

WHOLE you

FALL 2026 | BULLETIN



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A Message from James Stover



“
Together,
we can make this
a time to take
SMALL STEPS
toward
better health.
”

James Stover, CEO and
Plan President, Arizona
Complete Health-
Complete Care Plan

We are glad to have you with us this fall, whether you are new or have been a member for a long time. Serving you and your community is at the heart of what we do. From small towns to city neighborhoods to tribal communities, our goal is to make sure care is always within reach.

With the change in season, now is a great time to pay attention to your health. Cooler weather can bring new challenges, but small steps like scheduling a checkup or getting ready for flu season can help you stay on track. In this issue, you will find easy tips, helpful resources, and more information about the care and services available to you. You will also learn about new Medicaid requirements coming in January 2027 and how to stay covered, with support every step of the way.

Thank you for choosing Arizona Complete Health-Complete Care Plan. We are honored to support you and your family every day.

Warm regards,

James Stover
CEO & Plan President
Arizona Complete Health-
Complete Care Plan

Strong Hearts, Stronger Communities



High blood pressure is a common health problem for Arizonans. Many people do not know they have it because it often does not cause symptoms. Over time, high blood pressure can increase the risk of heart disease, stroke, kidney problems, and other serious health conditions.

The good news is that there are steps you can take to help lower your blood pressure and stay healthy.

Know Your Blood Pressure Numbers

Your doctor may check your blood pressure at appointments. You may also be able to check it at home, at a pharmacy, or at a community health event. Ask your doctor:

- What is my blood pressure goal?
- How often should I check my blood pressure?
- What can I do to improve my numbers?

Small Steps Matter

You do not have to make big changes all at once. In fact, small steps today can make a big difference.

Try to:

- Take your medications as prescribed
- Keep your medical appointments
- Move your body each day, even if it is just a short walk
- Talk to your doctor about the best foods
- Avoid smoking or vaping
- Find healthy ways to manage stress

What Can Make Blood Pressure Hard to Control?

Many people face challenges that can affect their health. Some common barriers include:

- Missing appointments
- Trouble getting medications or taking medications at the right time
- Transportation problems
- Stress, anxiety, or depression
- Managing more than one health condition
- Not understanding a treatment plan

We Are Here to Support You

If any of these challenges sound familiar, you are not alone. Help is available. Arizona Complete Health-Complete Care Plan offers Care Management and Care Coordination services to help members reach their health goals. Our team can help with:

- Setting personal health goals
- Finding doctors and specialists
- Scheduling appointments
- Connecting to community resources
- Understanding health conditions and medications
- Finding support for barriers that affect your health



Need Support?

Support is available by phone, digitally, or through a combination of both based on your needs and preferences.

To learn more, call Member Services at **1-888-788-4408** (TTY/TDD: 711), Monday through Friday, 8 a.m. to 5 p.m., and ask about Care Management services.

Stay Well This Flu Season!

YOUR GUIDE TO STAYING HEALTHY AND PROTECTING THOSE YOU LOVE

Why It Matters

Flu season is knocking—do not let it in! The flu is not just an inconvenience; it is a fast-moving contagious virus that can sideline anyone, especially pregnant moms, kids, seniors, and those managing chronic conditions. It is never too late to get vaccinated.

Protect yourself and those you love by getting a flu shot every year, covering your coughs, washing your hands, and staying home if you are sick. With a few actions on your part, you can keep yourself and your loved ones feeling great all season long.

Who Needs Extra Protection?

Pregnant Moms

Pregnancy can put you and your baby at higher risk for flu and related complications. Getting a flu shot can help protect you and your baby.

Children & Families

Young children have a higher risk of health problems from the flu. Most providers recommend that children get their first flu shot starting at six months of age.

People with Chronic Conditions

Flu can make chronic health problems worse. Those conditions can include diabetes, asthma, or heart disease. Flu vaccines can help protect from flu and related complications.

Seniors & Caregivers

Our immune systems weaken with age. People aged 65 and older have more risk for health issues from the flu. If you are a senior or live with seniors, a flu shot may help protect you all.

If you fall into any of these groups, talk with your doctor about ways you and your loved ones can stay protected from the flu next year.

Common Questions About the Flu

What is the Flu (Influenza)?

Flu is a respiratory illness that spreads easily. Viruses infect the nose, throat and sometimes lungs. It can cause mild to severe illness. At times it can lead to death.

