

# WHOLE you



## 2021 EPSDT Special Edition Newsletter

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## *Your Healthy Source for Living Well*



Welcome to the 2021 Early Periodic Screening Diagnostic and Treatment (EPSDT) Newsletter. This newsletter is for parents of EPSDT age children and for young adults under 21 years of age.

### At **Arizona Complete Health-Complete Care**

**Plan**, we understand how important your health care is to you and your family. We hope that you find the information included in this newsletter to be helpful. It can assist you in helping to know your benefits and resources available to you.

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

Covered services are funded under contract with AHCCCS.

# Early Periodic Screening Diagnostic & Treatment (EPSDT)

## What is the Arizona Health Care Cost Containment System (AHCCCS) EPSDT Program?

**Early** – Finding problems early

**Periodic** – Checking members’ health at regular well visits  
**Screening** – Offering physical, mental, dental, hearing, vision, and other well checks

**Diagnostic** – Run tests when a problem is found

**Treatment** – Treat, fix or reduce health problems

**EPSDT** is a wellness program for members under the age of 21. The EPSDT Well Visit is the same as a Well Child Visit. The program helps children receive services they need. It includes preventive, dental, mental health, developmental, and specialty services.

**MEDICAL** guidelines require a Well Child Visit once per year (more frequent visits are recommended prior to 2 years) with a Primary Care Provider.

### Screening services include:

- Health and growth history
- Unclothed physical exam
- Review diet and nutrition
- Development assessment
- Behavioral health screening and services
- Dental Screening
- Vision testing
- Hearing and Speech
- Evaluate for vaccines as appropriate for age and health history
- Laboratory testing
- Tobacco/substance use, and/or dependency
- Referral for additional services if needed for further diagnosis and treatment services

**CONTINUED...**



## Well Child Visit Schedule

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>■ Newborn</li> <li>■ 3 to 5 days</li> <li>■ 1 month</li> <li>■ 2 months</li> <li>■ 4 months</li> <li>■ 6 months</li> </ul> | <ul style="list-style-type: none"> <li>■ 9 months</li> <li>■ 12 months</li> <li>■ 15 months</li> <li>■ 18 months</li> <li>■ 24 months</li> </ul> |
|---|--|

For children ages 2–21 years, well visits are recommended once per year. These can be scheduled near you or your child’s birthday.

## Early Periodic Screening Diagnostic & Treatment (EPSDT) *continued*

**DENTAL** guidelines require a Dental Visit twice per year. Dental Visits include the following:

- Examination of the mouth
- X-Rays
- Check for cavities
- Evaluate the need for extra fluoride (Fluoride helps prevent cavities)
- Check oral hygiene (go over brushing and flossing if needed)
- Evaluate diet and nutrition
- Counseling for non-nutritive habits
- Counseling for injury prevention
- Substance use counseling
- Counseling for piercings in and/or around the mouth
- Evaluate for dental sealants (sealants are a protective coating applied to the tooth)
- Cleaning and apply fluoride to teeth



### Dental Visit Schedule

- First dental visit by 12 Months
- Every 6 months after first visit up to 21 years

Call and schedule a doctor and dental visit for you or your child today! Need transportation to the appointment?

**Arizona Complete Health-Complete Care Plan** can provide that to you at no cost.

For questions, call **Arizona Complete Health-Complete Care Plan** Member Service at **1-888-788-4408**, TTY/TDD 711.

# Keep You and Your Child Safe with Vaccines

Staying current on shots is important. Protect your health or the health of your child and the health of those around you by following these vaccination tips.

**Keep records.** Keep track of shots you and your children receive and store these records in a safe place. This can save you time and money. It can also help avoid getting extra shots. Can't find the records you need? Talk to your doctor or your child's Primary Care Provider.

**Stay current.** Even if you or your child got all the required shots as a child, some require "boosters" to remain effective. Depending on your age or child's age, and health conditions, you may also be at risk for diseases that can be prevented or have their effects lessened through vaccination. Plus, there are shots for things like the flu that are needed on a yearly basis. Most vaccines are given by shots. So talk to your doctor or child's doctor about what shots to get at these ages:

- Birth
- 1 to 2 months
- 4 months
- 6 months
- 7-11 months
- 12 to 23 months
- 2 to 3 years
- 4 to 6 years
- 11 to 12 years
- 13 to 18 years

**Don't worry.** Shots are tested before they are deemed safe for use. Few people have side effects from them. Those who do usually have only mild and temporary ones like soreness or redness where the shot was given.

