

Complete Care Bulletin



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

Please call Member Services at 800-424-5891 (TTY 711) Monday through Friday from 8 a.m. to 6 p.m. local time if you have any questions.

We want to hear from you!

Join the Magellan Complete Care of Arizona Member Advisory Committee

The Member Advisory Committee (MAC) brings members, family of members, providers and community partners together to help improve the services of Magellan Complete Care of Arizona. Members of the MAC will work together to improve how members access their benefits and make suggestions for community and member activities.

» Interested in applying? Email our Office of Individual and Family Affairs at mccazoifa@magellanhealth.com with any questions or to get an application.

We speak your language

We want to make sure you understand the programs, physical and behavioral healthcare and resources available to you through your AHCCCS benefits. That is why we communicate with our members in the language you are most comfortable.

Did you know that we provide access to translation services? We provide verbal, sign and written language services, all at no cost. We will also read documents to you out loud if you need it. Please call Member Services at 800-424-5891 (TTY 711) for language assistance.

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 our members to make sure our team meets your cultural needs.

Community resources offering support to help you and your family when you need it

Arizona Early Intervention Program (AzEIP) and the Arizona Supplemental Nutrition Program for Women, Infants and Children (WIC) are two great local resources.

AzEIP provides support and resources to families and young children with significant developmental delays. AzEIP helps children learn and develop through every day learning opportunities.

To learn more about AzEIP, go to www.des.az.gov. You can also read more about raising special kids at www.RaisingSpecialKids.org.

To contact AzEIP, please call their Central office at 602-532-9960. For questions about referrals in regions with more than one agency, you can call the AzEIP Central Referral Line at 602-635-9799, toll free at 800-237-3007, or send an email to AzEIP.Info@raisingspecialkids.org.

Arizona WIC offers no-cost services and support to families who need help with nutrition, including access to healthy foods, breastfeeding education and referrals to other community resources. Go to www.azwic.gov or call 800-252-5942 for more information.

May is Mental Health Awareness Month

Know what resources are available to you if you are 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):

- » Maricopa County: 800-631-1314 or 602-222-9444
- » Gila County: 877-756-4090
- » Pinal County: 866-495-6735

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.

Help quitting tobacco

Tobacco cessation programs

ASHLine, the Arizona Smokers' Helpline, is a no-cost phone and online resource available 24/7 to help you quit tobacco. Call 1-800-556-6222 (TTY 711) or visit www.ashline.org to get help.

When you call 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

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/index.php to learn more.

Medicines to help you quit tobacco

Did you know that you can get access to no-cost medications to help you quit tobacco as part of your benefits? Your primary care provider (PCP) can help you get the medication 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 medication to be covered by AHCCCS, you must have a prescription from your PCP.
- ☑ You can only get a 12-week supply of the prescribed medication 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 800-424-5891 (TTY 711) Monday through Friday from 8 a.m. to 6 p.m. local time.

No-cost cell phone with SafeLink Wireless

MCC of AZ works with SafeLink Wireless to offer members a federal LifeLine program.

With SafeLink Wireless you will get:

- ☑ A smartphone, 1GB of data and 1,000 monthly minutes*
- ☑ Unlimited text messages
- ☑ Calls to MCC of AZ Member Services that will not count towards your 1,000 minutes
- ☑ Text messages with health tips and reminders

Visit www.SafeLink.com to apply online or call 1-877-631-2550.

**Unused data will not carry over from month-to-month. A month equals 30 days.*

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.

Avoiding lead poisoning

Lead poisoning happens when you absorb too much lead by breathing or swallowing a substance with lead in it, such as paint, dust, water, or food. Lead can damage almost every organ in your body.

In children, too much lead in the body can cause lasting problems with growth and development. These can affect behavior, hearing and learning as well as slow the child's growth.

» What are the causes?

The most common source of lead exposure for children is lead-based paint and the dust and soil that are contaminated by it. This can be a problem in older homes and buildings.

Lead poisoning is usually caused by months or years of exposure to small amounts of lead at home, work or day care. It can also happen very quickly with exposure to a large amount of lead. Things like paint, air, water, soil, food and manufactured goods could be contaminated with lead.

» Who is at the highest risk?

Lead poisoning can occur at any age, but children are most likely to be affected by high lead levels. Children at highest risk include those who:

- Live in or regularly visit homes or buildings built before 1978. These buildings may have lead-based paint. The risk is even higher in buildings built before 1950, when lead-based paint was more commonly used.
- Are immigrants, refugees, or adoptees from other countries

- Are six years old or younger. Young children are at a higher risk because:

- They often put their hands and objects in their mouths
- They sometimes swallow non-food items
- Their bodies absorb lead at a higher rate
- Their brains are developing quickly

» What are the symptoms?

You may not notice any symptoms at first. The effects are easy to miss and may seem related to other conditions. The higher the amount of lead in the body, the more severe the symptoms are.

In children, symptoms can include:

- Slightly lower intelligence and smaller size compared to children of the same age
- Behavior problems, such as acting angry, moody, or hyperactive
- Learning problems
- Lack of energy and not feeling hungry

» How is lead poisoning diagnosed?

Diagnosing lead poisoning is difficult, because the symptoms can be caused by many diseases.

Most children with lead poisoning don't have symptoms until their blood lead levels are very high.

The doctor will ask questions and do a physical exam to look for signs of lead poisoning. If your doctor suspects lead poisoning, he or she will do a blood test to find out the amount of lead in the blood.

Your child's lead blood levels should be tested at 12 and 24 months of age. The screening should happen at their Early and Periodic Screening, Diagnostic and Treatment (EPSDT) screening or at their well child visit.

Your child's lead levels may also be tested based on the feedback you give your doctor at future checkups.

