

# WHOLE you



## Fall 2020 Member Newsletter

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### CEO Corner - Message from James Stover



As Arizona continues to navigate COVID-19 our focus and commitment to our members remains our top priority. During the COVID-19 pandemic, I have a few recommendations to assist us in keeping a positive state of mind.

Announcing our New App: Pyx is here for YOU! If you are feeling lonely and sad the Pyx app can check on you to see how you are doing and suggest ideas to help you when you feel sad or lonely. These days, everyone could use a little help. Simply search Pyx Health in the GooglePlay or App Store and download the app.

Also, during the COVID-19 pandemic, it is important to remember not to skip your child's yearly well-visit. Completing a well-visit ensures your child is developing well and stays up to date on their immunizations. This can help protect them from other diseases.

And finally, we would like to continue to encourage the following prevention measures:

- **Wearing a Mask**
- **Social Distancing**
- **Washing hands with soap and water for at least 20 seconds**
- **Using alcohol-based (contains at least 60 percent) hand rub**
- **Cleaning surfaces that are used often**
- **Don't shake hands or have close contact with people who are sick**

Please know that all of us here at AzCH-CCP are dedicated to your health and wellness. **Thank you and Stay Safe and Healthy!**

# The Impact of COVID-19 and Suicide

*Crisis services offers immediate and confidential help 24 hours a day, 7 days a week, 365 days a year.*

*Crisis lines 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, please call:*

**1-866-495-6735**

*If you live in Maricopa County, please call:*

**1-602-222-9444 or 1-800-631-1314**

The past few months have brought us social unrest and a global pandemic. Balancing the current events – protests and social distancing – has been challenging. Suicide rates have risen in Pima County and nationally since March when stay-at-home orders were put in place. State Crisis Lines have experienced a 300%-800% increase in calls. Workers are not only receiving calls involving suicide risk but also calls about COVID-19 symptoms and increased substance use due to stress.

How are people feeling during this pandemic? People are feeling anxious and isolated. Questions come to mind about - When will this end? When can I go back to work? How can I pay the rent? Isolation is amplified with orders to stay at home. This becomes problematic if a person's only connection to the outside world is going to work daily. Isolation can lead to loneliness.

Economic and environmental factors can increase suicide risk as well. Unemployment rates are similar to what the United States experienced during the Great Depression.

Workers have been furloughed and others let go permanently. People are waiting for their unemployment paperwork to be processed or a check mailed in order to pay bills. The biggest environmental impact is that home, work, school and play have all fallen under the same category. Home has become a classroom, work space and gym. Creating a structured balance among all these areas can be tough.

What are some steps to take to support someone who is struggling during this time?

- Validate that these are difficult times
- Be sympathetic / empathetic
- Reach out more often – text, facetime, drop off a supportive note
- Limit exposure to the news / access reliable sources, e.g. local newspaper, CDC or County Health Department
- If someone is suicidal, refer to professional help as appropriate
- Secure weapons if needed

The most important thing to do is LISTEN. Let the person know you are there to support them and you want them to be safe.



# Flu Shot Reminder

## Address Change Reminder

*Have you recently moved? Or make sure your address is up to date! It is important that we have your most current address. You can update your address by the following ways:*

*Go Online to:*

<http://www.healtharizonaplus.gov/> or  
<https://myfamilybenefits.azdes.gov/>  
or call the AHCCCS Customer Support Center at: **1-855-432-7587**

*Mail your change of address to:*

**Arizona Department of Economic Security**  
**P. O. Box 19009**  
**Phoenix, AZ 85005-9009**

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



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 is 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:

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.

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. Children 6 months and older can receive a flu shot from a Vaccines for Children (VFC) provider, and as of September 1, 2020, in-network pharmacists are able to administer the flu vaccine to children over the age of three.

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.

As part of the AHCCCS "Roll Up Your Sleeve" campaign, members who get a flu shot will be offered a \$10 gift card. So call your doctor or pharmacist today to schedule an appointment.

Or please call us at **1-888-788-4408, TTY/TDY: 711.**

To find a doctor or pharmacy closest to you, please visit  
<https://www.azcompletehealth.com/find-a-doctor.html>



# Healthy Smiles, Healthy Children



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 children speak and eat. And a healthy mouth is linked to better overall health. That is why it is so important that children get good dental care. It is simple:

1. Find a dental home. This is a dentist office you can turn to for all your child's dental needs. 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 your children brush their teeth twice a day with fluoride toothpaste. Also, be sure they floss every day and eat healthy foods. Set a good example by doing these things yourself.

