

The Cenpatico Integrated Care Member Messenger

CenpaticoIntegratedCareAZ.com

Issue 8 - Fall 2018

In This Issue

- Welcome
- CEO's Corner
- Member Handbooks
- Crisis Resources
- AHCCCS Complete Care FAQ
- Health Plan Name Change
- Flu Shot Reminder
- Important Pharmacy Network Update
- Cenpatico Integrated Care Service Area and Contact Information

Welcome

Welcome to the Fall 2018 edition of the Cenpatico Integrated Care member newsletter. Inside you will find articles about:

- A message from our CEO
- Health plan name change
- Crisis resources
- AHCCCS Complete Care FAQ
- Health and wellness reminders
- Flu shot reminder
- Important Pharmacy Network Update and more!

We hope you enjoy edition eight and have a safe and healthy rest of your 2018!

Cenpatico Integrated Care

Customer Service Line: 866-495-6738

Crisis Line: 866-495-6735

Website: cenpaticointegratedcareaz.com



Contract services are funded in part under contract with the state of Arizona.



James Stover, CEO
Cenpatico Integrated Care

Welcome to the Fall Edition of the Cenpatico Integrated Care Newsletter! Winter is on the way, and soon we will be in the middle of the holidays, which can bring joy and also stress. You can finish the year with your health in mind by taking these steps:

- Make sure to get your flu shot, if you haven't already
- Schedule an appointment with your PCP if you are not feeling well
- Ensure you are getting enough rest and eating well

On behalf of everyone at Cenpatico Integrated Care, thank you for allowing us to partner with you to improve your health!

Sincerely,

James Stover
CEO, Cenpatico Integrated Care

Member Handbook

Remember, the 2017/18 member handbook is always available. It can be found on our Cenpatico Integrated Care website. Your handbook will have updated information on your benefits and new programs available. You can also call Cenpatico Integrated Care at 866-495-6738 to request a copy at no cost and we will mail it to you.

Crisis Resources

Crisis services are available to any person in the community. The goal of crisis intervention services is to take care of the immediate crisis. There are also follow up services to help the person in crisis. If you or someone you know is experiencing a behavioral health crisis, please contact:

24-Hour Crisis Hotlines

1-866-495-6735 Local Crisis Hotline

1-800-273-TALK (8255) National Suicide Prevention Lifeline

1-800-662-HELP (4357) National Substance Use and Disorder Issues Referral and Treatment Hotline

1-800-248-TEEN Teen Lifeline

Arizona Suicide Prevention Coalition www.azspc.org

Name Change Update

We're changing our name, but not your health plan.

WHAT YOU NEED TO KNOW



- Oct. 1, 2018: Health Net Access and Cenpatico Integrated Care become Arizona Complete Health-Complete Care Plan.
- You will have access to the same community-based health plan benefits, just under a new name.
- Learn more about your health plan online at AZCompleteHealth.com.
- It's simple. Arizona Complete Health-Complete Care Plan is your plan!





AHCCCS Complete Care FAQ

Q: What is an AHCCCS Complete Care Health Plan (ACC Plan) and how is it different than my current health plan?

A: Today most AHCCCS members have one health plan for physical healthcare services, and one health plan for behavioral healthcare services. An ACC Plan will give members access to a network of physical and behavioral healthcare providers for services.

This is the same whole-person care model that Cenpatico Integrated Care has offered to AHCCCS members determined to have a Serious Mental Illness (SMI) as the Regional Behavioral Health Authority (RBHA) for southern Arizona. An ACC Plan will also provide services for members with Children's Rehabilitative Services (CRS) conditions.

Q: Is Cenpatico Integrated Care an ACC Health Plan?

A: Yes. We will offer whole person, integrated care under the name Arizona Complete Health-Complete Care Plan. That integrated care will continue to be offered by our Health Plan to persons with a Serious Mental Illness (SMI). ACC expands integrated care so that we can now offer physical and behavioral healthcare to members enrolled in AHCCCS (for example, those with General Mental Health, Substance Use, and/or primarily Physical Health conditions).

Q: When is the change to ACC Plans happening?

A: AHCCCS Complete Care (ACC) starts on October 1, 2018.

Q: Will covered services change?

A: Members will still have access to the same AHCCCS covered services with ACC Plans as they do with current health plans and Regional Behavioral Health Authorities (RBHAs).

