

# WHOLE you



Winter 2021 Member Newsletter



## CEO's Corner

Welcome to the Winter 2021 Edition of the Arizona Complete Health-Complete Care Plan Newsletter. Arizona Complete Health-Complete Care Plan wants you to have the information you need to get your services. That is why in this issue of the Newsletter, we are giving you information on:

- Getting a copy of your Member ID Card so that you can show it when you receive services;
- What to do if you have been asked to pay for a covered service;
- Services you can get even if you don't qualify for Medicaid;
- And a reward you can get if you get your flu shot.

Your health and well-being are our focus and we are dedicated to removing the barriers to your wellness. I hope you enjoy this Newsletter and learn more about how to get the care you need!

*In Good Health,*  
*James Stover*



## COVID-19 Vaccination and Booster

We encourage you to get your COVID-19 vaccination or booster shot if you are eligible! Go here for the most up to date information about COVID-19 vaccinations and booster shots:  
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>



## Flu Shot

Arizona Complete Health-Complete Care Plan thanks you for getting your flu vaccine, as your health remains our number one priority. With the **My Health Pays** reward, adults get **\$25** for getting their flu vaccine!



## Get More Access To Manage Your Health Better

The Interoperability and Patient Access rule (CMS-9115-F) puts patients first by giving you control and easy access to your health information when you need it most. Starting in 2021, a new federal rule will make it easier for Arizona Complete Health-Complete Care Plan members to do all of this and more.

This new rule lets you manage your health better and know what healthcare resources are available to you. Learn more on our website, under [Medicaid Member Resources](#).

## 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** (Northern Arizona Counties including Gila)  
**1-844-423-8759** (Tohono O'odham Nation)  
**1-800-259-3449** (Gila River and Ak-Chin Indian Communities)  
Veterans Crisis Line: **1-800-273-8255** (press 1)  
Be Connected: **1-866-4AZ-VETS** (429-8387)

# WHOLE you

## Living with Diabetes: Blood Sugar Goals

Good blood sugar control is important for everyone living with diabetes. You and your doctor should discuss your blood sugar goals at every doctor visit. Sometimes reaching your blood sugar goals can be hard. Here are some ways to help you reach your goals:

- Check your blood sugar often.
- Keep a log of your blood sugar readings.
- Bring your blood sugar log with you when you see your doctor.
- Don't skip meals.
- Keep a food journal.
- Be active for at least 30 minutes a day.
- Take all medicine as prescribed.
- Call your doctor when you feel sick.



Did you know that Arizona Complete Health-Complete Care Plan has programs for members living with diabetes? Call to learn more about these programs.

<https://www.cdc.gov/diabetes/managing/index.html>

## 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. These steps can help:

- 1 Get ready** - Set a day to stop.
- 2 Get support** - Ask friends or family for support. Your care team can also help you.
- 3 Try new things** - Write down things you can do instead of smoking. You can go for a walk or eat a healthy snack.
- 4 Use medicine** - There are medicines that can help you stop smoking. Talk to your doctor about medicine that can help.

You can call the ASH Line for help to stop smoking: **1-800-55-66-222**. The ASH Line is free 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 free 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.

## Whole Person Health

At Arizona Complete Health-Complete Care Plan, we know there is more to health than just physical health. Your mental and emotional health is just as important. That is why we provide services that take care of the whole person, such as the Pyx Mobile 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. Need a little boost on your journey to health? Everyone needs a little help along the way. As an Arizona Complete Health-Complete Care Plan member you have access to Pyx Mobile Health App.



Get the app today! Use your smartphone to go to [www.HiPyx.com](http://www.HiPyx.com).



Or call the Pyx Health support line at **855-499-4777**.

Suicide is the 10th leading cause of death nationally and the 13th cause of death in the state of Arizona.

## What are some warning signs?

Edwin Schneidman, an important researcher on suicide, noted that there are often clues that surface when someone is thinking of suicide. Someone may say that they want to die or that they won't be around much longer. These comments should not be ignored and addressed immediately. Other clues may also be present. One or multiple losses or a sudden change in a person's situation – it could be work, financial, health or family related. Lastly, one may see a behavior change with someone at risk. A person who is commonly outspoken and involved in the world might become quiet and withdrawn.