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 your dentist about fluoride varnish. It can be applied to your child's teeth to make them stronger. 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.*

# Early Periodic Screening Diagnostic & Treatment (EPSDT)

You and your health are important to **Arizona Complete Health-Complete Care Plan!** Below are services available to you. These services are recommended either once or twice a year. Get checked today!

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

**EPSDT is a comprehensive child health program for member's age birth - 21 years. The EPSDT visit is the same as a Well Child Visit. It includes both medical and dental services.**

**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

**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 and behavioral health screening
- Dental Screening
- Vision testing
- Hearing and Speech
- Evaluate for vaccines as appropriate for age and health history
- Laboratory testing that includes blood lead screening
- Tuberculosis (TB) screening
- Chronic disease management, such as health education and counseling
- Tobacco/substance use, abuse, and/or dependency
- Referral for additional services if needed for further diagnosis and treatment services

### **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 abuse 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



## Early Periodic Screening Diagnostic & Treatment (EPSDT) *cont.*

Call your doctor and dentist to schedule your visit today! If you are in need of transportation to your appointment, **Arizona Complete Health-Complete Care Plan** can provide that to you at no cost. For questions, call Member Services at **1-888-788-4408** or TTY/TDY: 711.



### 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 the child's birthday.

## Pyx Health App

### ***What is the Pyx mobile app?***

It is something to support you a little more throughout the day and help you to feel more cared for. It is interactive and will ask you questions like 'how are you feeling?'

Based on your answers, it will give you some really great resources and suggestions to help make your day a little better. You can also invite friends and family to be a part of it with you.

### ***Need a little boost on your health journey?***

No one should have to go it alone. Everyone needs a little help along the way.

### ***Download the app today!***

Search "Pyx Health" in the **Apple** or **Google Play** stores.

If you have trouble, call Pyx at:

**1-855-499-4777.**



# Adult Preventive Activities

*Article sources are on the next page.*

One of the goals of **Arizona Complete Health-Complete Care Plan** is to empower members to take control of their health. Taking control of your health will lead to having a longer and better life. One way to accomplish this is to keep track of preventive health services that you need. Preventive services help detect problems early, so treatment can begin right away. Talk to your PCP about important screenings and preventive tests, such as health assessments, cancer screenings, diabetes tests, and cholesterol tests. Below is a quick reference guide divided by age for preventive exams and tests.

Adult Preventive Activities	Description	Age Range
<b>Beginning at 18 years</b>		
Adult Flu Shots*	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. Check out the EPSDT article in this newsletter for child vaccine information.	18+ years
Screening for Depression	Make being checked for depression an annual well visit routine. Completing these assessments with your doctor can assist in identifying depression and creating a treatment plan, if needed. Depression can be a symptom of other illnesses. It is also a cause of suicide. Getting screened is the first step to getting help you may need.	18+ years
Adult Body Mass Index (BMI) Assessment	During your annual well visit, talk to your doctor about your BMI. Per the Centers for Disease Control and Prevention (CDC), a high BMI may mean increased risk for various health issues such as high blood pressure, type 2 diabetes, heart disease and depression. A healthy diet and exercise can assist with maintaining a good BMI. It can also assist in reducing a high BMI.	18-74 years
Comprehensive Diabetes Care - HbA1c Tests *	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.	18-75 years
Controlling High Blood Pressure	Talk to your doctor about your blood pressure. Knowing your blood pressure will help you and your doctor plan any lifestyle changes to help keep your blood pressure where it needs to be. The American Heart Association recommends reducing high sodium and high fat foods, and increasing veggies & fruits in your diet. Also, get active! Try to exercise 3 times a week for at least 90 minutes.	18-85 years
<b>Beginning at 21 years</b>		
Chlamydia Screening	Chlamydia is a common sexually transmitted infection and often has no symptoms. To keep on top of your health being annually screened is the best way to provide early detection. If untreated, Chlamydia can cause other problems such as infertility.	25 years or younger
Cervical Cancer Screening*	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.	21-64 years
<b>Beginning at 50 years</b>		
Breast Cancer Screening	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. Speak with your primary care provider about the risk factors associated with starting screenings earlier than recommended and frequency of screenings.	50-74 years

*\*These activities may be eligible for My Health Pays Rewards*



## Adult Preventive Activities *cont.*

### Sources:

<https://www.heart.org/en/health-topics/high-blood-pressure/the-facts-about-high-blood-pressure/five-simple-steps-to-control-your-blood-pressure>

[https://www.cdc.gov/healthyweight/assessing/bmi/adult\\_bmi/index.html](https://www.cdc.gov/healthyweight/assessing/bmi/adult_bmi/index.html)

<https://www.mhanational.org/national-depression-screening-day>

<https://www.cms.gov/medicare-coverage-database/details/nca-decision-memo.aspx?NCAId=251>

<http://chlamydiacoalition.org/patient-education-materials/>

## HIV Testing During Pregnancy

The CDC recommends human immunodeficiency virus (HIV) testing during pregnancy. If you get tested and find out you have HIV, treatment can help.

