



arizona complete health™

Complete Care Plan

Message from the CEO

As I write this note to you, we find ourselves adjusting to what is being described as a “new normal.” That sounds simple, but in reality, we are

all adjusting to a lot of changes all at once. These are times we have not experienced before. The COVID-19, or new coronavirus pandemic has changed our everyday lives. What has not changed is our commitment to you.



James Stover, CEO
Arizona Complete Health-
Complete Care Plan

As an Arizona Complete Health-Complete Care Plan (AzCH-CCP) member, you are our top priority.

Your health and well-being are our focus and we are dedicated to removing the barriers to your wellness. No matter where this “new normal” takes us, please know that whether you are sick, caring for someone who is sick, or are experiencing fear and anxiety about becoming sick, I want you to know that all of us here at AzCH-CCP are dedicated to your health and wellness.

In Good Health,

James Stover

SPRING 2020 In This Issue

- Coronavirus (COVID-19) Information
- Member Mobile App and Enhanced Features
- 2020 My Health Pays Rewards
- Child Vaccines and Helpful Resources
- Living with Diabetes: Blood Sugar Goals
- You Can Stop Smoking!
- Cultural Corner- What is Culture?
- Updating Your Contact Info with AHCCCS

Covered services are funded under contract with AHCCCS.

Coronavirus (COVID-19)

WHAT IS THE CORONAVIRUS?

COVID-19 is a respiratory disease that is caused by a new virus called a coronavirus, which has become a public health emergency.

WHAT ARE THE SYMPTOMS?

The symptoms of coronavirus include mild to severe respiratory symptoms. Symptoms include fever, cough, and shortness of breath, and lower respiratory illness. It may be contagious before a person begins showing symptoms.

WHAT ELSE CAUSES SIMILAR SYMPTOMS?

Influenza (the flu), a contagious respiratory illness caused by the influenza viruses (Type A and Type B), has high activity in the United States at this time. Everyone 6 months of age and older should get a flu vaccine.

I MAY HAVE SYMPTOMS. WHAT DO I DO?

Guidance from the Arizona Department of Health Services and the Center for Disease Control and Prevention (CDC) indicates that individuals who get sick or are exposed to the virus should contact their doctor. For more information, visit www.cdc.gov or www.azdhs.gov.

PROTECT YOURSELF AND YOUR COMMUNITY.

We all have a role to play in protecting our communities and families from the spread of coronavirus. It is similar to other communicable viruses. You can also follow these tips to prevent infection:

- Wash your hands thoroughly and frequently. Use soap and water for at least 20 seconds.
- Use an alcohol-based hand sanitizing rub (must contain at least 60 percent alcohol).
- Cover your mouth when you cough or sneeze by coughing/sneezing into your elbow.
- Promptly dispose of tissues in a wastebasket after use.
- Clean public surfaces thoroughly.
- Stay home when you are sick.
- Avoid shaking hands.
- Avoid close contact with people who are sick.
- Get a flu vaccine.

Source: www.cdc.gov

Worry and anxiety can rise about the spread of COVID-19. For tips on managing your mental health, please refer to the Centers For Disease Control (CDC's) suggestions for mental health and coping during COVID-19. Or contact our Confidential Behavioral Health Crisis Lines Available 24 hours a day, 7 days a week:

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**



Remember, Teladoc services are available for those who wish to receive care virtually.

Anytime, anywhere, get the care and medical advice you need at no cost. 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 health-care providers for non-emergency medical issues. Get medical advice, a diagnosis or a prescription by phone.

To use Teladoc, call

1-800-835-2362 (TTY: 711)
24 hours a day, 7 days a week.

Get medical help for common issues such as:

- Colds, flu and fevers
- Rash and skin conditions
- Sinuses and allergies
- Respiratory infections

Member Mobile App and Enhanced Features



MEMBER MOBILE APP FEATURES

Great news! The Arizona Complete Health-Complete Care Plan Member Mobile App is available to be downloaded in app stores for android and iPhones. This app:

- Shows members health alerts that will help them know about screenings and other things they can do to stay healthy.
- Lets members see their member ID card on the go.
- Shows members their doctor's information and allows them to search for providers.
- Gives members their My Health Pays card balance and tells them about other ways to earn **My Health Pays** rewards.

