

WHOLE you



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2025 EPSDT Special Edition Newsletter

YOUR HEALTHY SOURCE FOR LIVING WELL

Welcome to the 2025 Early Periodic Screening Diagnostic and Treatment (EPSDT) Newsletter. This newsletter is intended for adolescents and parents with children under the age of 21.

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 this information to be helpful. You can learn about your benefits and resources that are available to you.

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



Stay Connected!

Have you changed your contact information in the last two years? It is important to let us know if you have. You could be at risk of losing your Medicaid benefits if we cannot reach you.

Why else would we need to call you? We call you to offer services or assistance. We may also call you with important updates to your benefits.

AHCCCS also needs your current mailing address, phone number and email address. This will make sure you get important notifications when your renewal is due.

You can update your mailing address by visiting HealthEArizonaPlus.gov or call 1-855-HEAPLUS (432-7587) to stay enrolled.



Contact Member Services with questions or to update your contact information at 1-888-788-4408 (TTY/TDD:711)

Hours of Operation: Monday-Friday 8 a.m. to 5 p.m. (AZ Local time)



Confidential Behavioral Health Crisis Services: A Lifeline in Times of Need

Sometimes, people can feel sad or stressed and don't know what to do. Confidential behavioral health crisis services are very important because they help people right away during these tough times. These services offer a safe place for people to talk about their feelings and get the help they need. Crisis hotlines are available all the time, every day of the year. Anyone can use these crisis lines, and you don't need insurance to get help.

Why It's Important to Get Help

Getting help during a mental health crisis is important for several reasons.

Immediate Support: Crisis services give help right away, which can calm things down and keep people safe. Trained professionals can offer ways to cope and emotional support to help people feel better.

Access to Resources: These services connect people with resources, like mental health professionals, support groups, and community services. This ensures that people get the care they need.

Confidentiality: Confidentiality means that people can seek help without fear of being judged. Their privacy will be respected.

Prevention of Long-Term Issues: Getting help early can prevent mental health problems from getting worse. By addressing crises quickly, people can begin feeling better sooner.

Empowerment and Recovery: Crisis intervention helps people by giving them the tools and support they need to manage their mental health. This builds strength and helps them recover.

Crisis Hotlines

Arizona Statewide Crisis Hotline:

Phone: 1-844-534-4673 or 1-844-534-HOPE

Text: 4HOPE(44673)

Chat with a Crisis Specialist

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

National 24-Hour Crisis Hotlines

988 Suicide & Crisis Lifeline: 988 (call or text)

National Substance Use and Disorder Issues Referral and Treatment Hotline:

1-800-662-HELP (4357)

Tribal Warm Line number is:

1-855-728-8630

For Teens: 602-248-TEEN (8336) (call or text)



Know Where to Go for Care

Taking care of yourself and your family means knowing where to go when someone is hurt or sick. Here's a guide to help you choose the right place for different health issues.

Primary Care Provider (PCP)

A PCP is your main doctor for non-emergency care. Visit your PCP for shots, yearly checkups, or help with colds and the flu. They can also manage ongoing health issues. You should be able to see your PCP within 21 days for routine care and 2 days for urgent doctor visits. Use our **Find a Provider** tool: <https://www.azcompletehealth.com/find-a-doctor.html> to search for healthcare providers in your plan.

24/7 Nurse Advice Line

Health workers can answer health questions and help set up doctor visits. Call this line if you need help with caring for a sick child or deciding if you should see your PCP. 1-866-534-5963 (TTY/TDD: 711).

24/7 Telehealth Services

Get expert care by phone or video anytime, anywhere. Use telehealth for less severe issues like colds, skin issues, or the flu. Your PCP can help you find 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 help with noncritical health issues. This includes

symptoms like throwing up, ear infections, high fevers, and sprains.

- Minor sprains or strains
- Mild to moderate asthma symptoms
- Ear infections
- Urinary tract infections (UTIs)
- Minor cuts that may need stitches
- Skin rashes or mild allergic reactions
- Sore throat, cough, or cold symptoms
- Vomiting or diarrhea without dehydration
- Mild fever or flu-like symptoms

Emergency Room (ER)

The ER is for life-threatening issues. Consider all options before choosing the ER, as many health problems can be treated elsewhere.

- Bad headache or throwing up, especially following a head injury.
- Bleeding does not stop.
- Inability to stand up or unsteady walking.
- Can't wake up.
- Trouble breathing or breathing that isn't normal.
- Skin or lips that look blue, purple, or gray.
- Trouble feeding or eating.
- Feeling like you want to hurt yourself or others.
- Pain that's getting worse or won't go away.
- Gun or knife wounds.
- Chest pains or heart attack symptoms.

- Fever accompanied by change in behavior (especially with a bad, sudden headache and mental changes, neck/back stiffness).
- Any significant change from normal behavior:
 - Feeling confused.
 - Hard to wake up
 - Excessive sleepiness.
 - Getting upset easily.
 - Uncontrolled shaking or jerking.
 - Strange or withdrawn behavior.
 - Lethargy.