## How can a person help someone who is struggling? [suicidepreventionlifeline.org](http://suicidepreventionlifeline.org)

- Encourage communication and be a good listener.
- Be respectful and non-judgmental.
- Tell the person you are there to help them and make sure they keep safe.
- Identify protective factors – factors in a person's life that eliminate risk and increase well-being.
- Do not leave the person alone – take the person directly to someone who can help.

## What are some myths and facts around suicide?

*If you ask about suicide, you will plant the idea in a person's head. This is a myth.* A person is either thinking of suicide or not thinking of suicide. <http://www.nimh.nih.gov/health/publications/suicide-faq> By asking directly about suicide, you are actually giving the person a sense of relief. Frequently persons thinking of suicide are met with silence as people often do not know what to say to assist.

*Most suicide attempts fail. This is a fact.* According to a Harvard study and well-established in suicidology research (Owens, 2002), 90% of persons who make a suicide attempt do not die by suicide – they die some other way. This statistic is promising in that we can potentially lead a large number of people to support and safety.



## RESOURCES - AZCH SUICIDE PREVENTION

*These individual providers and agencies specializing in crisis intervention and suicide prevention may offer support to someone contemplating suicide:*

### Crisis Hotlines by Arizona County

- **1-866-495-6735** (Cochise, Graham, Greenlee, La Paz, Pima, Pinal, Santa Cruz and Yuma Counties)
- **1-800-631-1314** and **602-222-9444** (Maricopa Co.)
- **1-877-756-4090** (Apache, Coconino, Gila, Mohave, Navajo and Yavapai Counties)

### National Suicide Prevention Lifeline

**1-800-273-TALK (8255)**

**Veterans Crisis Hotline 1-800-273-TALK (8255)** and Press 1 or Text message to **838255**

**Teen Lifeline 1-800-248-TEEN (8336)** <http://teenlifeline.org>  
<https://www.azahcccs.gov/suicideprevention/>



# WHOLE you

## Opioid Use



Opioids are used to ease pain for a short period of time. Opioids are not meant to cure your pain. Some types of opioids your doctor may prescribe to you are oxycodone and fentanyl. Sometimes opioids can be found in illegal street drugs. Drug dealers have been using fentanyl to make their drugs more addictive. Fentanyl is a very strong opioid and can make the risk of overdose very likely. Patients should only take opioids prescribed by their doctor as their doctor directs in the instructions.

If you take too many of an opioid or too much of more than one opioid you will be very sleepy and have a hard time breathing. Many people have died from taking too much opioids. Some things can increase the risk of opioid overdose like alcohol, drugs for anxiety, sleeping pills, and other opioids. You should always check with your doctor or pharmacist before taking an opioid.

If you need to take opioids ask your doctor or pharmacist if you need to have naloxone. Naloxone can stop the side effects of opioids. Only use opioids as needed and as the doctor told you to. 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.

## Rental Assistance Is Available To Help Renters and Landlords

Renters and landlords in need of financial assistance can use a new website, [consumerfinance.gov/renthelp](https://consumerfinance.gov/renthelp), from the Consumer Financial Protection Bureau to find rental aid providers in their area.

If you know someone who is having trouble paying rent or utilities, help may be available. There is help for landlords trying to stay afloat with tenants, too. State and local programs are offering aid for rent and other housing costs to help renters stay housed during the pandemic.

Visit the [CFPB's Rental Assistance Finder](#) to find resources for renters and landlords. They help navigate different types of money troubles related to the pandemic.





## Health Equity and Social Determinants of Health

All people have the right to good health. Your health is influenced by many factors. Some are combined into a group called social determinants of health. This factor is not because of medical problems. It may be because of wages. It may be because of where you live or if you do not have a home. It may be from what grade of school you completed. You may be treated differently because of your culture. There may not be services that include your culture. It includes many more areas. When you have a problem in even one of these areas, it can be hard to be healthy.