Can the flu shot give me the flu?

No! Vaccines contain inactivated virus or particles that mimic the virus—so they cannot make you sick.

When & where to get vaccinated?

By the end of October is best, but later still helps! Available at doctor's offices, clinics, schools, and some workplaces. Influenza vaccines may also be available at pharmacies, where pharmacists may administer influenza immunizations only to children 3 years of age and older.

How Do You Know if you have the Flu?

Symptoms often hit suddenly:

- Fever* or feeling feverish/chills
- Cough
- Sore throat
- Runny or stuffy nose
- Some people may have vomiting and diarrhea. This is more common in children than adults.
- Muscle or body aches
- Headaches
- Tiredness

Where should you go if you have flu symptoms?

If you have questions, contact your doctor, urgent care, or your health plan's nurse advice line. Ask about medicines that may help. You likely won't need emergency care unless you have a very high fever or trouble breathing.



Need Help?

Please contact **Arizona Complete Health-Complete Care Plan Member Services** at **1-888-788-4408** (TTY/TDD 711) if you need help with:

- Finding a doctor
- Scheduling an appointment
- Transportation

Nurse Triage Line: 1-866-534-5963 (TTY/TDD 711)

Medications for Medicare Members



\$50 GLP-1 Medications for Medicare Members

Starting July 1, 2026, the Centers for Medicare & Medicaid Services (CMS) will start a new program to help lower the cost of some weight-loss medicines. These include Foundayo®, Wegovy® (shot or tablet), and Zepbound® (KwikPen®).

This program is called the Medicare GLP-1 Bridge. **It will run until December 31, 2027.**

Medicare Part D helps cover prescription medications. Some members with Medicare Part D may be able to get these medications for a \$50 monthly copay. In addition to supporting weight loss, these medications may also improve overall health.

Many people could not get these medications before because they cost too much. This program may make it easier to get by offering one clear monthly price.

The GLP-1 Bridge works outside the regular Part D benefit. CMS will handle approvals, claims, and payments in one system. This may make the process easier for members, doctors, and pharmacies.

Talk with your doctor to see if a GLP-1 medication is right for you. Not everyone will qualify, and some rules will still apply.

This program is a short-term step while CMS makes a long-term plan to improve access to these medicines.

To learn more, visit: [Medicare GLP-1 Bridge](#)

Reference

Centers for Medicare & Medicaid Services. (2026, May 6). *Coming soon: CMS to provide \$50 monthly access to GLP-1 medications for Medicare beneficiaries.* <https://www.cms.gov/newsroom/press-releases/coming-soon-cms-provide-50-monthly-access-glp-1-medications-medicare-beneficiaries>

Important Adult Vaccines Medicare Covers at No Cost

Medicare pays for all adult vaccines recommended by the CDC. That means you can get them at no cost to you! Vaccines are one of the best ways to keep people healthy. When you get a vaccine, your body learns how to fight the germs that cause these illnesses. This means if you are exposed later, your body can stop you from getting sick or make the sickness much milder.

Vaccines don't just protect you, they help protect your community too. This is called herd immunity. When most people in a group are vaccinated, germs have a hard time spreading. This keeps people safe who cannot get vaccines, like babies or those with certain health problems.

Talk with your doctor or pharmacist to make sure you are up to date on these vaccines, which are available at no cost to you:

Influenza (Flu): Everyone 6 months and older should get a flu shot every year.

Herpes Zoster (Shingles): Given as a 2-dose series. It is over 90% effective at preventing shingles, a painful rash with blisters.

Pneumococcal (Pneumonia): Protects against lung infections.

Respiratory Syncytial Virus (RSV): The CDC recommends a single dose of RSV vaccine for all adults age 75 and older and for adults ages 50 to 74 who are at increased risk for severe RSV disease. RSV vaccination is also recommended during weeks 32 through 36 of pregnancy to help protect infants after birth.

COVID-19 vaccine: Helps protect you from severe illness and hospital stays, you may need booster shots over time.

Hepatitis B (HepB): A series of 2 to 4 shots given over 1 to 6 months. Recommended for all adults through age 59. Adults 60 and older with certain risk factors should get the vaccine and can also choose to receive it if they want added protection.

Tdap vaccine: (tetanus, diphtheria and pertussis/whooping cough): One-time shot if never received, then a booster every 10 years.



