

WHOLE you



Summer 2021 Member Newsletter

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CEO Corner - Message from James Stover

As we continue to go through the COVID-19 pandemic, it is important that we seek preventive care for ourselves and our families. Preventive care can help screen for health issues that can cause more problems if they are not found and treated early. Additionally, preventive care can help keep us from getting sick in the first place. Vaccinations are especially important during the time of COVID-19. Vaccinations for things like childhood illnesses, pneumonia and the flu are necessary because those illnesses have not gone away.

Here are some other things that preventive care does for us:

- Cancer screenings, like screening for breast cancer, colorectal cancer, and prostate cancer
- Counseling about living a healthy lifestyle
- Help with things like depression, tobacco use or family planning

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
- Following [CDC guidelines](#) about how to stay safe once you are vaccinated against COVID-19

Vaccines Keep Your Child Safe

You can keep your child from getting really sick when your child gets the right shots at the right time. They are safe, and they work. Altogether, they can help prevent 16 different diseases. In fact, vaccines have been saving children's lives for many decades.

Most vaccines are given in a shot. So talk to your child's doctor about what shots to get at these ages:

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

Remember, adults need shots too! Talk to your doctor about what you may need as well. You can also find more information about vaccines at

<https://www.cdc.gov/vaccines/schedules/index.html>.

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

Child & Adolescent Well Visits

AHCCCS eligible members ages birth up to 21 years of age are included in the **Early Periodic Screening Diagnosis & Treatment (EPSDT) wellness program**. That means if you and/or your child is within the age range there are available services to help keep you at your best health. EPSDT visits are also called well visits. The EPSDT program includes services such as:

- Height and weight check
- Hearing and vision tests
- Shots needed provided
- Unclothed physical exam
- Diet and nutrition review
- Developmental check
- Mental health screening
- Dental Screening
- Laboratory testing

Well child visits are recommended once per year for children and adolescents ages 3-21 years. Scheduling near your or your child's birthday is a great reminder and ensures they are starting their new year healthy!

Children aged birth to 30 months are recommended to have multiple visits. To the right is the recommended well child visit schedule. Talk to your doctor about scheduling visits as far out as possible, to reduce the need to call back. Use the schedule off to the left side to keep track of what visits have been completed.

Call your doctor and dentist to schedule you and/or your child's 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:



Well Child Visit Schedule

Visit	Completed	Visit	Completed
Newborn	<input type="checkbox"/>	9 months	<input type="checkbox"/>
3 to 5 days	<input type="checkbox"/>	12 months	<input type="checkbox"/>
1 month	<input type="checkbox"/>	15 months	<input type="checkbox"/>
2 months	<input type="checkbox"/>	18 months	<input type="checkbox"/>
4 months	<input type="checkbox"/>	24 months	<input type="checkbox"/>
6 months	<input type="checkbox"/>		

1-888-788-4408 or TTY/TDY: 711.

Adult Annual Well Checks

Taking the best care of you, helps you take the best care of others. Annual well check visits not only keep you healthy and moving forward, they can identify new or possible health issues. Like most things in life, early detection is a key component to success.

The annual well check visit includes various health screenings, evaluation of health risks and needs, counseling, and immunizations as appropriate.

- Physical exam for your overall health.
- A pap smear is a screening to detect cervical cancer. Cervical cancer screenings are recommended to start at age 21, and to be completed once every three years.
- A mammogram is a breast cancer screening. Centers for Medicare & Medicaid (CMS) recommends individuals between the ages of 50 and 74 undergo mammography screening once every two years.
- A colorectal cancer screening is recommended by the Centers for Disease Control & Prevention (CDC) for individuals between the ages of 45 and 75.
- A chance to talk to your doctor if a prostate cancer screening is right for you.
- Immunizations, such as the annual flu shot.
- Screening and counseling with a focus on how to live a healthy lifestyle and reduce your health risks, including:
 - ◇ Proper nutrition
 - ◇ Physical activity
 - ◇ Low BMI or elevated BMI indicative of obesity
 - ◇ Tobacco/substance use, abuse, and/or dependency
 - ◇ Depression screening
 - ◇ Interpersonal and domestic violence screening
 - ◇ Sexually transmitted infections (STI)
 - » Such as Chlamydia as it often has no symptoms. If untreated, Chlamydia can cause other problems such as infertility.
 - ◇ Human Immunodeficiency Virus (HIV)
 - ◇ Family planning counseling
 - ◇ Preconception counseling



Remember! An annual well check visit is a covered benefit you get as an Arizona Complete Health–Complete Care Plan member.