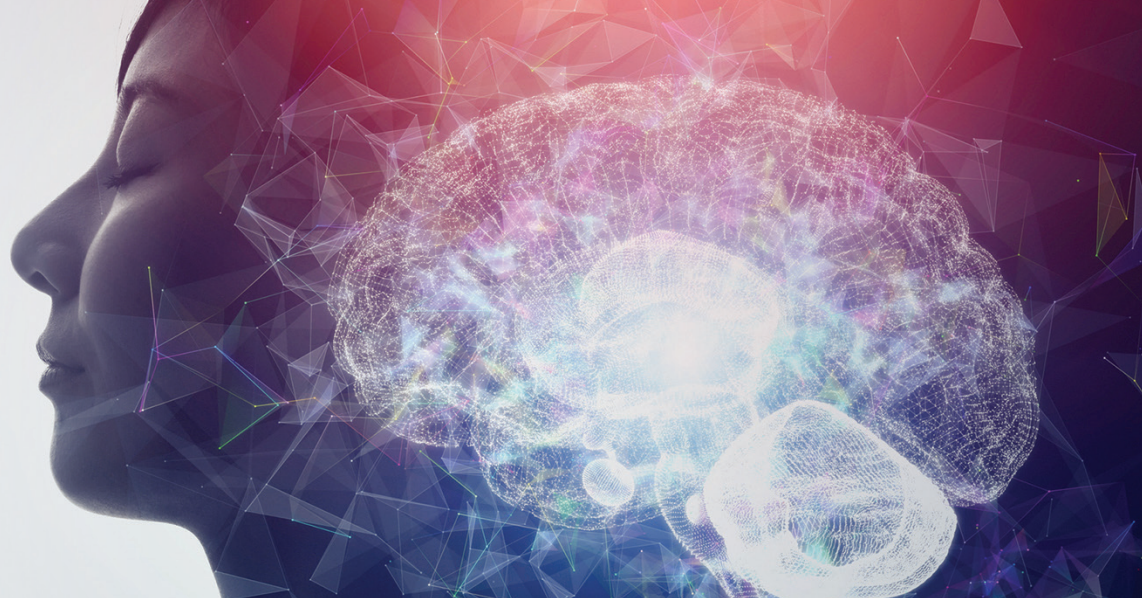
When there are different levels of health between individuals, it is called a health disparity. A health disparity can affect people who are treated differently because of their race and ethnicity. They can happen for many other reasons such as someone's sexual orientation, gender identity, or if they have a disability.

Arizona Complete Health-Complete Care Plan works to improve the social determinants of health for all members. It is our goal to reduce health disparities. We believe we cannot achieve health equity until we do so.

### Language Assistance

If you prefer to talk to providers in a language that is not English, you will need an interpreter. Family members should not interpret for you. Qualified interpreters should be used to help you talk to your doctor about your health. They will tell the doctor what you need them to know. And they will relay the information from your provider to you.

There are interpreters that can help on the telephone, in-person, and by video. If you need an interpreter, or need to read documents 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.



## Medicare Part D Behavioral Health Drugs

Usually, when Medicaid members become eligible for Medicare Part D (drug coverage), the pharmacy begins sending the bills to the Medicare plan. But for Medicare members in Arizona with Serious Mental Illness (SMI), Medicaid will pay for behavioral health drug copays left over from Medicare. For this reason, it is very important for SMI members with Medicare to show the pharmacy BOTH the Medicare ID and the RBHA or Medicaid ID cards. SMI members should pay \$0 copays at the pharmacy for behavioral health drugs.

- Remember, pharmacies must FIRST bill the Medicare Part D plan. Drugs not on the Medicare plan's formulary or requiring a prior authorization (PA), must first be approved by the Part D plan.
- Once Medicare pays, the SECOND step, is for the pharmacy to bill the copay or member cost to the Medicaid plan.

If a pharmacy tries to charge a copay for a **behavioral health drug**, STOP and ask if the pharmacy billed the copay through the Medicaid plan. If the pharmacy has any questions on how to bill both plans, they may call the Pharmacy Help Desk phone number on the back of the AzCH-CCP ID card.

Remember, this applies to drugs used for behavioral health conditions for SMI members with Medicare. Drugs for diabetes, blood pressure or other physical health conditions, may still have a Medicare copay.

Medicare excluded Over-The-Counter (OTC) drugs do not require a paid primary claim under the Part D benefit. Covered OTC drugs can be billed directly to the Medicaid plan.

## Non-Medicaid Services

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/TDY 711**.



