

The Cenpatico Integrated Care Member Messenger

CenpaticoIntegratedCareAZ.com

Issue 5 - June 2017

In This Issue

- Welcome
- CEO's Corner
- In the Community
- Health and Wellness
 - Pre and Post Natal Care
- Resources for Families
- Know Your Numbers
- Member Engagement
- Cenpatico Integrated Care Service area and Contact information

Welcome

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

- Our new CEO
- Health and wellness
- Culturally competent care
- Tips to stay safe in the summer sun
- and more!

We hope you enjoy our latest edition and have a safe summer.

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 June 2017 edition of the Cenpatico Integrated Care member newsletter. This also happens to be my first as Cenpatico's CEO. It is a big honor to take this position. Having been originally from Ajo, Arizona and living in southern Arizona my entire life. I got the chance to move to this position after my 18 years with University Family Care, the last 6 years as CEO.

From my view, this was a chance to further my personal goal of working to improve the lives of our most vulnerable citizens. I believe the time I have spent living and working in southern Arizona has shaped my path to where I am now. I am excited to have the chance to work towards ensuring that southern Arizona citizens have access to the services they need. That members have a voice and choice in their health care decisions. That people are made healthier, and their lives improved.

I look forward to continuing to work towards the goal of making southern Arizona healthier, and serving our members for a long time to come.

Thank you,

James Stover
CEO, Cenpatico Integrated Care

Centers of Excellence

Cenpatico Integrated Care's Centers of Excellence are selected providers in our network. These providers have shown the ability to deliver high quality services to members.

Our Center of Excellence (CoE) program has identified three Health Homes to serve as Centers of Excellence for 2017.

Below is a list of our current Centers of Excellence:

CODAC – Adult Health Home
Easter Seals Blake Foundation – Children's Health Home
Casa de Los Ninos – Children's Health Home

Each of these providers focus on:

- The quality of care they provide.
- The health of their members.
- The coordination of services members receive.

If you want to learn more about these Centers of Excellence and how they can care for you or your family, call Member Services at 866-495-6738 (TDD/TTY 877-613-2076).





Health and Wellness

Covered Family Planning Services

Covered Family Planning Services

Family planning services are available to both male and female members of reproductive age. Covered services include the following:

- Birth control counseling
- Birth control methods including:
 - Long Acting Reversible Contraceptives (LARC)
 - Diaphragms
 - Condoms
 - Foams
 - Suppositories
- Natural family planning education
- Sterilization
- Emergency oral contraceptives (within 72 hours after unprotected sexual intercourse)



Family Planning Services NOT Covered

Family planning services NOT covered include the following:

- Infertility services
- Pregnancy termination counseling
- Pregnancy termination and hysterectomies (except in certain situations that must be approved by a doctor and Cenpatico Integrated Care)

If you have questions about what is covered, or would like to learn more, please call Cenpatico IC Customer Service at: (866) 495-6738.

Community Resources for Families

Poison and Drug Information Center

Phone: (800) 222-1222

Website: www.aapcc.org

Description: Information on dangers of medications, plants, bites, and stings. Help with first aid for poisoning.

Mother to Baby Arizona

Phone: (888) 285-3410

Website: <http://www.mothertobabyaz.org/>

Description: Help with over the counter pain medication and Flu shots during pregnancy. Information on depression and antidepressants during pregnancy.

LALECHE League

Phone: (800) 525-3243

Website: <http://www.llli.org/>

Description: Personal help with breastfeeding. Mother-to-mother support and encouragement.

WIC Women, Infants and Children

Phone: (800) 252-5942

Website: <http://azdhs.gov/prevention/azwic/>

Description: No cost nutrition and breastfeeding program and advice on choosing healthy foods while pregnant.



Importance of timely prenatal and postnatal care

If you are going to have a baby, it is important that you tell Cenpatico IC. Cenpatico Integrated Care wants to help you through this time. Please call Cenpatico IC to let us know.

Prenatal care is care before your baby is born. Care before your baby is born will help you have a healthier baby. Regular visits to your doctor can help the doctor find any problems before they become serious.

According to The American Congress of Obstetricians and Gynecologists (ACOG) here are some habits to have a healthy baby and decrease the risk of birth defects.

