

WHOLE you

FALL 2024 | BULLETIN



Table of Contents

Fight the Flu page 2

Medicare Part D at a Glance page 3

Yoga for All Ages page 4

Early Health Screenings page 5

Suicide Prevention page 6

Family Support Services page 7

Word Scramble page 8

Word Scramble Answers page 9

C3 page 10

Non-Medicaid Services page 11

Member Responsibilities page 11

Member Services Phone Number & Crisis Hotlines page 12

Welcome!

As we step into fall, I'm excited to share that Arizona Complete Health-Complete Care Plan will be available statewide starting October 1, 2024! We welcome Northern Arizona to the Arizona Complete Health-Complete Care Plan family and thank everyone we serve for your trust. We are here for you!

I am James Stover, and I hope your year is going well. In this edition of Whole You – a newsletter from Arizona Complete Health-Complete Care Plan be sure to check out a few tips on how to fight the flu to stay healthy this season. Enjoy articles about Medicare Part D and the benefits of practicing yoga at any age. Finally, you'll find valuable resources to keep teens safe who may be thinking of suicide.

I also want to pass along an important reminder about the member handbook. Arizona Complete Health-Complete Care Plan members are able to get a member handbook at all times. A new handbook is made every October. You can get a handbook by calling Member Services at 1-888-788-4408 (TTY/TDD: 711) or by downloading a copy.

<https://www.azcompletehealth.com/members/medicaid/resources/handbooks-forms.html>

Did you miss our last issue? Take a look here:

<https://www.azcompletehealth.com/members/medicaid/resources/newsletters.html>

James Stover, Medicaid Plan President
Arizona Complete Health-Complete Care Plan



Fight the Flu



The Flu is a respiratory illness caused by a virus called Influenza. The flu can be passed easily from one person to another and can be serious. People over the age of 65 and children under 5 are at a higher risk of complications from the flu. Those who have chronic medical conditions are also at a higher risk of complications of the flu.

Symptoms of the flu include fever, chills and cough. Some people have upset stomach, headaches and body aches. Complications of the flu can include worsening medical conditions and even death.

Flu season peaks in the cold months. The best way to protect yourself and loved ones from the flu is to get a flu shot. The flu shot is approved for people older than 6 months. When you get a shot, you are keeping your community safe.

Talk to your healthcare provider if you have questions or need more information. Wash your hands often and stay home if you are sick. You too can fight the flu!

Medicare Part D at a Glance



Medicare has four different parts (A, B, C, D). Part A is for hospital coverage. Part B is for office visits, some vaccines, and some medical equipment. An example of medical equipment is diabetes self-testing supplies. Part C is when you choose to have coverage benefits through a private plan instead of original Medicare. Part D is for prescription drug coverage. Medicare Part D also covers some vaccines that are not covered by Part B.

Every plan has a list called a formulary. This is a list of preferred and covered drugs. You can access this list on the plan website. You may be covered by both Medicare and Medicaid. In that case, your Medicaid plan may pay for the drugs that are not covered by your Medicare Part D plan. When you go to your doctor, ask your doctor to make sure your drug is covered on the formulary. If you have questions about what drugs are covered at the pharmacy, you can search on your Medicare plan's website. You may also call member services at the phone number on your ID card.

If your drug is not on the formulary, you or your doctor may ask for an exception. Some drugs are completely not

covered. An example of this are drugs used for weight gain or weight loss.

Medicare might also place limits on drugs that are listed on the formulary. Before you go to the pharmacy you should find out if your drug has a limit.

There are three main types of limits you might see. The first is a prior authorization. This is when you must get prior approval from the plan before a drug is covered.

The second is step therapy. This is when your plan wants you to try a less expensive or different drug first.

The third is quantity limits. This is when your plan only covers a certain quantity of the drug for a certain amount of time. For example, a limit of 30 pills per 30 days.

Use a preferred in-network pharmacy to pay less for your prescriptions. This is a pharmacy that is contracted with your plan.

For more information you can contact member services or visit <https://wellcare.azcompletehealth.com> at the "Find a Doctor or Pharmacy" link.

Part D uses drug categories called tiers. Tiers have different copays or cost share. Each plan sets their own tiers. If you cannot afford your drug, talk to your doctor about switching your drug to a lower tier drug.

