

# WHOLE you

2023 | Q1 BULLETIN



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## Welcome!

*As we once again enter into a new year, we welcome you to another edition of Whole You, a newsletter from Arizona Complete Health-Complete Care Plan.*

I'm James Stover, and I hope this newsletter finds you well. We have plenty of helpful tips to start the new year strong. You'll learn more about key information on heart health, healthy alternatives to your favorite snacks, and why wellness visits are so important.

Don't forget about your Medicaid redetermination. It's the eligibility process you must go through to keep your Medicaid coverage with AHCCCS. Make sure AHCCCS can contact you to confirm your continued eligibility. Log in to [healtharizonaplus.gov](https://healtharizonaplus.gov) to update your address or call **1-855-HEAPLUS (432-7587)**.

If you are no longer eligible for Medicaid, there may be other health care coverage options. You can explore the other plans that Arizona Complete Health has to offer. Read more about it in our article in this edition.

Missed our last issue? View the English version [here](#) or the Spanish version [here](#).

I really hope you enjoy this edition and that it helps you take better care of the whole you.



# Preventative Care



## Keep Yourself Healthy - Complete Your Preventive Visit

**Regular preventive care can help you stay healthy and catch problems early. A yearly preventive well care visit is a covered benefit you get as an Arizona Complete Health-Complete Care Plan member. There is no cost/copayment for this well visit. One of the best ways to stay healthy is to see your doctor regularly, not just when you are sick. Below is a list of services you may need.**

### Once a Year:

- ▶ Get your wellness exam. This is a physical exam where your doctor will check:
  - ◆ Your blood pressure.
  - ◆ Height, weight and body mass index (BMI) measurement.
  - ◆ Lifestyle screening, such as alcohol use, help quitting tobacco, skin cancer risk.
  - ◆ Screening for depression.
  - ◆ Complete recommended health screenings.

This is a great opportunity to discuss any concerns or questions you may have about your health!

- ▶ Get your Flu Shot and other vaccines needed.
  - ◆ The Flu shot is important to reduce flu illnesses, make symptoms less severe and reduce hospitalizations and deaths.
  - ◆ Review your vaccines. Check with your doctor on vaccines you may need.

## Recommended Health Screenings:

- ▶ Completing screening tests help to check for diseases early when they may be easier to treat.
  - ◆ Breast cancer screening, women ages 50 to 74.
  - ◆ Cervical cancer screening, women ages 21 to 65.
  - ◆ Colon cancer screening, adults ages 50 and older.
  - ◆ Cholesterol screening.
  - ◆ Screening for diabetes.

## For People with Diabetes:

- ◆ Hemoglobin A1c (HbA1c) test. This blood test measures your body's average blood sugar. This is different from a glucose test.
- ◆ Eye exam to detect problems that may lead to blindness.
- ◆ Statin medication, if appropriate.

### Well Child Visit Schedule Checklist

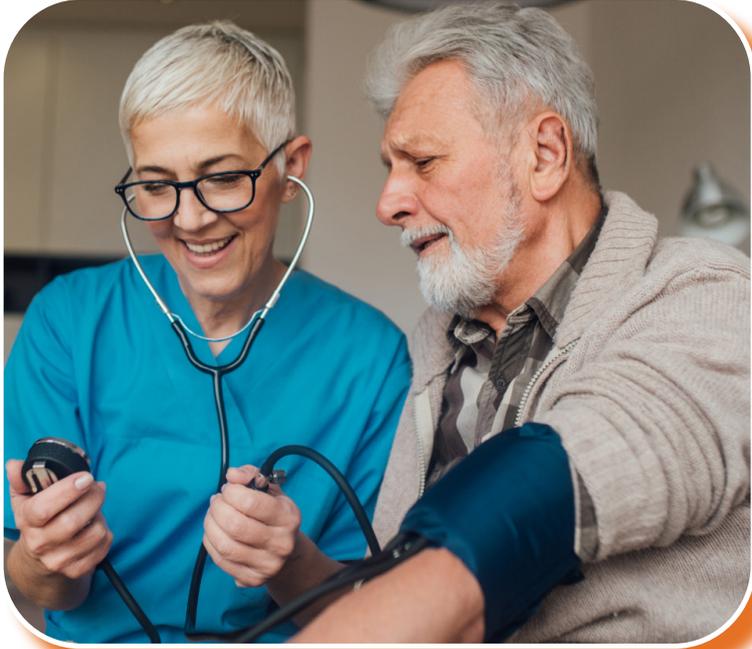
<ul style="list-style-type: none"> <li>■ Newborn</li> <li>■ 3 to 5 days</li> <li>■ 1 month</li> <li>■ 2 months</li> <li>■ 4 months</li> <li>■ 6 months</li> <li>■ 9 months - includes a General Developmental Screening</li> </ul>	<ul style="list-style-type: none"> <li>■ <b>12 months</b> - includes a Blood Lead Screening</li> <li>■ 15 months</li> <li>■ <b>18 months</b> - includes a General Developmental Screening &amp; Autism Spectrum Disorder Screening</li> <li>■ <b>24 months</b> - includes a General Developmental Screening, Autism Spectrum Disorder Screening, and a Blood Lead Screening</li> <li>■ <b>30 months</b> - includes a Developmental Screening</li> </ul>
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For children ages 3 up to 21 years, well visits are recommended once per year. These can be scheduled near you or your child's birthday.