Important Phone Numbers for Members

Arizona Complete Health-Complete Care Plan member services 1-888-788-4408 or TTY/TDY: 711 - we are available 24 hours a day, seven days a week, 365 days a year

CRISIS PHONE NUMBERS

1-866-495-6735, (TTY/TDY: 711) (Southern Arizona Counties – Cochise, Graham, Greenlee, La Paz, Pima, Pinal, Santa Cruz Counties)

1-602-222-9444 or 1-800-631-1314 (Central Arizona Counties – Maricopa)

1-877-756-4090 (Gila County)



Cultural Connection

Cultural Data Needed

Your culture is important to us! We want to treat you with respect. We would like to help everyone's health. One way that can happen is to get to know more about you. Your race, ethnicity, language you speak, gender identity, sexual orientation, religion, and any other cultural needs you may have are important to know. Often it is missing in the records. When you are asked about your culture, please tell your provider or health plan.

Thank you!

Language Assistance

Do you or someone you know speak a language other than English? Do you know providers can have someone talk to you in your language? They can on the telephone, in person, or by video.

If you need the assistance, or need to read items in your language, please call **1-866-918-4450 (TTY 711)**.

Also, please let your provider know you need an interpreter when you make an appointment. They will make sure one is there for you.



For Parents

Prenatal Care is health care while you are pregnant. The goal of these visits are to make sure both you and the baby are healthy and happy. Starting care visits as early as possible is the best way to do so as early detection is the best defense. If you think you are pregnant, please call your doctor to schedule a visit.



Let us know if you are pregnant by filling out a Notice of Pregnancy form through our secure [Web Portal](#).

Filling out this form will help us begin supporting you in your pregnancy with resources such as the **Start Smart for Baby Program**.

This program is designed to provide you information throughout your pregnancy and the first year of your baby's life.

Postpartum Care is health care after you have given birth. The goal of these visits are to make sure you are healthy and recovering well from the birthing process.

Don't forget this visit is also a chance to touch base with your doctor about how you are feeling both physically and mentally.

Check out the [Arizona Complete Health-Complete Care Plan Pregnancy & Child Health page](#) for quick tips on eating healthy, exercising, and other healthy tips!

Please call us at **1-888-788-4408 TDD/TTY 711** so we can help you schedule appointments with your doctor, help arrange transportation to appointments, provide support, resources and answer any questions.

Pre-Diabetes and Diabetes Care

Curious about the difference between Pre-Diabetes and Diabetes? Per the American Diabetes Association pre-diabetes is when your blood sugar is between 5.7% and 6.4%. For some people with prediabetes, early treatment can actually return blood sugar levels to the normal range. Early treatment includes revising current dietary habits and making sure to exercise moderately at least 30 min a day, five days a week.



If you have diabetes, remember to get your HbA1c test at least annually. 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. Taking medications as prescribed is a critical part of keeping your diabetes in control and staying healthy. Check with your primary care provider if you have questions about your medications and to schedule the tests you need when you need them.

Call your doctor 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**.

Adult References:

<https://www.womenspreventivehealth.org/wp-content/uploads/WellWomanChart.pdf>

<https://www.womenshealth.gov/a-z-topics/prenatal-care>

Diabetic Friendly Recipes

Need a quick and fulfilling lunch to keep you going and not disrupt your day? Try this fabulous **Avocado and Tuna Salad**. It's perfect for those summer days and easy to make.

Recipe Instructions: Simply mix all the ingredients together and enjoy!

Ingredients (5 Servings/½ cup per serving):

- 2 Tuna pouches (6.5 oz) packed in water
- ½ cup of pico de gallo
- 1 medium avocado
- Squeeze of lemon
- Cilantro (to taste)



Craving something sweet that will keep you on your healthy diet track?

Try some quick and easy **No-Bake Peanut Butter and Chocolate Balls**.