Most drugs are available as a 3-month prescription. Ask your doctor or pharmacist if a 90-day prescription is available. You can also use a mail order pharmacy to have your drugs delivered to your house. To sign up for mail delivery service through December 31, 2024, visit <https://www.express-scripts.com/rx>.

Your health is important to us! Taking your drugs as prescribed is one of the easiest ways to stay healthy.

More stretching, less stressing

Yoga is an exercise that you can enjoy and get better at over time. It doesn't matter how old or fit you are. It's unique because it helps your body, mind and spirit all at once. Yoga teaches you to be kind to your body and accept what it can or cannot do.

Yoga for a long and healthy life: Research says yoga is great for your health. It can help lower your blood pressure, slow down your heart rate and make you feel less stressed. It also makes your brain feel happy. Yoga can make you move and bend better, and it can make you stronger and healthier. It has many benefits for any age. Here's how it can help you at different stages of life:

- **Kids:** Yoga teaches you how to breathe deeply, which helps you feel calm. It also helps you focus and learn better. Plus, it teaches you to trust yourself instead of always looking for other people's approval or looking at computer screens.
- **Young adults:** If you're feeling stressed from work or tired from taking care of kids, yoga can help you feel better. Your sleep quality can improve. It also makes your body stronger and more balanced.
- **Middle-aged adults:** Yoga fights against diseases like high blood pressure and weak bones. It makes your heart stronger and helps your body move better. It can also boost your mood!
- **Older adults:** Yoga can make your body more flexible and balanced, which can help you stay safe from falling. A large range of motion keeps you independent longer, and you can even do yoga while sitting down.



How to get started:

You can find a yoga class near you or watch beginner videos online. Always listen to your body. If something feels too hard, take a break and breathe deeply. Just stretching your arms and taking deep breaths can make you feel better.

Remember, our bodies change as we get older, so we need to be careful when doing yoga. Don't push yourself too hard. There are tools like blankets and blocks that can help you with poses. The most important thing is to listen to your body and breathe deeply. Yoga helps our mind, body and spirit. Regardless of our age or fitness level. We encourage you to give it a try!

Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) Services

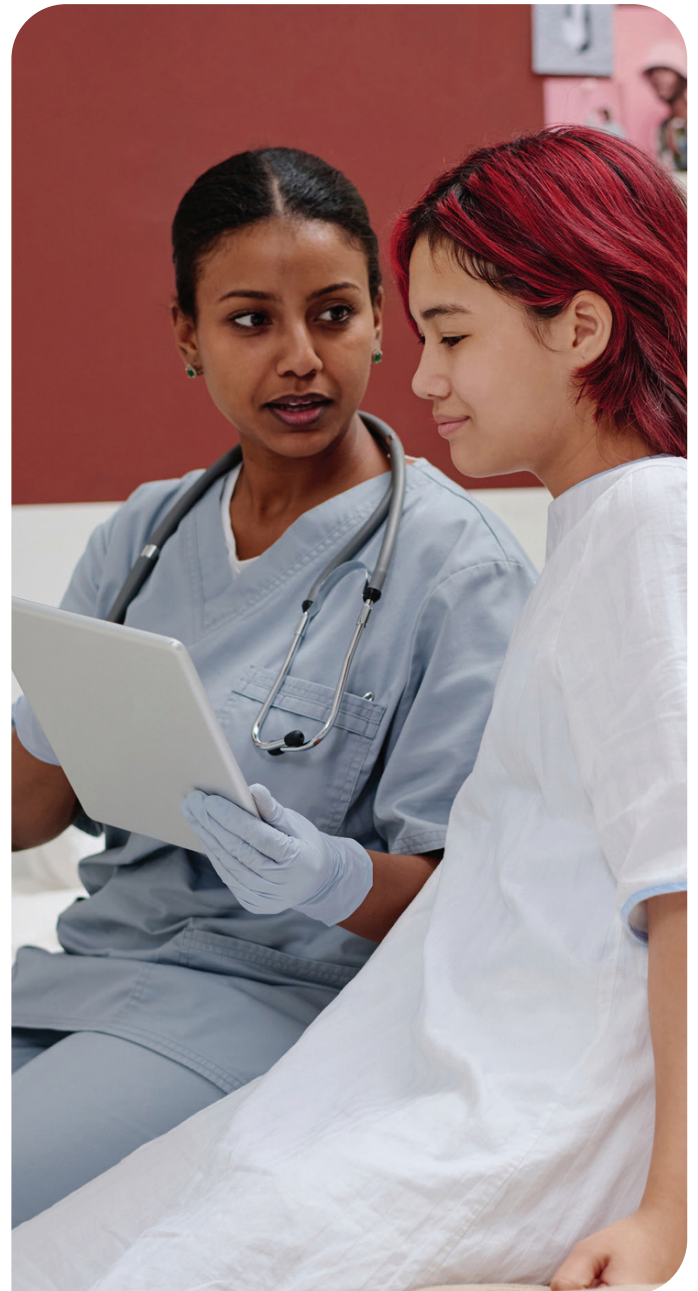
Medicaid covers Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) services, also known as an annual well visit, for kids and teens under 21 if they need them. These services ensure that young people can get the medical care they need.