Reference

Centers for Disease Control and Prevention. (2024, June 12). *What vaccines are recommended for you.* <https://www.cdc.gov/vaccines-adults/recommended-vaccines/index.html>

Member Responsibilities



Member Responsibilities

As an Arizona Complete Health-Complete Care Plan member, you have the responsibility to:

- Provide as much information as you can so your providers can care for you.
- Follow instructions from your providers.
- Know the name of your assigned PCP.
- Schedule appointments during office hours whenever possible instead of using urgent care facilities or emergency rooms.
- Arrive for appointments on time.
- Tell your provider if you need to cancel or reschedule an appointment.
- Bring vaccination records to every appointment for children ages 18 and younger.
- Share Information and:
 - If you do not understand your health condition or treatment plan, ask your provider to explain.
 - Give your doctors, providers, and care manager all the facts about your health problems, past illnesses, hospital stays, medications, shots, and other health concerns.
- Participate in recovery by:
 - Knowing the name of your providers and/or your care manager.
 - Participating in creating your service plan.
 - Following the instructions that you and your providers have agreed upon.

Protect Your Health with Annual Preventative Care

Preventive care is more than a check-up. It helps you stay healthy and catch problems early. As an Arizona Complete Health-Complete Care Plan member, your yearly preventive visit is a covered benefit with **no cost or copayment**.

Think of it as your yearly health check-in. It helps you stay on track, prevent illness, and feel your best. Do not wait until you are sick. Make preventive care part of your routine.

What to Do Once a Year

Get your wellness exam. During this visit, your doctor will:

- Check your blood pressure
- Measure your height, weight, and body mass index (BMI)
- Ask about lifestyle habits, such as alcohol use, tobacco use, and skin cancer risk
- Screen for depression
- Check which health screenings you may need
- Review vaccines you may need

This is also a great time to ask questions and talk about any health concerns.

Kids and Teens Under 21

Regular well-child visits help make sure your child is growing and developing as expected. These visits are covered at **no cost** through EPSDT (Early and Periodic Screening, Diagnostic, and Treatment). These visits follow the American Academy of Pediatrics (AAP) Periodicity Schedule and may include:

- Vision and hearing checks
- Developmental assessments
- Behavioral, social, and emotional screenings
- Substance use screenings
- Depression screenings
- STI and HIV screenings
- Dental exams

Recommended Health Screenings for Adults

Screenings help find health problems early, when they may be easier to treat.

- Blood pressure screening for adults 18 and older
- Breast cancer screening for women ages 40 to 74
- Cervical cancer screening for women ages 21 to 65
- Colon cancer screening for adults ages 45 to 75
- Diabetes screening for adults over age 45, or earlier if you have risk factors

For People with Diabetes

- **Hemoglobin A1c (HbA1c) test** to check average blood sugar levels
- **Eye exam** to help prevent vision loss
- **Statin medication**, if recommended by your provider

Take Charge of Your Health

Annual preventive visits are one of the best ways to protect your health and your family's well-being. Arizona Complete Health-Complete Care Plan is here to support you every step of the way. Schedule your preventive visit today and stay on track for a healthier future.



Need Help?

Contact Arizona Complete Health-Complete Care Plan:

- **Medicaid Member Services: 1-888-788-4408** (TTY/TDD 711)
- **Nurse Triage Line: 1-866-534-5963** (TTY/TDD 711)

We can help with:

- Finding a doctor
- Scheduling an appointment
- Transportation

Start Your Tobacco Free Journey

Quitting smoking is one of the best things you can do for your health, but it is not always easy.

Many people try more than once before they quit for good, and that is okay.

If you have tried before, do not give up. Try again. Your doctor can help you create a new plan and connect you to support and resources to help you succeed.

Did you know the Arizona Smokers' Helpline (ASH Line) can also help you to stop smoking? Call them at 1-800-55-66-222 to connect with a Quit Coach. Your Quit Coach will help you to develop a



personalized plan to quit tobacco. When making a quit plan you and your Coach will:

- Talk about how ready you are to quit
- Discuss why you want to quit
- Decide when to talk with your Quit Coach

Coaches are available 24/7.

You can also chat with them online at www.azdhs.gov/ashline. Or text "start my quit" to 300500 to get started!