Q: How will an ACC Plan benefit me?

A: The ACC Plan will join physical and behavioral health services together. Members will benefit by only having one health plan. The ACC Plan will help coordinate care for better outcomes and improved whole health for the member.

The ACC Plan offers choice of health plans for children in CRS.

Q: Will I be assigned to an ACC Plan?

A: Members with a Serious Mental Illness will stay with Cenpatico Integrated Care. Others who have utilized Cenpatico for behavioral health services (such as substance use or general mental health treatment) were provided the option to choose Cenpatico Integrated Care/Arizona Complete Health-Complete Care Plan as their ACC health plan.

Members in an acute health plan that will also be an ACC Plan in their service area will stay with their current health plan. These members will have choice of other ACC Plans in their annual enrollment choice month.

Members in a health plan that will not be an ACC Plan in their service area have been assigned a new ACC Plan. Members in the same household have been assigned to the same ACC Plan.

Q: Can I continue to access the same providers?

A: Members should check our website <https://providersearch.azcompletehealth.com/> or call member services to find out if their current provider is in our network. In some instances, you may be able to continue with your current provider if they are not in our network. Please call member services if your provider is not in our network.



Control Your Blood Sugar

Good blood sugar control is important for everyone living with diabetes. You and your doctor should talk about 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 Cenpatico Integrated Care has programs for members living with diabetes? Call Cenpatico Integrated Care Customer Services to learn more.

Quitting 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.

Sometimes it takes more than one try to stop smoking. Don't give up. Stopping smoking is good for your health. Your doctor can help. You can also call the ASH Line for help to stop smoking: 1-800-55-66-222. The ASH Line is does not cost anything and is private.

HIV Testing

Voluntary, confidential HIV/AIDS testing services are available to members (including prenatal members), as well as counseling for members who test positive. Cenpatico Integrated Care can help. Call Cenpatico Integrated Care Member Services at 1-866-495-6738, TTY/TDD 711, for information about confidential testing or counseling services.





Flu Shot Reminder

Keep yourself and those close to you healthy! Join the millions of people who get their yearly flu shot.

No one likes getting sick. The flu virus changes every year. Getting a yearly shot helps protect yourself and those around you. Plus, it's available at no cost to you. Getting your flu shot may actually earn you rewards.

The flu shot is a good idea for just about everyone. Some people are at an even higher risk of health problems from the flu:

Pregnant People

Pregnancy can put you at higher risk for getting the flu and put your unborn baby at risk, too. Getting a flu shot can help protect you and your baby.

Children and Families

Young children have a higher risk of health problems from the flu. Getting a flu shot could help protect children. Newborns are also at a high risk but can't get a flu shot until they are six months old.

People with a Chronic Condition or Caregivers

People with a weakened immune system are more likely to get very ill from the flu. Getting your yearly flu shot helps protect yourself and those around you.

Seniors or Those Who Care for Them

Our immune defenses weaken with age. People age 65 and older are at a higher risk for health issues from the flu. If you're a senior or live with seniors, a flu shot will help protect you all.





Common Questions About the Flu

Why get your flu shot every year?

- Flu viruses are always changing. Scientists predict which virus will be most common each year. Flu vaccines are changed each flu season to make them work as well as possible.
- Your protection with the flu shot gets weaker over time. That's why a yearly flu shot is needed to keep you from getting sick.

Can the flu shot give me the flu?

- No. The flu vaccine is made from either inactive flu virus or none at all. That means getting a flu shot cannot give you the flu. But it can reduce your chances of catching the flu.

When and where should you get your flu shot?

- You should get a flu shot before the flu starts spreading where you live. Fall is the best time to get your yearly shot. If possible, get the shot by the end of October.
- You can get your flu shot in many doctor's offices. You can also get it in pharmacies, clinics and health centers. Vaccines may also be offered at schools or your workplace.

Is the nasal flu vaccine a recommended alternative to the flu shot?

- Yes. For the 2018-2019 flu season, CDC is recommending the nasal flu vaccine as an option (for certain people). Talk to your doctor or healthcare provider about whether this is an appropriate option for you.

How do you know if someone has the flu?

The flu is different from a cold. The flu usually comes on suddenly. People who have the flu often feel some or all of these

symptoms:

- Fever
- Cough
- Sore throat
- Runny or stuffy nose
- Muscle or body aches
- Headaches
- Fatigue or tiredness
- Some people may have vomiting and diarrhea. This is more common in children than adults.

