Complete Care Bulletin

This is your newsletter from Magellan Complete Care of Arizona (MCC of AZ). It has important information about getting and staying healthy.

You can also find more information online at www.MCCofAZ.com that includes:
» Your member handbook
» Our provider directory
» Our notice of privacy practices
» Your member rights and responsibilities

Please call Member Services at 1-800-424-5891 (TTY 711) Monday through Friday from 8 a.m. to 6 p.m. local time to request printed copies of these items or if you have any questions.

Integrated healthcare services for our members

MCC of AZ is an integrated health plan offering you both physical and behavioral health services. We’re here to help address your whole health.

We have a network of providers who provide both physical and behavioral health services in the same office. We encourage you to get health services through an integrated provider to ensure your needs are addressed without interruption in care.

If you need help finding an integrated clinic, please call Member Services at 1-800-424-5891 (TTY 711) Monday through Friday from 8 a.m. to 6 p.m. local time.
We speak your language

Did you know that MCC of AZ offers translation services? We provide verbal, sign and written language services, all at no cost to you. We can also read documents to you out loud if you need help understanding the information. We want to make sure you understand the programs, physical and behavioral healthcare and resources available to you as part of your AHCCCS benefits. That is why we communicate with you in the language you are most comfortable.

We know each member has a unique background. We make sure our providers and employees have the training and tools to work with different cultures. We continue to improve the services we provide you to make sure our team meets your cultural needs.

Please call Member Services at 1-800-424-5891 (TTY 711) Monday through Friday from 8 a.m. to 6 p.m. local time for language assistance.

We want to hear from you!

Join the MCC of AZ Member Advisory Committee (MAC)

You are invited to apply to MCC of AZ’s MAC and Governance Committee. We are looking for members, family of members, providers and community members to join. It’s your feedback that will help improve the benefits and services members get through MCC of AZ. You will have the chance to make suggestions that can improve the care and services that our members get.

If you would like to join the MAC, please contact our Office of Individual and Family Affairs for more information by emailing MCCAZoifa@MagellanHealth.com or calling 480-645-2601. The MAC application can be found online at www.MCCofAZ.com/member.

Arizona Opioid Assistance & Referral (OAR) Line

A no-cost, confidential resource to help you or someone you know who is struggling with opioids

The Arizona OAR Line is a 24/7 hotline that helps anybody with pain and opioid use disorders. This hotline is answered by medical experts at the Poison and Drug Information Centers in Arizona.

To talk to a medical expert, call 1-888-688-4222 (TTY 711).
Knowing where and when to get medical care

Today, your options for where to get your medical care are greater than ever before. You may not even have to leave your home to get the care you want and need.

You can choose the best option based on what your health problem is and what works best for you. And you don’t have to use one option for all your healthcare needs. Below is an overview of what type of care is best for you and when:

<table>
<thead>
<tr>
<th>Type of care</th>
<th>What care you can get</th>
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<tbody>
<tr>
<td>Emergency room (ER)</td>
<td>Go to the ER when you have a serious problem that needs care right away. Emergencies include problems like:</td>
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<td>• Heart attack or stroke symptoms</td>
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<td>• Severe bleeding</td>
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<td></td>
<td>• Severe trouble breathing</td>
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<td></td>
<td>• Severe pain</td>
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<tr>
<td>Primary care provider (PCP)</td>
<td>Your PCP knows you and your health history.</td>
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<td></td>
<td>Go to your PCP for your annual checkup and if you’re not feeling well, but it’s not an emergency.</td>
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<tr>
<td>Urgent care clinics</td>
<td>Urgent care clinics can provide care for problems like sprains, burns and broken bones. They also offer X-rays, throat cultures and routine healthcare, such as sports physicals and shots.</td>
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<td></td>
<td>Urgent care clinics are open after hours and on the weekends. You can walk in or call to make an appointment.</td>
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If you need help finding an urgent care clinic or PCP, go to [www.MCCofAZ.com](http://www.MCCofAZ.com) or call Member Services at 1-800-424-5891 (TTY 711) Monday through Friday from 8 a.m. to 6 p.m. local time.
Behavioral Health Crisis Line

There are additional resources available if you or someone you know is experiencing a behavioral health crisis

You can call the Behavioral Health Crisis Line 24 hours a day, 7 days a week to get help with a behavioral health crisis.