Source: Center for Disease Control and Prevention:

<https://www.cdc.gov/chronicdisease/about/preventive-care/index.html>; <https://www.cdc.gov/flu/prevent/vaccinations.htm>;  
<https://www.cdc.gov/cancer/dcpc/prevention/screening.htm>

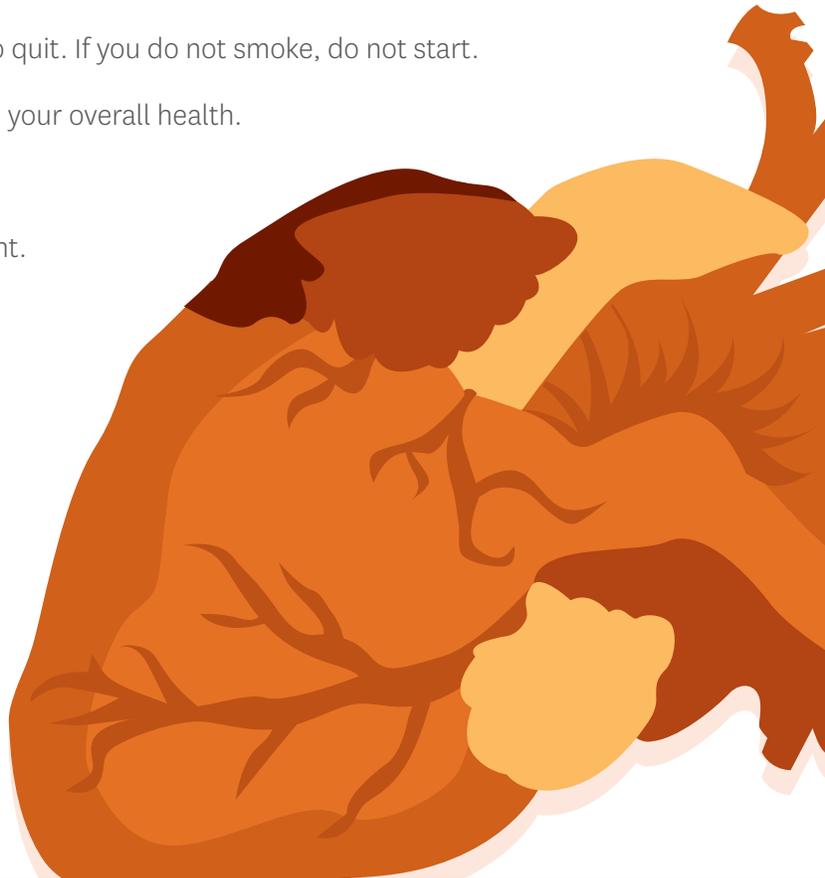
# What is Hypertension?



Hypertension (high blood pressure) is very common in the United States. Millions of people are living with high blood pressure, but they may not even know. High blood pressure usually has no symptoms so the only way to know if you have it is to get your blood pressure measured. High blood pressure increases your risk for heart disease and stroke. However, there are steps you can take every day to keep your blood pressure in a healthy range:

- ▶ Enjoy regular physical activity. Try to get 30 minutes of exercise 5 days a week.
- ▶ Make healthier food choices. Be sure to eat plenty of fresh fruits and vegetables.

