

WHOLE you



Fall 2022 Member Newsletter



CEO's Corner

Remember, time waits for none of us. Especially this time of year! I believe the solution, of course, is to act now. Act now for your quality of your life tomorrow. To me, the single phrase that best sums that up is to "act healthy." Think for a moment. How many people do you know have that freedom? How many people have that choice?

So, welcome to the Fall Edition of the Arizona Complete Health-Complete Care Plan (AzCH-CCP) Member Newsletter! On behalf of everyone here at AzCH-CCP, we wish you a happy and healthy rest of 2022.

Yet, everything has a season, so make the most of your future. We are here to help. In this edition you can learn more about:

- **Hypertension tips to keep you healthy at the end of year**
- **The "In's & Outs" of Medicare Part D to help start 2023 well**
- **Feature Article: How to include "culture" in your care**
- **And more!**

And remember, give yourself the most precious gift – act healthy.

In Good Health,

James Stover
**CEO, Arizona Complete Health-
Complete Care Plan**



Contact Info and Crisis Hotlines

ARIZONA COMPLETE HEALTH-COMplete CARE PLAN

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

We are available Monday-Friday 8am to 5pm

STATEWIDE CRISIS LINE: 1-844-534-4673 or 1-844-534 HOPE

NATIONAL SUICIDE & CRISIS LINE: 9-8-8

CRISIS PHONE NUMBERS:

Cochise, Graham, Greenlee, La Paz, Pima, Pinal, Santa Cruz, Yuma, Apache Counties, including the San Carlos Apache Reservation: **1-866-495-6735**

Maricopa County: **1-602-222-9444 or 1-800-631-1314**

Gila County: **1-877-756-4090**

Tohono O'Odham Nation: **1-844-423-8759**

Veterans Crisis Line: **1-800-273-8255 (press 1)**

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

Member Handbooks & Provider Listings

Do you still have a copy of the Arizona Complete Health-Complete Care Plan (AzCH-CCP) Member Handbook? Do you want an updated Provider Listing?

Member Handbooks and updated Provider Listings are always available to our members at no charge. You can see both of these items on our website, or call or write to us and ask for a new copy.

Visit: <https://www.azcompletehealth.com/members/medicaid.html>

Call Member Services toll-free: **1-888-788-4408** or **TTY/TDD:711**

Write: Arizona Complete Health-Complete Care Plan

Attn: Member Services

1850 W. Rio Salado Pkwy.

Suite 211

Tempe, AZ 85281-2695

You can easily look up providers when you visit our website, <https://www.azcompletehealth.com/members/medicaid.html> and use the online provider search option. Give it a try!

If you have any questions, just call Member Services. We are happy to help you.

Cultural Corner

Submitted by Amy D'Arpino, Health Equity Specialist and
Jennifer Keough, Program Manager, Health & Wellness



Including Culture in Your Care Plus Positive Relationships Equals Success!

Providers should include your culture in your care. It can have a great impact on your success in getting the best health. If they don't ask you about your culture, please bring it up with them. Also, in member surveys, you may be asked if your culture was respected. Or about how having your culture included in your treatment may have helped you? Sometimes we hear people say they don't have a culture, or they are not sure of what to say. Below is some information that may help to understand culture and to build provider relationships.

What is Culture?

Culture is the languages we speak. Culture is our thoughts, and how we talk with each other. It is family roles, customs, beliefs, and values. It is our age, our abilities, and traditions. Culture is gender identity and sexual orientation. It involves where we live and how much money we have. And it is race, ethnicity, religion, or social groups. And so much more! We are all a combination of many different cultures!

Culture can influence our relationships. Opinions about people are made often based on a small part of what is seen. But when that happens, someone could miss

out on the other pieces of a person. They don't know how someone may identify. They don't know of experiences that may affect behaviors. They can't see their beliefs, their values, or their attitudes. Or the way they think. They don't know how that person may deal with things. They don't really know anything about the person. And, if wrong assumptions are made, the relationship probably won't get off to a good start.

Have you assumed something about someone and found out later, after getting to know them, that the assumption was wrong? When assumptions are made, people could miss out on having good relationships. Good relationships are important in general, but especially when someone needs mental health or medical care. Let doctors get to know you. Let them learn about the parts they can't see. Try to get to know them. Positive relationships with providers are vital for success in reaching your healthcare goals.