Source:

[ASHLine - Welcome to Ashline](#)

A Check Up Today, A Healthier Tomorrow

Taking care of yourself and scheduling regular screenings can help you stay healthy and feel your best.

Being open and honest with your doctor about both your physical and mental health is important. When you share how you're really doing, you can get the care and support you need and deserve.

Screenings can help catch concerns early, sometimes before you notice symptoms. This can make a big difference in helping you maintain a high quality of life.

Common Screenings to Consider



Physical Health

- Mammograms
- Blood pressure checks
- Cholesterol screenings
- Diabetes screenings



Mental Health

- Depression screenings
- Anxiety assessments
- PTSD checklists

You matter, and your health matters. Making time for screenings is a simple step you can take to care for yourself.

September is Suicide Prevention Month



Support When It Matters Most

If you or someone you care about is in emotional distress or facing a mental health crisis, help is available anytime, day or night. You are not alone.

How You Can Help

Anyone can make a difference. Knowing what to do in the moment can help keep someone safe.

- **Listen and show you care.**
- **Ask directly** if they are thinking about suicide. Stay calm and supportive.
- **Encourage them to get help** from a doctor or mental health professional.
- **Stay with them** if they may be in danger.
- **Remove access** to weapons or anything that could cause harm.

Support from family, friends, culture, or faith can also make a big difference. These connections can help someone get through a difficult time.

Arizona Crisis Support

The **Arizona Statewide Crisis Hotline** is available 24/7 for anyone in need or concerned about a loved one.

- Call **1-844-534-HOPE (4673)**
- Text **4HOPE (44673)**
- Chat online with a trained crisis counselor

They can:

- Listen and provide support
- Help you through a crisis
- Connect you to care or a mobile crisis team if needed

Services are available even without insurance and in multiple languages, including support for Deaf and Hard of Hearing individuals.

National Support

You can call or text **988** from anywhere in the United States for free, confidential support at any time.

- Connect with a trained counselor
- Get support by phone, text, or
CHAT: <http://988lifeline.org/talk-to-someone-now>
- Find local mental health services

More Ways to Get Help

- **Veterans:** Call 988 and press 1, or text 838255
- **Teens (Arizona):** Teen Lifeline at 602-248-8336
- **LGBTQ+ Youth:** The Trevor Project at 1-866-488-7386
- **Crisis Text Line:** Text HOME to 741741
- **STATEWIDE CRISIS LINE:** 1-844-534-HOPE or 1-844-534-4673
- **TEXT:** Text "HOPE" to 4HOPE (44673)
- **CHAT:** <https://crisis.solari-inc.org/start-a-chat/> and "Start a Chat Now"
- **NATIONAL SUICIDE & CRISIS LINE:** 988
- **NATIONAL CRISIS LINE (CALL OR TEXT):** 988

*Help is always available.
Reaching out can make a difference.*

Contact Info and Crisis Hotlines

ARIZONA COMPLETE HEALTH-COMplete CARE PLAN MEMBER SERVICES:

1-888-788-4408 or TTY/TDD: 711

We are open Monday-Friday 8am to 5pm

STATEWIDE CRISIS LINE:

1-844-534-HOPE or 1-844-534-4673

TEXT: Text "HOPE" to 4HOPE (44673)

CHAT: <https://crisis.solari-inc.org/start-a-chat/> and "Start a Chat Now"

NATIONAL SUICIDE & CRISIS LINE: 988

NATIONAL CRISIS LINE (CALL OR TEXT): 988

CHAT: <http://988lifeline.org/talk-to-someone-now>

OTHER CRISIS PHONE NUMBERS:

Tohono O'odham Nation: 1-844-423-8759

Northern Tribal Line: 1-833-990-6400

Gila River and Ak-Chin Indian Communities: 1-800-259-3449

Salt River Pima Maricopa Indian Community: 1-480-850-9230

Tribal Warm Line: 1-855-728-8630

Veterans Crisis Line: 988, then press 1 for the Veterans Crisis Line.