Ingredients (24 servings/2 balls per serving)

- 1/3 cup of Domino® Light Sugar & Stevia Blend (or your preferred sugar substitute)
- 1/3 cup of skim milk (or almond)
- ½ cup of peanut butter (smooth or chunky – you decide!)
- 1 tsp of vanilla extract
- 2 cups of old-fashioned rolled oats (not quick cooking)
- 3 tbsp of mini-chocolate chips

Recipe Instructions:

1. In a small saucepan, combine the sugar substitute and skim milk over medium heat. Stir well and bring to a boil for 1 and 1/2 minutes.
2. Stir in peanut butter and vanilla.
3. Remove from heat and add remaining ingredients mixing well.
4. Scoop oat mixture into 1 tbsp sized balls and place on waxed paper.
5. Let cool and refrigerate till firm.

You can find both these recipes & their complete nutritional details, and more at the [Diabetes Food Hub](#).

Adult References:

https://www.diabetesfoodhub.org/recipes/no-bake-peanut-butter-chocolate-bites.html?home-category_id=20

https://www.diabetesfoodhub.org/recipes/avocado-tuna-salad.html?home-category_id=18

Member Experience



How are we doing? Your feedback is very important to us and we are committed to providing the best possible healthcare experience possible. **Arizona Complete Health-Complete Care Plan** is committed to serving you with excellence.

If you receive an email asking for your feedback, please take a few minutes to complete the quick 10-question survey! If you do not have an email on file with us, please submit one in the member portal so we can add you to the list for the monthly satisfaction survey.

In a year unlike any other, Flu Shots are more important than ever!

- **Arizona Complete Health-Complete Care Plan** thanks you for getting your flu shot, as your health remains our number one priority.
- You can get your flu shot at your physician's office, including during a well visit.
- The ADHS/AHCCCS "Roll Up your Sleeve Campaign" continues in 2021.

[My Health Pays reward for flu shots:](#)

- ◇ Adults increase from \$25 to \$35*
- ◇ Children get \$10 when they get their flu shot*

*Reward changes effective 9/1/21



HIV Testing During Pregnancy

Experts recommend human immunodeficiency virus (HIV) testing during pregnancy. If you are tested and found out that you have HIV, treatment can usually prevent your baby from becoming 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 and counseling services are available for members who test positive for HIV.

Source: <https://www.cdc.gov/hiv/group/gender/pregnantwomen/index.html>



We need Your Voice!

Arizona Complete Health-Complete Care Plan meets with as many people as we can every month to improve our integrated care system. These Member and Family Advocacy Councils (MACs) are held twice a month through Zoom and you can also join by phone. Our MACs are open to our members, their family, provider staff, and community advocates!

At our MACs we gather and discuss issues and barriers, identify challenges and problem solve, share information and strategize ways to improve or strengthen the delivery of services in our network. We support each other with laughter and tears. Most importantly, we focus on keeping recovery alive in Southern and Central Arizona!

The Arizona Complete Health Office of Individual and Family Affairs team shares the job of meeting with our members and hearing about what is working and not working.

We then bring what we learn to our executive team and recommend to them what to do about problems. We have improved our website, we have looked at high caseloads, we have resolved transportation problems, and much more. Our work can only be done with you!

For more information, please email us at advocates@azcompletehealth.com or call our customer service line:

1-888-788-4408 (TTY/TDY: 711).

Follow us on Twitter [@AzCHCCP](https://twitter.com/AzCHCCP) and look on our website - [Arizona Complete Health](https://www.arizona-completehealth.com).

Breathe Easy: Five Tips to Help Control Your Asthma

Create an Action Plan. Be prepared if your asthma gets worse. Make a plan with your Primary Care Provider (PCP). Learn the best way to take your medicine, how to avoid triggers and when to get help. If you have an attack, look back at your plan to understand what made your symptoms worse.

Tame Your Triggers. These are different for everyone. They include mold, pet dander and household cleaners. Write down how shifts in weather affect you. This will help you remember which seasons irritate your asthma the most. You can then limit outdoor activities during these seasons in the future.

Keep Moving. Physical activity can make lungs stronger and lower the risk of an attack. It can also make your quality of life better. Do warm-up exercises before going harder. If it's cold, wear a face mask to warm the air you breathe in. In extreme temperatures, choose an indoor activity instead. As with any exercise program, check with your PCP before starting.

Manage Medications. People react to medications differently. You may need to try a few types to find what works best for your asthma. The sooner you treat symptoms, the less severe they will be and the less medication you'll need.