Treatment can help prevent your baby from being infected. **Arizona Complete Health-Complete Care Plan** members who are pregnant should talk with their PCP or OB/GYN about HIV testing.

HIV testing is voluntary and confidential. Counseling services are available if you test positive. For more information, please contact Member Services at

**1-888-788-4408, TTY/TDY: 711.**





# Justice System Facts & Resources

## *Did you know?*

- 1 in 3 adults in America have a criminal record
- Children and Adults have a higher risk of justice involvement if they: have been in foster care, have a mental health or substance use disorder, have chronic health conditions, have been abused, or have a Traumatic Brain Injury
- Most adults released from jail or prison are eligible for Medicaid
- Justice System involvement can have negative effects on the physical and mental health of the person and their family members
- Children and adults enrolled with AHCCCS are able to get support from their health plan when they or a covered family member are in the justice system

**Arizona Complete Health-Complete Care Plan (AzCH-CCP)** knows that the stress of the justice system can have lasting effects on the health of our members and their family.

This is why AzCH-CCP partnered with the justice system to offer a variety of dedicated programs to support our members at every step of their justice journey.

Our team works closely with members, justice agencies, and community health care providers to ensure our members' physical, emotional, and social needs are met. This can help them exit the justice system and stay out for good.

For AHCCCS Justice related initiatives, please visit <https://www.azahcccs.gov/AHCCCS/Initiatives/CareCoordination/justiceinitiatives.html>.

*If you'd like to be connected with a member of the AzCH-CCP Justice Team, please call Member Services at:*

**1-888-788-4408, TTY/TDY: 711.**



# AzCH-CCP Partners with DispatchHealth

*DispatchHealth is available from  
8 a.m. - 10 p.m., seven days a week,  
365 days a year including holidays.  
To request care, call 602-661-9366.*



We've partnered up with DispatchHealth to deliver healthcare to our members when they're sick or injured. This health care delivery service is in-network for AzCH-CCP members in most of Maricopa County.

### ***So what does this mean for you?***

The next time you have an urgent illness or injury that doesn't require a trip to the emergency room, you can stay put and give DispatchHealth a call.

They deliver many of the tools and technologies found in an ER, allowing the medical team to perform a variety of advanced tests and treatments, ranging from blood tests, a 12-lead EKG, IV fluids and more.

Each medical team consists of either a physician assistant or nurse practitioner, and a medical technician, along with an ER physician

that is available by phone. In fact, these are the same providers that you would see in your local emergency room.

DispatchHealth's medical teams wear appropriate personal protective equipment (PPE) during all visits, including masks, gloves, and protective eyewear. Additionally, kits and devices are sanitized during and between visits.

DispatchHealth is available from 8 a.m. - 10 p.m., seven days a week, 365 days a year including holidays. To request care, call **602-661-9366**.

Learn more at [www.dispatchhealth.com](http://www.dispatchhealth.com).

**For emergencies, including but not limited to, chest pain, signs of a stroke, allergic reactions or severe injuries, call 911!**

# Non-Emergency Transportation At Your Service

**Contact our team at  
1-888-788-4408  
(TTY/TDY: 711) to arrange  
transportation to your  
medical appointments.**

Your health is very important to us and we are here to support you in getting to and from your medical appointments.

Of course, the simplest and easiest way is to get a ride from a family member or friend. However, if that is not an option for you, then our Member Services Team is ready to assist you.

You can contact our team at **1-888-788-4408 (TTY/TDY: 711)** to arrange transportation to your medical appointments. Your call will go to our transportation partner, Veyo, to schedule and provide your ride. Be sure to call at least 3 days before your appointment to schedule a ride.

## **Closest Provider**

It is always best to make an appointment with an AHCCCS provider that is closest to you to insure we can provide a ride. If you need to find a provider close to you, then be sure to use our Find A **Provider tool** on our website. Otherwise, give our team a call at **1-888-788-4408 (TTY/TDY: 711)**. We will help you find one close to you.