- ▶ Do not smoke. Your doctor can help you make a plan to quit. If you do not smoke, do not start.
- ▶ Get enough sleep. Getting plenty of rest is important to your overall health.
- ▶ Keep yourself at a healthy weight.
- ▶ Talk to your doctor about ways to reach a healthy weight.



Source: [American Heart Association](#)

# What is the C3?

## *The Community Consensus Collaborative (C3) Action Event*

The Arizona Complete Health-Complete Care Plan C3 initiative is about bringing together views from across the community and from all walks of life. This will help us improve the healthcare delivery system. It will help us address major challenges facing people with mental illness and/or substance use disorders. Our C3 focus for 2023 will be on stigma and value-based purchasing. Value-based purchasing is how we contract with providers to achieve the following:



- ▶ Improve your health.
- ▶ Prevent unnecessary hospital stays and offer more preventive and wellness care.
- ▶ Improve your experience getting care. This includes helping you to play an active role in your care to improve outcomes and safety.
- ▶ Improve your providers' job satisfaction and ability to do their job.

The result of the C3 Action Event will be an action plan. It will help our community move forward with steps to improve the system together.

Source: *Arizona Complete Health-Complete Care Plan*

## What Are the Social Determinants of Health?

Health starts in your home, school, work, and community. Things like clean air, access to healthy foods, and safe housing all affect your health. Without these it can be hard to stay healthy.

These are what are known as the **Social Determinants of Health (SDOH)**. For example, if there is no grocery nearby it can be hard to find healthy food. This can lead to poor nutrition. Poor nutrition can raise your risk for health conditions such as heart disease and diabetes.

There are many resources that can assist you in improving **SDOH** challenges; one available to **Arizona Complete Health-Complete Care Plan** members is the **Community Resource Guide (CRG)**.

The CRG can help you to connect to a wide range of services to help you live a healthier life. The CRG can be found at [azcompletehealth.com/completecare](https://azcompletehealth.com/completecare).

You can also get a paper copy by calling Member Services at **1-888-788-4408 (TTY/TDD 711)**.

Source: [CDC Social Determinants of Health](https://www.cdc.gov/socialdeterminants/)

# Switching it Up: Tips for Healthier Snacking

We all know the feeling of cravings. There are those delicious snacks and meals out there that we would do anything to get our hands on. But often times the food we crave can be unhealthy for us. And if we eat that food too often, it can lead to bad health outcomes for our bodies. But if certain snacks and meals are so unhealthy, why does our body crave those foods?

Despite what some believe, our bodies do not crave certain foods because we're lacking the nutrients found in them. Our food cravings are caused by a multitude of factors, but mainly we crave food because our body seeks serotonin — the hormone commonly associated with making people feel happy. When we experience things like stress and anxiety, our brain chemistry gets

messed up. Ingredients in snacks, such as refined carbohydrates, give us a short-term surge in serotonin that helps our body balance our brain chemistry. It may not be easy, but there are ways to substitute junk foods for delicious and healthier alternatives. Here are some good snacks you can try the next time you're feeling a craving.

## **Healthier Snacks:**

- Fresh Fruit
- Greek Yogurt
- Dark Chocolate
- Plantain Chips
- Trail Mix
- Oatmeal or Cream of Wheat
- Hummus With Vegetables
- Sweet Potato Fries
- Baked Tortilla Chips



Sources: *The Scientific Reason Why We Crave Unhealthy Foods*, *Here's the Deal With Your Junk Food Cravings*, *18 Healthy Foods to Eat When Cravings Strike*, *29 Healthy Snacks That Can Help You Lose Weight*, *Serotonin: What Is It, Function & Levels*.

# Cultural Corner

Your doctor needs to know about your cultural needs. It is important so they can give you a positive health experience. Effective communication is needed for this to happen. You have the right to get complete and current information about your health care so you can make informed decisions.

Make sure you understand the information your doctor gives you. Please don't be embarrassed or frustrated if you don't understand what the doctor is telling you. It's ok to ask questions. Your health is a priority. We want you to attain your highest level of health. Below is a checklist to prompt a discussion between you and your doctor.

## *During your visit you may want to ask your doctor:*

- ▶ What else do I need to know about my health issue or concern(s)?
- ▶ What do I need to do to improve my health?
- ▶ What foods should I eat/not eat?
- ▶ What other places can I go for help?
- ▶ What medicines do I take (and/or stop taking)?
- ▶ Are there community resources or places where I can get help?
- ▶ If needed, can I have my treatment plan translated into my language?



