

# The Cenpatico Integrated Care Member Messenger

CenpaticoIntegratedCareAZ.com

Issue 4

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## Welcome

Welcome to another edition of the Cenpatico Integrated Care member newsletter. We are at our one year anniversary and look forward to sharing with you important and upcoming news. We started as the Regional Behavioral Health Authority (RBHA) for southern Arizona's eight counties in October 2015. We have learned a lot over the past year, and enjoy working in the communities we serve.

We are happy to say that we have been working with community groups to help make our services better. One project was working with the Golder Ranch Fire District. We made changes to help the crisis system. These changes allows the fire department to better respond to crisis situations. Making sure any community member gets the help they need.

As you will see in this issue, being a part of your community is very important to us. Below are some of the topics that you can learn about!

- Help to buy a home
- Wellness material to make sure you stay healthy this fall
- Community reinvestment activity
- Information on our many member council opportunities.

We hope that 2016 has been a great year for you. We look forward to serving continuing to serve you in 2017.

## Homeownership Opportunity

Home Ownership/ Down Payment Assistance Programs

Financial assistance is available for people that qualify for a home purchase. There are several chances available for help with a Down Payment Assistance. In most cases, repayment of this down payment assistance is waived after an identified period of time.

The State of Arizona and local cities have programs for offering several chances for financial down payment help.

Help ranges from \$3,700.00 to \$20,000.00, most programs will have a cap of 10% of purchase price for people that qualify for a mortgage. Funds are on a first come first serve basis.

- Buyer must go to a HUD Accredited Home Buyer Education Program
- Show Proof of Income
- Have a Credit Score of 640-660
- Buyer must have a balance of \$1000.00 (verifiable for the share of expense) for home Inspection and Appraisal

To learn more, contact one of the programs below.

### **Arizona Department of Housing Pathways to Purchase / P2P**

1110 W. Washington #280 Phoenix, AZ 85007 TTY: 602.771.1001 Phone: 602.771.1000 Fax: 602.771.1002

Any HUD Housing Counseling Agency in your community

ANY Community Real Estate Agent

Tucson IDA – [www.tucsonida.com](http://www.tucsonida.com) 520-882-5591, Ext. 126

Family Housing Resources- [www.familyhousingresources.com](http://www.familyhousingresources.com) 520-318-0993

USDA Rural Development 602-280-8701 [www.rurdev.usda.gov/az](http://www.rurdev.usda.gov/az)

Do not worry if any of this is new to you or confusing. All resources want to hear from you. Contact any one and take a step towards owning your own home today!

## ***Cenpatico IC was proud to support the 2016 Out of The Darkness Walk***





## HIV Testing for Pregnant Women

### Pregnancy and HIV/AIDS Testing

Immunodeficiency Syndrome (HIV/AIDS) testing is available for pregnant women. Voluntary, confidential HIV/AIDS testing services are available, as well as counseling for women who test positive. Cenpatico IC can help. Call Cenpatico IC Member Services at 1-866-495-6738 or TTY/TDD 1-877-613-2076 for information about confidential testing or counseling services.



## Important Vaccination Information for EPSDT Members

**Important information for our Early Periodic Screening, Diagnosis, and Treatment (EPSDT) members.** You and your health are important to us! Below are vaccines available to you. Ask your provider to make sure you are up to date on your vaccines. Vaccines help to keep you healthy and it's no cost to you.

Vaccine	18 years of age	19 years of age	20 years of age
FLU	√	√	√
Tdap	c	√	c
HPV	c	√	c
Meningococcal	c	c	c
Pneumococcal	c	c	c
Hepatitis B	c	c	c
Hepatitis A	c	c	c
Polio	c	c	c
MMR	c	√	c
Chickenpox	c	√	c
Hib	c	√	c

c - Your provider will recommend if you should receive this vaccine.

√ - The vaccine is recommended for you.



## Fall in to Health

Fall is here, and with this change in seasons comes shorter days and cooler weather. It is also the start of cold and flu season. Here are some ways you and your family can stay healthy this fall:

- Wash your hands often. Wash hands for 20 seconds with warm water and soap.
- Carry hand sanitizer with you. Use it when you cannot wash your hands.
- Avoid touching your face in public. This can stop germs from entering your body.
- Bring your own pen to your appointments.
- Get plenty of sleep - when your body is tired you are more likely to get sick.
- Clean items that get touched a lot – for example: doorknobs and phones.
- Drink plenty of water.
- Get a flu shot. The flu shot is safe and does not cause the flu.
- Eat plenty of fruits and vegetables.
- Stay active. Take a walk after dinner. Have a dance party at home. The most important thing about being active is having fun!