**Travel safe.** Don't travel outside of the country without checking on the shots you or your kids may need. Certain countries may expose you or your child to diseases current shots don't protect you from. Try not to wait until the last minute. Some shots can take several days or even weeks to take effect. [The Centers for Disease Control and Prevention's \(CDC's\) website](https://www.cdc.gov) is a great resource to make sure you and your child are covered.

**Be aware.** Vaccines can help you or your child avoid common illnesses like the flu and whooping cough. These can have serious effects on those around you, like children and those with asthma, diabetes or heart disease. The shots you or your child need depend on age, medical history and even job. Be sure to talk to your doctor or child's doctor to find out which ones are right for you and your family!



For more information visit <https://www.cdc.gov/vaccines/index.html>

Source: Centers for Disease Control and Prevention (CDC)

# Know Where to Go for Care

You want to take good care of yourself and your family. Part of this is knowing where to go for care when one of you is hurt or sick. Read on to learn more about where to go for treatment for different issues. This way, you can get the right care at the right place and the right time.

## Primary Care Provider (PCP)

A PCP is a person's main doctor. This provider is for non-emergency care. See a PCP when you or your child need a vaccine, a yearly checkup or help with colds or the flu.

They can also help with health issues like asthma or diabetes. To find a PCP, the Find a Provider tool lets you search through our directory of in network PCPs, physicians, hospitals, drug stores and other health-care providers that are here to help you or your child achieve health-care goals.

## 24/7 Nurse Advice Line

Medical experts can answer health questions about you or your child and help set up doctor visits. Use this option if you need help caring for a sick child or to know if you should see your PCP.: **1-866-534-5963, (TTY/TDY 711)**

## 24/7 Telehealth Services

Get expert care by phone or video. Use anytime and anywhere. For less severe health issues such as sinus problems, colds, skin problems or the flu. Check with you or your child's PCP on available telehealth services.

## In-Network Urgent Care Center

If your PCP's office is closed, you or your child can visit an urgent care center to get care for a health issue that is noncritical. This includes flu symptoms with vomiting, ear infections, high fevers and sprains.

## Emergency Room (ER)

Consider all of the options when choosing where to go for medical care. Many are surprised to learn that this is often not the ER. This care option is for issues that are life threatening. This includes:

- Severe headache or vomiting, especial following a head injury
- Bleeding that does not stop
- Inability to stand up or unsteady walking
- Unconsciousness
- Abnormal or difficult breathing
- Skin or lips that look blue or purple or gray
- Feeding or eating difficulties
- Suicidal or homicidal feelings
- Increasing or severe, persistent pain
- Gun or knife wounds
- Chest pains or heart attack symptoms
- Fever accompanied by change in behavior (especially with a severe, sudden headache accompanied by mental changes, neck/back stiffness)
- Any significant change from normal behavior:
  - » Confusion or delirium
  - » Decreasing responsiveness or alertness
  - » Excessive sleepiness
  - » Irritability
  - » Seizure
  - » Strange or withdrawn behavior
  - » Lethargy

The PCP's name and phone number are on the back of you or your child's **Arizona Complete Health-Complete Care Plan** card. To find a PCP that is right for you or your child, call **1-888-788-4408, TTY/TDD 711.**

To learn more about emergencies, visit: [www.emergencycareforyou.org](http://www.emergencycareforyou.org)

Source: American College of Emergency Physicians

# Healthy Smiles, Healthy Life



According to the Arizona Department of Health Services —

*“Arizona children on average have 5 teeth affected by tooth decay (cavities)”*

- *This rate is three times higher than found in other States.*
- *1 out of every 4 teeth of Arizona’s kids have teeth with decay or a filling.*

AHCCCS eligible members ages birth up to 21 years of age have comprehensive dental benefits. These benefits include diagnostic, preventive and treatment.

Healthy teeth and gums help with speaking and eating. And a healthy mouth is linked to better overall health. That is why it is so important to get regular dental care. It is simple:

1. A dental home is assigned to each EPSDT age member when they enroll or turn 1 year of age. This is a dentist office you can turn to for all your child’s dental needs. If you don’t know who you or your child’s dental home is or want to change to another dentist, call us at **1-888-788-4408 TTY/TDY: 711**. You or your child can see the dentist before age one or when the first tooth appears.
2. Get regular preventive care twice per year. Dentists aren’t only for help when there is trouble. They also give regular cleanings and check-ups that may help prevent problems.
3. Stop dental decay at home. Make sure you and your children brush your teeth twice a day with fluoride toothpaste. Also, be sure to floss every day and eat healthy foods.