Be Connected: 1-866-4AZ-VETS (429-8387)

PROVIDERS BY COUNTY:

Cochise, La Paz, Pima, Santa Cruz, Southern Mohave (Lake Havasu City), Yuma – Community Health Associates (CHA)

Apache, Cochise, Graham, Greenlee, Navajo, North of Grand Canyon, Pima, San Carlos Reservation – Community Bridges, Inc. (CBI)

Coconino, Hopi Tribe, Northern Mohave (Bullhead City, Kingman) – Terros

Yavapai, Village of Supai (base of the Grand Canyon) - Spectrum

Five Easy Ways to Get Moving with Friends

Hanging out with friends is good for your body and brain! Being social and around people who make you smile can help you feel happy, lower stress, and even keep your heart healthy. Make this time even more valuable and add some movement! Here are five easy and fun ways to get exercise while having fun with your friends.



1 Team Up. Join a local league for softball, soccer, basketball, pickleball, or another sports interest. Don't worry if you're not a star player! Most leagues offer options for different age groups or experience levels. You may be able to find groups that are just for fun. Structured group activity provides exercise on a regular schedule.



2 Go for a Hunt. You don't have to break a sweat to get your body moving. Get a scavenger hunt together with friends and family. Use a mobile app that can set most of it up for you. Walking from clue to clue can help strengthen your bones and muscles.



3 Window Walk. Rainy? Too hot or cold outside? Head to the mall or covered shopping center with friends to be active in all weather. Keep it fun and window shop along the way. Choose spots where you can speed up and slow down to keep your heart rate up. Add some stairs if you can for an extra challenge. Walking helps you work on your heart health and can boost your mood.



4 Play Video Games. Well, active ones! From bowling to archery to dancing, try something to get your heart pumping instead of just sitting on the couch. Make it a group competition and burn some calories!



5 Go Bowling. You'd be surprised how the action of throwing a bowling ball helps strengthen and tone your muscles. Additional health benefits include better hand-eye coordination and improved flexibility and balance. Plus, getting up and down for your turn adds more steps to your day.



Talk to your doctor before starting or changing an exercise routine.

Quick Tips for Healthy School Lunches

Packing school lunches can feel rushed. But lunch is a great chance to help kids eat healthy foods and try new things. Here are five simple tips to make healthy lunches that kids will enjoy.



1. Use Foods You Already Have

Try new ways to make meals with foods from home. Instead of deli meat, use baked or grilled chicken or turkey. These have less salt and more protein. You can roll chicken, cheese, and lettuce in a tortilla. Cut it into small pieces so it is easy to eat. Leftover chicken can also be cut into small bites. You can even make turkey taco roll-ups with whole-grain tortillas.



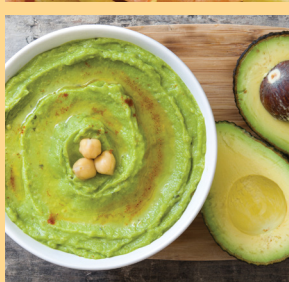
2. Add Crunchy Foods

Crunchy foods can be healthy and fun to eat. Apples, celery, baked chips, and nuts are good choices. Apples have vitamin C and fiber. Pair apple slices with cheese for a tasty snack. Put chicken and grapes on celery for a light chicken salad. Mix different unsalted nuts to make your own trail mix.



3. Swap Out Chips

Instead of regular chips, try popcorn, veggie straws, or crackers. Look for popcorn with little or no salt. Choose baked or low-salt crackers made with whole grains. Veggie straws made from real vegetables can help kids eat more veggies. Always check food labels and avoid snacks with too much salt or added sugar.



4. Try Easy Dips

Dips can make fruits and vegetables more fun. A yogurt dip with low sugar is great for fruit. Greek yogurt adds extra protein. For veggies, try dips made at home instead of store-bought dressings. Mashed avocado, hummus, or yogurt with herbs are good options. Cut veggies into thin sticks so they are easy to dip.



5. Make Fruit Fun

Fruits help kids stay healthy and strong. They have vitamins that help fight sickness. Try mixing berries together for a colorful fruit cup. You can also make fruit on sticks using different fruits. Pack yogurt, fruit, and granola separately so kids can make their own parfait. Cottage cheese with peaches or apple slices with nut butter are other easy ideas.



Talk to your doctor before starting or changing an exercise routine.

Housing and Health Support with the H2O Program



The **Arizona Housing and Health Opportunities (H2O)**

program helps people on Medicaid find a safe place to live and improve their health, because having a stable home can help you feel better and stay healthier. The program also helps lower healthcare costs, and supports people in finding and keeping a safe, stable place to live.

