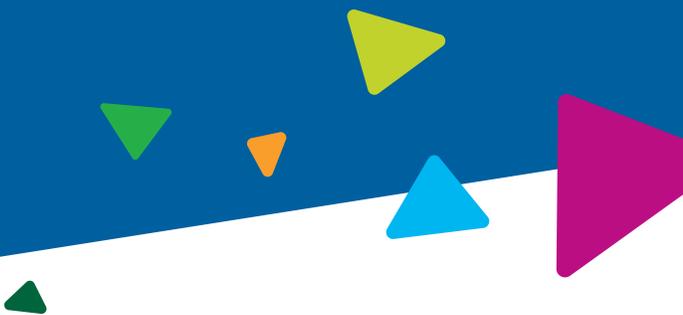


Complete Care Bulletin



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

Please call Member Services at 1-800-424-5891 (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.

Get a ride to the doctor

With your benefits you can get no-cost rides to your covered services. If you do not have transportation or you cannot find a ride, no-cost transportation is available to you. Call Member Services at 1-800-424-5891 (TTY 711) to schedule transportation. Choose your preferred language to start, then press "4" for member, followed by "1" to schedule a ride.

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.

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.

New ID cards! Have you received yours?

Magellan Complete Care of Arizona started sending out new member ID cards September 5, 2019 because we updated some of the fields to make it easier for you, your doctors and other providers to use the information. These changes to your ID card will not affect your health benefits with us.

Your new member ID card will have:

- Only one member ID number—this is your AHCCCS member ID number
- Our updated claims P.O. Box

Remember to bring your member ID card with you when you get healthcare services or go to the pharmacy.

If you didn't get a new member ID card, please let us know right away. We'll send you a new one in the mail. Remember to update your address and information with AHCCCS anytime you move so you get important health plan updates. You can go online at <https://www.healtharizonaplus.gov> to update your address and personal information with AHCCCS.



Make sure you get your flu shot!

Flu season is coming. Make sure you and your loved ones get flu shots right away! Flu shots are available as part of your benefits at no cost to you.

Can the flu be prevented?

You can help prevent the flu by getting the vaccine every year. It's best to get the vaccine as soon as it's available.

The U.S. Centers for Disease Control and Prevention (CDC) recommends that everyone at least six months old get a flu vaccine. It is especially important for people who are at a higher risk of problems from the flu, including:

- Young children
- Adults and children who have long-term health problems or a weaker immune system
- Women who are pregnant during the flu season

The flu vaccine is also important for healthcare workers and anyone who lives or works with a person who is at a higher risk of problems from the flu.

The vaccine usually prevents most cases of the flu. Even if you get the flu after you've had the vaccine, your symptoms may be less severe and you'll have fewer problems from the flu. Remember, you cannot get the flu from the flu vaccine.

Have you already seen your PCP recently and don't want to make another appointment? That's okay! Many grocery stores, pharmacies, schools and workplaces offer flu shots.

Getting the human papillomavirus (HPV) vaccine

Should you get the vaccine?

The Centers for Disease Control and Prevention (CDC) recommends the vaccine for all women and some men up to 26 years of age who didn't get the vaccine when they were younger.

The HPV (human papillomavirus) vaccine protects against HPV. HPV is a common sexually transmitted infection (STI). There are many types of HPV. Some types of the virus can cause genital warts. Other types can cause cervical or oral cancer and some uncommon cancers, such as vaginal and anal cancer. The HPV vaccine protects against the most common HPV types that can cause serious problems.

The vaccine is given in a series of 2 or 3 shots over 6 months. People younger than age 15 get the vaccine in a series of 2 shots over 6 months. People age 15 and older get the vaccine as a three-dose series. For the vaccine to work best, all shots in the series must be given.

The best time to get the vaccine is before you become sexually active. But it also protects against HPV after you're sexually active (if you haven't already been infected). When the vaccine is given before you're sexually active, it can prevent almost all infection by the types of HPV the vaccine guards against.

The HPV vaccines were tested in thousands of people before being approved by the U.S. Food and Drug Administration (FDA), and there were no serious side effects. If you have any questions, talk with you or your child's healthcare provider.

AHCCCS adult immunization coverage at county health departments

Effective July 1, 2019, AHCCCS covers medically necessary covered immunizations for individuals 19 years of age and older when the vaccines are given by AHCCCS registered providers through County Health Departments.