Some signs of a behavioral health crisis include:
• Thinking about or being afraid you might hurt yourself
• Thinking about or being afraid you might hurt someone else
• Hopelessness
• Not wanting to do the things you like to do
• Not wanting to be around your friends and family
• Mood swings, anxiety or getting angry easily

If you are experiencing a life-threatening emergency, call 911 right away.

Behavioral Health Crisis Line phone numbers (by county):

<table>
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<tr>
<th>Maricopa County:</th>
<th>Gila County:</th>
<th>Pinal County:</th>
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<tr>
<td>800-631-1314 or 602-222-9444</td>
<td>877-756-4090</td>
<td>866-495-6735</td>
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If you are having thoughts about harming yourself or someone else, you should get help right away. Please call The National Suicide Prevention Lifeline and Veterans Crisis Line at 1-800-273-8255 immediately. They are available 24 hours a day, 7 days a week to help.
Available resources to help quit tobacco

1 The Arizona Smokers’ Helpline (ASHLine) is a no-cost phone and online resource available 24/7 to help you quit tobacco.

When you call the ASHLine, you will get:
• A no-cost coach to talk to about quitting tobacco
• Access to online resources
• Text message coaching to get help right from your phone

Call 1-800-556-6222 (TTY 711) or go to www.ashline.org for help.

2 The Arizona Department of Health Services (ADHS) offers programs to help you quit smoking. If you would like to sign up, please call 800-556-6222.

Tobacco Free Arizona is an ADHS website with information about the Tobacco Free Arizona campaign. There are also helpful tools available to help you quit tobacco. Go to www.azdhs.gov/prevention/tobacco-chronic-disease/tobacco-free-az/ for more information.

3 Did you know that you can also get access to no-cost medicines as part of your benefits to help you quit tobacco? Your primary care provider (PCP) can help you get the medicine you need to help you quit smoking.
• You must talk to your PCP first. They need to find an appropriate tobacco cessation product for you to use.
• Your PCP will give you a prescription for the product they want you to use.
• In order for your medicine to be covered by AHCCCS, you must have a prescription from your PCP.
• You can only get a 12-week supply of the prescribed medicine over a six-month period. The six-month period starts on the date the first prescription is filled.

If you have any questions, please call Member Services at 1-800-424-5891 (TTY 711) Monday through Friday from 8 a.m. to 6 p.m. local time.
Support for individuals who don’t qualify for Arizona Health Care Cost Containment System (AHCCCS) benefits—Mission of Mercy

One in five working Arizona families cannot afford health insurance or copays. That’s where Mission of Mercy comes in. Mission of Mercy offers low-and no-cost care and services to individuals who may be struggling to find and get affordable care and don’t qualify for AHCCCS benefits. With seven clinics across the Valley, thousands of Arizonans are able to get access to no-cost doctor visits and prescription medicines.

Mission of Mercy’s work to prevent, manage and treat the chronic conditions of the working poor and uninsured are coordinated under the umbrella of their Access to Care program, which contains these four components:

» **Primary health care**
They provide compassionate, holistic and cost-effective primary care to Maricopa County’s uninsured population. They are the only no-cost mobile medical clinic serving Maricopa County’s uninsured, working poor and homeless of all ages. There are no sliding scales or copays for services.

» **Child services**
Children get no-cost checkups, prescription medicines and nutritional guidance and support. They also offer disease prevention education that encourages healthy nutrition and physical activity to prevent chronic conditions, including diabetes, as well education on how to manage other chronic childhood illnesses like asthma.

» **Living with diabetes**
More than ten years ago, their Living with Diabetes program was established and has since served the ongoing needs of those with diabetes through regular checkups, medicines and education. The goal of the program is to help people with diabetes achieve better control of their blood sugar levels and prevent more complications through disease management and education programs.