- See your doctor before becoming pregnant.
- Take a daily multivitamin before and during pregnancy.
- Maintain a healthy weight.
- Use medications wisely.
- Take care of medical conditions before pregnancy.
- Do not use alcohol or illegal drugs.
- Prevent infections.
- Avoid known harmful agents.
- Schedule regular visits with your doctor:
 - o Every month in the first six months
 - o Every two weeks in the seventh and eighth months
 - o Every week during your ninth month



If you are told that you have a high-risk pregnancy, you may need to see the doctor more often. You may also need to have special care and go to a doctor who works with high-risk pregnancies.

Postnatal care is care after your baby is born. This care lasts six to eight weeks after you give birth. After you have a baby, your body goes through many changes. Postnatal care includes proper rest, good nutrition, and vaginal care. It is important to keep your postnatal care appointments.

Depression screening is also important. The birth of a baby can trigger many feelings.

Some new moms have "baby blues" after their baby is born. Watch for mood swings, crying spells, anxiety and problems sleeping. These feelings may start within the first few days after your baby is born, and may last for two weeks.

- Some new moms may experience a more serious form of depression called postpartum depression.
- Sometimes a new mom may have postpartum psychosis. This may lead to life-threatening thoughts or behaviors that need immediate treatment.

If you think you may have "baby blues" or depression, call your doctor. If you have thoughts or feelings that suggest you may have postpartum psychosis, get help immediately.

Women with postpartum depression have intense feelings of sadness, anxiety, or despair that prevent them from being able to do their daily tasks.

If you think a friend or loved one may be depressed, talk to them about seeking medical attention

The American Congress of Obstetricians and Gynecologists (ACOG) have resources to help: <http://www.acog.org/Patients>

The health of your child is important to us. If you have any questions please call (866) 495-6738 TDD/TTY: (877) 613-2076. We are always ready to talk.

Know Your Numbers.....Body Mass Index (BMI)

What is BMI? BMI stands for Body Mass Index. BMI uses your height and weight to estimate how much body fat you have.

If your BMI is:

| | |
|---------------------|---------------|
| Less than 18.5 | Underweight |
| Between 18.5 and 25 | Normal weight |
| Between 25 and 29.9 | Overweight |
| 30 or more | Obese |

Being overweight or obese could lead to:

- Heart disease
- Stroke
- Breathing problems
- High blood pressure
- High blood glucose (sugar)
- High LDL (bad) cholesterol and low HDL (good) cholesterol
- Increased risk of developing type 2 diabetes
- Body pain

What can I do?

- Get regular physical activity
- Stop smoking or using tobacco products
- Eat fruits and vegetables at every meal
- Talk to your doctor about losing weight

Source: www.cdc.gov

You doctor can help you to find your BMI.
Want to calculate your own BMI?
Visit: https://www.nhlbi.nih.gov/health/educational/lose_wt/BMI/bmicalc.htm



Arizona Smokers Helpline (ASHLine) and Tobacco Free Arizona

Many people have quit smoking through programs by the Arizona Smokers Helpline (ASHLine) and other resources available at Tobacco Free Arizona. The ASHLine has several valuable and no cost resources. If you want more information to help quit tobacco, please call the Arizona Smokers Helpline (ASHLine) at (800) 556-6222, or visit www.ashline.org or talk to your PCP. ASHLine also offers information to help protect you and your loved ones from second hand smoke.

ASHLine: (800) 556-6222

Websites:

ASHLine: www.ashline.org

Tobacco Free Arizona: www.azdhs.gov/tobaccofreeaz/



Dental Homes - Integrated Care Members

What is a Dental Home?

A “dental home” is a dental office. If you are an integrated care member between the ages of 18-20 we cover your dental visits. Dental homes have a dentist, dental hygienist, and helpful staff. They do dental check-ups, take cavity detecting x-rays, and clean your teeth.

Dental Home Assignment

All new integrated care members, ages 18-20 years old, are assigned to a dental home. If you recently went to your dentist, that is who you will be assigned to. If you have not been to a dentist in a while, you will be assigned to a dental home near you.

Importance of Having a Dental Home

It's important to visit your dental home regularly. Regular visits help you form a good relationship with your dental home. It also lets you know what to expect at your appointments. The dental home can help you by planning your treatment and appointments. You should visit your dental home every six months for a check-up and cleaning. Your dentist will help you prevent infection in your mouth. They can help find problems you don't know about. Having your dentist find cavities when they are small is good. Dental cavities don't always hurt until they are big. Bigger cavities take more work and time to fix. Regular dental visits help prevent problems.

