

# The Cenpatico Integrated Care Member Messenger

CenpaticoIntegratedCareAZ.com

Issue 7 - Summer 2018

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- Cenpatico Integrated Care Service Area and Contact Information

### Welcome

Welcome to the Summer 2018 edition of the Cenpatico Integrated Care member newsletter. Inside you will find articles about:

- A message from our CEO
- New benefit information
- Tobacco cessation
- Crisis resources
- Community resources
- Immunizations
- and more!

We hope you enjoy edition seven and have a safe and healthy 2018!

Cenpatico Integrated Care

Customer Service Line: 866-495-6738

**Crisis Line: 866-495-6735**

Website: [cenpaticointegratedcareaz.com](http://cenpaticointegratedcareaz.com)



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**James Stover, CEO**  
**Cenpatco Integrated Care**

Welcome to the Spring Edition of the Cenpatco Integrated Care Newsletter! I know that the beginning of the year is a busy time and for many of us the stress can take a toll on our health. In order to stay healthy this year, it is important that you:

- Make sure to get your flu shot, if you haven't already
- Schedule an appointment with your PCP if you are not feeling well
- Ensure you are getting enough rest and eating well

If you have any questions regarding your benefits or are new to Cenpatco Integrated Care, the 2017-2018 Member Handbook can be found at [www.cenpatcointegratedcareaz.com](http://www.cenpatcointegratedcareaz.com). You can also call our Customer Service Team at 1-866-495-6738, TDD/TTY 711 if you would like to speak with us.

On behalf of everyone at Cenpatco Integrated Care, we wish you a happy and healthy 2018!

Sincerely,

James Stover  
CEO, Cenpatco Integrated Care

## Member Handbook

Remember, the 2017/18 member handbook is always available. It can be found on our Cenpatco Integrated Care website. Your handbook will have updated information on your benefits and new programs available. You can also call Cenpatco IC at 866-495-6738 to request a copy and we will mail it at no cost to you.

## Crisis Resources

Crisis services are available to any person in the community. The goal of crisis intervention services is to take care of the immediate crisis. There are also follow up services to help the person in crisis. If you or someone you know is experiencing a behavioral health crisis, please contact:

### 24-Hour Crisis Hotlines

**1-866-495-6735** Local Crisis Hotline

**1-800-273-TALK (8255)** National Suicide Prevention Lifeline

**1-800-662-HELP (4357)** National Substance Use and Disorder Issues Referral and Treatment Hotline

**1-800-248-TEEN** Teen Lifeline

Arizona Suicide Prevention Coalition [www.azspc.org](http://www.azspc.org)



## Additional Benefits

Cenpatico Integrated Care would like to remind you of the following AHCCCS benefit changes that became effective October 1, 2017.

### **OUTPATIENT OCCUPATIONAL THERAPY BENEFIT:**

On October 1, 2017, AHCCCS added a new outpatient occupational therapy benefit for adult members 21 years of age or older. This new benefit covers 15 outpatient occupational therapy visits when they are needed to keep a level of function or help get to a level of function, and 15 outpatient occupational therapy visits to restore a level of function. This new outpatient occupational therapy benefit started October 1, 2017. The outpatient physical therapy visits are covered during each benefit year.

### **\$1,000 EMERGENCY DENTAL BENEFIT:**

On October 1, 2017, AHCCCS added an Emergency Dental benefit for adult members 21 years of age or older. This new benefit is limited to a total amount of \$1,000 of emergency dental benefits for each 12 month period beginning October 1st through September 30th.

## Help to quit smoking

### **TOBACCO EDUCATION AND PREVENTION**

If you are thinking about quitting smoking, we can help you do this. You can enroll in a program to help you stop smoking through the Arizona Department of Health Services (ADHS).

- You can get free coaching from the Arizona Smokers' Helpline (ASHLine) at 1-800-556-6222.
- You can go online at [www.ashline.org](http://www.ashline.org).
- You can get help making a plan to quit at:

<https://www.azdhs.gov/preparedness/epidemiology-disease-control/smoke-free-arizona/index.php>

We cover many kinds of products to help you quit. These include prescription drugs and OTCs (over the counter). You must contact your Primary Care Provider (PCP) for any of these products, including OTCs. Your doctor will decide which one would be best for you. If you are under 18 years old, your doctor will need to get prior authorization (PA) for the drug you need. Your doctor will take care of this for you. Your plan covers up to a twelve week supply in a six month time period. The six month time period starts the date that you first get your drug from the pharmacy.





## Dangers of Lead

Lead is a naturally occurring element found in small amounts in the earth's crust. While it has some beneficial uses, it can be toxic to humans and animals.

Lead is harmful to children because they absorb more lead than adults do and their brains are more sensitive to the bad effects of lead. A pregnant individual's exposure to lead increases risk to their baby.

Babies and children are at higher risk to lead because they put their hands and other things into their mouths. Adults and children can be exposed by using dishes or glasses that contain lead, inhaling lead dust from paint or soil or from playing with toys with lead paint.