- Call 911 for Ambulatory Needs

To find a PCP that is right for you or your child, call Arizona Complete Health-Complete Care Plan Monday-Friday from 8AM to 5PM (Local AZ time) at 1-888-788-4408 (TTY/TDD:711).



To learn more about emergencies, visit: **When Your Child needs Emergency Medical Services and 10 Things for Parents to Know Before Heading to the ER.**

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Source: American College of Emergency Physicians and American Academy of Pediatrics

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. Your kids are listening. Talking to them about important issues is one of the best ways to guide them as they journey into adulthood.

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

- Social media use and bullying
- Self-injury and other violence
- Drug and alcohol use
- Unprotected sexual intercourse or other risky sexual behavior

Be open to talking with your teen about these kinds of problems. Let them know that you are there to listen to what they have to say. Together, you can come up with ideas for making good choices. Be alert for signs your teen is having problems. You might notice:

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

If you think your teen needs help, talk to them. You can be involved by:

- Showing interest in your teenager's activities and friends
- Talking openly, honestly, and respectfully with your teenager
- Setting clear limits and expectations
- Knowing what is going on at school and after school
- Teaching your teenager how to safely avoid violence

For more information and talking points to guide your conversation with your teen, visit the American Academy of Pediatrics "Talking with Your Teen: Tips for Parents" guide at: **Talking with Your Teen - https://publications.aap.org/patiented/article/doi/10.1542/peo_document348/82061/Talking-With-Your-Teen-Tips-for-Parents?autologincheck=redirected**

Source: American Academy of Pediatrics, National Institutes of Health



Medicaid Member Survey

Your voice matters! Help us make your Healthcare better by sharing your experience. Annually, some members get the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. This survey gives members the chance to tell us about their experience with doctors or health care programs. We want to hear from you as it helps us make your experience better!

Breathing Easy

Does Your Child Have Asthma

Symptoms? It can be hard to tell if your child has asthma, especially if they are under 5 years old. A doctor can help by asking about coughing, breathing problems, and family history. They might do a breathing test called spirometry to check how well the lungs work. Asthma can cause wheezing, shortness of breath, tight chest, and coughing, especially at night or early in the morning. Asthma is common in children. If you are worried about your child's breathing, talk to your doctor.

How to Control Asthma

- **Take Medicine:** Follow your doctor's instructions.
- **Avoid Triggers:** Stay away from things that cause asthma attacks.
- **Types of Medicine:** Some are inhaled, and others are pills.
- **Relievers and Controllers:** Relievers help during an attack, and controllers help prevent attacks.
- **Frequent Use:** If you need your reliever medicine a lot, see your doctor.
- **Controller Medicines:** These help you have fewer and milder attacks.

Common Asthma Triggers

- **Allergens:** Dust mites, pet dander, pollen, and mold.
- **Airborne Irritants:** Smoke from cigarettes, air pollution, strong fumes, and chemicals.
- **Respiratory Infections:** Colds, flu, and other infections.

- **Exercise:** Physical activity, especially in cold and dry air.
- **Weather:** Changes in weather, especially cold air.
- **Strong Emotions:** Stress, laughter, or crying.
- **Medications:** Some medicines, like aspirin or beta-blockers.

During an Asthma Attack

- **Symptoms:** You might cough, feel tightness in your chest, wheeze, and have trouble breathing. This happens because the airways in your lungs swell and get smaller, making it hard for air to move in and out. Mucus can also clog these airways.

What to Do

1. **Stay Calm:** Try to stay as calm as possible. Panicking can make it harder to breathe.
2. **Use Your Inhaler:** Take your quick-relief (rescue) inhaler as prescribed. Usually, this is an albuterol inhaler. Follow the instructions on how many puffs to take.
3. **Sit Up Straight:** Sit up straight to help open your airways. Avoid lying down.
4. **Loosen Tight Clothing:** Loosen any tight clothing around your neck and chest.
5. **Monitor Your Symptoms:** Keep track of your symptoms. If they don't improve after using your inhaler, you may need to seek medical help.
6. **Seek Emergency Help:** If your symptoms are severe, or if you don't feel better after using your inhaler, call 911 or go to the nearest emergency room.

Asthma Action Plan

It's a good idea to have an asthma action plan created with your doctor. This plan will give you specific instructions on what to do during an asthma attack and when to seek emergency care.

An Asthma Action Plan Includes:

1. **Daily Management:** Lists the medicines you need to take every day to keep your asthma under control.
2. **Recognizing Symptoms:** Helps you identify early signs that your asthma is getting worse.
3. **Action Steps:** Outlines what to do when you notice your symptoms are getting worse.
4. **Emergency Instructions:** Tells you what to do in case of a severe asthma attack.
5. **Avoiding Triggers:** Tips on how to avoid things that can trigger your asthma.