Also think about what you need to **Stop**, **Start**, and **Continue**:

- ▶ **Stop** – what behaviors do I need to stop doing?
- ▶ **Start** – What things do I need to start doing to take better care of my health?
- ▶ **Continue** – What things do I need to continue to do that are helping me?
- ▶ Date for next appointment?
- ▶ Preparations for the appointment? For example, do I need to make sure the provider knows I need an interpreter before that date, so they have time to schedule one?

Source: *Cultural Competency Coalition (C3) Patient and Provider Communication Guide*

# Peer and Family: Share your Voice!

## ***Share your Voice!***

The **Office of Individual and Family Affairs (OIFA)** is responsible for making sure member and family voice is recognized and infused throughout the Arizona healthcare system. OIFA team members have the lived experience of receiving behavioral health services themselves and/or experience supporting a family member that receives behavioral health services. OIFA staff use our professional and lived experience to advocate internally at the health-plan level, externally at the provider level, and within our communities.

OIFA staff use our voice to help make sure service environments are member and family driven and include recovery principles. OIFA knows members are the best experts in making their healthcare decisions. Gathering the opinions and feedback of members that currently receive services, as well as their family member's is necessary in helping Arizona Complete Health-Complete Care Plan understand your needs and experiences.

**Arizona Complete Health-Complete Care Plan OIFA** available to help educate on the Arizona system of healthcare. We provide coaching on how to share your personal story and offer further supports to help members and families feel prepared and confident in sharing feedback.

## **Share Your Voice! Get involved and help make your healthcare system better!**

Take a look at the different ways you can participate:

### **Provider Level**

#### **Agency Member and Family Advisory Councils**

*Focus - Agency and Provider concerns*

All Behavioral Health Homes and some Specialty Agencies have Member and/or Family Advisory Councils. Although the names may be different from one agency to another the purpose stays the same, "Find out from those we serve how we can do better". Arizona Complete Health-Complete Care Plan OIFA can help members and families get involved in provider councils. We also help providers create and manage their councils.

### **Health - Plan Level**

#### **Member and Family Advocacy Councils**

*Focus - Community Concerns*

The Member and Family Advocacy Councils (MFACs) focus on community needs and concerns. Each community we serve can have very different and unique needs. This is a great place to share about YOUR community. Meetings are hosted by **Arizona Complete Health-Complete Care Plan**. The focus is around learning about your community's needs, possible service gaps as well as successes. The group will gather information from you to help create needed change.

**In these councils you will work with others in your community. You will learn about resources and work to problem solve. You will learn about being an advocate for yourself and others.**

#### **Member and Family Governance Committee**

*Focus - System Concerns and Change*

The focus of the Member and Family Governance Committee (MFGC) is to look at all areas where **Arizona Complete Health-Complete Care Plan** provides services. All information collected from the MFAC's are presented at this meeting. We work to find patterns, identify problems and come up with solutions. **Arizona Complete Health-Complete Care Plan** uses this information to help make changes to the way services are provided for all **Arizona Complete Health-Complete Care Plan** members

### **Want to learn more?**

AHCCCS OIFA also provides opportunities to share your voice. On this webpage (AHCCCS OIFA) you will find upcoming AHCCCS OIFA events, empowerment tools, and one-page flyers that can help you navigate our system.

**Have Questions?** Want to join **Arizona Complete Health-Complete Care Plan** committees/councils or just learn more?

**Please contact Melissa Brown, Arizona Complete Health-Complete Care Plan OIFA Manager:**

**Email:** [Advocates@azcompletehealth.com](mailto:Advocates@azcompletehealth.com)

**Phone:** (520) 373-1489

# Understanding Opioids

Opioids are used to ease pain for a short period of time. Opioids are not meant to cure pain. Some types of opioids you get from your doctor are hydrocodone, morphine, oxycodone, and fentanyl. Sometimes opioids are sold as illegal street drugs. Drug dealers have been adding fentanyl to make their drugs more addictive. Some street drugs that can have fentanyl added are alprazolam, Xanax, hydrocodone, Vicodin, Morphine, Oxycodone. Most often someone cannot tell if the drug they are taking has had fentanyl added because fentanyl does not have a smell and it does not have a bright color. Fentanyl is a very strong opioid, and it can make the risk of overdose very likely. Patients should only take opioids as prescribed by their doctor.