### **Lower Your Chances of Exposure to Lead**

There are many steps that can help reduce lead exposure. You can lower the chances of exposure to lead in your home by taking these steps below.

- Inspect and maintain all painted surfaces to prevent paint deterioration.
- Address water damage quickly and completely.
- Keep your home clean and dust-free.
- Clean around painted areas where friction can generate dust, such as doors, windows, and drawers. Wipe these areas with a wet sponge or rag to remove paint chips or dust.
- Use only cold water to prepare food and drinks.
- Flush water outlets used for drinking or food preparation.
- Clean debris out of outlet screens or faucet aerators on a regular basis.
- Wash children's hands, bottles, pacifiers and toys often.
- Teach children to wipe and remove their shoes and wash hands after playing outdoors.
- Ensure that your family eats well-balanced meals. Children with healthy diets absorb less lead.
- These are just some of the steps you can take, visit the links below to the Arizona Department of Health Services to learn more.

Source: [epa.gov](http://epa.gov)

**Visit the link below for high risk zip codes in Arizona and information about common routes for lead exposure**

<http://www.azdhs.gov/preparedness/epidemiology-disease-control/childhood-lead/index.php#high-risk-zip-codes-printable>

<https://www.azdhs.gov/documents/preparedness/epidemiology-disease-control/childhood-lead/poisoning-flyer.pdf>

## HIV Testing

Voluntary, confidential HIV/AIDS testing services are available to members (including prenatal members), as well as counseling for members who test positive. Cenpatico IC can help. Call Cenpatico IC Member Services at 1-866-495-6738, TTY/TDD 711, for information about confidential testing or counseling services.





## Why at least 39 weeks is best for your baby

Babies born too early sometimes have more health problems than babies born later. Being pregnant 39 weeks gives your baby's body all the time it needs to grow.

### **Here's why your baby needs 39 weeks:**

- Important body parts like the brain, lungs, and liver, get the time they need to grow.
- Your baby will have less problems with seeing and hearing after birth.
- Your baby has time to gain more weight while still growing inside you. Babies born who weigh more stay warm easier than babies born too small.
- Your baby can suck and swallow and stay awake to eat after it's born. Babies born too soon can't do these things as well.

You may need to have your baby early if there are problems with your pregnancy or your baby's health. If you and your doctor decide inducing your pregnancy is best, talk about waiting until 39 weeks.

If your pregnancy is healthy, it is best to wait until labor starts on its own.

Source: *March of Dimes*

## Community Resources for Families

### **Poison and Drug Information Center**

Phone: (800) 222-1222

Website: [www.aapcc.org](http://www.aapcc.org)

Description: Information on dangers of medications, plants, bites, and stings. Help with first aid for poisoning.

### **Mother to Baby Arizona**

Phone: (888) 285-3410

Website: <http://www.mothertobabyaz.org/>

Description: Help with over the counter pain medication and Flu shots during pregnancy. Information on depression and antidepressants during pregnancy.

### **LALACHE League**

Phone: (800) 525-3243

Website: <http://www.llli.org/>

Description: Personal help with breastfeeding. Mother-to-mother support and encouragement.

### **WIC Women, Infants and Children**

Phone: (800) 252-5942

Website: <http://azdhs.gov/prevention/azwic/>

Description: No cost nutrition and breastfeeding program and advice on choosing healthy foods while pregnant.



## Primary Care Physicians (PCP's) Your First Stop for Care

### **Importance Of Utilizing Primary Care Provider In Place of ER Visits For Non-Emergent Concerns**

A primary care physician (PCP) is the doctor to see when you need routine care, such as checkups, shots and screenings. Your PCP can also help you when you are sick or have a minor injury. Your PCP will send you to specialists if needed. If it is after hours and your PCP is not available, urgent care may be an option.

To find a PCP that is right for you, call (866) 495-6738. Call your PCP first when you need medical care. The emergency room (ER) is not for routine care. It is for serious illnesses and injuries. When is it an emergency?

Reasons to go to the emergency room include:

- A head injury or other serious wound
- Chest pain
- Trouble breathing
- Bleeding that does not stop
- Loss of consciousness
- Drooping on one side of the face
- Weakness in an arm or leg
- Seizures
- Severe allergic reactions
- Major broken bones
- Coughing or vomiting blood
- Poisoning

To learn more about emergencies, visit [www.emergencycareforyou.org](http://www.emergencycareforyou.org)

Need help scheduling? Need a ride? Call member services at (866) 495-6738. Hearing impaired? Contact TDD/TTY: 711.

Source: American College of Emergency Physicians





## Immunizations

Keep yourself safe with vaccines at your next well visit\*.

Vaccines have been saving people's lives for many decades. They are safe, and they work. Altogether, they can help prevent 16 different diseases. Most vaccines are given by shots. So talk to your doctor about what shots to get.

You can get vaccines at your annual well visit. So make sure to schedule an annual well visit. You can learn more about vaccines online. Go to [www.cdc.gov/vaccines](http://www.cdc.gov/vaccines).