Having an asthma action plan can help you stay in control of your asthma and reduce the risk of severe attacks. It is a good idea to review and update your plan regularly with your doctor.

For more information, you can visit the CDC's asthma action plan page **here:** <https://www.cdc.gov/asthma/control/index.html>.

Take control of your child's asthma instead of letting it control you. To learn more about the Arizona Complete Health-Complete Care Plan Disease Management Program, call 1-888-788-4408 (TTY/TDD: 711) Hours of Operation: Monday-Friday 8 a.m. to 5 p.m. (AZ local time).

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:

Emotional Changes

- **Sadness:** Your child might seem sad or cry a lot for no clear reason.
- **Irritability:** They might get angry or frustrated easily, even over small things.
- **Hopelessness:** They may feel like nothing will ever get better.
- **Loss of Interest:** They might stop enjoying activities they used to love.
- **Low Self-Esteem:** They may feel worthless or guilty.

Behavioral Changes

- **Tiredness:** They might seem very tired and have low energy.
- **Sleep Problems:** They could have trouble sleeping or sleep too much.
- **Changes in Appetite:** They might eat a lot more or a lot less than usual.
- **Social Withdrawal:** They may avoid friends and family.
- **Poor School Performance:** They might have trouble concentrating and their grades could drop.

Physical Symptoms

- **Aches and Pains:** They might complain of headaches or stomachaches without a clear cause.
- **Restlessness:** They could seem very fidgety or unable to sit still.

What to Do if Your Child is Depressed

If you notice these signs in your child for more than two weeks, it's important to take action:

1. **Talk to Your Child:** Ask them how they are feeling and listen to them without judging.

2. **See a Doctor:** Make an appointment with your child's doctor to discuss your concerns. They can help determine if your child is depressed and suggest treatment options.

3. **Get Professional Help:** A mental health specialist, like a counselor or therapist, can provide support and treatment for your child.

4. **Encourage Healthy Habits:** Make sure your child gets enough sleep, eats healthy foods, and stays active. These habits can help improve their mood.

5. **Stay Involved:** Keep an eye on your child's behavior and stay involved in their life. Let them know you are there for them and that they can talk to you anytime.

Remember, depression is treatable, and getting help early can make a big difference

If you think you or your child might have depression, tell your child's doctor. Medication and counseling can help. Help for depression or other behavioral health concerns are available through Arizona Complete Health-Complete Care Plan. Call Member Services at 1-888-788-4408 (TTY/TDD:711).

Hours of Operation: Monday-Friday
8 a.m. to 5 p.m. (AZ Local time)

Sources: 1. *Centers for Disease Control and Prevention (CDC)*: The CDC provides extensive data on mental health, including depression, through various surveys and studies; 2. *National Institute of Mental Health (NIMH)*: NIMH offers detailed information on depression, including signs, symptoms, treatment options, and ongoing research.



Resources to Help with Social Determinants of Health

Social Determinants of Health (SDOH) are things that can affect how healthy we are. They include the conditions in which people live, work, learn, and grow. These factors can impact overall health and well-being. Arizona Complete Health-Complete Care Plan works with communities to provide high-quality healthcare. We partner with community organizations to offer up-to-date information on programs, services, and resources to help our

members stay healthy. We believe these "health-related social needs" are just as important as regular checkups. Everyone deserves to live their best life possible.

Examples of SDOH

- Safe Housing and Neighborhoods
- Access to Nutritious Foods
- Education and Job Opportunities
- Healthcare Access and Quality
- Transportation

- Social and Community Support
- Environmental Quality
- Economic Stability

Arizona Complete Health-Complete Care Plan supports our members' health and well-being. Our Community Resources guide can help if any of these SDOH factors affect you or your family. You can access the guide by visiting our website. <https://www.azcompletehealth.com/members/medicaid/resources/community-resources.html>

Source: *Centers for Disease Control*

Healthy Smiles, Healthy Bodies

Healthy mouths are linked to healthy bodies. Arizona Complete Health-Complete Care Plan members up to age 21 get dental services. Each child gets a dental home at 6 months old. New members get one when they join. A dental home is a dental office for all your child's dental needs.

Tips for a Healthy Mouth

- Wipe gums twice a day for babies with no teeth.
- Brush teeth twice a day with fluoride toothpaste.
- Floss every day.
- Limit sugary foods and drinks like juice.
- Take your child to the dentist when their first tooth appears.
- Ask about a dental guard if your child plays sports.
- Ask your dentist about fluoride and sealants.
- Don't let babies sleep with a bottle in their mouth.

Fluoride – Extra protection for teeth.

Fluoride makes teeth stronger and protects them from cavities. It can be applied every three months for kids aged 6 months to 5 years. A doctor or dentist can apply fluoride varnish. Dentists can also apply it every six months for kids up to 21 years of age. Talk to your dentist about other sources of fluoride.

Sealants – Extra protection for back teeth.