# WHOLE you

# Complaints: How to File a Complaint If I Am Unhappy

## GRIEVANCES AND APPEALS

If you are dissatisfied with your services or disagree with a decision made about your services, make your voice heard by contacting the Arizona Complete Health-Complete Care Plan Grievance and Appeals Department. You always have the right to file a complaint (grievance) and we are here to support you. The Arizona Complete Health-Complete Care Plan Grievance and Appeals Department will help you with the process for filing a complaint (grievance) or an appeal. Arizona Complete Health-Complete Care Plan staff can provide reasonable assistance to members in completing the steps necessary to file a complaint (grievance). There are no time limits for filing a complaint (grievance).

## DISSATISFIED WITH YOUR CARE?

If you are not happy with your care you may file a complaint (grievance). A complaint is also known as a grievance. You may file a complaint (grievance) against a service provider or against Arizona Complete Health-Complete Care Plan. Examples of complaints (grievances) include delays in services and dissatisfaction with the quality of care or quality of service you received.

You may also file a complaint (grievance) if you received a Notice of Adverse Benefit Determination that you do not understand or is not correct. If Arizona Complete Health-Complete Care Plan does not resolve your concern about the Notice, you may also contact the AHCCCS Medical Management at [MedicalManagement@azahcccs.gov](mailto:MedicalManagement@azahcccs.gov).

You may also file a complaint (grievance) by calling the Member Services Department between 8:00 a.m. and 5:00 p.m. at 1-888-788-4408 or TTY/TDY: 711.

You may also file a complaint (grievance) in person or in writing. You may file your complaint (grievance) in writing by mailing it to:

**Arizona Complete Health-Complete Care Plan**  
**Attn: Grievance and Appeal Department**  
**1870 W. Rio Salado Parkway**  
**Tempe, AZ 85281**

Once filed, your complaint (grievance) will be reviewed and a response will be provided no later than 90 days from the date that you contacted us. In most cases we will complete our review and provide a response within 10 business days.

## Paying for Covered Services:

Doctors, hospitals, and pharmacies can verify your coverage through AHCCCS or by calling Arizona Complete Health-Complete Care Plan Member Services. Only in very limited circumstances should you be asked to pay for covered services:

- If you are receiving a service that is not covered by AHCCCS, and you understand this and have agreed (in writing) to pay out-of-pocket for the service.
- Or, if you knowingly withhold information from, or give fraudulent information to, the provider.

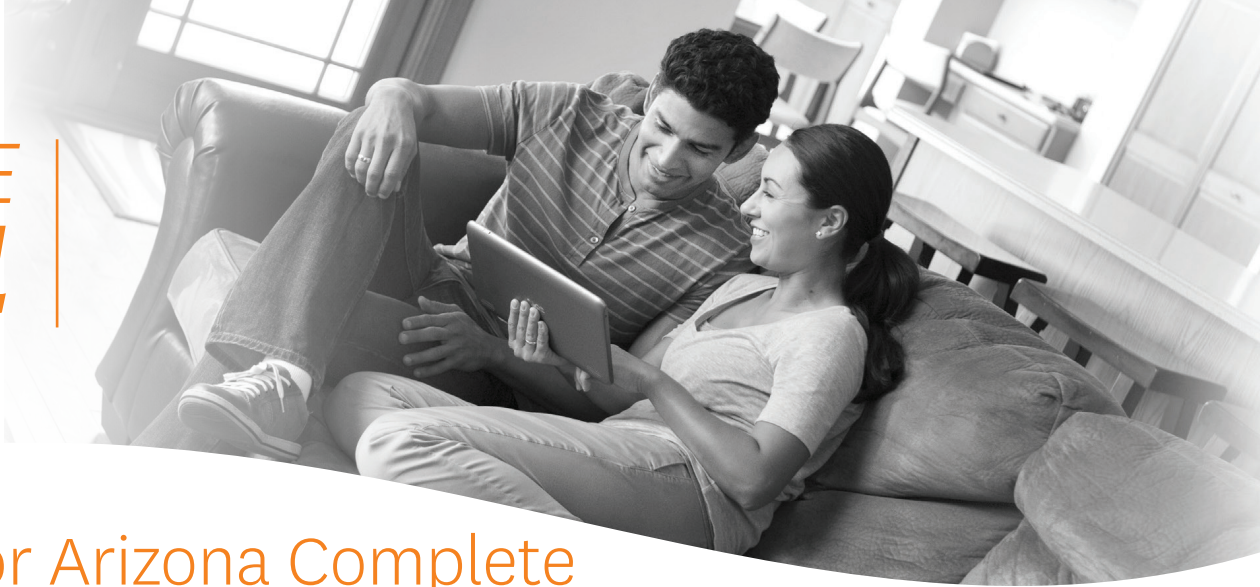
If you have been asked to pay for a covered service or if you have received a bill for covered services, please contact Member Services at **1-888-788-4408**, **TTY/TDY: 711** to discuss your options for reimbursement.

