

Member Newsletter



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Spring 2019

Welcome to the Spring 2019 edition of the Arizona Complete Health-Complete Care Plan member newsletter. This is the first edition of our newsletter and we look forward to many more to come.

At Arizona Complete Health-Complete Care Plan we understand how important your health care is to you and your family. Your health is important to us too. That is why Arizona Complete Health-Complete Care Plan is here to give you the tools you need to manage your own health care.

We want to thank you for being a member of Arizona Complete Health-Complete Care Plan.

Arizona Complete Health-Complete Care Plan



Covered services are funded under contract with AHCCCS.

CEO's Corner



James Stover, CEO
*Arizona Complete Health-
Complete Care Plan*

Welcome to the Spring Edition of the Arizona Complete Health-Complete Care Plan Newsletter! I know that the beginning of the year is a busy time and for many of us the stress can take a toll on our health. In order to stay healthy this year, it is important that you:

- Schedule an appointment with your PCP for an annual checkup
- Ensure you are getting enough rest and eating well
- Make sure to get your flu shot, if you haven't already

On behalf of everyone at Arizona Complete Health-Complete Care Plan, we wish you a happy and healthy 2019!

Sincerely,

James Stover
CEO, Arizona Complete Health-Complete Care Plan

Member Services

Arizona Complete Health-Complete Care Plan Member Services offers a friendly helping hand to members in need of assistance. Representatives are available 24 hours a day, 7 days a week to:

- Answer questions about your covered services, benefits, and co-pays
- Help you to get a copy of the Member Handbook at no cost to you
- Provide information about doctors, nurse practitioners, and physician assistants
- Provide information about programs available to members
- Help choose or change your provider or PCP
- Help schedule a ride to your doctor or medical appointments
- Help make, change or cancel your medical appointments
- Provide you with dentist or specialist information

- Help if you have a complaint or problem
- Help with your rights as a member
- Help schedule a language interpreter for your medical appointments if you cannot communicate with your doctor. This service is provided at no cost to you.

If you have any questions, about any part of your care, call Arizona Complete Health-Complete Care Plan Member Services at 888-788-4408 or TTY/TDY 711.



Confidential Behavioral Health Crisis Services

Crisis services offers immediate and confidential help 24 hours a day, 7 days a week, 365 days a year. Crisis services are available to anyone in the community experiencing a behavioral health crisis. Insurance coverage or enrollment does not matter.

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

If you live in Maricopa County: **1-602-222-9444 or 1-800-631-1314**

If you live in Gila County: **1-877-756-4090**

If you live in the Tohono O'Odham Nation: **1-844-423-8759**



Remember, the 2018/19 provider directory is always available. For the most up to date information, please visit our online find a provider tool at <https://providersearch.azcompletehealth.com>. You can also call Member Services at 888-788-4408 TTY/TDY 711 if you need help finding a provider.

Well Visits

DID YOU KNOW THAT A WELL VISIT IS INCLUDED IN YOUR BENEFITS EVERY YEAR?



Well visits (well exams) such as, but not limited to, annual exams, breast exams, and prostate exams are covered for members 21 years of age and older. Most well visits (also called checkup or physical) include a medical history, physical exam, health screenings, health counseling and medically necessary immunizations.

Well visits help to find problems that can be treated early and prevent health problems from happening in the first place. Remember to check with your doctor for any preventive screenings you may need! Early detection is best protection against health issues, especially cancer. Arizona Complete Health-Complete Care Plan is here to help you be the healthiest you can be.

Call your provider today to schedule an appointment! If you need help scheduling an appointment, call Member Services at 888-788-4408 TTY/TDY 711.

My Health Pays™ Rewards Program

GET REWARDED FOR FOCUSING ON YOUR HEALTH!

Earn My Health Pays™ rewards when you complete healthy activities like a yearly wellness exam, annual screenings, tests and other ways to protect your health.

Use your My Health Pays rewards to help pay for:

- Utilities
- Transportation
- Telecommunications
- Childcare services
- Education
- Rent

Or, you can use them to:

- Shop at Walmart for everyday items**

**This card may not be used to buy alcohol, tobacco, or firearms products.

Take healthy steps to earn My Health Pays™ rewards.

Members can earn up to three rewards each year (\$75 annual maximum).

Contact Member Services to find out more about the My Health Pays™ Rewards Program at 888-788-4408 or TTY/TDY 711.

You can also find more information at:

<https://www.azcompletehealth.com/members/medicaid/benefits-services/healthy-rewards-program.html>

Questions?