Can Dental Homes be changed?

YES. Dental homes can be changed. If you don't know who you're assigned dentist is or want to change your dental home, or have questions, please contact Cenpatco IC. You can call Cenpatco Integrated Care, Customer Service, at 1-866-495-6738.

Member Handbook

Remember, the 2016/17 member handbook is always available. It can be found on our Cenpatco Integrated Care website. You can also pick up a copy at your Health Home. Your handbook will have updated information on your benefits and new programs available. You can also call Cenpatco IC at 866-495-6738 to request a copy and we will mail it to you.

Quick Update

Cenpatco 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 Cenpatco 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 cenpatcointegratedcareaz.com.



Health and Wellness

EPSDT

“Because You Matter...Because We Care”

You and your health are important to Cenpatico IC! Below are services available to you. These services are recommended either once or twice a year. Get checked today!

What is the Arizona Health Care Cost Containment System (AHCCCS) EPSDT Program?

EPSDT is a wellness program for members age 18, 19 and 20. The EPSDT visit is the same as a Well Child Visit. It includes both medical and dental services.

Early – Finding problems early.

Periodic – Checking members' health at regular well visits.

Screening – Offering physical, mental, dental, hearing, vision, and other well checks.

Diagnostic – Run tests when a problem is found.

Treatment – Treat, fix or reduce health problems.

MEDICAL guidelines require a Well Child Visit once per year with a **Primary Care Provider**.

Screening services include:

- Health and growth history
- Unclothed physical exam
- Review diet and nutrition
- Development assessment and mental health screening
- Dental Screening
- Vision testing
- Evaluate for vaccines as appropriate for age and health history
- Laboratory testing
- Tobacco/substance use, abuse, and/or dependency
- Referral for additional services if needed for further diagnosis and treatment services

DENTAL guidelines require a Dental Visit twice per year.

Dental Visits include the following:

- Examination of the mouth
- X-Rays
- Check for cavities
- Evaluate the need for extra fluoride (Fluoride helps prevent cavities)
- Check oral hygiene (go over brushing and flossing if needed)
- Evaluate diet and nutrition
- Substance abuse counseling
- Counseling for piercings in and/or around the mouth
- Evaluate for dental sealants (sealants are a protective coating applied to the tooth)
- Cleaning and apply fluoride to teeth

Call your doctor and dentist to schedule your visit today! If you are in need of transportation to your appointment, Cenpatico IC can provide that to you at no cost. For questions call Cenpatico Integrated Care Customer Service at (866) 495-6738.

Including Culture In Your Care + Positive Relationships = Success!

Providers should be including your culture in your treatment. When they do, it can help you meet your health care goals. If they don't ask you about your culture, please bring it up with them!

If you take a member survey, you may be asked if your culture was respected. It will also ask how having your culture included in your treatment may have helped you. We hear people say they don't have a culture or they are not sure what to say. Below are some facts that may help.

What is Culture?

Culture includes but is not limited to:

- The languages we speak
- Our thoughts
- How we talk with each other
- Relationships
- Actions
- Customs
- Beliefs
- Values
- Age
- Physical abilities or limits
- Traditions
- Gender identity
- Sexual orientation
- Where we live
- Racial, ethnic, religious or social groups
- and more!



We are all a mixture of many different cultures!

Relationships are influenced by culture. Often assumptions about people are made based on the 10% of what someone sees. When that happens, they miss out on the other 90% of the person. They don't know how someone may identify. They don't see what happened to the individual that might influence their behaviors. They can't see their beliefs, their values, their attitudes, or the way they think. They don't know how that person may deal with things. They really don't know anything about the person at all. And if assumptions are made that are incorrect, the relationship probably won't get off to a good start. How many times did you assume something about someone only to find out later that the assumption was wrong? When assumptions are made, people could miss out on having good relationships. Good relationships are vital in general, but especially when someone needs mental health or medical care. Positive relationships with providers are key for success in reaching your health care goals.

And remember, discrimination is against the law so if you have any concerns about a provider discriminating against you – please contact Cenpatico Integrated Care Member Services at 866-495-6738 or TDD/TTY to talk with someone about your concern.



Member Engagement

Water Safety Key Prevention Tips

Learn life-saving skills.

Everyone should know the basics of swimming (floating, moving through the water) and cardiopulmonary resuscitation (CPR).

Fence it off.