If you take too many opioids, you will be very sleepy and have a hard time breathing. Many people have died from taking too many opioids. Things that can make the risk

of opioid overdose higher is alcohol, drugs for anxiety, sleeping pills, and other opioids. You should always check with your doctor or pharmacist before taking an opioid. Do not take any pain pills or pills from another person that were not prescribed for you, it could have fentanyl added.



Naloxone is a drug that will reverse an overdose. Naloxone will stop the side effects of opioids. It is available through your pharmacy and is covered by your health plan.

Your pharmacist can write the prescription. You can always talk with your doctor about other ways to treat your pain. If you want help to stop taking opioids, you can talk to your doctor or pharmacist.

**How to use Naloxone in 8 easy steps**, these steps could save your life.



1. Call 911.
2. Carefully remove naloxone from package.
3. Hold the nasal spray with your thumb on the plunger.
4. Tilt the head of the patient back.
5. Place the tip of the nasal spray in either nostril of the person experiencing an overdose until your fingers are touching their nose.
6. Firmly press plunger to release the entire dose of medication into the nose.
7. Wait 2-3 minutes for the person to respond. If no response, give additional doses, switching nostril, until help arrives.
8. Following administration, turn patient on their side.

**Resources:** <https://www.cdc.gov/drugoverdose/featured-topics/naloxone.html>

# Important Updates on Medicaid Eligibility

During the pandemic, AHCCCS members have been able to stay covered, regardless of income changes. When the pandemic ends, be sure AHCCCS can contact you to confirm your continued eligibility. Log in to [healthearizonaplus.gov](http://healthearizonaplus.gov) to update your address or call 1-855-HEAPLUS (432-7587).

If you or someone in your household receives a letter from AHCCCS requesting information, please respond and provide the proof requested. This will help ensure that AHCCCS coverage remains active.

The fastest way to update your information is online at [www.healthearizonaplus.gov](http://www.healthearizonaplus.gov).

Do you need help updating your contact information with AHCCCS?

Find a Community Assister on the [www.healthearizonaplus.gov](http://www.healthearizonaplus.gov) website who can help you

update your phone number and mailing address and complete your Medicaid renewal.

If you are no longer eligible for Medicaid, there may be other health care coverage options. You can explore the other plans that Arizona Complete Health has to offer.

For information on **Ambetter by Arizona Complete Health** (Marketplace), visit [ambetter.azcompletehealth.com](http://ambetter.azcompletehealth.com) or call 1-855-346-6805 (TTY/TDD 711).

For information on **Wellcare by Allwell** (Medicare), visit [wellcare.azcompletehealth.com](http://wellcare.azcompletehealth.com) or call 1-800-977-7522 (TTY/TDD 711).

For additional support, contact **Arizona Complete Health-Complete Care Plan** Member Service at 1-888-788-4408 (TTY/TDD 711).

**AHCCCS will return to regular renewals beginning April 1.**

## DON'T RISK A GAP IN YOUR MEDICAID OR KIDSCARE COVERAGE. GET READY TO RENEW NOW.

Following these steps will help determine if you still qualify:



Make sure your contact information is up to date.



Check your mail for a letter.



Complete your renewal form (if you get one).

### Questions?

Visit

[www.healthearizonaplus.gov](http://www.healthearizonaplus.gov)

Or call

1-855-HEA-PLUS  
(1-855-432-7587)

for help or to update your contact information today.



# Contact Info and Crisis Hotlines

## Contact Info and Crisis Hotlines

### ARIZONA COMPLETE HEALTH-COMplete CARE PLAN MEMBER SERVICES:

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

We are available Monday-Friday 8am to 5pm

STATEWIDE CRISIS LINE: 1-844-534-4673 or 1-844-534-HOPE or text 4HOPE (44673)

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

NATIONAL SUICIDE & CRISIS LINE: 9-8-8

### OTHER CRISIS PHONE NUMBERS:

Tohono O’odham Nation: 1-844-423-8759

Ak-Chin Indian Community: 1-800-259-3449

Gila River Indian Community: 1-800-259-3449

Salt River Pima Maricopa Indian Community: 1-480-850-9230

Veterans Crisis Line: 1-800-273-8255 (press 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)