## Quick Update

Cenpatico Integrated Care would like to tell you that, our dental provider, Dental Health & Wellness is now, **“Envolve Dental”**. Our vision provider, OptiCare is now, **“Envolve Vision”**. Our pharmacy benefits provider, US Script is now, **“Envolve Pharmacy Solutions”**. There will be no changes to your benefits with Cenpatico Integrated Care. This notice is only to tell you about the new names.

If you have questions about your services, please call our member services line at 1-866-495-6738. You can also visit our web page at [cenpaticointegratedcareaz.com](http://cenpaticointegratedcareaz.com).





# Community Reinvestment

Cenpatco Integrated Care offers community reinvestment grants every year. This year we gave \$569,000 in funding. Among the groups funded was Step-Up Bisbee/NACO Wellness Initiative. Started in 1998 by a group of people who saw that many needed help. Step-Up Bisbee/NACO have helped many in the community by fixing homes. Community members can apply for help with home repair or to volunteer by visiting the website at <http://stepupbisbeenaco.org>

Volunteers work on many projects in Bisbee. Cenpatco Integrated Care employees will also be helping. If you can help, please visit <http://stepupbisbeenaco.org>

There were many other grants given out as well. We believe that by investing in the community, we can help improve the areas we serve. Check out the below pictures for some of the projects that were funded.





# Member Engagement

## ***We need your voice!***

Cenpatico IC meets with over 250 people every month to improve our integrated care system. These Member and Family Advisory Councils are in 17 different cities across Southern Arizona.

We talk about successes and barriers. We support each other with laughter and tears. Most importantly, we focus on keeping recovery alive in Southern Arizona.

Patsy Price and Wayne Kissel share the job of meeting with our members and hearing about what is working and not working.

They bring what they learn to our Member and Family Governance Board. Our board then recommends to our CEO what to do about problems. We have improved our website. We have looked at high caseloads. We resolved transportation problems. And much more. Our work can only be done with you!

There are three ways you can join us. We recommend all three for best results.

1. Join your Intake and Coordination of Care Agencies (ICCA's) Member and Family Advisory Council
2. Join Cenpatico's Member and Family Advisory Council
3. Join our Member and Family Governance Board

For more information, please call our customer service line: 866-495-6738

We want to hear from you. Look on our website for dates, times, and locations of our Member and Family Advisory Councils.

***Come meet us at your local Member and Family Advisory Council!***

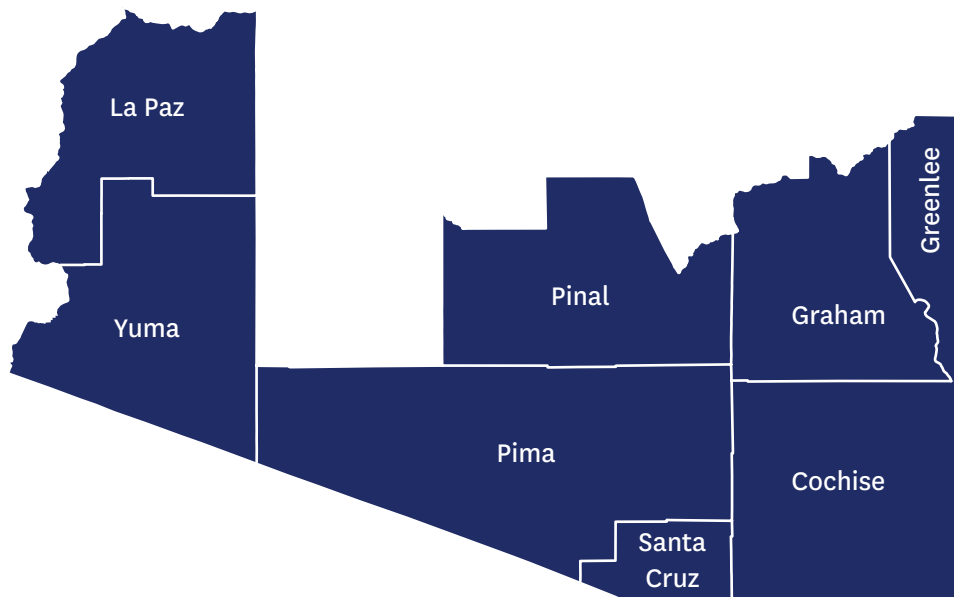




**Customer Service: 866-495-6738**

**Crisis Line: 866-495-6735**

*cenpaticointegratedcareaz.com*



***Cenpatico Integrated Care Service Area***

Cenpatico Integrated Care (Cenpatico IC) services are funded through a contract with the Arizona Health Care Cost Containment System.