Install a four-sided isolation fence, with self-closing and self-latching gates, around backyard swimming pools. This can help keep children away from the area when they aren't supposed to be swimming. Pool fences should completely separate the house and play area from the pool.

Make life jackets a must.

Make sure kids wear life jackets in and around natural bodies of water, such as lakes or the ocean, even if they know how to swim. Life jackets can be used in and around pools for beginning swimmers too.

Be on the look out.

When kids are in or near water (including bathtubs), closely supervise them at all times. Because drowning happens quickly and quietly, adults watching kids in or near water should avoid distracting activities like playing cards, reading books, talking on the phone, and using alcohol or drugs.

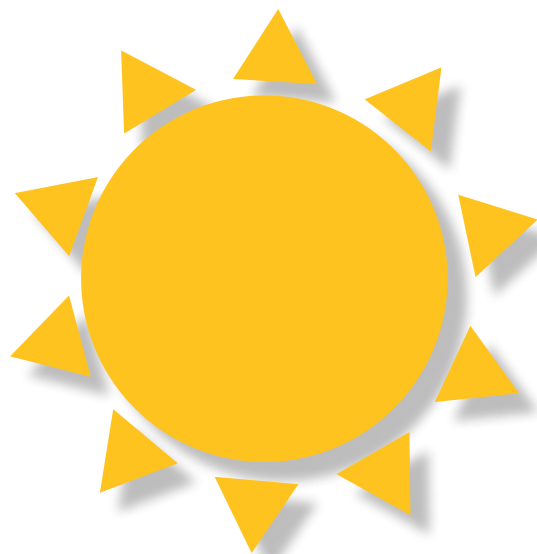
Source: www.cdc.gov



Summer Safety

Summer is here with rising temperatures and sunny days for the next few months. It is important to us that our members stay safe in the Arizona heat. Below are a few tips from the Arizona Department of Health Services.

- Never leave an infant, child or pet unattended in parked vehicles
- Avoid strenuous activity on hot days
- Limit activities to the coolest part of the day (4:00 am - 7:00 am)
- Rest often in shade
- If active between 11:00 am and 4:00 pm, drink at least 32 ounces of water every hour
- Stay in air conditioned areas when possible
- If air conditioning is not available, stay on the lowest floor away from sunshine and go to a publicly air conditioned area in the hottest part of the day
- Have a buddy system where relatives, neighbors or friends check on each other
- Wear lightweight, light-colored, and loose-fitting clothes
- Drink water often to help your body stay cool
- Drink water even if you don't feel thirsty
- Eat small meals often, instead of large meals
- Avoid foods that are high in protein or salt
- Avoid drinks with alcohol or caffeine which worsen the effect heat has on your body
- Avoid using illicit drugs (such as cocaine, amphetamines, and methamphetamines)



If your heart begins to pound or if you become lightheaded, confused, weak, or faint, STOP ALL ACTIVITY AND GET ASSISTANCE IMMEDIATELY!

For places you can go to cool off and get fresh water, talk to your provider agency. They have a list for your community. For Statewide Locations visit AZ211 for help with: shelter beds, water, and cooling stations Statewide, dial (211) or (800) 352-3792 - <https://211arizona.org/>

Source: <http://azdhs.gov/documents/preparedness/epidemiology-disease-control/extreme-weather/heat/Heat-Brochure-bilingual.pdf>



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: 877-613-2076; or 333 E. Wetmore Road, Tucson, AZ 85705. If you believe that Cenpatco 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: Cenpatco Integrated Care, 333 E. Wetmore Road, Tucson, AZ 85705, or Phone: 866-495-6738, TTY: 877-613-2076; 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>

ATTENTION: If you speak a language other than English, language assistance services are available to you at no cost. To communicate with us call 866-495-6738 (TTY: 877-613-2076).

注意：如果您使用的語言不是英文，我們可提供免費的語言協助。請透過以下電話與我們聯絡：866-495-6738 (TTY: 877-613-2076)。

ATTENTION : Des services linguistiques sont à votre disposition si vous ne parlez pas anglais. Pour nous contacter, appelez le 866-495-6738 (TTY: 877-613-2076).

ACHTUNG: Wenn Sie eine andere Sprache als Englisch sprechen, stehen Ihnen sprachliche Hilfedienste kostenlos zur Verfügung. Sie erreichen uns unter 866-495-6738 (TTY: 877-613-2076).