Remember, discrimination is against the law. If you have any concerns about a provider discriminating against you, please contact Arizona Complete Health-Complete Care Plan's Member Services at **1-888-788-4408 (TTY/TDD: 711)** to talk with someone about your concern.

WHOLE you

Even if You Don't Qualify for Medicaid, Some Services are Offered

Did you know that AHCCCS has some services available, even if you don't qualify for Medicaid? You or your loved ones might be able to receive services through state funding. 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, childcare might be covered
- Prevention and treatment of Substance Use Disorders and Opioid Use Disorders
- Early intervention services for HIV and tuberculosis disease
- Mental health services for adults with Serious Mental Illness (SMI) or children with Serious Emotional Disturbance (SED)



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 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**.

Redetermination Medicaid Newsletter – 7/19/2022

During the pandemic, AHCCCS members have been able to stay covered, regardless of income changes. When the pandemic ends, be sure AHCCCS can contact you to confirm your continued eligibility. Log in to <https://www.healtharizonaplus.gov> to update your address or call 1-855-HEAPLUS (432-7587).

If you or someone in your household receives a letter from AHCCCS requesting information, please respond and provide the proof requested. This will help ensure that AHCCCS coverage remains active. The fastest way to update your information is online at www.healtharizonaplus.gov.

Do you need help updating your contact information with AHCCCS? Find a Community Assister on the www.healtharizonaplus.gov website who can help you update your phone number and mailing address and complete your Medicaid renewal.

If you are no longer eligible for Medicaid, there may be other health care coverage options. You can explore the other plans that Arizona Complete Health has to offer. For information on Ambetter by Arizona Complete Health (Marketplace), visit <https://ambetter.azcompletehealth.com/> or call 1-855-346-6805 (TTY/TDD 711). For information on Wellcare by Allwell (Medicare), visit <https://wellcare.azcompletehealth.com/> or call 1-800-977-7522 (TTY/TDD 711).

For additional support, contact Arizona Complete Health-Complete Care Plan Member Service at **1-888-788-4408 (TTY/TDD 711)**.

WHOLE you



What is 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.
- Make healthier food choices. 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 rest 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.

Source:

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



What are Social Determinants of Health?

Health starts in your home, school, work, and community. Things like clean air, access to healthy foods, and safe housing all affect your health. Without these it can be hard to stay healthy. These are what are known as the Social Determinants of Health (SDOH).

For example, if there is no grocery nearby it can be hard to find healthy food. This can lead to poor nutrition. Poor nutrition can raise your risk for health conditions such as heart disease and diabetes.

There are many resources that can assist you in improving SDOH challenges. One available to Arizona Complete Health-Complete Care Plan members is the Community Resource Guide (CRG). The CRG can help you to connect to a wide range of services to help you live a healthier life. The CRG can be found at <https://www.azcompletehealth.com/members/medicaid.html>. You can also get a paper copy by calling Member Services at **1-888-788-4408**.

Source:

<https://www.cdc.gov/socialdeterminants/index.htm>



Medicare Part D - At a Glance

Medicare has four different parts (A, B, C, D). Part A is for hospital coverage. Part B is for office visits. It also covers some vaccines, and some medical equipment. An example of medical equipment is diabetes self-testing supplies. Part C is when you choose to have coverage benefits through a private plan instead of original Medicare. Part D is for prescription drug coverage. Medicare Part D also covers some vaccines that are not covered by Part B.

Medicare Part D covers most prescription drugs. Every plan has a list called a formulary. This is a list of preferred and covered drugs. You can access this list on the plan website. You may be covered by both Medicare and Medicaid. In that case, your Medicaid plan may pay for the drugs that are not covered by your Medicare part D plan.

When you go to your doctor, ask your doctor to make sure your drug is covered on the formulary. If you have questions about what drugs are covered at the pharmacy, you can search on your Medicare plan's website. You may also call member services at the phone number on your ID card.

If your drug is not on the formulary, you or your doctor may request an exception. Some drugs are explicitly excluded from coverage. An example of this is drugs used for weight gain or weight loss.

Medicare might also place restrictions on drug that are on the formulary. Before you go to the pharmacy you should find out if your drug is restricted. There are three main types of restrictions you might see. The first is a prior authorization. This is when you must get prior approval from the plan before a drug is covered. The second is step therapy. This is when your plan requires

you to try a less expensive or different drug first. The third is quantity limits. This is when your plan only covers a certain quantity of the drug for a certain amount of time. For example, a limit of 30 pills per 30 days.