## Member ID Cards:

Now you can get a digital ID card through your online member account. Download it to your smartphone or print a copy so you'll always have it! To get to your online member account, go to <https://www.azcompletehealth.com/login.html>. The other way you can get a member ID card is to call Member Services at **1-888-788-4408**, **TTY/TDY: 711** and request an ID card. The ID card will be mailed to you.

Only you are allowed to use your Arizona Complete Health-Complete Care Plan ID card for services. Never lend, sell, or allow someone to use your card. This is against the law, and you might lose your AHCCCS eligibility. Legal action may also be taken against you. It is your responsibility to protect your ID card. **It is very important that you keep your ID card in a safe place and do not throw it away.**

# WHOLE you



## Teladoc for Arizona Complete Health-Complete Care Plan

**Anytime, anywhere, get the care and medical advice you need at no cost.**

Teladoc is a convenient way for Arizona Complete Health-Complete Care Plan members to obtain health care services.

You will receive 24-hour access to in-network health-care providers for non-emergency medical issues. Get medical advice, a diagnosis or a prescription by phone.

Use Teladoc when you're at home, at work or even on vacation. It's available when you need it, or make an appointment for a time that works with your schedule. Teladoc is available 24/7.

Get medical help for common issues such as:



Colds, flu  
& fevers



Rash & skin  
conditions



Sinuses &  
allergies



Respiratory  
infections

To use Teladoc, call: 1-800-835-2362  
TTY/TDY 711. Teladoc is available 24/7.

Covered services are funded under  
contract with AHCCCS.





# WHOLE you

## Your Online Member Account Just Got Even Better!

Arizona Complete Health-Complete Care Plan wants you to get the most from your health insurance. That's why we've made improvements to your online member account. Now it's easier for you to use and view your account wherever you are — on a computer or your smartphone!



### Check out these new features:



#### Logging In Is Easier Than Ever!

We've made it much simpler to access your account. Now, all you need to register is:

- The last four digits of your social security number and date of birth or
- Your member ID number (found on your ID card)



#### Introducing the New Digital ID Card

You show your ID card when you see the doctor\* and use your coverage. Now, there's no more waiting for your card (or a replacement) to come in the mail. You can get a digital version of your card on your member account any time:

- It's easy to download.
- View it on your smartphone:
  - Android: download it to your camera roll
  - iPhone: download it to your mobile wallet
- You can also view it through your account or print a copy.



#### And don't forget what else you can do with your account, including:

- Check your eligibility
- Find a provider
- Change your PCP
- Check your My Health Pays™ reward balance
- Plus keep your profile current, and more!

**With these improvements, your member account is easier to use — and it's a great way to manage your coverage!**



**Log in today to explore these  
new features!**

[www.azcompletehealth.com/login.html](http://www.azcompletehealth.com/login.html)

# WHOLE you

## Brenda Replogle's Recovery Journey



*My parents were very poor, struggled with mental health challenges and addiction, and we had experienced homelessness quite often in my early years. It is no surprise that Child Protective Services became involved. My parents had endured childhood trauma and did not receive adequate support for their mental health needs as they became adults and then parents. The system couldn't support them.*

I was never reunited with my biological parents. My two sisters and I, endured horrific experiences of abuse through our placement in foster care. I was diagnosed with a learning disability and fell behind in school. We did not receive any type of behavioral health support or educational support during our time in the foster system. We were living proof that the system had failed.