Early screening and diagnosis for behavioral health is very important because they help identify and treat concerns before they get worse. When kids and teens get checked early, doctors can see if they are struggling with anxiety, depression, or substance use disorders. Early diagnosis can also help kids do better in school and with friends, as untreated problems can make it hard to learn and get along with others. By finding behavioral health diagnoses early, we can give kids the right support and treatment, helping them live healthier, happier lives.

You can get these services at your Primary Care Provider (PCP) appointments:

- **Adolescent Substance Use Disorder (SUD) Screening:** Starting at age 12, teens should get a SUD screening during their yearly EPSDT visits.
- **Adolescent Suicide Screening:** Beginning at age 10, kids should have a suicide screening each year at their EPSDT visits.
- **Postpartum Depression Screening:** New mothers should get a postpartum depression screening at 1, 2, 4, and 6 months during their EPSDT visits.

Remember to use these services to keep up with important health needs!





How can someone help a teen thinking of suicide?

Many young people think of suicide but often don't tell anyone about their feelings. Sometimes they will tell a friend but then tell that friend not to say anything to anyone else. What are the normal emotional changes during the teen years versus depression or suicidal thinking? Consider the following suggestions on how to keep a young person safe.

1. Listening is the best skill to support a teen.
2. If you see their mental health declining, take notice, and explore behavioral health support.
3. Know the warning signs of suicide – verbal, situational, and behavioral clues.
4. Create a team of people to support the teen struggling. Engage a friend, coach, doctor, counselor, pastor, or extended family.
5. Encourage sleep, exercise, limited screen time and healthy eating.
6. Be kind, empathetic, understanding, and hopeful.

If a teen is in immediate danger, calling the Arizona Statewide Crisis Line is a great resource: 1-844-534-4673 or 1-844-534-HOPE or Text: 4HOPE (44673). A worker on this line will determine if a Crisis Mobile Team needs to be sent out to help the teen. They will provide next steps to secure safety for the youth.

A person may not have all the answers to assist a teen thinking of suicide. Below are resources that can help with support.

Teen Lifeline	https://teenlifeline.org/
Suicide Prevention Resource Center	https://sprc.org/
Federal Youth Grant	https://youth.gov/youth-topics/youth-suicide-prevention

Are you or someone you know experiencing a behavioral health crisis? Call the statewide crisis line. It is available 24 hours a day, 7 days a week.

Crisis services are available to any Arizona resident, even if you do not have health insurance coverage.

- **Statewide Crisis Line:** 1-844-534-4673 or 1-844-534-HOPE
 - o Text: 4HOPE (44673)
 - o Chat: <https://crisis.solari-inc.org/start-a-chat>
- **National Crisis Line:** (call or text): 988
 - o **Chat:** 988lifeline.org/talk-to-someone-now.

Learn more about crisis intervention services:

<https://www.azcompletehealth.com/members/medicaid/crisis-intervention-services.html>

Family Support Services



Family support is a behavioral health service Arizona Complete Health-Complete Care Plan members can receive. Family support is available to all enrolled members. Family support is a service that helps include your family member in your treatment planning. A family member may be blood-related, or they may be a “family member of choice.” A family member of choice may be a close friend, co-worker, or anyone that a member counts as their family member when the person is not physically related to the member. Your provider can tell you more about family support and add it to your service plan.