These immunizations are covered even if the AHCCCS registered provider is not in MCC of AZ's network. AHCCCS covered immunizations include, but are not limited to:

- » Hepatitis A
- » Hepatitis B
- » Measles
- » HPV vaccine for members through 26 years of age
- » Zoster vaccine for members 50 years of age and older
- » Pertussis
- » Diphtheria-tetanus
- » Influenza
- » Pneumococcus
- » Rubella

Prior authorization is not required for these services. 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.



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 a checkup for:

- Vision
- Dental
- Hearing
- Developmental screenings
- Behavioral health screenings
- Immunizations and vaccines
- Health counseling
- Disease management
- Nutrition and eating habits

It is important that all children and adults 0–21 years of age go to their doctor for all of their well visits. 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 us at 1-800-424-5891 (TTY 711).

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:

- ☑ 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 games like an active game or sport
- ☑ Make sure your child sees their PCP for their yearly EPSDT/well-child visit where they can receive developmental and nutritional screenings from a health professional as well as health counseling if needed

Additional ideas on how to introduce activity into your daily routine can be found at <https://health.gov/moveyourway>.



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

It is important to start good oral health habits during childhood. Preventing cavities in baby teeth will lead to healthy adult teeth. Good oral health may help with better overall health.

What you can do to stop tooth decay

Tooth decay is damage that occurs when germs (bacteria) in your mouth make acids that eat away at a tooth. It can lead to a hole in the tooth, called a cavity. If not treated, tooth decay can cause pain, infection, and tooth loss.

A tooth has three layers:

- The hard outer layer is called enamel.
- The middle layer is called dentin.
- The center of the tooth is called the pulp. It contains nerves and blood vessels.

The more layers that are affected by decay, the worse the damage.

How can you prevent tooth decay?

You can prevent most tooth decay with these tips:

- ☑ Take good care of your teeth. Brush your teeth twice a day, in the morning and before bedtime. Use fluoride toothpaste. Floss once a day.
- ☑ See your dentist for checkups once or twice a year so problems can be found before they're serious.
- ☑ Don't snack before bedtime. Food left on the teeth overnight is more likely to cause cavities.
- ☑ Avoid foods that have a lot of sugar, especially sugar-coated cereals, desserts, and sticky foods like taffy and raisins. The longer sugar is in contact with your teeth, the more damage it will do.

If you have children, get them regular dental checkups, and take steps early to prevent tooth decay. Members under 21 years of age should see their dentist every six months. There is no cost for these visits.

- ☑ To help prevent baby bottle tooth decay, don't put your baby to bed with a bottle of milk, formula, or juice.
- ☑ To help prevent the spread of decay-causing bacteria, don't feed your baby from utensils you have used.
- ☑ Teach your children to brush their teeth in the morning and at night.
- ☑ Keep your children away from tobacco smoke.
- ☑ Ask your dentist about:
 - Fluoride supplements if your water doesn't have enough fluoride.
 - Sealants to help protect your child's teeth from decay.

Did you know? Fluoride varnish applications are available as a covered benefit for members who are six months of age, with at least one tooth eruption. Applications can be placed by a child's PCP or dentist up to two years of age. After two years of age, applications of fluoride varnish can be placed by the child's dentist.

If you have any questions or would like more information, please call Member Services at 1-800-424-5891 (TTY 711) Monday through Friday from 8 a.m. to 6 p.m. local time.

Children dental services

Members under 21 years of age will be given a dental home. A dental home is an assigned dentist who can assist with providing all needed dental care.

The dental home will also:

- ☑ Provide a single place to complete dental care
- ☑ Create a dental health plan that meets the needs of each member
- ☑ Provide information on diet and growth
- ☑ Give information on correct care for teeth and gums
- ☑ If a member under 21 years of age needs to see a specialist, the dental home will help set up an appointment

A member under 21 years of age will be assigned a dental home when enrolling with Magellan Complete Care of Arizona. If your child is less than 12 months old, we will give them a dental home before his or her 1st birthday.

We will send you a notice in the mail with the contact information of the dental home that's been given to you. You can call Member Services at 1-800-424-5891 (TTY 711) Monday through Friday from 8 a.m. to 6 p.m. local time to choose or change a dental home or dentist at any time.



Labor induction: What's the risk?

As the end of pregnancy nears, the cervix normally becomes soft (ripe) and begins to open (dilate) and thin (efface), preparing for labor and delivery. When labor does not naturally start on its own and vaginal delivery needs to happen soon, labor may be started artificially (induced).

Even though inducing labor is a fairly common practice, childbirth educators encourage women to learn about it and about the medicine for stimulating a stalled labor (augmentation) so that the women can help decide what is right for them.

When labor is induced for medical reasons, it is usually because it's safer for you to have the baby now rather than risk further problems from staying pregnant.

