

The Cenpatico Integrated Care Member Messenger

CenpaticoIntegratedCareAZ.com

Issue 6 - September 2017

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Welcome

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

- A message from our CEO
- Medication tips
- Health and wellness information
- Back to school information
- and more!

We hope you enjoy edition six and have a great rest of your 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,
Cenpatco Integrated Care**

Welcome to the Back to School edition of the Cenpatco Integrated Care Member Newsletter! I know it is a busy time of year for families as they get ready to send their kids back to school. Below are some tips on how to ease back in to the routine of the school year:

- Choose a bedtime that will give your child plenty of sleep, and have them eat a healthy breakfast in the morning.
- Establish a routine for your family. The key is to make it the same every day so your child knows what to expect.
- Schedule enough time for homework so your child isn't rushed.

Cenpatco Integrated Care wants to help make sure you and your family are healthy this school year. Don't forget to schedule an appointment with your child's PCP for their annual well child visit and immunizations. If you need help scheduling an appointment, please call our members services team at 866-495-6738.

Thank you,

James Stover
CEO, Cenpatco Integrated Care

Source: Healthychildren.org



Medication - Use it wisely

Medicine can save lives. But even the best medicine will not work unless you take it the right way. That means following instructions on the medicine's label. But labels can be confusing. Make sure to ask your doctor or pharmacist:

- What is my medicine for?
- When should I take it?
- How often should I take it?
- How long should I take it?
- Is there anything I should avoid when taking it? Certain foods? Other drugs? Driving?
- What should I do if I have side effects?

Be sure to finish taking your medication and refill your prescriptions so you do not miss a dose. Most people ages 65 and older can sign up for Medicare. This government program includes Medicare Part D coverage for prescriptions. Do you already have Medicare Part D coverage? Make sure you bring your Medicare Part D card with you to the pharmacy and show it to the clerk when getting your medication. To learn more about Medicare Part D, visit www.medicare.gov/part-d.



Medication and Pregnancy

Prescription opioids are painkillers (medicine used to relieve pain) your health care provider may prescribe if you've been injured or had surgery. If you take opioids during pregnancy, they can cause serious problems for your baby, like premature birth and drug withdrawal called Neonatal abstinence syndrome (NAS). If you are pregnant and currently taking opioids please call us so we can explain your options. Cenpatico Integrated Care can help you and your baby in a safe way. Please call us at 1-866-495-6738, we are here for you!

Source:
www.marchofdimes.org



Back to School Tips for Parents

Almost time for the school year to begin. This can be a stressful time for you and your children. There will be a new teacher and maybe a new school. Go to the open house, meet the teacher, tour the school, and visit the library, playground, and cafeteria. Make sure your child has all required immunizations.

Complete the paperwork for the free and reduced lunch program. Learn the bus schedule, pick-up site and the parent drop-off location. Ask for the school supply list and find out if the supplies will be provided.

After weeks of sleeping in and going to bed late, it is time to start the school year bedtime and morning routine. Children need their sleep. Recommended sleep time:

Ages	Hours of Sleep
6- 12 years	9 to 11
14 -17 years	8 to 10

A few days before school begins, practice the bedtime and morning school routine. Set the alarm clock and go through the morning routine for school. Eat a healthy breakfast. Children cannot learn if they are hungry. Get in the car or go to the school bus pick-up site. This will make the first day of school go smoother.

The first day of school is the first step to a good school year. Be on time and be ready for the big day.

Source:
<http://www.pbs.org/parents/education/going-to-school/back-to-school/back-to-school-tips-for-parents/>



Health Screening Reminder

We support your health. Schedule an appointment with your doctor to get your health screenings today. Customer Service can also help schedule an appointment. Important health screenings are listed below:

- Annual well woman exam
- Cancer screenings
- If you are diagnosed with diabetes,
 - A blood sugar test at least annually
 - An annual eye exam

It's almost flu season! Remember to get a flu shot at your doctor's office or local pharmacy.



Bullying and Keeping Your Child Safe

Bullying takes different forms – your child may be bullied, your child may see other children being bullied, or your child may be a bully.

- How do I know if my child is being bullied?
- Talk about bullying with your child and how to stand up to it safely.
- Make sure your child knows how to get help for bullying.
- Tell your child that bullying is not acceptable.
- Listen to what your child tells you about school, friends, and how your child feels.
- Watch for changes in behaviors, such as, eating, crying, nightmares, and not wanting to go to school.

How can you help your child?

- Help your child make friends.
- Know your child's friends and their parents.
- Keep your child active in after school activities.
- Practice with your child how to ignore a bully.
- Help your child identify teachers and friends that can help if they are worried about being bullied.

What can you do if your child is being bullied?

- Do not say "let it go" or "suck it up."
- Talk to your child to learn what is going on at school.
- Let your child know you will help and not to fight back.
- Meet with teachers and other school staff.