» **Prescription services**
The no-cost prescriptions Mission of Mercy offers allows people to maintain their health and return to work and care for their family. Mission of Mercy’s on-board formula has over 200 types of generic prescription medicines. Medicines are offered at no cost as part of their patient visit.
How to manage high blood pressure

Measure your blood pressure on a regular basis

Measuring your blood pressure is an important step toward keeping a healthy blood pressure. Because high blood pressure and elevated high blood pressure often have no symptoms, checking your blood pressure is the only way to know for sure whether it is too high.

You can measure your blood pressure at home with a home blood pressure monitor, or you can visit your doctor or nurse to have your blood pressure checked.

If you learn that you have high blood pressure, you should take steps to control your blood pressure to lower your risk for heart disease and stroke.

Manage diabetes

Most people with diabetes—about 6 out of 10—also have high blood pressure. If your health care professional thinks you have symptoms of diabetes, he or she may recommend that you get tested.

If you have diabetes, monitor your blood glucose (also called blood sugar) levels carefully and talk with your health care team about treatment options. Your doctor or health care professional may recommend certain lifestyle changes to help keep your blood glucose levels under good control. Those actions will also help reduce your risk for high blood pressure.

Take your medicine

If you take medicine to treat high blood pressure or other health conditions, follow your doctor’s or health care professional’s instructions carefully. Always ask questions if you do not understand something, and never stop taking your medicine without talking to your doctor or pharmacist first. Stopping your blood pressure medicine without first talking to your health care team could lead to serious health consequences.

Make lifestyle changes

If you have high blood pressure, you can help lower it by being physically active, eating a healthy diet, and making other lifestyle changes.

For more information on managing high blood pressure, you can read the full Centers for Disease Control and Prevention (CDC) article at [www.cdc.gov/bloodpressure/manage.htm](http://www.cdc.gov/bloodpressure/manage.htm).

Well visits and well-child visits

Early and Periodic Screening, Diagnostic and Treatment (EPSDT) is a health program to help EPSDT-eligible members get the care they need. This is for all members 21 years of age and younger and is provided at no cost to you.

A well visit is the same as an EPSDT visit. This visit is important for your health. During this visit, you will get a health screening and preventive care. You or your child’s EPSDT visit may also include:

- Vision checkups
- Oral health checks
- Hearing checkups
- Developmental screenings
- Behavioral health screenings
- Immunizations and vaccines (or shots)
- Health counseling
- Disease management
- Nutrition checkups

**DID YOU KNOW?** It is important that all children and adults 0–21 years of age go to their doctor for all of their well visits. It is especially important that babies see their doctor eight times between the time they are a newborn and 15 months of age. Your doctor wants to make sure that your baby is meeting important developmental milestones and getting all of their required immunizations and vaccinations (shots).

In addition to your child’s well visits, it’s also important that they see their dental provider for a six-month checkup. This checkup is separate from the oral health check done by their doctor during your child’s well visit.

If you are not sure when you should see your doctor, need help making an appointment, finding a provider or have any questions about EPSDT, we are here to help. Please call Member Services at **1-800-424-5891** (TTY 711) Monday through Friday from 8 a.m. to 6 p.m. local time.
Breastfeeding basics

What is breastfeeding?
Breastfeeding is feeding a baby milk from the mother’s breasts. You can feed your baby right at your breast. You can also pump your breasts and put the milk in a bottle to feed your baby. Doctors advise breastfeeding for 1 year or longer. But your baby benefits from any amount of breastfeeding you can do.

Breast milk is the only food most babies need until about 6 months of age. You do not need to give your baby food, water, or juice. Ask your doctor when you can start feeding your baby solid foods. You will gradually breastfeed less often as your baby starts to eat other foods. But keep breastfeeding for as long as you and your child want to. Your baby continues to get health benefits from breast milk past the first year.

Breastfeeding lowers your child’s risk for sudden infant death syndrome (SIDS). Breast milk may also help protect your child from some health problems, such as infections, obesity, and diabetes.

Breastfeeding has benefits for you too. You may recover from pregnancy, labor, and delivery sooner if you breastfeed. You may also lower your risk for certain health problems, such as breast cancer.