Credentialed Family Support Partners are certified to provide family support services. Credentialed Family Support Partners have experience helping a family member with a substance-use concern and/or an emotional or behavioral health need. They also complete a formal training program. Credentialed Family Support Partners help family members with one-on-one support,

understanding their loved one’s mental health and/or substance use concerns, and help navigate the public health system. Arizona Complete Health-Complete Care Plan contracts with agencies that focus on family support and have Credentialed Family Support Partner staff. You can visit the links below to get more information on family support services.

- Caring Connections for Special Needs
<https://ccsneeds.com>
- Family Involvement Center (FIC)
<https://www.familyinvolvementcenter.org/>
- Mentally Ill Kids Distress (MIKID)
<https://www.mikid.org/>
- Raising Special Kids
<https://raisingspecialkids.org/>

Word Scramble Puzzle



YRRCEOEV _____

TMISGA _____

GTRGIRE _____

ESPLAER _____

ELFS-ERCA _____

NECDETNOC _____

SLFE-RTWOH _____

LOYTNEMMEP _____

BMUHLE _____

REEP-OPPRTUS _____

Word Scramble Answers

Cultural competence is the ability to understand and respect values, attitudes, beliefs that differ across cultures, and to consider and respond appropriately to these differences. Cultural competence includes the use of language within recovery.

Word scrambles are a fun way to help learn about words and terms often used within recovery. Learning more about words used within recovery increases our ability to have empathy while interacting with others, actively listening, and effective engagement. This activity can help you create trusted relationships and establish an appreciation of differences and similarities among peers and diverse cultures.

Recovery

Definition: Recovery is the process of changing behaviors to improve health and wellness (CMS, 2024).
Example: The process of combating a disorder (such as alcoholism) or a real or perceived problem.

Stigma

Definition: A set of negative and unfair beliefs that a society or group of people have about something.
Example: All people experiencing depression are suicidal, or people who seek treatment are weak are examples of stigma and are not true.

Trigger

Definition: To cause an intense and usually negative emotional reaction in someone.
Example: Dogs barking may trigger someone's fear of animals.

Relapse

Definition: A recurrence of symptoms of a disease or disorder after a period of improvement.
Example: Falling back into addictive habits may lead to feelings of guilt.

Self-care

Definition: Care for oneself.
Example: Getting enough sleep, staying hydrated, physical activity.

Connected

Definition: Joined or linked together.
Example: the person is connected to peer support for behavioral health support services.

Self-worth

Definition: A sense of one's own value as a human being.
Example: self-esteem

Employment

Definition: Activity in which one engages or is employed.
Example: The state of being employed whether paid or non-paid.

Humble

Definition: A humble person is not proud and does not believe that they are better than other people.
Example: a humble apology, or not afraid to admit mistakes.

Peer-Support

Definition: When people use their own experiences to help each other.
Example: Bring together people with shared experiences to support each other. provide a space where you feel accepted and understood. treat everyone's experiences as being equally important.

*Reference(s):

1. Sex and Relationship Healing (2023). *60 Positive Affirmations for Recovering Addicts*. <https://sexandrelationshiphealing.com/blog/60-positive-affirmations-for-recovering-addicts/>
2. Aspen Ridge Recovery (2023). *Powerful Affirmation for Addiction Recovery*. <https://www.aspenridgerecoverycenters.com/positive-recovery-words/>
3. National Center for Cultural Competency: https://nccc.georgetown.edu/documents/Materials_Guide.pdf
4. Center for Medicare & Medicaid Services (CMS, 2024) behavioral health terms. <https://www.cms.gov/outreach-education/american-indian/alaska-native/behavioral-health/behavioral-health-terms>
5. Merriam-Webster (2024) dictionary. <https://www.merriam-webster.com/>
6. Substance Abuse and Mental Health Services Administration (SAMHSA, 2024) General peer support. https://www.samhsa.gov/sites/default/files/programs_campaigns/brss_tac/peer-support-2017.pdf

Community Consensus Collaborative (C3) 2024 Events

C3 brings together members, providers and stakeholders to share ideas and use the feedback to create actions that address an area of focus. The 2023-2024 focus is stigma and the use of value-based purchasing to help members reach their healthcare goals. Read more about C3 here: www.azcompletehealth.com/members/medicaid/resources/C3.html.