My grandmother gained custody of us in our teen years and enrolled us into behavioral health services. It was a long road and quite a journey. I was diagnosed with Attention Deficit Disorder (ADD), Obsessive-Compulsive Disorder (OCD) and Anxiety Disorder, along with other noted indicators in my chart: Childhood trauma, Child abuse and Neglect. The State did not press charges on the foster parents even with sufficient evidence. The system had failed us I knew now for sure.

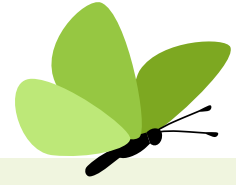
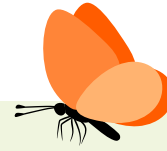
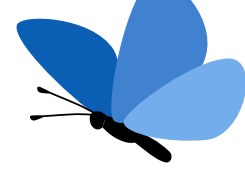
I was homeless at the age of 16 and again as an adult. I held two jobs since the time I was 16. My homelessness was not due to the lack of working. I loved school, it was my sanctuary, when I had gained the privilege to go. So when I became an adult I enrolled into college. My financial aid director overrode my application because I had no parental support to claim. I ended up flunking out of my first year. I was not sure how to obtain support for my learning disability at this time. I made a vow to continue my education whatever it took. I re-enrolled and retook some classes. I was in my last year of my Associate of Arts degree to become a special education teacher when a family crisis arose and I had to drop out of college.

One of my sisters has significant mental health needs and intellectual disabilities. She aged out of the system with no services and no supports. She also was homeless as a young teen and became a young parent. Child Protective Services became involved and her children were removed from her.

It took me three days to figure out where my niece was and request she be placed with me. Her needs were considered to be so high, she was placed in three different foster homes in her three days of being removed. Her next stop was the Division of Developmental Disabilities (DDD) group home in another town. They agreed to place her with me.

# WHOLE you

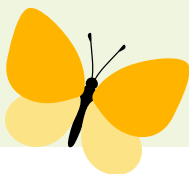
## Brenda Replogle's Recovery Journey *continued*



I became her foster mom (I was a mom for the first time, literally overnight). I was terrified because her needs are so extremely high. One thing I knew is that I loved her. She was my family, and she was not going into some group home in another town. I passed all of the screening and became quickly active in all of her services while supporting my sister through her daughter's services. My sister was able to finally get signed up for her own services and supports. Now we were staring into the face of "the system."

I learned everything I could about her diagnosis and her needs. Within two months we were able to complete her goals that they had set for two years with no movement. I was able to advocate for my sister during team meetings as well as advocate for my niece. She is nonverbal with Autism and Attention Deficit Hyperactivity Disorder (ADHD). My sister did not know how to read a service plan. Her team stated they never knew. She had supports assigned who would never show up for services or home visits. Through advocacy, we were able to get the right supports put into place.

We worked diligently with several service systems. My niece was nine years old and functioned at a 12 month old level. In one year's time, the mom (my sister) was able to learn so much about her daughter, and her own needs. My niece was able to speak three words, learn 35 words of sign language, toileting, dressing herself, making choices, cleaning her own room, and helping with household chores. What I learned is how to utilize the failed system, to enhance my family's quality of life.



There were no expectations of my beautiful niece. It was expected she would end up in a mental hospital due to her severe behaviors. No matter how hard it was, and how we lived moment to moment sometimes, I still felt in my heart this was a fight worth fighting. Her life and her quality of life is worth fighting for. I decided to change my career choice and work in behavioral health. I wanted to work in the system that was failing and make it better for all the families out there.

I was offered a job with the same behavioral health agency my niece was getting services through. I loved it. I could not imagine working in another job. I worked with many families, providing them family support services. I also got to work directly with children in their worst and best times of their lives. I decided to go back to school to be a Social Worker because this role is a calling. It has been a long hard road as my family's mental health needs come first, but my goal was set to keep going towards my educational goals no matter how long it takes.

I began working on the OIFA (Office of Individual and Family Affairs) team six years ago. What I love about working on this team is that we are the LIVED EXPERIENCE. What that means to me is that we have a unique journey that has given us our strength that we now get to use to help others. I was able to complete my LBSW recently, with the full support of my team and some financial support from Centene. I plan to keep my goal and continue working on my academics so that I may continue to be in service to others. I am now a part of the system to change it for the better, because in my lifetime, the system failing, is no longer an option. People's lives, my family's lives are way too important!