Dental sealants are thin coatings painted on the back teeth (molars) to prevent cavities for many years. Arizona Complete Health-Complete Care Plan provides this at no cost.

Regular Dental Visits

Visit your dental home every six months for a check-up and cleaning. Regular visits help build trust with your dental team and prevent bigger problems. If you are due for your 6-month check-up, call your Dental Home to schedule an appointment.

Sources:

Centers for Disease Control and Prevention,
<https://www.cdc.gov/oral-health/index.html>

Arizona Department of Health Services, American Academy of Pediatrics,
<https://www.azdhs.gov/search/index.php?q=oral+health>

Dental Homes can be changed. If you would like to see someone else, call us at 1-888-788-4408 TTY/TDD: 711. We can help you find another dentist.

We are committed to helping you keep your teeth for life. We look forward to helping you smile!

For questions, call Arizona Complete Health-Complete Care Plan Member Services at 1-888-788-4408 (TTY/TDD:711). Hours of Operation: Monday-Friday 8 a.m. to 5 p.m. (AZ local time).



Fight the Flu

Let's talk about the flu, also known as influenza. The flu is a contagious illness caused by viruses that infect your nose, throat, and sometimes your lungs. People over the age of 65 and children under 5 are at a higher risk of complications from the flu and those who have chronic medical conditions are also at a higher risk of complications of the flu. It can make you feel really sick, but there are ways to protect yourself, like getting a flu shot.

What is the Flu?

The flu is a virus that spreads easily from person to person. You can catch the flu if someone with the flu coughs, sneezes, or talks near you. You can also get it by touching something with the flu virus on it and then touching your face.

Symptoms of the Flu

When you have the flu, you might feel some or all of these symptoms:

- **Fever:** You might feel really hot and sweaty.
- **Cough:** You could have a dry or wet cough.
- **Sore Throat:** Your throat might hurt a lot.
- **Runny or Stuffy Nose:** You might need a lot of tissues!
- **Muscle or Body Aches:** Your muscles might feel sore.
- **Headaches:** You might have a bad headache.
- **Feeling Very Tired:** You might feel super tired and want to sleep a lot.

- **Chills:** You might feel cold and shivery even if you have a fever.

Why Getting a Flu Shot is Important

The flu shot is a vaccine that helps protect you from getting the flu. Here are some reasons why getting a flu shot is important:

1. **Protect Yourself:** The flu shot helps your body build defenses against the flu virus. Even if you do get the flu, the shot can make your symptoms milder and help you get better faster.
2. **Protect Others:** When you get a flu shot, you help protect people around you, like your family and friends. This is especially important for people who can't get the flu shot, like babies and people with certain health problems.
3. **Prevent Serious Illness:** The flu can sometimes lead to serious health problems, like pneumonia. Getting a flu shot can help prevent these complications.

4. **Stay Healthy:** Missing school and activities because of the flu is no fun. The flu shot helps you stay healthy and keep doing the things you love.

Other Ways to Prevent the Flu

Besides getting a flu shot, here are some other ways to stay healthy:

- **Wash Your Hands:** Wash your hands often with soap and water.
- **Cover Your Coughs and Sneezes:** Use a tissue or your elbow to cover your mouth and nose.
- **Stay Away from Sick People:** Try to avoid close contact with people who are sick.
- **Stay Home if You're Sick:** If you have the flu, stay home to rest and avoid spreading it to others.

Remember, getting a flu shot is a simple and important way to protect yourself and others from the flu. Stay healthy and take care of yourself!



Source: Center for Disease Control and Prevention

Don't Wait, Vaccinate!

Vaccination is one of the best ways to keep kids and teens safe from serious diseases. By getting vaccinated, we can stop the spread of illnesses that can cause big health problems.

Why Vaccinate?

Vaccines protect against diseases like measles, mumps, rubella, polio, and whooping cough. These diseases can be very harmful to children. Thanks to vaccines, these diseases are not as common today, but they can come back if people stop getting vaccinated. Vaccines help the body's immune system recognize and fight off these diseases, giving long-lasting protection.

Immunization Schedules

The Centers for Disease Control and Prevention (CDC) has a schedule for when kids and teens should get their vaccines. This schedule helps protect them when they are most at risk.

Here are some key vaccines and when they are usually given:

Birth to 6 years: Vaccines for hepatitis B, rotavirus, diphtheria, tetanus, pertussis (DTaP), Haemophilus influenzae type b (Hib), pneumococcal, polio, influenza, measles, mumps, rubella (MMR), varicella (chickenpox), and hepatitis A, Covid-19 vaccine.

7 to 18 years: Vaccines for human papillomavirus (HPV), meningococcal disease, tetanus, diphtheria, and pertussis (Tdap), and annual influenza vaccines and Covid-19 vaccine.

It's important to follow the recommended schedule to make sure kids are protected at the right times. If a child misses a vaccine, catch-up vaccinations can help them get back on track.