If you need help stopbullying.gov has resources - call 1-800-273-TALK (8255)



Parent Tips on Sexting

Teens share their lives with friends, family, and others online. Sometimes teens share too much due to flirting, peer pressure, bullying, threats, or using drugs or alcohol. The texting of nude or semi-nude and sexually exciting photographs is sexting.

The good news is that most teens do not sext. Sexting can cause emotional and legal risks, especially if the photographs are not kept private and are sent to others. Some teens think sexting is a form of “safe sex” because there is not touching, risk of pregnancy, or sexually transmitted diseases. The risk is that the photograph will be seen by others. It is against the law to share nude photos of anyone under the age of 18.

What can parents do?

- Find a quiet time to talk about sexting.
- Ask what they know about sexting.
- Help your teen think of how it would feel if the photograph was forwarded by someone they trusted to others.
- Help your teen to understand the legal, social, and reputation risks.

What if your child receives a nude photograph?

- Delete the photograph.
- Ask if they forwarded the photograph.
- Find out what they think about sharing the photograph and the emotional and legal impacts.
- If your child receives nude photographs, have them deleted. You may want to talk with other teens and their parents.
- Before reporting the sexting to the school, learn the school’s rules.
- Seek legal advice if an adult or bad intent is involved.

Source: <http://www.connectsafely.org/tips-for-dealing-with-teen-sexting/>



Start your school year with confidence and a beautiful smile*.

Did you know seeing your dentist every 6 months can help you keep your teeth and body healthy for life? Visiting your dentist can help prevent oral diseases, and will find the hidden problems you may not be aware of. Dental cavities sometimes may not hurt until they are large and harder to fix. When cavities are large they often require more work and more dental appointments. Cavities left untreated, can lead to pain, infection, tooth loss, and absence from school or work.

Did you know a healthy smile can?

- Increase self-esteem – Research shows that teeth are one of the first things someone notices about you. Teeth play an important part in how we look and feel about ourselves. Missing teeth can change how our face looks. When teeth are missing, the skin on the face may look wrinkled or caved in. This can make someone look much older than they are.
- Improve communication – Teeth help us pronounce words, like the letter “f” or “s”. Being heard and understood plays a huge part in making friendships and relationships with others.
- Improve health – Teeth help us chew and digest food. Missing or damaged teeth may limit what can be eaten. This may cause digestive problems along with other serious, even life-threatening health issues.

Keeping your teeth and gums healthy is easy!

- Clean between your teeth every day with floss, flosser or thin plastic tooth pick.
- Brush your teeth for 2 minutes, 2 times per day with fluoridated tooth paste.
- Brush your tongue each time you brush your teeth. Brushing your tongue removes the germs that cause bad breath and germs that cause infection of your gums and teeth.
- Replace your toothbrush every 2-3 months.
- Be sure to wear a mouth guard if you play sports. It will protect them from being knocked out or damaged.
- Limit sugary foods, Taki's, Hot Cheetos and drinks like sodas, energy drinks and Gatorade.
- Get regular dental check-up—every 6 months, catch problems when they are small.
- See your dentist if you see changes in the color of your teeth, have tooth pain or notice your gums bleed when brushing or flossing. This could mean there may be something starting.
- If your dentist recommends fluoride varnish, do it. It helps protect your teeth!

*Dental benefits for those over the age of 21 are not covered by Cenpatico Integrated Care.

Source: the American Academy of Periodontology - <https://www.perio.org/LTGYW/member-dashboard>



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.



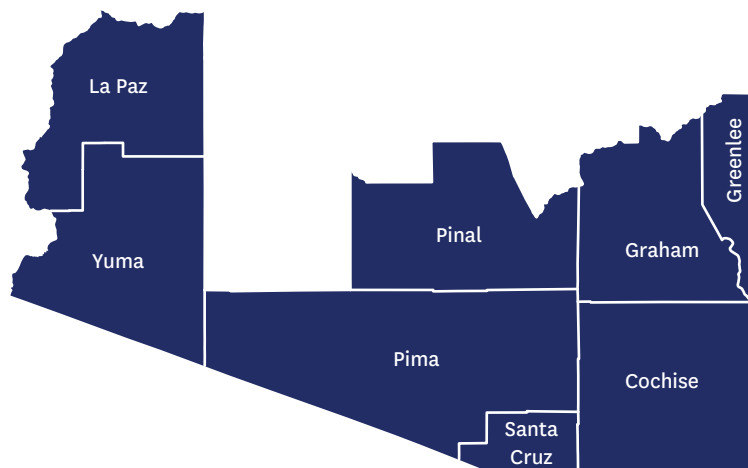
Transforming communities one person at a time



Customer Service: 866-495-6738

Crisis Line: 866-495-6735

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Cenpatico Integrated Care Service Area