Your labor may be induced for one of the following reasons:

- » Your pregnancy has gone 1 to 2 weeks past the estimated due date.
- » You have a condition (such as high blood pressure, placenta abruptio, infection, lung disease, preeclampsia, or diabetes) that may threaten your health or the health of your baby if the pregnancy continues.
- » Your water (amniotic sac) has broken but active labor contractions have not started.
- » Your baby has a condition that needs treatment, and the risks of vaginal delivery are low. Induction and vaginal delivery are not attempted if the baby may be harmed or is in immediate danger. In such cases, a cesarean delivery (C-section) is usually done.

Some women ask to have their labor induced when there isn't a medical reason for it (elective induction). And sometimes doctors will induce labor for nonmedical reasons, such as if you live far away from the hospital and may not make it to the hospital if you go into labor. In these situations, your doctor will wait until you are at least 39 weeks, because this is safest for your baby.

When labor does not happen as expected or as needed, inducing labor is preferred over delivering by cesarean section. If labor induction isn't successful, another attempt may be possible. In some cases, a cesarean delivery is best for the mother and baby, depending on their conditions.

Take the right steps to make sure you have a healthy pregnancy

Even though you're not pregnant yet, you might already be thinking about which room to turn into the baby's room and how to decorate it. And you might be making lists of all the baby clothes and supplies that you'll need. But it's also a good time to take some steps to help yourself have a happy pregnancy and a healthy baby.

Now more than ever, it's smart to get regular exercise, eat healthy foods and drink plenty of water, as well as to reduce or stop drinking caffeine. Avoid alcohol, tobacco and illegal drugs. When possible, avoid using medicines, including over-the-counter medicines. Always talk to your doctor first before you stop or start any medicines.

If you haven't yet chosen a health professional for pregnancy, childbirth, and after-birth (postpartum) care, give some thought to your many options.

Talk to your doctor about your medicines

Before trying to conceive, talk to your doctor about any medicines or dietary supplements you are taking. You and your doctor may decide that it's best to stop taking the medicine, to take a different medicine, or to keep taking it.

Eat well

- Choose healthy foods instead of junk food.
- Take a daily vitamin-mineral supplement.

Make lifestyle changes

- Quit smoking
 - Call the ASHLine for help at 1-800-55-66-222. They offer no-cost help 24/7 to quit tobacco
- Cut down on caffeinated drinks
- Stop drinking alcoholic beverages
- Stop any use of illegal drugs
 - Call the Substance Abuse and Mental Health Services Administration (SAMHSA) National Helpline for help at 800-662-HELP. They offer 24/7 help and information
- Get plenty of exercise

Prenatal care

Your first prenatal visit is likely to be more extensive than later prenatal checks. Your doctor will take your medical history and do a complete physical exam.

Postpartum care

During the first weeks after giving birth, your body begins to heal and adjust to not being pregnant. This is called postpartum (or the postpartum period). Your body goes through many changes as you recover. These changes are different for every woman.

The first weeks after childbirth also are a time to bond with your baby and set up a routine for caring for your baby.

Your doctor will want to see you for a checkup 2 to 6 weeks after delivery. This is a good time to discuss any concerns, including birth control.

Being exposed to lead while you're pregnant

Lead is a poisonous (toxic) metal that can damage the brain and other parts of the body. A lead test may be done on blood drawn from the vein, a finger (finger stick), or the heel (heel stick).

Here are a few ways that you can be exposed to lead:

- Older homes may have lead paint. When this paint cracks, chips and peels, it can create dangerous dust containing lead. This dust can be breathed in and create lead exposure.
- Some traditional home remedies and dietary supplements may contain small amounts of lead. Talk to your doctor if you have any questions.
- Avoid certain foods and cosmetics. Use caution when eating anything brought into the U.S. by travelers from other countries. Certain candies, spices and other foods contain small amounts of lead.

There is no safe age to be exposed to lead. Adults can have problems from lead poisoning, but it is most harmful to children under six years of age (especially those under three years of age) because it can permanently affect their growth and development. A pregnant woman who is exposed to lead can pass it to her baby (fetus). Lead can also be passed to a baby through the mother's breast milk.

More information can be found about how to avoid lead exposure while pregnant at:
<https://www.cdc.gov/nceh/lead/prevention/pregnant.htm>.

What's the safest sleep position for my baby?

Many studies have shown that placing a baby younger than 1 year old to sleep on his or her back is the most important thing parents can do to reduce the risk of sudden infant death syndrome (SIDS). Since 1992, the number of babies who sleep on their back has gone up (due mostly to the national "Back to Sleep" campaign), and there has been a steady drop in the SIDS rate.