When to Get Vaccines

Most vaccines are given at these ages:

- **Pregnancy**
- **Newborns**
- **1 to 2 months**
- **4 months**
- **6 months**
- **7 to 11 months**
- **12 to 23 months**
- **2 to 3 years**
- **4 to 6 years**
- **7 to 10 years**
- **11 to 12 years**
- **13 to 18 years**
- **19 to 21 years**



If you have questions about vaccines for your child or why they should get them, ask your child's doctor. Or visit the CDC website to view the Recommended Child and Adolescent Immunization Schedule: <https://www.cdc.gov/vaccines/hcp/imz-schedules/downloads/child/0-18yrs-child-combined-schedule.pdf>

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

The Importance of Limiting Screen Time



Kids love screens, right? Whether it's playing video games, watching TV, or chatting with friends online, screens are a big part of our lives. However, did you know that spending too much time on screens can be bad for kids? Let's talk about why it's important to limit screen time and how you can do it.

Why Limit Screen Time?

- 1. Better Sleep:** Too much screen time, especially before bed, can make it hard to fall asleep. The blue light from screens tricks your brain into thinking it's still daytime. Less screen time means better sleep!
- 2. Healthy Eyes:** Staring at screens for too long can strain kids' eyes and cause headaches. Taking breaks helps keep your eyes healthy.

3. More Physical Activity: Encourage your kids to get out and play outside, ride your bike, or join a sport. Being active is great for your body and mind.

4. Better Relationships: Finding a healthy balance with both screen time and family /friends in real life. This helps build stronger relationships.

Here are the recommended screen time guidelines for children.

- 1. Children under 2 years old:** Avoid all screen time, except for video chatting with family and friends
- 2. Children ages 2 to 5 years:** Limit screen time to no more than 1 hour per day of high-quality, educational content
- 3. Children ages 6 and older:** Set personal screen time limits that ensure screens do not interfere with sleep, physical activity, or other healthy behaviors

Focusing on the quality of screen time, is important. Encourage

activities that promote learning, creativity, and social interaction. Balancing screen time with other activities like playing outside, reading, and spending time with family is key to staying healthy and happy!

Tips to Reduce Screen Time

- 1. Set a Schedule:** Plan your kids screen time and stick to it. Use a timer if you need to.
- 2. Find Other Fun Activities:** Discover new hobbies like drawing, playing musical instruments, or playing sports.
- 3. Create Screen-Free Zones:** Keep screens out of your kid's bedroom at night and family mealtime areas.
- 4. Be a Role Model:** Encourage your family to limit their screen time too. It's easier when everyone is on board!

Remember, screens are fun and useful, but it's important to teach your kids how to use them wisely.

Sources:

- 1. American Academy of Pediatrics (AAP):** The AAP offers comprehensive guidelines on screen time for children, emphasizing the importance of balancing screen use with other healthy activities. <https://www.aap.org/en/patient-care/media-and-children/center-of-excellence-on-social-media-and-youth-mental-health/qa-portal/qa-portal-library/qa-portal-library-questions/screen-time-guidelines/?srsltid=AfmBOop8uEMONRrK2iiW6hJ9ZGv1-qPX038UDrQpNZ4Eav-IcYkspSUT>
- 2. Centers for Disease Control and Prevention (CDC):** The CDC provides insights into the impact of screen time on children's health and offers recommendations for healthy screen use. <https://www.cdc.gov/early-care-education/php/obesity-prevention-standards/screen-time-limits.html>
- 3. World Health Organization (WHO):** The WHO has guidelines on physical activity, sedentary behavior, and sleep for children, which include recommendations on limiting screen time. <https://www.who.int/news/item/24-04-2019-to-grow-up-healthy-children-need-to-sit-less-and-play-more>

Keeping Kids Safe:

As parents, we all want to keep our kids safe and healthy. It's important to know about different risks and how to prevent them. Here are some key areas to focus on:

Growth and Learning

Children grow and change quickly. Understanding their stages of growth can help support them. For example, young children need lots of playtime to develop their motor skills, while older kids need help with homework and social skills.

Injury Prevention

Accidents can happen, but many can be prevented. Make sure your home is safe by using safety gates, keeping medicines out of reach, and teaching kids about road safety. Always use car seats and seat belts.

Suicide Prevention

Talk to your kids about their feelings and listen to them. If you notice signs of sadness or stress, seek help from a doctor or counselor. Encourage open communication and let them know it's okay to ask for help.

Bullying

Bullying can happen at school, online, or even at home. Teach your kids to be kind to others. Help them to speak up if they see or experience bullying. Schools often have programs to prevent bullying, so get involved and support these efforts.

Violence

Teach your kids how to fix arguments in a fair way. Help them talk about their problems and solve them without fighting. Be a good role model by handling problems calmly and respectfully.

Drug and Alcohol Use

Talk to your kids about the dangers of drugs and alcohol. Explain how they can harm their bodies and minds. Encourage them to make healthy choices and stay away from substances that can negatively impact them.