Where should you go if you have flu symptoms?

Visit your doctor or urgent care or call the nurse advice line with any health questions. Unless you have a very high fever or trouble breathing, you should not need to go to the emergency room for the flu.



Cultural Competency

We value you. We understand that there are many diverse cultural and ethnic backgrounds of people in Arizona. We know that your health is affected by your beliefs, culture, and values. If a provider isn't meeting your cultural needs, you may need to advocate for yourself to make sure they do.

One key to advocating for yourself is knowing the laws and policies that protect you. It is against the law for Providers to discriminate against you. If you feel they are, you can bring up the below laws and policies when advocating for your needs.

Here are just a few rules and regulations related to nondiscrimination in healthcare that may help you:

- The National CLAS Standards are intended to advance health equity, improve quality, and help eliminate health care disparities by providing guidance for individuals and health care organizations to implement culturally and linguistically appropriate services
- Section 1557 of the Patient Protection and Affordable Care Act prohibits discrimination on the basis of race, color, national origin, sex, age, or disability in certain health programs or activities
- Title VI of the Civil Rights Act prohibits discrimination on the basis of race, color, and national origin for any health care that you receive
- Title VII of the Civil Rights Act of 1964 prohibits employment discrimination based on race, color, religion, sex, or national origin
- President's Executive Order 13166 improves access to services for persons with Limited English Proficiency
- Section 504 of the Rehabilitation Act prohibits discrimination on the basis of disability in delivering contract services
- The Americans with Disabilities Act prohibits discrimination against persons who have a disability. Providers must deliver services so that they are readily accessible to persons with a disability

We want to help you keep and maintain good health and good relationships with doctors and other providers who understand your needs. If you feel that there is a problem, please contact us. We will help you find a provider who will better understand your personal needs.

If you feel you have been discriminated against, file a complaint or concern with us by calling customer service at 1-866-495-6738 (TTY: 711) or by emailing CAZGrievanceAndAppeals@cenpatico.com. 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>.





Pharmacy Update

On 8/1/2018 Walgreens was removed from our Member Pharmacy Network. This change does not affect the coverage or cost of drugs you take. If you are not using Walgreens, you do not need to do anything. You may continue to use your current pharmacy. Most retail pharmacies such as CVS, Wal-Mart, Bashas', Fry's, Target and more are in our network.

If you have perscriptions at Walgreens, to avoid a break in treatment, move your prescription drug fulfillment to one of the new pharmacies. You can do this by any ONE of the following:

- Call or go to a new pharmacy in our network to have your prescription transferred.
- Ask your doctor to call the new pharmacy with your information.
- Bring a written prescription to one of our new network pharmacy.

You may find a new pharmacy by going to our web-site: <https://www.azcompletehealth.com/find-a-doctor.html>, click on "Search Medicaid Providers." We are here to help. If you have questions, please contact Member Services at (866) 495-6738 (TTY/TDD 711).

Why is Preventive Care Important?

Preventive care helps to keep you healthy. It can also help you to detect health problems early. 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
- Help you to stop smoking
- Teach you how to lose weight
- Give you a vaccine (such as a flu shot)
- Ask about your family's health

A lot of preventive care is provided at no cost to you, and can help you live a long and healthy life. Your care team can help you find a doctor or set up a wellness exam.





Nondiscrimination and Accessibility

Discrimination is Against the Law

Cenpatico Integrated Care (Cenpatico IC) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Cenpatico IC does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. To communicate effectively with us, Cenpatico IC provides, at no cost:

- Aids and services to people with disabilities, such as: qualified sign language interpreters, and written information in other formats (large print, audio, accessible electronic formats, other formats)
- Language services to people whose primary language is not English, such as: qualified interpreters, and information written in other languages

If you need these services contact: Phone: 866-495-6738, TTY: 711; or 333 E. Wetmore Road, Tucson, AZ 85705. If you believe that Cenpatico IC has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Cenpatico Integrated Care, 333 E. Wetmore Road, Tucson, AZ 85705, or Phone: 866-495-6738, TTY: 711; Fax: 866-714-7998; or Email: CAZgrievanceandappeals@cenpatico.com. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, call us. 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 or phone at: U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201 1-800-368-1019, 800-537-7697 (TDD) Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