Use a preferred in-network pharmacy to pay less for your prescriptions. This is a pharmacy that is contracted with your plan. For more information you can contact member services or visit <https://wellcare.azcompletehealth.com> at the "Find a Doctor or Pharmacy" link.

If your copay is high when you go to the pharmacy, you can ask the pharmacist or call the plan.

Part D uses drug categories called tiers. Tiers have different copays or cost share. Each plan sets their own tiers. If you cannot afford your drug, talk to your doctor about switching your medication to a lower tier drug. We want you to get the most out of your benefits.

Most drugs are available as a 3-month or 90-day supply. Ask your doctor or pharmacist for a 90-day prescription. Getting more medication at one time can save you time and money. You can also use a mail order pharmacy to have your drugs delivered to your house. To sign up for mail delivery service, call CVS† Caremark® toll-free at 1-888-624-1139 (TTY/TDD 711).

Your health is important to us! Taking your medications as prescribed is one of the easiest ways to stay healthy.

Citations:

1. [https://www.medicareinteractive.org/get-answers/medicare-basics/medicare-coverage-overview/original-medicare#:~:text=There%20are%20four%20parts%20of,see%20below%20for%20more%20information\).](https://www.medicareinteractive.org/get-answers/medicare-basics/medicare-coverage-overview/original-medicare#:~:text=There%20are%20four%20parts%20of,see%20below%20for%20more%20information).)
2. <https://wellcare.azcompletehealth.com/drug-pharmacy/mail-order.html>

WHOLE you

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



Arizona Complete Health-Complete Care Plan Individual and Family Affairs staff are peers and family members of people who get 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 make sure 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 make sure member voice is included in programming, policy and other decision-making activities
- Help you get involved in Arizona Complete Health-Complete Care Plan Advocacy Council
- Work with behavioral health providers and other system partners to get your Behavioral Health/ Physical Health 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

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

The Risks of Opioid Use

Opioids are used to ease pain for a short period of time. Opioids are not meant to cure pain. Some types of opioids you get from your doctor are hydrocodone, morphine, oxycodone, and fentanyl. Sometimes opioids are sold as illegal street drugs. Drug dealers have been adding fentanyl to make their drugs more addictive. Some street drugs that can have fentanyl added are alprazolam, Xanax, hydrocodone, Vicodin, Morphine, Oxycodone. Most times someone could not tell if the drug they are taking has had fentanyl added because it does not have a smell and it is not a bright color. Fentanyl is a very strong opioid and can make the risk of overdose very likely. Patients should only take opioids prescribed by their doctor.

If you take too many opioids you will be very sleepy and have a hard time breathing. Many people have died from taking too much opioids. Some things can make the risk of opioid overdose higher like alcohol, drugs for anxiety, sleeping pills, and other opioids. You should always check with your doctor or pharmacist before taking an opioid. Do not take any pain pills or pills from another person that were not prescribed for you- it could have fentanyl added.



Naloxone is a drug that will reverse an overdose. Naloxone will stop the side effects of opioids. It is available through your pharmacy and is covered by Arizona Complete Health-Complete Care Plan. Your pharmacist can write the prescription. Only use opioids as needed and as the doctor told you to. You can always talk with your doctor about other ways to treat your pain. If you want help to stop taking opioids, you can talk to your doctor or pharmacist.

Vision Care Reminder!



Arizona Complete Health-Complete Care Plan covers eye exams and vision screenings for members up to the age of 21. A referral is not needed. Coverage includes:

- Regular eye exams
- Vision screening
- Prescription eyeglasses
- Repairs or replacements of broken or lost eyeglasses
- Replacement due to change in prescription



The Five Ds 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 Ds 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, the craving may go away. Say to yourself, “I am not going to smoke for the next 5 minutes”.
- 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 1-800-55-66-222. The ASH Line is offered at no cost and private and you can work with an experienced Quit Coach to help you develop a Quit Plan. AHCCCS members can receive two weeks of Nicotine Replace Therapy (NRT) from the ASH Line at no cost. NRTs can also help you to deal with the cravings that come with quitting tobacco.

Source: <https://www.cancer.org/healthy/stay-away-from-tobacco/guide-quit-smoking/quit-smoking-help-for-cravings-and-tough-situations.html>