Social Media

Social media can be fun, but it can also be risky. Teach your kids about online safety, like not sharing private details and being careful about who they talk to. Set rules for screen time and watch what they do online.

Sexual Behavior

As kids grow older, they need to learn about healthy connections, choices and safe boundaries with others. Talk to them about consent, respect, and why making safe choices matter. Give information that fits their age and answer their questions honestly.



By focusing on these areas, you can help your kids stay safe and healthy. Remember, open communication and being involved in their lives are key to preventing risks and keeping them safe.

For more information on children and teens safety please visit:
<https://www.cdc.gov/parents/teens/safety.html> and
<https://www.cdc.gov/parents/children/safety-in-the-home-and-community.html>.

Preventing Childhood Obesity

As parents, it is important to help your child grow up healthy. Here is what you need to know:

Healthy Weight Gain

Children grow at different rates. Doctors use growth charts to track their height and weight to ensure they are growing properly.

What is Childhood Obesity?

Childhood obesity means having too much body fat, which is measured using the Body Mass Index (BMI). Having too much body mass can cause health problems like diabetes, heart disease, and asthma.

Signs of Childhood Obesity

- BMI at or above the 95th percentile for their age and sex.
- Weight gain that does not match their height growth.
- Difficulty being active or getting tired easily.

Prevention Tips

1. Healthy Eating:

- Provide a balanced diet with fruits, vegetables, whole grains, and lean proteins.
- Limit sugary drinks; encourage water or milk instead.
- Serve appropriate portion sizes.

2. Regular Physical Activity:

- Ensure kids get at least 60 minutes of exercise daily.
- Encourage fun activities like biking, swimming, or playing sports.

3. Limit Screen Time:

- Limit personal screen time.
- Promote active play instead of watching TV or playing video games.



4. Healthy Habits:

- Eat meals together as a family to encourage healthy eating.
- Ensure your child gets enough sleep, as lack of sleep can lead to weight gain.

5. Regular Checkups:

- Take your child for regular checkups to monitor their growth.
- Doctors use growth charts to track progress.

By following these tips, you can help your child maintain a healthy weight and prevent obesity. Creating a supportive environment that encourages healthy habits for the whole family is key.

1: CDC - Growth Charts: <https://www.cdc.gov/growthcharts/>

2: CDC - Childhood Obesity Facts: <https://www.cdc.gov/obesity/childhood-obesity-facts/childhood-obesity-facts.html>

3: CDC - Evidence-Based Guidelines for Child Obesity: <https://www.cdc.gov/obesity/child-obesity-strategies/evidence-based-guidelines.html>

Blood Lead Testing



Imagine lead is like a sneaky, invisible enemy that can get into the body. Lead poisoning happens when too much lead gets into the blood. This can happen if you breathe in lead dust, eat things with lead in them, or touch something with lead and then put your hands in your mouth.

Lead is bad for your health. It can hurt the brain and make it hard to learn and pay attention in school or work. It can also damage other important parts of your body, like your heart and kidneys. Even a little bit of lead is dangerous because it can cause problems that last a long time. Some sources of lead can be found in everyday items like:

Home

- Chipped Paint
- Old furniture and toys
- Crystal glassware

Hobbies

- Hunting gear
- Fishing gear
- Artist Paints

Imported Goods

- Glazed pottery
- Traditional and folk remedies
- Imported candy

To check for lead poisoning, doctors do a blood test. They take a tiny bit of blood from yours or your child's finger, heel, or arm and measure how much lead is in it. If the lead level is high, doctors will help you get rid of the lead and make sure you stay healthy.

Always wash yours and your child's hands before eating and after playing outside to keep lead away. All kids on Medicaid need to get blood lead tests before 12 months and/or 24 months old. If a child between 2 and 6 years old hasn't had a lead test before, they need to get one too. Just answering questions about lead risk isn't enough; actual blood tests are required.

The CDC states that a blood lead level of 3.5 µg/dL or higher means the child has more lead than most kids and will need to receive prompt action to help mitigate health effects and to remove or control exposure sources."

For more information contact the Childhood Lead Poisoning Preventions Program at: (602) 364-3118 or by visiting azhealth.gov/lead

Or by visiting the ADHS website and viewing the "Childhood Lead Poisoning" flyer located within the ADHS website: ADHS flyer: <https://www.azdhs.gov/documents/preparedness/epidemiology-disease-control/lead-poisoning/poisoning-flyer.pdf>

Safe Sleep Practices for Infants

As parents, it is important to know how to keep your baby safe while they sleep. Sudden Unexpected Infant Death (SUID) and Sudden Infant Death Syndrome (SIDS) are serious concerns, but there are steps you can take to reduce the risk. Here are some safe sleep practices recommended by the CDC and the American Academy of Pediatrics (AAP):

Safe Sleep Practices

Back to Sleep: Always place your baby on their back to sleep, for naps and at night. Babies who sleep on their backs are much less likely to die of SIDS than babies who sleep on their sides or stomachs.