1

QUESTION:

Can I use my member app to change my address or phone number?

ANSWER:

No, you will need to call Member Services at **1-888-788-4408** (TTY/TDY: 711) or visit healtharizonaplus.gov if your address or phone number or other information changes.

Questions
that members
may ask:

3

QUESTION:

Does the member app cost anything?

ANSWER:

No, there is no cost to download and use the member app.

2

QUESTION:

Can I use my member app to choose a new Primary Care Physician/ doctor?

ANSWER:

No, you will need to call Member Services at **1-888-788-4408** (TTY/TDY: 711) if you would like to choose a doctor.

2020 my health pays® Rewards

YOU CAN EARN **\$25** PER COMPLETED QUALIFYING HEALTH ACTIVITY!

- Flu Shot: Ages 18 and up
- Cervical Cancer Screening: Ages 21-64
- HbA1c Test: Ages 18-75
- 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)
- 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.
- Well Child Visit: Ages 3-6. Child must receive their annual well child, EPSDT* visit.
- Adolescent Well Visit: Ages 12-20. Adolescents must receive their annual well EPSDT* visit.
- Preventive Dental Visit: Ages 1-20.

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



Questions?
888-788-4408
 Member Services
 can help!

Take the best care of you!

Preventive screenings and tests are one of the best things you can do for your health.

Screening	Description
Breast Cancer Ages 50-74	A mammogram is a breast cancer screening. Centers for Medicare & Medicaid (CMS) recommends women between the ages of 50 and 74 undergo mammography screening once every two years.
Cervical Cancer* Ages 21-64	A pap smear is a screening to detect cervical cancer. Your primary care provider can complete your screening during your annual check-up. Cervical cancer screenings are recommended to start at age 21, and to be completed once every three years. Some people need this screening more often than recommended. Check with your primary care provider.
Diabetes: HbA1c Test* Ages 18-75	If you have diabetes, remember to get your HbA1c test. This blood test measures your body's average blood sugar. It is different from a glucose test. Some people need this test more often than annually. Check with your primary care provider.
Influenza Shot* Ages 18-64	People with a weakened immune system are more likely to get seriously ill from the flu. Getting your yearly flu shot helps protect yourself and those around you.

*These activities may be eligible for My Health Pays Rewards

Source: CMS Adult Core

Keep Your Child Safe with Vaccines

You can keep your child from getting really sick when your child gets the right shots at the right time. The best way to protect newborns is for people around them to get the flu shot and for mothers to breastfeed their newborns. Vaccines have been saving children's lives for many decades.

They are safe, and they work. Altogether, they can help prevent 16 different diseases. Most vaccines are given by shots. So talk to your child's doctor about what shots to get at these ages:

• Birth	• 6 months	• 4 to 6 years
• 1 to 2 months	• 12 to 18 months	• 11 to 12 years
• 4 months	• 2 to 3 years	• 13 to 18 years

Children get vaccines at checkups. So make sure your child has every checkup the doctor advises.

Don't forget, teens and adults need shots too. You can learn more about vaccines online. For more information, visit <https://www.cdc.gov/vaccines/schedules/index.html>.

Sources: American Academy of Pediatrics, Centers for Disease Control and Prevention

Helpful Resources

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 women and children under 5 years old. <https://strongfamiliesaz.com>

WIC - 24 Hour Breastfeeding Hotline (800) 833-4642

Babies do not come with instructions, so it is important to know where to turn for help. Get answers to your breastfeeding questions 24 hours a day by calling the Arizona Department of Health Services 24 Hour Breastfeeding Hotline.

<https://azdhs.gov/prevention/nutrition-physical-activity/breastfeeding/index.php#24-hr-bf-hotline>

Local Health Department – Find a vaccine clinic near you.