888-788-4408

Member Services
can help



EARNING REWARDS FOR
HEALTHY ACTIVITIES.

It's all part of my plan.

Flu Shot Reminder

Keep yourself and those close to you healthy! Join the millions of people who get their yearly flu shot.

No one likes getting sick. The flu virus changes every year. Getting a yearly shot helps protect yourself and those around you. Plus, it's available at no cost to you. Getting your flu shot may actually earn you rewards.

The flu shot is a good idea for just about everyone. Some people are at an even higher risk of health problems from the flu:

Pregnant People

Pregnancy can put you at higher risk for getting the flu and put your unborn baby at risk, too. Getting a flu shot can help protect you and your baby.

Children and Families

Young children have a higher risk of health problems from the flu. Getting a flu shot could help protect children.

Newborns are also at a high risk but can't get a flu shot until they are six months old. The best way to protect newborns is for people around them to get the flu shot vaccination.

People with a Chronic Condition or Caregivers

People with a weakened immune system are more likely to get very ill from the flu. Getting your yearly flu shot helps protect yourself and those around you.

Seniors or Those Who Care for Them

Our immune defenses weaken with age. People age 65 and older are at a higher risk for health issues from the flu. If you're a senior or live with seniors, a flu shot will help protect you all.



Tobacco Education and Prevention

If you are thinking about quitting smoking, we can help you. There are programs to help you stop smoking through the Arizona Department of Health Services (ADHS).

- You can get free coaching from the **Arizona Smokers' Helpline (ASHLine) at 1-800-556-6222.**
- You can go online at **www.ashline.org.**
- Ask your doctor about medications available to help you quit smoking.
- You can get help making a plan to quit at: **<https://www.azdhs.gov/preparedness/epidemiology-disease-control/smoke-free-arizona/index.php>**

Online Member Resources

7 Cups is an online resource available to anyone that offers anonymous online chat with trained volunteer listeners when you need someone to talk to.

7 Cups offers at no cost:

- Online chat
- Mobile app

Visit 7cups.com to learn more

Pregnant? Get Tested for HIV/AIDS

HIV is a serious disease. People with HIV can pass it to their unborn babies so it is best to be tested. If you do have HIV, early treatment can help keep the disease from spreading to your baby.

Arizona Complete Health-Complete Care Plan pregnant members should speak with their PCP or OB-GYN about Human Immunodeficiency Virus/Acquired



Immunodeficiency Syndrome (HIV/AIDS) testing. People who receive positive test results should also ask

about counseling services. Voluntary, confidential HIV/AIDS testing services are available, as well as counseling for members who test positive. Arizona Complete Health-Complete Care Plan can help. Call Arizona Complete Health-Complete Care Plan Member Services at 1-888-788-4408 or TTY/TDY 711 for information about confidential testing or counseling services.

For more information visit: <https://www.cdc.gov/hiv/pdf/group/gender/pregnantwomen/cdc-hiv-pregnant-women.pdf>

Did you know Arizona Complete Health-Complete Care Plan has a Nurse Advice Line? It is available 24 hours a day, 7 days a week for our members. You can call anytime to get help from a nurse or if you have questions about your health. To speak to a nurse, please call 866-534-5963.

Medicare Part D

When your Medicare Part D plan does not cover your medication, here are a few common reasons:

- Prior authorization: you must get prior approval from the plan before it will cover a specific drug
- Step therapy: your plan requires you try a different or less expensive drug first
- Quantity limits: your plan only covers a certain amount of a drug over a certain period of time, such as 30 pills per month
- Off-formulary: the drug is not on your plan's list of covered drugs

If your plan denied your drug, ask your doctor if another drug on your plan formulary may work. If not, your doctor may request an exception noting why alternatives may not

be best for you. You should get a decision within 72 hours. If your health could be seriously harmed by waiting, you or your doctor can request an expedited decision, and receive the decision within 24 hours.

Members who have Medicare may have a co-pay. A co-pay is money paid to the pharmacy at the time of service. For members who qualify for Medicare and Medicaid, AHCCCS does not pay for drugs paid by Medicare or for cost sharing such as copays for these drugs. There are some exceptions such as some behavioral health drugs for people determined to be Seriously Mentally Ill (SMI), those in hospice care or those in a nursing home as an alternative to being in the hospital. If you have questions on this, you may call Arizona Complete Health-Complete Care Plan at 888-788-4408.