Firm Sleep Surface: Use a firm, flat mattress in a safety-approved crib with a fitted sheet. Avoid soft surfaces like couches or armchairs.

Room Sharing: Keep your baby's crib or bassinet in the same room where you sleep, ideally until your baby is at least 6 months old. This can reduce the risk of SUID and SIDS by as much as 50%.

No Soft Bedding: Remove blankets, pillows, bumper pads, and soft toys from your baby's sleep area to reduce the risk of suffocation.

Keep baby cool: Do not cover your baby's head or allow them to get too hot. Dress your baby in light clothing and keep the room at a comfortable temperature.

Additional Recommendations

No Smoking: Avoid smoking around your baby. Smoking increases the risk of SUID and SIDS.

Breastfeeding: If possible, breastfeed your baby. It lowers the risk of SUID and SIDS.

Pacifier Use: Offer a pacifier at nap and bedtime. If breastfeeding, wait until it's well-established before introducing a pacifier.

Regular Checkups: Ensure your baby has regular checkups and vaccinations.

Sleep Space: Give babies their own sleep space in your room, separate from your bed.

Following these practices can help protect your baby from SUID and SIDS. For more details, visit the CDC's website on safe sleep practices.

Sources:

1: <https://www.cdc.gov/sudden-infant-death/sleep-safely/index.html>

2: <https://www.cdc.gov/reproductive-health/features/babies-sleep.html>

EPSDT Member Benefits Summary

Attending EPSDT visits is important because they help detect health problems early before they become serious. These visits also give families a chance to ask questions, track their child's growth and development, and receive preventive care that supports lifelong health. There is no copayment or other charge for covered EPSDT services. All eligible children can receive these services at no cost to the family.

For more information
about EPSDT covered
services please Contact
Member Services
with questions at
1-888-788-4408
(TTY/TDD:711)

Health and Development Checkups

- Includes checking growth, development, physical health, nutrition, and behavior health.

Nutrition Check

- Done by your main doctor.
- Helps improve health with good nutrition.
- Including help from dietitians if needed.

Behavior Health Check

- For depression after childbirth, teen suicide, and substance use.

Development Check

- Done at each visit.
- General and Autism-specific checks

Physical Exam

- Full physical exams without clothes.

Vaccinations

- Covers all recommended child and teen vaccines.
- Vaccines for Children (VFC) is for PCPs serving members under 19 years of age

Lab Tests

- Includes tests for anemia, sickle cell trait, and lead in blood.
- Syphilis testing for members 15 years and older is included.

Health Education

- Includes learning to manage chronic diseases.

Oral Health Check

- Includes fluoride application and checking for oral health issues.

Vision Check

- Covers eye exams, photo screening, and glasses.

Hearing Check

- Includes newborn hearing tests and necessary audiology services.

TB Screening

- Includes skin tests for children at risk of tuberculosis (TB).

EPSDT (Early and Periodic Screening, Diagnostic, and Treatment) is a vital part of Medicaid that ensures children and teens under age 21 receive the health care they need to grow and thrive. EPSDT covers regular well-child visits, developmental screenings, dental check-ups, vision and hearing services, immunizations, and any medically necessary follow-up care.

For more details, please refer to the specific policies mentioned or contact your healthcare provider.

Sources: <https://www.azahcccs.gov/shared/Downloads/MedicalPolicyManual/400/430.pdf>



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
- 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/TDD: 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-Chief Compliance Officer
1850 W. Rio Salado Parkway, Suite 211, 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/TDD).

Complaint forms are available at <https://www.hhs.gov/ocr/complaints/index.html>



La discriminación es contra la ley

Arizona Complete Health cumple con las leyes Federales de derechos civiles correspondientes y no discrimina con base en la raza, el color, la nacionalidad, la edad, la discapacidad o el sexo. Arizona Complete Health no excluye a las personas ni las trata en forma distinta debido a su raza, color, nacionalidad, edad, discapacidad o sexo.

Arizona Complete Health:

- Proporciona, sin cargo alguno, ayudas y servicios a las personas con discapacidades para que se comuniquen en forma eficaz con nosotros, como: intérpretes de lenguaje de señas calificados.
- Información escrita en otros formatos (letra grande, audio, formatos electrónicos accesibles y otros formatos).
- Proporciona, sin cargo alguno, servicios de idiomas a las personas cuyo idioma primario no es el inglés, como: intérpretes calificados e información por escrito en otros idiomas.

Si necesita estos servicios, llame al Centro de Contacto con el Cliente de:

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

Si considera que Arizona Complete Health no ha proporcionado estos servicios o que ha discriminado de otra manera con base en la raza, el color, la nacionalidad, la edad, la discapacidad o el sexo, puede presentar una queja ante el Director General de Cumplimiento (Chief Compliance Officer). Puede presentar la queja en persona o por correo, fax, o correo electrónico. Su queja debe estar por escrito y debe presentarla en un plazo de 180 días a partir de la fecha en que la persona que presenta la queja se percate de lo que se cree que es discriminación.