» What are the treatment options?

Treatment for lead poisoning includes removing the source of lead, getting good nutrition and in some cases, using special medications.

The best way to avoid lead poisoning is to prevent it. Treatment cannot reverse any damage that has already occurred. But there are many ways to reduce your exposure—and your child's—before it causes symptoms. For more information, please call the American Association of Poison Control Centers at 800-222-1222.

» How can exposure to lead be reduced?

By following these six simple rules in your home, you can keep lead, dirt and dust out of your home and away from you and your family:

- Remember to wash your child's hands
- Keep dirty shoes outside
- Mop and wet wipe your floors
- Use a vacuum that has a High Efficiency Particulate Air (HEPA) filter
- Wash your children's toys before they play with them
- Try to avoid sweeping, dry dusting and beating a rug to remove dirt

How can you help your child get fit and maintain a healthy weight into adulthood?

Here are some tips to help you and your family get and stay healthy:

- ☑ Get your family focused on fitness
- ☑ Be a positive role model—get the whole family to exercise and eat healthy
- ☑ Cook healthy meals
- ☑ Research whole foods and help your children choose healthy, long-term eating habits
- ☑ Turn off the TV—encourage alternatives to TV and video game like an active game or sport
- ☑ Get a checkup for your child
- ☑ Visit the doctor to see if any treatable health problems are developing

Ask your child's doctor about their body mass index (BMI) and what you can do if it's not in the healthy range.

HIV and pregnancy

Early detection and treatment are the key to preventing newborn HIV infection.

If you or your partner has ever had unprotected sex or shared needles with a person whose HIV status is unknown, there is a chance that you have the virus. If you do have HIV, your baby could also become infected. The virus is usually passed on during labor and childbirth. It is sometimes passed during pregnancy. Breastfeeding can also pass the virus from mother to baby.

Treatment with medicines called antiretrovirals, both during pregnancy and after the birth, greatly reduces a baby's risk of HIV infection.

Treatment for HIV during and/or after pregnancy may include:

- Antiretroviral treatment for the mother
- Planned cesarean delivery for women who have a higher risk of infecting their babies
- Antiretroviral treatment for the baby for six weeks after birth
- Using formula instead of breastfeeding

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 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:

Type of care	What care you can get
Emergency room (ER)	Go to the ER when you have a serious problem that needs care right away. Emergencies include problems like: <ul style="list-style-type: none">• Heart attack or stroke symptoms• Severe bleeding• Severe trouble breathing• Severe pain
Primary care provider (PCP)	Your PCP knows you and your health history. Go to your PCP for your annual check-ups and if you're not feeling well, but it's not an emergency.
Urgent care clinics	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. Urgent care clinics are open after hours and on the weekends. You can walk in or call to make an appointment.

If you need help finding an urgent care or primary care provider, visit our website at www.mccofaz.com or call Member Services at 800-424-5891 (TTY 711).



The importance of immunizations

Getting the vaccines you need is important for two reasons: to protect yourself and to protect those around you. Getting your vaccines:

- ☑ Prevent you and your child from getting diseases
- ☑ Protect those in the community who are too sick to get vaccines
- ☑ Helps prevent the spread of disease if someone—like a traveler—brings a disease into your community

To learn more about the importance of vaccines and immunizations, visit the Centers for Disease and Control Prevention (CDC) at www.cdc.gov/vaccines.

How to stay motivated while managing diabetes

Set short-term goals for healthy eating habits and exercise.

Praise and reward yourself for the things you do right. You can use non-food rewards and engage in positive self-talk instead of being negative or critical of yourself.

☑ Get support

Surround yourself with people who encourage and motivate you. Sources of support may include:

- Health professionals
- Friends
- Family
- An exercise buddy or program
- An organized diabetes support group

Look for opportunities to attend meetings or classes where you can receive new diabetes information.

Keep in contact with your doctors. Let them know if you are having trouble with any area of your care. If something changes in your health or lifestyle let them know.

☑ Remind yourself how good you're doing

Remind yourself of the things you are doing to manage your diabetes is making a big difference in the quality of your life now and in the future. Make a list of the benefits of managing your health and keep it close by. Include things on the list that are important to you.

Some items you could include might be:

- I feel good because my blood sugars are more stable.
- I am reducing the likelihood that diabetes will interfere with my plans for the future. This lowers my risk for problems with my heart, eyes, feet and legs.
- I have more energy.
- I can think more clearly.
- I feel better about myself because I am eating healthy foods and/or I have started exercising.

What is basic dental care, and why is it so important?

Basic dental care involves brushing and flossing your teeth regularly with a toothpaste that contains fluoride and seeing your dentist for regular checkups and cleanings.

By the time your child is between six months and one year old, it is very important that they start seeing a dentist regularly.

Keeping your teeth and gums healthy also requires good nutrition, which means eating an oral-healthy diet with foods high in whole grains, vegetables, fruits and dairy products.

More ways to practice basic dental care include:

- ☑ Brushing your teeth twice a day
- ☑ Flossing once a day
- ☑ Brushing your tongue with your toothbrush or a tongue cleaner
- ☑ Avoiding foods that contain a lot of sugar
- ☑ Avoiding the use of tobacco products, which can cause gum disease and oral cancer
- ☑ Scheduling regular trips to the dentist

Covered dental services

With your AHCCCS Complete Care benefits, you can make sure that your teeth and gums stay healthy throughout your life. For members under the age of 21, AHCCCS covers preventive services, including 6-month dental visits as well as emergency dental services at no cost.

After age 21, you will still have no-cost coverage for emergency dental services.

Do you have questions about the services you're approved for?

We're here to help!

You can contact our health services team 24 hours a day, 7 days a week by calling 800-424-5891 (TTY 711).