Who May Qualify

You may be able to get help if you are on Medicaid and:

- Do not have a home or have unstable housing
- Are listed as homeless in a system called Homeless Management Information System (HMIS)
- Have a letter that says you are homeless
- Have a serious mental illness
- Have long-term health problems
- Are leaving jail or prison within 90 days, or were released in the last 90 days

Services Available

The H2O program can help with:

- Learning about the program and getting started
- A place to stay for a short time (up to 6 months)
- Better shelter options
- Help paying rent
- Help with moving costs
- Changes to your home to make it safer and easier to live in
- Getting ready to rent a home
- Ongoing help so you can keep your housing



Need Help or Have Questions?

To learn more or get help, contact the **Solari Housing and Health Opportunities team:**

Toll Free: 1-855-814-4673

Local: 480-546-7135

Email: H2Omembersupport@solari-inc.org

Appeals and Questions About Decisions

If you want to appeal a decision about H2O services, contact:

Toll Free: 1-855-814-4673

Local: 480-546-7135

Email: H2Oappeals@solari-inc.org

Appeal Portal: Available through Solari

Non-title XIX/XXI Services



Did you know that Arizona Health Care Cost Containment System (AHCCCS) has some services available, even if the service is not covered under Medicaid or you do not qualify for Medicaid? If eligible, you or your loved ones might be able to receive behavioral health services through state funding or grants. Here are some of the services:

- Auricular acupuncture (a type of acupuncture done on the ears)
- Traditional healing
- Supported Housing
- Room and Board when in a behavioral health residential facility setting
- For members with Substance Use Disorder, child sitting or childcare might be covered while parents receive treatments.
- Prevention and treatment of Substance Use
- Disorders and Opioid Use Disorders, including Medications for Opioid Use Disorder (MOUD) and Alcohol Use Disorder (AUD).
- Early intervention services for HIV and tuberculosis disease
- Mental health services for adults with Serious, Mental Illness (SMI), children with Serious Emotional Disturbance (SED), and Early Serious Mental Illness (ESMI), including First Episode Psychosis (FEP).

It is important to know about these options. However, they are not an entitlement. This means that because funds are limited, the services mentioned are based on eligibility and availability.

You can find out more about these programs by visiting our website or calling Member Services at **1-888-788-4408** TTY/TDD 711.

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 (including pregnancy, sexual orientation, and gender identity). Arizona Complete Health does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity).

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
 - 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 (including pregnancy, sexual orientation, and gender identity), you can file a grievance with:

1557 Coordinator

PO Box 31384, Tampa, FL 33631

Phone: **1-855-577-8234** (TTY/TDD: **711**)

Fax: **1-866-388-1769**

Email: **SM_Section1557Coord@centene.com**

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.

If you need help filing a grievance, our 1557 Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or by mail at U.S. Department of Health and Human Services; 200 Independence Avenue, SW; Room 509F, HHH Building; Washington, D.C. 20201; or by phone: **1-800-368-1019, 1-800-537-7697** (TTY).

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

This notice is available at the Arizona Complete Health website: **Accessibility, Privacy & Safety - azcompletehealth.com/accessibility-privacy-safety.html**

La Discriminación es un Delito

Arizona Complete Health cumple con las leyes Federales de derechos civiles aplicables y no discrimina por motivos de raza, color de piel, nacionalidad de origen, edad, discapacidad o sexo (incluido el embarazo, la orientación sexual y la identidad de género). Arizona Complete Health no excluye a las personas ni las trata de manera diferente por su raza, color de piel, nacionalidad de origen, edad, discapacidad o sexo (incluido el embarazo, la orientación sexual y la identidad de género).

Arizona Complete Health:

- Brinda asistencia y servicios, sin costo alguno, a las personas con discapacidades para comunicarse de manera eficaz con nosotros, como los siguientes:
 - Intérpretes de lengua de señas calificados
 - Información escrita en otros formatos (letra grande, audio, formatos electrónicos accesibles u otros formatos)
- Brinda servicios de idiomas sin costo para las personas cuyo idioma principal no es el inglés, como los siguientes:
 - Intérpretes calificados
 - Información escrita en otros idiomas.