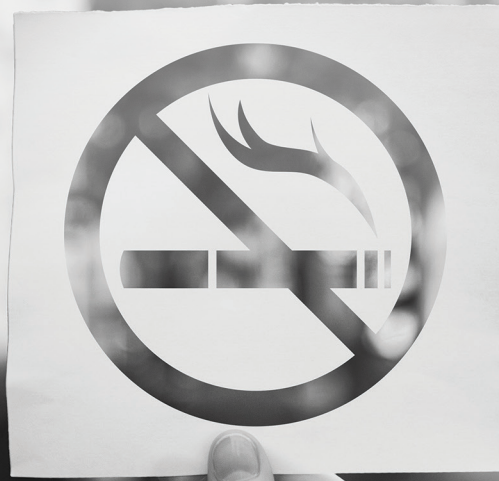
<https://www.azdhs.gov/preparedness/epidemiology-disease-control/immunization/index.php>

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 food journal
• Keep a log of your blood sugar readings	• Be active for at least 30 minutes a day
• Bring your blood sugar log with you when you see your doctor	• Take all medicine as prescribed
• Don't skip meals	• Call your doctor when you feel sick

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



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** - There are medicines that can help you stop smoking. Talk to your doctor about medicine that can help.

You can call the 24 hour **ASH Line (Arizona Smokers' Helpline)** for help to stop smoking: **1-800-55-66-222** or visit <https://ashline.org>.

The ASH Line is provided at no additional cost and is private. You can work with an experienced Quit Coach to help you develop a Quit Plan. AHCCCS members can receive two weeks of free Nicotine Replace Therapy (NRT) from the ASH Line. NRTs help people deal with the cravings that come with quitting tobacco.

Sometimes it takes more than one try to stop smoking. Don't give up. Stopping smoking is good for your health.



Call the 24 hour **ASH Line**
(Arizona Smokers' Helpline)
for help to stop smoking:
1-800-55-66-222

Cultural Corner

Submitted by Amy D'Arpino, Cultural Competency Specialist

Including Culture In Your Care + Good Relationships = Success!

Providers should include your culture in your care. When they do, it can help you be successful in being healthy. If they don't ask you about your culture, please bring it up with them! Also, in member surveys, you may be asked if your culture was respected. Or how having your culture included in your care may have helped you. Sometimes people say they don't have a culture or they are not sure so below is some information that may help.

What is Culture?

Culture includes but is not limited to:

- The languages we speak
- Our thoughts
- How we talk with each other
- Relationships
- Customs, beliefs, traditions, and values
- Age, physical abilities or limits
- Gender identity
- Sexual orientation
- Where we live
- Racial and ethnic groups
- Religious or social groups
- And more!



Relationships are influenced by culture. Often what we first think about people is based on a small part of what we see, and we may decide we may not want to learn more about them. When that happens, we miss out on knowing the rest of the person. We don't know how someone may identify. We don't see what happened to the individual that might make them act a certain way. And we can't see their beliefs, values, attitudes, or the way they think. We don't know how that person may work through things, and we don't really know anything about the person at all.

If ideas about someone are limited when you first meet, you may not get along well. Or you may not want to be around them. How many times did you think something about someone only to find out later that what you originally thought was different once you got to know them more? Good relationships are important in general. But very important when you need mental health or medical care. Happy relationships with providers are important for reaching your healthcare goals.

And remember, discrimination is against the law. If you think a provider is treating you unfairly – please contact AzCH-CCP Member Services at **1-888-788-4408** (TTY/TDY 711).

Updating your Contact Info with AHCCCS

Are you moving? Do you have a new phone number? Are there other changes to your personal information? If so, please visit www.healtharizonaplus.gov and login to your account to apply those changes. This will help ensure information gets to you in a timely manner.

You can also fill out your annual renewal of Medicaid benefits, once logged in.

For other changes related to your care, Member Services is here to help. Please call us at **1-888-788-4408** (TTY/TDY 711).

Did you know that you must complete an annual renewal of your Medicaid benefits in order to stay covered?

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 free aids and services to people with disabilities to communicate effectively with us, such as: qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services 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, Cheyenne Ross. 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- Chief Compliance Officer-Cheyenne Ross

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>