Beginning in August, if you need a provider that is too far away for Veyo to schedule immediately, you will be connected with the our Member Services Team to assist because if the provider is too far away, you may need to get your own transportation.

## **Information Needed**

- When you call to schedule a ride, be sure to have the following information ready:
- Your name, AHCCCS ID number, date of birth, address, phone number (for verification purposes)
- The date, time and address of your provider
- If you need a ride one way or a round trip
- Your travel needs (wheelchair, stretcher or other)
- Any special needs (oxygen, IVs, someone who needs to travel with you, an extra-wide or electric wheelchair, a high-top vehicle, etc.)
- Children under the age of 5 require a car seat. Children ages 5 through 7 and shorter than 4'9" require a booster. You must provide a car seat for your child for the trip.

## **Emergency Transportation**

Always remember to dial 911 in a true medical emergency.



# The Five D's of Quitting Smoking

Stopping smoking is one of the best things you can do for your health. However, it can also be very challenging. Many people try many times before they finally quit for good.

If you have tried to quit before, try again! Your doctor can provide you with support and resources to make a new quit plan.

A common side effect of quitting smoking is cravings. These cravings can be strong and come on fast. It is important to have a plan to help if you do have a craving. The five D's of quitting can be a great way to remember what you can do if you have a craving.

1. Delay – If you can get through a few minutes' delay without smoking, they may weaken or disappear.
2. Drink water – Go get a drink of water as soon as the craving starts.
3. Distract yourself – Try to get your mind off smoking. Distract yourself by reading a book, doing the dishes, or taking a walk.

4. Deep breathing – Take at least ten deep breaths to help you stay calm during the craving.
5. Discuss – Talk to a friend or family member about how you are feeling.

Did you know the **Arizona Smokers' Helpline (ASH Line)** can also help you to stop smoking? Call them at **1-800-556-6222**. The ASH Line is available at no 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 Nicotine Replace Therapy (NRT) at no cost from the ASH Line. NRTs can also help you to 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:  
**1-800-556-6222**

## Hypertension

Hypertension (high blood pressure) is very common in the United States. Millions of people are living with high blood pressure but they may not even know. High blood pressure usually has no symptoms so the only way to know if you have it is to get your blood pressure measured. High blood pressure increases your risk for heart disease and stroke. However, there are steps you can take every day to keep your blood pressure in a healthy range:

- Enjoy regular physical activity. Try to get 30 minutes of exercise 5 days a week.
- Eat a healthy diet. Be sure to eat plenty of fresh fruits and vegetables.
- Do not smoke. Your doctor can help you make a plan to quit. If you do not smoke, do not start.
- Get enough sleep. Getting plenty of sleep is important to your overall health.
- Keep yourself at a healthy weight. Talk to your doctor about ways to reach a healthy weight.

Talk with your care team about these and other ways to stay healthy.



# Diabetic Friendly Beef Stroganoff

Prep time 15 min, Servings: 5 Servings,  
Serving size: 1/5 of recipe, Calories per serving: 275

## Ingredients: US Metric

5 oz Ronzoni Healthy Harvest Whole Grain egg noodles (uncooked)  
2 tsp olive oil  
1 lbs beef tenderloin tips (boneless, sliced into 2-inch strips)  
1 1/2 cup white (button) mushrooms (sliced)  
1/2 cup onion(s) (minced)  
1 tbsp all-purpose flour  
1/2 cup dry white wine  
1 tsp Dijon mustard  
1 beef broth (14.5 ounce can fat-free, low-sodium)  
1/2 cup sour cream (fat-free)  
1/4 tsp salt (optional)  
1/4 tsp black pepper

Source: Diabetes Food Hub via [www.diabetes.org](http://www.diabetes.org)



## Directions

1. Cook noodles according to package directions, omitting salt.
2. Add oil to a large sauté pan over high heat. Add meat and sauté for about 3 minutes. Remove meat from pan. Add mushrooms and onion and sauté for 5 minutes or until beginning to brown.
3. Add flour and cook for 1 minute. Add wine to deglaze pan; cook for 2 minutes. Add Dijon mustard and beef broth; bring to a boil. Reduce heat and simmer for 5 minutes.
4. Add beef and any juices back to broth and simmer for 3 more minutes. Add sour cream, salt (optional), and pepper; simmer for 30 seconds.
5. Serve over whole-grain egg noodles.