Placing babies to sleep on their backs reduces the risk of SIDS. Side sleeping was also recommended in the past, but it is much easier for babies to roll to their stomachs from their sides than from their backs. Unless your doctor advises otherwise, do not place your baby to sleep on his or her side or stomach.

For the first 6 months, have your baby sleep in a crib, cradle, or bassinet in the same room where you sleep. The American Academy of Pediatrics recommends that you don't ever sleep with your baby in the same bed, especially if you smoke or have used alcohol, illegal drugs, or medicine that makes you sleep very soundly (sedatives).

Never sleep with a baby on a couch or armchair. And it is not safe to place your baby on a couch to sleep. It is not safe to place your baby in a car seat, sling, swing, bouncer, or stroller to sleep. The safest place for a baby is in a crib, cradle, or bassinet that meets safety standards.

In rare cases, a doctor may recommend a different sleeping position if your baby has certain health problems.

As babies mature, they learn to roll from their backs to their stomachs. Babies who roll onto their stomachs during sleep do not need to be continually shifted onto their backs. But always initially place them to sleep on their backs.

When your baby is awake and someone is watching, allow your baby to spend some time on his or her stomach (“tummy time”). This may be good for the baby’s development and may help prevent flat spots on the back part of the head.

In addition to putting babies on their back to sleep, breastfeeding for at least the first two months of your baby’s life can also reduce the risk of SIDS. Breastfeeding moms can find more tips to keep babies safe here: https://www.nichd.nih.gov/sites/default/files/2018-11/Breastfeed_Baby_SIDS_final.pdf

Family planning services and supplies

Family planning services and supplies are ways that you can help protect yourself from having an unwanted pregnancy or from contracting a sexually transmitted infection (STI). Men and women 12–55 years of age can get family planning services and supplies without a referral and at no cost.

These are available from your PCP, your OB/GYN, or family planning providers listed in our provider directory, like Planned Parenthood offices statewide.

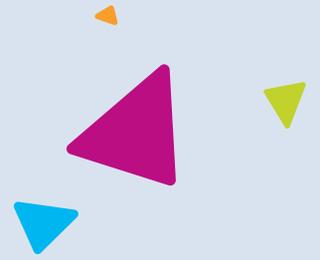
You do not need a referral for family planning services from PCPs, OB/GYN and family planning providers. You can get services from these providers even if they don’t work with MCC of AZ. Family planning services include:

- » Birth control pills
- » Birth control shot given every three months
- » Intrauterine devices (IUD) and implantable contraceptives
- » Diaphragm (a vaginal removable barrier worn by women)
- » Condoms
- » Long-Acting Reversible Contraceptives (LARC)
- » Family planning counseling
- » Emergency contraception pill (pill taken after unprotected sex to prevent pregnancy)
- » Natural family planning education
- » Screening for STIs
- » Tubal ligation (sterilization for women ages 21 and older)
- » Vasectomy (sterilization for men ages 21 and older)

It’s important to stay safe, even if you lose your health benefits. If you lose your eligibility for AHCCCS services, we can help you find low- or no-cost family planning services.

Here are some resources available that can help you:

Resource	Contact information
Planned Parenthood	1-800-230-7526
Arizona Department of Health Services Hotline	1-800-833-4642
Arizona Department of Health	602-542-1025
Arizona Family Health Partnership	602-258-5777 or 1-888-272-5652



What are some of the warning signs of suicide?

Take any mention of suicide seriously. If someone you know is threatening suicide, get help right away.

Health professionals should try to find out whether the person:

- Has the means (weapons or medicines) available to do self-harm or to harm another person.
- Has set a time and place to attempt suicide.
- Thinks that there is no other way to end the pain.

If a suicide threat seems real, with a specific plan and the means at hand:

- Call **911**, a suicide hotline, or the police.
- Stay with the person, or ask someone you trust to stay with the person, until the crisis has passed.
- Encourage the person to seek professional help.

Teen suicide

Did you know that teen suicide is the second-leading cause of death for those 10-24 years of age? Here are some of the signs to watch for:

- Previous suicide attempts
- Family history
- Sexual orientation (many adolescents who take their own lives are lesbian, gay, bisexual, transgender or questioning their gender identity (LGBTQ)).
- Depression
- Other behavioral problems
- Bullying or cyberbullying

You can learn more about teen suicide here: <https://www.healthychildren.org/English/health-issues/conditions/emotional-problems/Pages/Which-Kids-are-at-Highest-Risk-for-Suicide.aspx>