4. Be sure to ask the dentist about a mouth guard if your child plays sports. It will protect teeth from being knocked out or damaged.
5. Start early with younger children. Limit sugary foods and salty snacks. Also, limit drinks like sodas, energy drinks and Gatorade. Avoid putting sugary drinks in a bottle or sippy cup. Make sure you only put water in the bottle used at night. According to The American Academy of Pediatrics (AAP), water should not be introduced until after the first 6 months of life. After the 6-month mark, it is appropriate to give infants small amounts of water as they are learning to use a cup.
6. Ask you or your child’s dentist about fluoride varnish. It can be applied to teeth to make them stronger.
7. According to the American Dental Association (ADA), if members are using a pacifier at night for their children, the pacifier should never be dipped in a sugary substance.

**Sources: American Dental Association; Centers for Disease Control and Prevention; AZ Department of Health Services.**

## Fluoride: added Protection for Teeth!

Fluoride helps make teeth stronger and makes teeth more cavity resistant. A Primary Care Provider (PCP) or dentist can apply fluoride varnish. PCP’s may recommend a fluoride treatment during your child’s well visit. PCP’s can apply Fluoride as often as every three months between the ages of 6 months up to 2 years of age, after the first tooth has sprouted.

Dental providers may also recommend fluoride varnish at a preventive dental visit. Dental providers can apply fluoride every three months for members 12 months up to 21 years of age. Talk to you or your child’s dentist about other sources of fluoride!

# Children and Weight: Keep them Healthy

## 13.7 million Children and adolescents are affected by childhood obesity in the US.

Being overweight or obese puts kids at risk physical problems such as high blood pressure, high cholesterol and diabetes.

It can also increase their chances of having low self-esteem, anxiety and depression.

Ideas for Maintaining a Healthy Body Weight:

1. Buy healthy foods. Good choices include fruits, vegetables, whole grains, lean meat, poultry and fish. After age 2, use low fat milk.
2. Limit screen time. Set limits on how long your children spend watching TV, using the computer and playing video games. Aim for 2 hours a day or less.
3. Move more. Play with your kids every day. Make it a family activity. Children need about 60 minutes daily of physical activity.
4. Be a positive role model. Set a good example. Children learn by watching what adults do, so make sure you get plenty of exercise and make healthy food choices.
5. Help your child develop and maintain a positive body image.
6. Get enough sleep. Too little sleep is linked to weight gain and developing Type 2 Diabetes.



For more information about eating healthy, visit [MyPlate.gov](https://www.MyPlate.gov).

Sources: [www.cdc.gov](https://www.cdc.gov); Academy of Nutrition and Dietetics; National Institutes of Health; Center for Disease Control and Prevention

## Take healthy steps to earn My Health Pays<sup>®</sup> rewards.

- **\$35** Flu Shot: Ages 18 and up
- **\$10** Childhood Immunizations for Flu (Ages 0-17)
- Childhood Immunizations: Child must receive the required dosages by age 2 to earn \$25 for each immunization.
  - » Dtap (4 dosages)
  - » IPV (3 dosages)
  - » MMR
  - » VZV
  - » PCV (4 dosages)
- **\$25** Infant and Well Child Visits: Ages 0-15 months. Child must receive at least 6 well child, EPSDT\* visits prior to child's 15-month birthday.
- **\$25** Well Child Visit: Ages 3-6. Child must receive their annual well child, EPSDT\* visit.
- **\$25** Adolescent Well Visit: Ages 12-20. Adolescents must receive their annual well EPSDT\* visit.
- **\$25** Preventive Dental Visit: Ages 1-20.
- **\$25** Cervical Cancer Screening: Ages 21-64
- **\$25** HbA1c Test: Ages 18-75

*\*An EPSDT visit is a comprehensive wellness visit and is not the same as a sick visit or a physical.*

## Members can earn up to \$150 in rewards each year.

### IT PAYS TO STAY HEALTHY.

You will receive your **My Health Pays<sup>®</sup> Visa<sup>®</sup>** Prepaid Card when you earn your first reward from **Arizona Complete Health-Complete Care Plan**. Each time you complete a qualifying healthy activity, we are notified, and your reward dollars will be added to your existing card. It's that simple!

### DON'T FORGET TO KEEP YOUR CARD!

This card is issued by The Bancorp Bank, Member FDIC, pursuant to a license from Visa U.S.A. Inc. Card cannot be used everywhere Visa debit cards are accepted. See Cardholder Agreement for complete usage restrictions. © 2021 Arizona Complete Health, which is underwritten by Health Net of Arizona, Inc. All rights reserved.