Breathe Better. Watch for signs like wheezing or shortness of breath. These could mean you are about to have an attack. If you experience symptoms, breathing exercises can help you remain calm and in control. Talk with your PCP or look into our Asthma Care Management program to learn more.

To learn more about the **Arizona Complete Health-Complete Care Plan** Disease Management Program, call **1-800-893-5597**.



What Is High Blood Pressure?

High blood pressure (sometimes called hypertension), is when your blood pressure, the force of your blood flowing through your blood pressure, is too high on a regular basis. Nearly half of American adults have high blood pressure. There are often no symptoms of high blood pressure so many people do not know they even have it.

The best way to know if you have high blood pressure is to have your blood pressure checked. Talk to your doctor about ways to prevent high blood pressure. If you do have high blood pressure, your doctor can help you manage it. With treatment and proper management, you can control your high blood pressure and live a long, healthy, and happy life!

Source: <https://www.heart.org/en/health-topics/high-blood-pressure/the-facts-about-high-blood-pressure>

Why is preventive care important?

Preventive care helps to keep you healthy. It can also help you to avoid health problems such as diabetes. One of the best ways to stay healthy is to see your doctor regularly, not just when you are sick. During a regular check-up (sometimes called a wellness exam), your doctor may:

- Check your weight, blood pressure, and pulse
- Ask about your mental health
- Review your medications
- Give you a vaccine (such as a flu shot)
- Ask about your family's health



Preventive care can help you live a long and healthy life.
Your care team can help you find a doctor or set up a wellness exam.

Source: <https://health.gov/healthypeople/objectives-and-data/browse-objectives/preventive-care>

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. Stopping smoking is one of the best things you can do for your health. Stopping smoking reduces your risk of:

- Heart disease
- Cancer
- High blood pressure



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

You can call the **ASH Line** for help to stop smoking: **1-800-55-66-222**. The ASH Line is at no cost to you and private and you can work with an experienced Quit Coach to help you develop a Quit Plan. AHCCCS members can receive no cost 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!

Arizona Complete Health-Complete Care Plan Individual and Family Affairs Member Advocacy Program

Arizona Complete Health-Complete Care Plan Individual and Family Affairs Department staff are peers and family members of persons who receive services in the behavioral health system. Each staff uses their lived experience to help members and families. Staff also work inside **Arizona Complete Health-Complete Care Plan** to help ensure planning and projects are member driven and include recovery principles.

Problems or concerns with you or your family member's treatment can be difficult when you're not sure where to start or how to get your needs met. Member Advocates are here to guide and support members and families through the **Arizona Complete Health-Complete Care Plan** network.

Member Advocates work with members and families to:

- Remove barriers to treatment or treatment goals
- Help you understand and protect your rights
- Help with the grievance, appeal or complaint process
- Participate in meetings and workgroups to ensure member voice is included in decision-making activities
- Help you get involved in Arizona Complete Health-Complete Care Plan Advocacy
- Work with behavioral health providers and other system partners to get your needs met
- Connect with community resources
- Connect with advocacy based groups and community organizations



Arizona Complete Health-Complete Care Plan has four Member Advocates:

- CRS Member Advocate
- Veteran Member Advocate
- Adult Behavioral Health Member Advocate
- Child Behavioral Health Member Advocate

We're Here to Help! If you or your family member needs assistance please contact one of the Member Advocates below:

- ▶ **Brenda Replogle**, CRS Member Advocate: Email: BReplogle@azcompletehealth.com; Phone: (520) 809-6483
- ▶ **Jose Castillo**, Veteran Member Advocate: Email: Jose.Castillo@azcompletehealth.com; Phone: (520) 809-6527
- ▶ **Danielle F. Wilson**, Child Behavioral Health Member Advocate: Email: Danielle.F.Wilson@azcompletehealth.com; Phone: (520) 809-6605
- ▶ **John Anglin**, Adult Behavioral Health Member Advocate: Email: John.H.Anglin@azcompletehealth.com; Phone: (520) 849-4186

If you're not sure which Member Advocate to contact or for general information please contact:

- ▶ **Melissa Brown**, Individual & Family Affairs Manager/Member Liaison Coordinator:
Email: MelisBrown@azcompletehealth.com; Phone: (520) 373-1489