Si necesita estos servicios, llame a Servicios para Miembros al:

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

Si considera que Arizona Complete Health no le proporcionó estos servicios o lo discriminó de otra manera por motivos de raza, color de piel, nacionalidad de origen, edad, discapacidad o sexo (incluido el embarazo, la orientación sexual y la identidad de género), puede presentar una queja ante la siguiente entidad:

1557 Coordinator

PO Box 31384, Tampa, FL 33631

Teléfono: **1-855-577-8234** (TTY/TDD: **711**)

Fax: **1-866-388-1769**

Correo electrónico: **SM_Section1557Coord@centene.com**

Puede presentar una queja en persona, o por correo, fax o correo electrónico. La queja debe presentarse por escrito en un plazo de 180 días a partir de la fecha en que la persona que presenta la queja advierta lo que considera discriminación.

Si necesita ayuda para presentar una queja, nuestro Coordinador 1557 está disponible para ayudarlo.

También puede presentar un reclamo de derechos civiles ante la Office for Civil Rights del U.S. Department of Health and Human Services de manera electrónica a través del Portal de Reclamos de la Office for Civil Rights, 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).

Los formularios de reclamo están disponibles en **<https://www.hhs.gov/ocr/complaints/index.html>**

Este aviso se encuentra disponible en el sitio web de Arizona Complete Health: **Accesibilidad, Privacidad y Seguridad - azcompletehealth.com/accessibility-privacy-safety.html**

Language assistance services, auxiliary aids and services, larger font, oral translation, and other alternative formats are available to you at no cost. To obtain this, please call **1-866-918-4450** (TTY/TDD **711**).

Spanish	Servicios de asistencia lingüística, servicios y asistencia auxiliares, letra más grande, traducción oral y otros formatos alternativos están disponibles sin costo alguno. Para obtenerlos, llame al 1-866-918-4450 (TTY/TDD 711).
Navajo	T'aa jiik'ehgo saad bee aka ana'alwo'igii, t'aa ajilii bee aka ana'alwo'igii, nitsahakees bee nidaalnishigii, saad bitsaa' dah naasha, doo t'aa ajilii bina'anish adiiilji' bee holo holne'go niha nit holo doo binahji' baa holo. Dii bee nil holoo dooleel, t'aa shoodi béeso bich'ji' ya'at'éehigii 1-866-918-4450 (TTY/TDD 711).
Chinese (Mandarin)	您可以免费使用语言协助服务、辅助设施与服务、较大的字型、口译服务，以及其他替代格式。如需获取，请致电 1-866-918-4450 (TTY/TDD 711)。
Chinese (Cantonese)	您可以免費使用語言協助服務、輔助設施與服務、較大的字型、口譯服務，以及其他替代格式。若要取得這些服務，請致電 1-866-918-4450 (TTY/TDD 711)。
Vietnamese	Dịch vụ hỗ trợ ngôn ngữ, dịch vụ hỗ trợ và trợ giúp phụ trợ, phông chữ lớn hơn, phiên dịch và các định dạng thay thế khác được cung cấp miễn phí cho quý vị. Để nhận dịch vụ này, vui lòng gọi số 1-866-918-4450 (TTY/TDD 711).
Arabic	تتوفر لك خدمات مساعدة لغوية ومساعدات وخدمات إضافية وخط أكبر وترجمة شفوية وغيرها من التنسيقات البديلة مجاناً. للحصول على ذلك، يُرجى الاتصال على الرقم 1-866-918-4450 (TTY/TDD 711).
Tagalog	Ang mga serbisyo ng tulong sa wika, mga pansuportang tulong at serbisyo, malalaking font, pasalitang pagsasalin, at iba pang alternatibong format ay available para sa inyo nang wala kayong gagastusin. Para makuha ito, tumawag sa 1-866-918-4450 (TTY/TDD 711).
Korean	언어 보조 서비스, 보조 지원과 서비스, 큰 글씨, 구두 번역 및 기타 대체 형식은 무료로 제공됩니다. 자세한 정보를 확인하려면 1-866-918-4450 (TTY/TDD 711)번으로 전화해 주십시오.
French	Des services d'assistance linguistique, des aides et des services auxiliares, une police plus grande, une traduction orale et d'autres formats sont disponibles gratuitement. Pour cela, veuillez appeler le 1-866-918-4450 (TTY/TDD 711).
German	Ihnen stehen kostenlose Sprachassistentendienste, Hilfsmittel und -dienste, größere Schrift, mündliche Übersetzungshilfen und andere alternative Formate zur Verfügung. Um dies zu erhalten, rufen Sie unter 1-866-918-4450 (TTY/TDD 711) an.