Need help scheduling? Need a ride? Call member services at (866) 495-6738. Hearing impaired? Contact TDD/TTY: 711.

*\*Can also be an EPSDT visit*

*Sources: American Academy of Pediatrics; Centers for Disease Control and Prevention*





## EPSDT Medical and Dental Information

“Because You Matter...Because We Care”

You and your health are important to Cenpatco IC! Below are services available to you. These services are recommended either once or twice a year. Get checked today!

**MEDICAL** - See your doctor for a Well Visit (EPSDT) once a year.

- Well Visit screenings include:
- Health history
- Physical exam
- Check height and weight
- Review diet and nutrition
- Development and mental health screening
- Dental Screening
- Vision screening
- Vaccinations
- Laboratory testing
- Tobacco/substance use counseling

**Dental check-**up every 6 months.

- Mouth exam
- Cavity detecting pictures
- Review brushing and flossing
- Review diet and nutrition
- Tobacco and Substance abuse counseling
- Counseling for mouth piercings
- Dental cleaning
- Apply fluoride varnish on teeth. Fluoride makes teeth stronger.

Need help finding a doctor? Need a ride to and from your doctor appointment? Call Customer Service at (866)495-6738. For hearing impaired, call TDD/TTY: 711. We are here to help.





## Nondiscrimination and Accessibility

### 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: 711; or 333 E. Wetmore Road, Tucson, AZ 85705. If you believe that Cenpatico 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: Cenpatico Integrated Care, 333 E. Wetmore Road, Tucson, AZ 85705, or Phone: 866-495-6738, TTY: 711; Fax: 866-714-7998; or Email: [CAZgrievanceandappeals@cenpatico.com](mailto: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>

Cenpatico Integrated Care (Cenpatico IC) cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. Cenpatico IC no excluye a las personas ni las trata de forma diferente debido a su origen étnico, color, nacionalidad, edad, discapacidad o sexo. Cenpatico IC:

- Proporciona asistencia y los siguientes servicios a ningún costo a personas con discapacidades para que se comuniquen de manera eficaz con nosotros, intérpretes calificados de lenguaje de señas, información escrita en otros formatos (letra grande, audio, formatos electrónicos accesibles y otros formatos).
- Proporciona los siguientes servicios lingüísticos sin costo a personas cuya lengua materna no es el inglés, intérpretes calificados e información escrita en otros idiomas.

Si necesita recibir estos servicios, comuníquese al siguiente número telefónico: 866-495-6738, TTY: 711; 333 E. Wetmore Road, Tucson, AZ 85705. Si considera que Cenpatico IC no le proporcionó estos servicios o lo discriminó de alguna manera por motivos de origen étnico, color, nacionalidad, edad, discapacidad o sexo, puede presentar un reclamo a la siguiente persona: , 333 E. Wetmore Road, Tucson, AZ 85705, número telefónico: 866-495-6738, TTY: 711; Fax: 866-714-7998; o correo electrónico o email: [CAZgrievanceandappeals@cenpatico.com](mailto:CAZgrievanceandappeals@cenpatico.com). Puede presentar su reclamo en persona o por correo postal, fax o correo electrónico. Si necesita ayuda para hacerlo, Grievance System Administrator está a su disposición para ayudarlo. También puede presentar un reclamo de derechos civiles ante la Office for Civil Rights (Oficina de Derechos Civiles) del Department of Health and Human Services (Departamento de Salud y Servicios Humanos) de EE. UU. de manera electrónica a través de Office for Civil Rights Complaint Portal, disponible en <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> o bien, por correo postal a la siguiente dirección o por teléfono a los números a continuación: 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) Puede obtener los formularios de reclamo en el sitio web <http://www.hhs.gov/ocr/office/file/index.html>

# 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](http://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

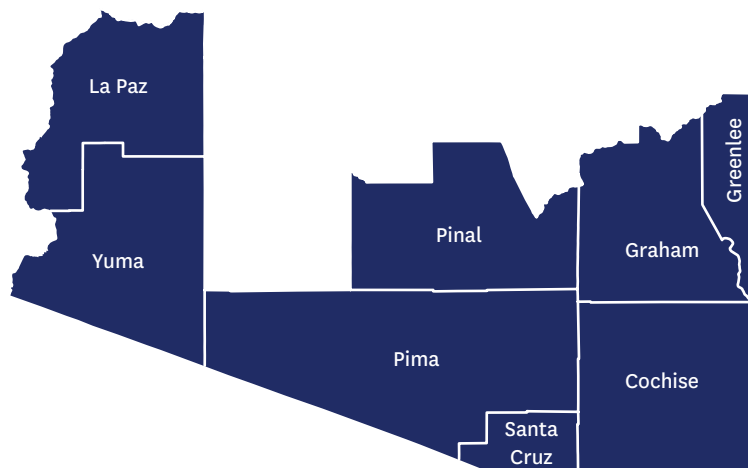
(866)495-6738 TDD/TTY: 711  
[CenpaticoIntegratedCareAZ.com](http://CenpaticoIntegratedCareAZ.com)



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*Cenpatico Integrated Care Service Area*