Cenpatico Integrated Care (Cenpatico IC) cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. Cenpatico IC no excluye a las personas ni las trata de forma diferente debido a su origen étnico, color, nacionalidad, edad, discapacidad o sexo. Cenpatico IC:

- Proporciona asistencia y los siguientes servicios a ningún costo a personas con discapacidades para que se comuniquen de manera eficaz con nosotros, intérpretes calificados de lenguaje de señas, información escrita en otros formatos (letra grande, audio, formatos electrónicos accesibles y otros formatos).
- Proporciona los siguientes servicios lingüísticos sin costo a personas cuya lengua materna no es el inglés, intérpretes calificados e información escrita en otros idiomas.

Si necesita recibir estos servicios, comuníquese al siguiente número telefónico: 866-495-6738, TTY: 711; 333 E. Wetmore Road, Tucson, AZ 85705. Si considera que Cenpatico IC no le proporcionó estos servicios o lo discriminó de alguna manera por motivos de origen étnico, color, nacionalidad, edad, discapacidad o sexo, puede presentar un reclamo a la siguiente persona: , 333 E. Wetmore Road, Tucson, AZ 85705, número telefónico: 866-495-6738, TTY: 711; Fax: 866-714-7998; o correo electrónico o email: CAZgrievanceandappeals@cenpatico.com. Puede presentar su reclamo en persona o por correo postal, fax o correo electrónico. Si necesita ayuda para hacerlo, Grievance System Administrator está a su disposición para ayudarlo. También puede presentar un reclamo de derechos civiles ante la Office for Civil Rights (Oficina de Derechos Civiles) del Department of Health and Human Services (Departamento de Salud y Servicios Humanos) de EE. UU. de manera electrónica a través de Office for Civil Rights Complaint Portal, disponible en <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> o bien, por correo postal a la siguiente dirección o por teléfono a los números a continuación: U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201 1-800-368-1019, 800-537-7697 (TDD) Puede obtener los formularios de reclamo en el sitio web <http://www.hhs.gov/ocr/office/file/index.html>

You have a voice and choice in your care!

IT'S IMPORTANT TO US THAT YOU'RE IN THE KNOW...



What is a Health Home?

A Health Home is your provider who is there to care for your total health care needs.



Where can you go to receive your services?

You can receive services from various providers, such as peer support services or specialized care for your child. These are called specialty providers. Your Health Home can help coordinate specialty referrals or you can visit cenpatointegratedcareaz.com for a full list of providers.



What is a Care Team?

Your Health Home and Cenpatico Integrated Care's full network of specialty providers work together as part of your care team to serve you.



What else should you know?

We're a team! Cenpatico Integrated Care is here to help. You have the right to receive the care you need from the providers you choose.

If you need assistance finding the provider that is right for you please call 1-866-495-6738. A Cenpatico Integrated Care Customer Care Representative will be there to help you.



Transforming communities one person at a time

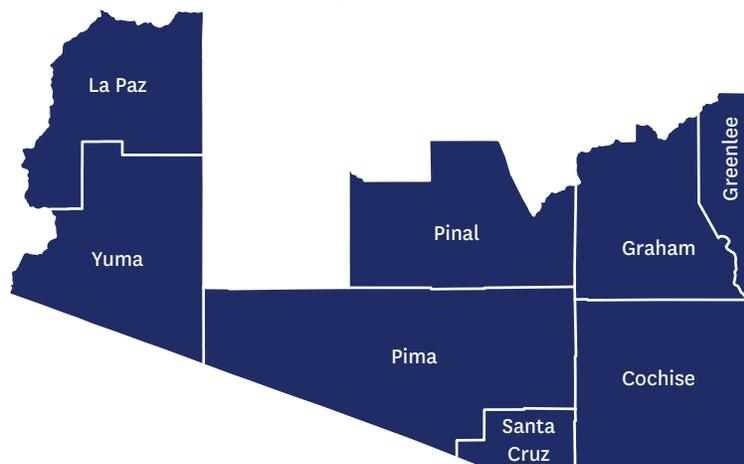


Customer Service: 866-495-6738

TTY/TDY 711

Crisis Line: 866-495-6735

cenpatointegratedcareaz.com



Cenpatico Integrated Care Service Area