Presente su queja a:

Arizona Complete Health-Chief Compliance Officer
1850 W. Rio Salado Parkway, Suite 211, Tempe, AZ 85281
Fax: 1-866-388-2247

Correo electrónico: AzCHGrievanceAndAppeals@AZCompleteHealth.com

También puede presentar una queja de derechos civiles ante la Oficina de Derechos Civiles del Departamento de Salud y Servicios Humanos de Estados Unidos, electrónicamente mediante el Portal de Quejas de la Oficina de Derechos Civiles, disponible en <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, o por correo postal a U.S. Department of Health and Human Services; 200 Independence Avenue, SW; Room 509F, HHH Building; Washington, D.C. 20201; o por teléfono: 1-800-368-1019, 1-800-537-7697 (TTY/TDD).

Los formularios para presentar quejas se encuentran en <https://www.hhs.gov/ocr/complaints/index.html>

Attention: If you speak a language other than English, oral interpretation and written translation are available at no cost to you to understand the information provided. Call 1-866-918-4450 (TTY:TDD 711).

Spanish	Si habla español, dispone sin cargo alguno de interpretación oral y traducción escrita. Llame al 1-866-918-4450 (TTY:TDD 711).
Navajo	Diné k'ehjí yáníłti'go ata' hane' ná hóló dóó naaltsoos t'áá Diné k'ehjí bee bik'e'ashchíigo nich'í' ádooníłgo bee haz'á ałdó' áko díí t'áá át'é t'áá jíík'e kót'éego nich'í' ąą'át'é. Kojí' hólne' 1-866-918-4450 (TTY:TDD 711).
Chinese (Mandarin)	若您讲中文，我们会免费为您提供口译和笔译服务。请致电 1-866-918-4450 (TTY:TDD 711)。
Chinese (Cantonese)	我們為中文使用者免費提供口譯和筆譯。請致電 1-866-918-4450 (TTY:TDD 711)
Vietnamese	Nếu quý vị nói Tiếng Việt, có sẵn các dịch vụ thông dịch bằng lời và biên dịch văn bản miễn phí dành cho quý vị. Hãy gọi 1-866-918-4450 (TTY:TDD 711).
Arabic	إذا كنت تتحدث اللغة العربية، تتوفر لك ترجمة شفوية وترجمة تحريرية مجاناً اتصل بالرقم 1-866-918-4450 (TTY:TDD 711)م.
Tagalog	Kung ikaw ay nagsasalita ng Tagalog, mayroong libreng oral na interpretasyon at nakasulat na pagsasalin na maaari mong gamitin. Tumawag sa 1-866-918-4450 (TTY:TDD 711).
Korean	한국어를 하실 경우, 구두 통역 및 서면 번역 서비스를 무료로 제공해드릴 수 있습니다. 1-866-918-4450 (TTY:TDD 711)번으로 전화하십시오.
French	Si vous parlez français, vous disposez gratuitement d'une interprétation orale et d'une traduction écrite. Appelez le 1-866-918-4450 (TTY:TDD 711)
German	Für alle, die Deutsch sprechen, stehen kostenlose Dolmetscher- und Übersetzungsservices zur Verfügung. Telefon: 1-866-918-4450 (TTY:TDD 711).
Russian	Если вы говорите по-русски, услуги устного и письменного перевода предоставляются вам бесплатно. Звоните по телефону 1-866-918-4450 (TTY:TDD 711).
Japanese	日本語を話される方は、通訳（口頭）および翻訳（筆記） を無料でご利用いただけます。 電話番号 1-866-918-4450 (TTY:TDD 711)
Persian (Farsi)	اگر به زبان فارسی صحبت میکنید، ترجمه شفاهی و تکی بدون هزینه برای شما قابل دسترسی میباشد با شماره 1-866-918-4450 (TTY:TDD 711) تماس بگیرید.
Syriac	ܡܝܢ ܚܝܬܝܢܐ ܕܡܝܬܝܢܐ، ܡܢ ܚܝܬܝܢܐ ܕܡܝܬܝܢܐ ܕܡܝܬܝܢܐ ܕܡܝܬܝܢܐ ܕܡܝܬܝܢܐ 1-866-918-4450 (TTY:TDD 711)
Serbo-Croatian	Ako govorite srpsko hrvatski, usmeno i pismeno prevođenje vam je dostupno besplatno. Nazovite 1-866-918-4450 (TTY:TDD 711).
Thai	หากคุณพูดภาษาไทย เรามีบริการล่ามและแปลเอกสารโดยไม่ มีค ำใช้ จ ำ ย โทรศัพท์ 1-866-918-4450 (TTY:TDD 711)