# For Parents of Teenagers: Taking care of Teens

Do you have a teenager? They will need an adolescent health check every year. Similar to well child checkups, these checkups assess teens' weight and general health. But as kids get older, they also need to be checked for more adult issues. These include:

- Tobacco, alcohol and drug use
- Sexually transmitted infections
- Depression
- HIV

The doctor wants to talk to your teen about other things too like bullying, injury and suicide prevention—and risky sexual behavior, social media and violence.

To see a chart showing recommended care for children and adolescents, go to the [American Academy of Pediatrics web page](#).

Don't forget, teens need shots too. You can learn more about vaccines online. Find information about vaccines at <http://www.cdc.gov/vaccines/schedules/index.html>.

## Teens Listen

You may wonder if talking to teens is worth the effort. It may seem like your words go in one ear and right out the other. But your kids are listening. And talking to them about important issues is one of the best ways to guide them through these years leading to adulthood.

Teens face a lot of pressure. They may be dealing with risky behaviors, personally and with their peers, such as:

- Bullying
- Self-injury
- Alcohol and illegal substance use

Talk to your teen about these kinds of problems. Share your family values with them.

At the same time, be open and don't judge. Let your teen know that you will listen to whatever they have to say. And together, you can come up with ideas for making good choices. As a parent, also be alert for signs your teen is having problems. You might notice:

- A sudden drop in grades
- Sudden weight loss
- Loss of interest in school and activities
- Extreme moodiness or anger
- Unexplained bruises, cuts or other injuries
- Feelings of worthlessness or hopelessness
- Sleeping much more than usual

If you think, your teen needs help, talk to them, and talk to their doctor too. It might also help if your teen can talk to their doctor privately.

**Source: American Academy of Pediatrics, National Institutes of Health**

# Signs of Depression

Depression can happen at any age. Everyone feels sad sometimes. But it usually fades after a few days. Depression is more serious. But almost everyone who has it can get better.

Who is at risk? Anyone can get depression. It is a common illness. You or your child may be depressed if there are 5 or more of these signs for 2 weeks or more:

- Feeling hopeless
- Lost interest in things you used to enjoy
- Sleeping too much or too little
- Eating too much or too little
- Feeling tired or helpless
- Thoughts of death or suicide
- Trouble with your memory

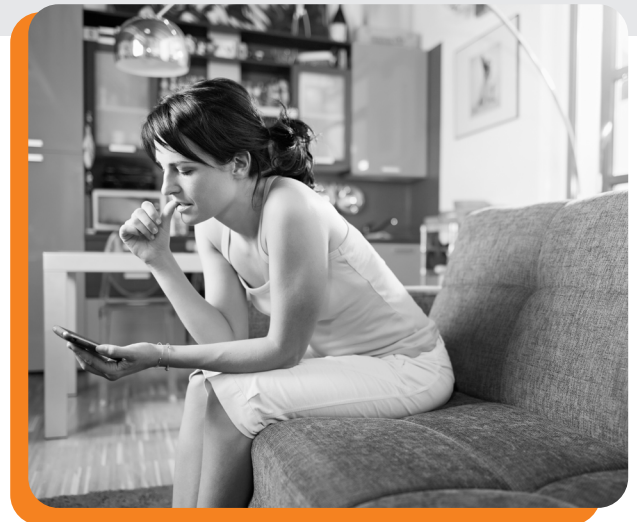
If you think you or your child might have depression, tell you or your child's doctor.

Medicines and counseling can help. Help for depression or other behavioral health problems are available through **Arizona Complete Health-Complete Care Plan**.

Call Member Services at **1-888-788-4408, TTY/TDD 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**

# LEAD POISONING: Things to know and What You Can Do

Children can get lead poisoning by breathing or swallowing lead. **Who is most at risk?** Children under age six years old. If you are pregnant, lead exposure can harm your baby.

## **Why is lead harmful to children?**

Even low levels of lead can hurt the brain and nervous system. Lead can cause problems that may never go away.

- Slow child's growth and development
- Damage hearing and speech
- Make it hard for kids to pay attention and learn



## **Sources of Lead**

### **HOME**

Lead in paint of homes built before 1978.

- Chipped paint
- Soil
- Toys, old furniture

### **IMPORTED GOODS**

- Glazed pottery
- Hispanic, Asian, Indian spices
- Mexican candy (tamarindo and chili)

### **HOME REMEDIES**

- Some that are red or orange powders can contain lead.
- Traditional and folk remedies
  - » (Greta, Azarcon, Pay-loo-ah)

### **BEAUTY PRODUCTS**

Products from Asia, India and Africa may contain lead.

- Sindoor, Khol, Kajal, Surma

### **JOBS**

Lead can be brought home on clothing, shoes or skin. Some jobs such as car repair, mining construction or plumbing may increase your exposure to lead.