Can all women breastfeed?
Almost all mothers of newborns are able to breastfeed. Even if you have a health problem, such as diabetes, or if you have had breast surgery, you can likely still breastfeed. But some women should not breastfeed, such as those who are HIV-positive or have active tuberculosis.

Breastfeeding is a learned skill—you will get better at it with practice. Be patient with yourself and your baby. If you have trouble, doctors, nurses, and lactation consultants can all help. So can friends, family, and breastfeeding support groups.

How do you plan for breastfeeding?
Before your baby is born, plan ahead. Learn all you can about breastfeeding. This helps make breastfeeding easier.
• Early in your pregnancy, talk to your doctor or midwife about breastfeeding.
• Learn the basics of breastfeeding before your baby is born. The staff at hospitals and birthing centers can help you find a lactation specialist. Or you can take a breastfeeding class.
• Plan ahead for times when you will need help after your baby is born. Many women get help from friends and family or they join a support group to talk to other breastfeeding mothers.

• If you are having difficulty breastfeeding, you can buy breastfeeding equipment to help you, like breast pads, nipple cream, extra pillows, and nursing bras. Find out about breast pumps too if you and your baby have to be apart for any reason.

You can find more breastfeeding information and resources online:

- U.S. Department of Health & Human Services Office on Women’s Health – www.womenshealth.gov/breastfeeding

To talk an Arizona Department of Health Services board-certified lactation consultant, please call 1-800-833-4642. They are available 24 hours a day, 7 days a week.

You can also call Member Services at 1-800-424-5891 (TTY 711) Monday through Friday from 8 a.m. to 6 p.m. local time with any other breastfeeding questions or concerns.

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Postpartum depression

**What is postpartum depression?**

Postpartum depression is a serious illness that can occur in the first few months after childbirth. It also can happen after miscarriage and stillbirth.

Postpartum depression can make you feel very sad, hopeless, and worthless. You may have trouble caring for and bonding with your baby.

Postpartum depression is not the “baby blues,” which usually go away within a couple of weeks. The symptoms of postpartum depression can last for months.

In rare cases, a woman may have a severe form of depression called postpartum psychosis. This is an emergency, because it can quickly get worse and put her or others in danger.

It’s very important to get treatment for depression. The sooner you get treated, the sooner you’ll feel better and enjoy your baby.

**What causes postpartum depression?**

Postpartum depression seems to be brought on by the changes in hormone levels that occur after pregnancy. Any woman can get postpartum depression in the months after childbirth, miscarriage, or stillbirth.

You have a greater chance of getting postpartum depression if:

» You’ve had depression or postpartum depression before.

» You have poor support from your partner, friends, or family.

» You have a sick or colicky baby.

» You have a lot of other stress in your life.

You are more likely to get postpartum psychosis if you or someone in your family has bipolar disorder (also known as manic-depression).
What are the symptoms?
A woman who has postpartum depression may:
• Feel very sad, hopeless, and empty. Some women also may feel anxious.
• Lose pleasure in everyday things.
• Not feel hungry and may lose weight. (But some women feel more hungry and gain weight).
• Have trouble sleeping.
• Not be able to concentrate.

These symptoms can occur in the first day or two after the birth. Or they can follow the symptoms of the baby blues after a couple of weeks.

It’s important that you pay attention to any signs and symptoms of postpartum depression or postpartum psychosis.

A woman who has postpartum psychosis may feel cut off from her baby. She may see and hear things that aren’t there. Any woman who has postpartum depression can have fleeting thoughts of suicide or of harming her baby. But a woman with postpartum psychosis may feel like she has to act on these thoughts. It’s important to get help right away if you are experiencing these symptoms.

If you think you can’t keep from hurting yourself, your baby, or someone else, see your doctor right away or call 911 for emergency medical care. For other resources, call:
• The National Suicide Hotline at 1-800-273-TALK (1-800-273-8255).
• The National Child Abuse Hotline at 1-800-4-A-CHILD (1-800-422-4453).

How is postpartum depression diagnosed?
Your doctor will do a physical exam and ask about your symptoms.