The C3 2024 Spring Event was hosted by Arizona Western College on April 3, 2024. The event focus was workforce development. We heard about the leading efforts of Arizona Western College and their partners. We also heard from Arizona Statewide Independent Living Council (AZSILC) about their work with the Caregiving Collaborative. Small groups discussed the below:

- Ways to work with educational institutions and experts in the field
- A speakers bureau to give access to many experts who want to work with educational institutions as speakers and more
- Bringing the recovery model into schools
- Teaching humility and communication in medical education
- Inspiring medical professionals to always learn about stigma
- The best way to gain support from schools.



More event notes can be found here: www.azcompletehealth.com/members/medicaid/resources/C3.html.

Please join us at our winter event on December 4th as we discuss more ways to tackle stigma. Email us at: AzCHC3Event@azcompletehealth.com to join our email list to receive C3 news and event invites.



Non-Medicaid Services

Did you know that AHCCCS has some services available, even if the service is not covered under Medicaid or you do not qualify for Medicaid? You or your loved ones might be able to receive services through state funding. Here are some of the services:

- Auricular acupuncture (a type of acupuncture done on the ears)
- Traditional healing
- Supported Housing
- Room and Board when in a behavioral health residential facility setting
- For members with substance use disorder, childcare might be covered while parent receives treatment
- Prevention and treatment of substance use disorders and Opioid Use Disorders, Including Medications for opioid use disorder (MOUD)
- Early intervention services for HIV and tuberculosis disease
- Mental health services for adults with Serious Mental Illness (SMI), children with Serious Emotional Disturbance (SED), and Early Serious Mental Illness (ESMI), including First Episode Psychosis (FEP).

It is important to know about these options. However, they are not an entitlement. This means that because funds are limited, the services mentioned are based on availability. You can find out more about these programs by visiting our website or calling Member Services at 1-888-788-4408 TTY/TDD 711.

Member Responsibilities

As an Arizona Complete Health-Complete Care Plan member, you have the responsibility to:

- Provide as much information as you can so your providers can care for you.
- Follow instructions from your providers.
- Know the name of your assigned PCP.
- Schedule appointments during office hours whenever possible instead of using urgent care facilities or emergency rooms.
- Arrive for appointments on time.
- Tell your provider if you need to cancel or reschedule an appointment.
- Bring vaccination records to every appointment for children ages 18 and younger.
- Share Information and:
 - If you do not understand your health condition or treatment plan, ask your provider to explain.
 - Give your doctors, providers, and care manager all the facts about your health problems, past illnesses, hospital stays, medications, shots, and other health concerns.
- Participate in recovery by:
 - Knowing the name of your providers and/or your care manager.
 - Participating in creating your service plan.
 - Following the instructions that you and your providers have agreed upon.



Member Services Phone Number & Crisis Hotlines

ARIZONA COMPLETE HEALTH-COMplete CARE PLAN MEMBER SERVICES:

1-888-788-4408, TTY/TDD: 711

We are available Monday-Friday 8am to 5pm

STATEWIDE CRISIS LINE:

1-844-534-4673 or 1-844-534-HOPE

TEXT: 4HOPE (44673)

CHAT: <http://crisis.solari-inc.org/start-a-chat>

All local numbers will remain active and will transfer to the statewide crisis line.

