimismo, puede presentar dicha queja por teléfono llamando al **1-800-368-1019**, **1-800-537-7697** (TTY).

Los formularios de queja están disponibles en **<http://www.hhs.gov/ocr/office/file/index.html>**