Be sure to tell your doctor about any feelings of baby blues at your first checkup after the baby is born. Your doctor will want to follow up with you to see how you are feeling.

How is it treated?
Postpartum depression is treated with counseling and antidepressant medicines. Women with milder depression may be able to get better with counseling alone. But many women need both. Moms can still breastfeed their babies while taking certain antidepressants.

To help yourself get better, make sure you eat well, get some exercise every day, and get as much sleep as possible. Get support from family and friends if you can.

Try not to feel bad about yourself for having this illness. It doesn’t mean you’re a bad mother. Many women have postpartum depression. It may take time, but you can get better with treatment.
Cervical cancer screening

What to know about this screening

Two screening tests can help prevent cervical cancer or find it early—

- The Pap test (or Pap smear) looks for precancers, cell changes on the cervix that might become cervical cancer if they are not treated appropriately.
- The HPV test looks for the virus (human papillomavirus) that can cause these cell changes.

Both tests can be done in a doctor’s office or clinic. During the Pap test, the doctor will use a plastic or metal instrument, called a speculum, to widen your vagina. This helps the doctor examine the vagina and the cervix, and collect a few cells and mucus from the cervix and the area around it. The cells are sent to a laboratory.

- If you are getting a Pap test, the cells will be checked to see if they look normal.
- If you are getting an HPV test, the cells will be tested for HPV.

When to get screened

If you are 21 to 29 years old:  
- You should start getting Pap tests at age 21. If your Pap test result is normal, your doctor may tell you that you can wait three years until your next Pap test.

If you are 30 to 64 years old, talk to your doctor about which testing option is right for you:

- A Pap test only. If your result is normal, your doctor may tell you that you can wait three years until your next Pap test.
- An HPV test only. This is called primary HPV testing. If your result is normal, your doctor may tell you that you can wait five years until your next screening test.
- An HPV test along with the Pap test. This is called co-testing. If both of your results are normal, your doctor may tell you that you can wait five years until your next screening test.

If you are older than 65 years of age, your doctor may tell you that you don’t need to be screened anymore if:

- You have had normal screening test results for several years, or
- You have had your cervix removed as part of a total hysterectomy for non-cancerous conditions, like fibroids.

Test results

It can take as long as three weeks to receive your test results. If your test shows that something might not be normal, your doctor will contact you and figure out how best to follow up. There are many reasons why test results might not be normal. It usually does not mean you have cancer.
If your test results show cells that are not normal and may become cancer, your doctor will let you know if you need to be treated. In most cases, treatment prevents cervical cancer from developing. It is important to follow up with your doctor right away to learn more about your test results and receive any treatment that may be needed.

If your test results are normal, your chance of getting cervical cancer in the next few years is low. Your doctor may tell you that you can wait several years for your next screening test. But you should still go to the doctor regularly for a checkup.

For more information on cervical cancer screenings, you can read the full Centers for Disease Control and Prevention (CDC) article at www.cdc.gov/cancer/cervical/basic_info/screening.htm.

It is important to visit your doctor for regular exams and annual preventive screenings. Make sure you talk to your doctor about what preventive screenings are best for you.

If you have any questions about your benefits or need help finding a doctor, please go to www.MCCofAZ.com or call Member Services at 1-800-424-5891 (TTY 711) Monday through Friday from 8 a.m. to 6 p.m. local time.

Arizona summer safety

» Increase your water intake to avoid dehydration, even if you’re not thirsty
» Carry extra water with you, and if possible, keep extra water in your vehicle
» Wear lightweight clothing and apply sunscreen often
» Never leave children or pets in a vehicle
» Check to make sure your air conditioning is working
» Check on elderly family members to make sure their air conditioning is working

This information is available at no-cost in other formats and languages. For help, call 800-424-5891 (TTY 711).

Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 800-424-5891 (TTY 711).

Díí saad bee yáníttí’go Diné Bizaad, saad bee aká’ánída’áwo’dééjí, t’áá jiik’eh, éí ná hóló, kojí’ hódiílnih 800-424-5891 (TTY 711).

Magellan Complete Care complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.