NATIONAL SUICIDE & CRISIS LINE: 988

NATIONAL CRISIS LINE (CALL OR TEXT): 988

CHAT: <http://988lifeline.org/talk-to-someone-now>

OTHER CRISIS PHONE NUMBERS:

Tohono O’odham Nation: 1-844-423-8759

Veterans Crisis Line: 988 (option 1)

Be Connected: 1-866-4AZ-VETS (429-8387)

PROVIDERS:

Cochise, La Paz, Pima, Santa Cruz, Yuma – Community Health Associates (CHA)

Cochise, Graham, Greenlee, Pima, San Carlos Reservation – Community Bridges, Inc. (CBI)

Gila, Maricopa, Pinal – Community Bridges, Inc. (CBI), Spectrum, Terros, La Frontera-EMPACT, Horizon Health and Wellness

Apache, Navajo, North of Grand Canyon – Community Bridges, Inc. (CBI)

Coconino, Northern Mohave – Terros

Southern Mohave – Community Health Associates (CHA)

Yavapai - Spectrum

Discrimination is Against the Law

Arizona Complete Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Arizona Complete Health does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Arizona Complete Health:

- Provides aids and services at no cost to people with disabilities to communicate effectively with us, such as: qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides language services at no cost to people whose primary language is not English, such as: qualified interpreters and information written in other languages

If you need these services, contact Member Services at:

Arizona Complete Health: 1-866-918-4450 (TTY/TDD: 711)

If you believe that Arizona Complete Health 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 the Chief Compliance Officer. You can file a grievance in person, by mail, fax, or email. Your grievance must be in writing and must be submitted within 180 days of the date that the person filing the grievance becomes aware of what is believed to be discrimination.

Submit your grievance to:

Arizona Complete Health-Chief Compliance Officer
1850 W. Rio Salado Parkway, Suite 211, Tempe, AZ 85281
Fax: 1-866-388-2247
Email: AzCHGrievanceAndAppeals@AZCompleteHealth.com

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 at U.S. Department of Health and Human Services; 200 Independence Avenue, SW; Room 509F, HHH Building; Washington, D.C. 20201; or by phone: 1-800-368-1019, 1-800-537-7697 (TTY/TDD).

Complaint forms are available at <https://www.hhs.gov/ocr/complaints/index.html>

La discriminación es contra la ley

Arizona Complete Health cumple con las leyes Federales de derechos civiles correspondientes y no discrimina con base en la raza, el color, la nacionalidad, la edad, la discapacidad o el sexo. Arizona Complete Health no excluye a las personas ni las trata en forma distinta debido a su raza, color, nacionalidad, edad, discapacidad o sexo.

Arizona Complete Health:

- Proporciona, sin cargo alguno, ayudas y servicios a las personas con discapacidades para que se comuniquen en forma eficaz con nosotros, como: intérpretes de lenguaje de señas calificados.
- Información escrita en otros formatos (letra grande, audio, formatos electrónicos accesibles y otros formatos).
- Proporciona, sin cargo alguno, servicios de idiomas a las personas cuyo idioma primario no es el inglés, como: intérpretes calificados e información por escrito en otros idiomas.

Si necesita estos servicios, llame al Centro de Contacto con el Cliente de:

Arizona Complete Health: 1-866-918-4450 (TTY/TDD: 711)

Si considera que Arizona Complete Health no ha proporcionado estos servicios o que ha discriminado de otra manera con base en la raza, el color, la nacionalidad, la edad, la discapacidad o el sexo, puede presentar una queja ante el Director General de Cumplimiento (Chief Compliance Officer). Puede presentar la queja en persona o por correo, fax, o correo electrónico. Su queja debe estar por escrito y debe presentarla en un plazo de 180 días a partir de la fecha en que la persona que presenta la queja se percate de lo que se cree que es discriminación.

Presente su queja a:

Arizona Complete Health-Chief Compliance Officer
1850 W. Rio Salado Parkway, Suite 211, Tempe, AZ 85281

Fax: 1-866-388-2247

Correo electrónico: AzCHGrievanceAndAppeals@AZCompleteHealth.com

También puede presentar una queja de derechos civiles ante la Oficina de Derechos Civiles del Departamento de Salud y Servicios Humanos de Estados Unidos, electrónicamente mediante el Portal de Quejas de la Oficina de Derechos Civiles, disponible en <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, o por correo postal a U.S. Department of Health and Human Services; 200 Independence Avenue, SW; Room 509F, HHH Building; Washington, D.C. 20201; o por teléfono: 1-800-368-1019, 1-800-537-7697 (TTY/TDD).

Los formularios para presentar quejas se encuentran en <https://www.hhs.gov/ocr/complaints/index.html>