# Substance Use Disorder and Medication Assisted Treatment

More than two people die every day from opioid overdoses in Arizona. On the positive side, awareness of the problem is at an all-time high and effective treatment is available.

Medication-assisted treatment (MAT) includes behavioral therapy, counseling and medications to treat substance use disorders (SUD). MAT is mostly used to treat of opioid or alcohol use disorder. Using MAT for opioid use disorder can:

- decrease cravings and improve retention during treatment
- decrease the use of non-prescribed opioids or heroin
- reduce overdose deaths and the transmission of infectious diseases

MAT does not replace one addiction for another. MAT reduces opioid cravings so the real work of recovery can take place.

The goal of MAT is full recovery. Drug or alcohol use disorders are complex problems. They require a long-term approach to treatment.

- MAT is underutilized, even though there are a number of different treatment options available.
- Medications for Opioid Use Disorder: buprenorphine/naloxone (Suboxone®), methadone, and naltrexone
- Medications for Alcohol Use Disorder: acamprosate, naltrexone, and disulfiram

If you know someone who needs treatment, here are some ways to help:

- For Arizona Complete Health-Complete Care members, use the find a provider search tool to find practitioners who specialize in the treatment of addiction <https://www.azcompletehealth.com/find-a-doctor.html> or call Member Services at:

**1-888-788-4408, TTY/TDY: 711**

- For others in need of help, contact the SAMHSA National Helpline at **1-800-662-HELP** or go to their treatment locator at:

**<https://findtreatment.samhsa.gov/>**

Naloxone Rescue Treatment can quickly reverse an opioid overdose. All AHCCCS health plans cover the naloxone intramuscular injection as well as Narcan Nasal Spray®. The three most common signs of an opioid overdose include pinpoint pupils, slowed breathing and unconsciousness. Naloxone only treats opioid overdose. It does not help with other overdoses. Emergency medical assistance should be contacted even if naloxone is administered. In Arizona, naloxone is available at pharmacies under a standing order by Dr. Cara Christ from the Arizona Department of Health Services.

## Sources:

- Arizona Department of Health Services (ADHS), "2018 Arizona Opioid Prescribing Guidelines" Accessed 3/4/2020 at [azhealth.gov/opioid](https://www.azcompletehealth.com/content/dam/centene/az-complete-health/pdf/provider/forms/508_az-opioid-prescribing-guidelines.pdf) or directly at [https://www.azcompletehealth.com/content/dam/centene/az-complete-health/pdf/provider/forms/508\\_az-opioid-prescribing-guidelines.pdf](https://www.azcompletehealth.com/content/dam/centene/az-complete-health/pdf/provider/forms/508_az-opioid-prescribing-guidelines.pdf)
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- Hampton, David, "What is Naloxone". Accessed on 3/5/2020 at <https://www.addictioncenter.com/treatment/medications/naloxone/>

# Managing Prescriptions During COVID-19

People with chronic health conditions like diabetes, heart disease, COPD, and asthma may be at higher risk to become very ill from the new coronavirus that causes COVID-19.

It is important to keep taking the medications prescribed by your physician to help control these conditions.

You can prevent the need to go to the hospital due to complications from your condition. Continuing to take your medications can also help protect you from COVID-19 complications.

The CDC recommends you have an adequate supply of your prescription medications. This is in case you cannot leave home for an extended period of time. Here are some tips to help you get the supply of medications you need with the least amount of exposure to public places.

1. Ask your doctor to write your regular prescriptions for a 90 day supply. Arizona Complete Health-Complete Care Plan allows you

to fill a 90-day supply on some of the medications you take for conditions like high blood pressure or high cholesterol.

2. Ask your local pharmacy if they provide no cost delivery. Many national and local pharmacies including CVS offer such delivery services during the pandemic.
3. Use a mail order pharmacy to have your prescriptions sent directly to your home. To enroll with one of Arizona Complete Health-Complete Care Plan's mail order pharmacy partners go to:

- Homescripts: **[www.Homescripts.com](http://www.Homescripts.com)**  
or call **1-888-239-7690**

We hope you and your family stay safe during this time. If you need assistance or additional information, contact Member Services at

**1-888-788-4408, TTY/TDY: 711**

## Your Experience Matters to Us!

Arizona Complete Health-Complete Care Plan is committed to serving you with excellence. We would love to hear from you!

If you are contacted by Arizona Complete Health-Complete Care Plan, please take a few minutes to complete a ten

question survey! Your feedback as a member or caregiver of a member is very important to us as our goal is to provide the best possible healthcare experience possible.

We appreciate your feedback!