注: 英語以外の言語をご希望の場合は、言語補助サービスが無料でご利用いただけます。同サービスをご希望の方は 866-495-6738 (聴覚障害者向け (TTY) 877-613-2076) までお問い合わせください。

영어 이외의 다른 언어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용할 수 있습니다. 저희와 연락하시려면 866-495-6738 번으로 연락해주시기 바랍니다(TTY: 877-613-2076).

SHOOH: Saad doo Bilagáana k'ehjí bee yánífti'góó t'áá ni nizaad bee níká a'doowoŋgo bee haz'á t'áá jíík'e. Kojí' nihich'í' hólne' 866-495-6738 (TTY: 877-613-2076).

PAŽNJA: Ako govorite jezik koji nije engleski, dostupne su vam besplatne usluge jezične pomoći. Za komunikaciju s nama nazovite 866-495-6738 (TTY: 877-613-2076).

ATENCIÓN: Si habla otro idioma distinto al inglés, tiene a su disposición servicios de asistencia de interpretación en otros idiomas sin costo adicional. Póngase en contacto con nosotros llamando al siguiente número 866-495-6738 (TTY: 877-613-2076).

โปรดทราบ: หากท่านไม่สามารถพูดภาษาอังกฤษได้ เรามีบริการช่วยเหลือทางภาษาซึ่งพร้อมให้ความช่วยเหลือโดยไม่คิดค่าใช้จ่าย

โดยสามารถติดต่อสื่อสารกับเราได้ที่เบอร์ 866-495-6738 (โทรพิมพ์: 877-613-2076)

CHÚ Ý: Nếu quý vị sử dụng ngôn ngữ khác với tiếng Anh, các dịch vụ hỗ trợ ngôn ngữ sẽ được cung cấp cho quý vị miễn phí. Để liên lạc với chúng tôi xin gọi 866-495-6738 (TTY: 877-613-2076).

ВНИМАНИЕ! Если вы не говорите по-английски, доступна бесплатная служба языковой поддержки. Чтобы связаться с нами, позвоните по телефону 866-495-6738 (TTY: 877-613-2076).

ATENSYON: Kung nakapagsasalita ka ng wika bukod sa Ingles, nakalaan sa iyo ang mga serbisyo ng tulong sa wika nang walang bayad. Upang makipag-ugnayan sa amin tumawag sa 866-495-6738 (TTY: 877-613-2076).

انتبه: إذا كنت تتحدث لغة خلاف اللغة الإنجليزية، تتوفر خدمات المساعدة في اللغة لك دون مقابل. للتواصل معنا اتصل على رقم 866-495-6738 (الطابعة عن بعد: 877-613-2076).

توجه: اگر به زبانی غیر از انگلیسی صحبت می‌کنید، ما آماده‌ایم تا خدمات کمک‌های زبانی را به صورت رایگان به شما ارائه دهیم. برای ارتباط با ما، با شماره (TTY: 877-613-2076) 866-495-6738 تماس بگیرید.

8664956738 (TTY: 877-613-2076)

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 cenpaticointegratedcareaz.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.



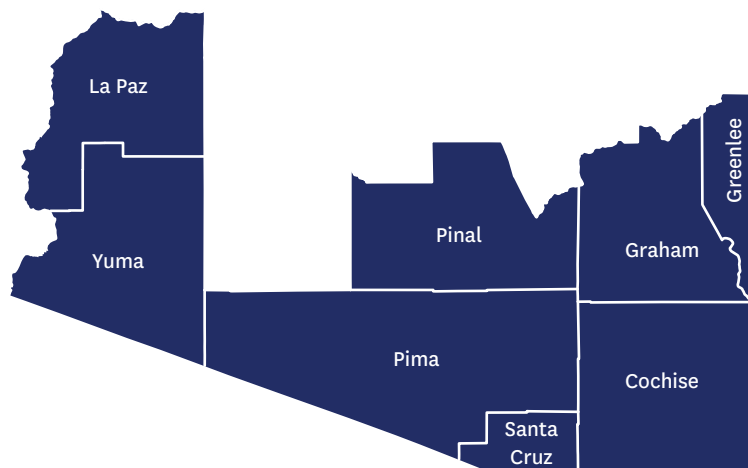
Transforming communities one person at a time



Customer Service: 866-495-6738

Crisis Line: 866-495-6735

cenpaticointegratedcareaz.com



Cenpatico Integrated Care Service Area