- Ammunition
- Car Batteries
- Scrap metal or parts

### **HOBBIES**

- Hunting (lead bullets)
- Fishing (lead sinkers)
- Artist paints

**CONTINUED...**

# LEAD POISONING: Things to know and What You Can Do

## **Protect your baby and your children from lead by:**

- ▶ Keeping away from chipped paint
- ▶ Washing hands and toys often
- ▶ Keep shoes outside
- ▶ Mop & wet wipe
- ▶ Use a vacuum with a HEPA filter
- ▶ Making sure you and your children get enough iron, calcium and vitamin C

To learn more, talk to your child's doctor. They will give your child a blood lead test at 1 and 2 years old.

If you are pregnant, talk to your prenatal care doctor about lead and how to avoid it.

To see if you live in a high-risk area or to learn more, visit: the [AZDHS Website](#) for more information on Lead Poisoning.



For more information regarding lead poisoning in children, please view the [AZHDS Lead Poisoning Flyer](#).

Source: Arizona Department of Health Services

## **Healthy Habits Protect your Children!**



# Community Resources for Families

## **Birth to Five Helpline (877) 705-5437**

Birth to Five Helpline offers help for parents with children under 5 years old. Provide help with fussiness, sleeping, feeding and more.

<https://www.swhd.org/programs/health-and-development/birth-to-five-helpline/>

## **Raising Special Kids (800) 237-3007**

Provides information, training, and resources. Offers support to families of children with special health care needs. <http://www.raisingpecialkids.org/>

## **Strong Families Arizona (602) 364-1462**

Free home visiting program. Provide families with help raising healthy, successful children. Program centers on pregnant individuals and children under 5 years old. <https://strongfamiliesaz.com>

## **WIC Women, Infants and Children**

WIC is a no cost nutrition and breastfeeding program and offers advice on choosing healthy foods while pregnant. WIC serves pregnant, breastfeeding, and postpartum individuals, infants and children under the age of five who are determined to be at nutritional risk. To learn more, call (800) 252-5942 or visit <https://azdhs.gov/prevention/azwic/>

## **Vaccines for Children (VFC) Program**

The Vaccines for Children (VFC) Program is a federally funded program that provides vaccines at no cost to children who might not otherwise be vaccinated because of inability to pay. If you have questions, please contact the Arizona VFC Program at (602) 364-3642.

## **Head Start**

Head Start is for children up to 5 years old and pregnant individuals from low-income families. Head Start helps prepare kids for school. It covers areas such as health, education and social needs. To learn more, call (602)- 338-0449 or visit [www.azheadstart.org](http://www.azheadstart.org)

## **Arizona Early Intervention Program (AZEIP)**

AZEIP provides eligible children and their family's access to services to enhance the capacity of families and caregivers to support the child's development. AZEIP services aim to help improve children's growth and development To learn more, call (602) 532-9960 or visit [www.azdes.gov/azeip](http://www.azdes.gov/azeip).

**CONTINUED...**

# Community Resources for Families *continued*

## Children's Rehabilitation Services (CRS)

CRS is for children and young adults up to 21 years old with certain health conditions and health care needs. CRS helps with medical treatments and support services. To learn more, call (602) 417-4000 or (800) 654-8713 or visit [AHCCCS initiatives: CareCoordination/CRS](#)

## Family Resource Centers

There are First Things First Family Resource Centers all over Maricopa County that serve families with children ages 0 to 5 years old. The Family Resource Centers have programs to help you:

- Build your child's language and reading skills
- Support your family's health and nutrition
- Connect to other community resources

To find the Family Resource Center nearest to you, visit <http://familyresourceaz.org/>

## Mentally Ill Kids in Distress (MIKID)

Mentally Ill Kids in Distress offers mental health services to youth and offers support services for their families. For more information visit <https://www.mikid.org/>

## First Things First

First Things First partners with families and communities to support the healthy development and learning of Arizona's young children. To learn more visit [www.firstthingsfirst.org](http://www.firstthingsfirst.org)

## Poison and Drug Information Center

The Poison and Drug Information Center provides information on dangers of medications, plants, bites, and stings. Help with first aid for poisoning. To learn more, call (800) 222-1222 or visit [www.aapcc.org](http://www.aapcc.org).



## Arizona Complete Health-Complete Care Plan Contact Information

Member Services 1-888-788-4408, TTY/TDY: 711

Nurse Advice Line 1-800-893-5597

Website: [azcompletehealth.com/completecure](http://azcompletehealth.com/completecure)