

Live Well

Member Newsletter

Spring 2025



As we welcome the spring season, I want to remind you that while the seasons may change, our commitment to your health remains the same. Preventive care is one of the most powerful tools we have to stay healthy and catch potential issues early. At Arizona Complete Health-Complete Care Plan, we are here to support you every step of the way with benefits and resources designed to meet your needs. Together, let us make this season a time to focus on healthy habits that last a lifetime.

- James Stover,
Medicaid Plan President

**“Together, let us make
this season a time to focus
on healthy habits
that last a
LIFETIME.”**





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LIVING WITH DIABETES: Blood Sugar Goals

Good blood sugar control is important when you live with diabetes. You and your doctor should discuss your blood sugar goals at every visit. Maintaining a healthy blood sugar can help you live a long, happy, and healthy life. Here are some ways to help you reach your blood sugar goals:

- Check your blood sugar often.
- Keep a log of your blood sugar readings.
- Bring your blood sugar log with you when you see your doctor.
- Don't skip meals.
- Keep a food journal.
- Be active for at least 30 minutes a day.
- Take all medicine as prescribed.
- Call your doctor when you feel sick.

Source: <https://diabetes.org/living-with-diabetes/type-2>

Did you know
that Arizona Complete Health-Complete Care Plan has **programs for members living with diabetes?**

Call Member Services
1-888-788-4408 (TTY/TDD:711)
Monday-Friday, 8 a.m. – 5 p.m.
to learn more about these programs.



KEEP YOURSELF HEALTHY

Complete Your Preventative Well Care 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 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.
 - Measure your height, weight and body mass index (BMI).
 - Perform a lifestyle screening, such as alcohol use, help quitting tobacco, and a preventative skin cancer check.
 - Screen for depression.
 - Check for other recommended health screenings needed.
 - Review vaccines you may need.

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

Recommended Health Screenings:

- Screening tests help to check for cancer and chronic diseases early when they may be easier to treat.
 - Screening for high blood pressure, adults 18 and older.
 - Breast cancer screening, women ages 40 to 74.
 - Cervical cancer screening, women ages 21 to 65.
 - Colon cancer screening, adults ages 45 to 75.
 - Screening for diabetes, adults over age 45. Screening may be needed if you are younger, overweight, or have other risk factors.

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.

You can make smart decisions about your health care. Arizona Complete Health-Complete Care Plan uses guidelines based on good evidence to help you and your doctor decide on the best care for your health needs. To get a copy of our Adopted Clinical Practice and Preventative Health Guidelines, visit the Arizona Complete Health-Complete Care Plan website at <https://www.azcompletehealth.com/providers/resources/practice-guidelines.html> or call Member Services at 1-888-788-4408, TTY/TDD: 711.

Sources: 1. <https://www.cdc.gov/chronic-disease/prevention/preventive-care.html>
<https://www.cdc.gov/cancer/dcpc/prevention/screening.html>
 2. <https://www.cdc.gov/diabetes/diabetes-testing/prediabetes-a1c-test.html>

Important 2025 Medicare Updates for Arizona

Are you aware of the changes to your Medicare Coverage for 2025?

Keep reading for key tips on how to navigate your benefits in the new year! We want to assure you that these changes aim to make your healthcare easier and more affordable.

↓ Lowering Medication Costs

Insulin copays of \$35 per month will stay. A new \$2,000 yearly limit on out-of-pocket costs for Medicare Part D medications will start. This change may help you save money!

✿ Service Changes

More services at no cost like screenings and wellness visits will be added. These updates can help you catch health problems early and improve your health.

👤 Improved Plans

New benefits will be added to Advantage plans. These include better dental, vision, and hearing coverage. Be sure to review your plan details to learn more about it.

🔄 Updates to Medication Coverage

Great news! Phosphate binder medications are now covered under a bundled payment plan for kidney disease treatment. Kidney disease means your kidneys are damaged. This change means these medications will now be included in one simple payment under Medicare part B, making your care easier.

If you need help understanding these changes, we are here to help. Simply call the number on the back of your Member ID card. Staying informed is the first step to making sure your healthcare needs are met!

Works Cited

1. Centers for Medicare & Medicaid Services. "Inflation Reduction Act and Medicare." *CMS.gov*, 2023, <https://www.cms.gov/inflation-reduction-act-and-medicare>.
2. Centers for Medicare & Medicaid Services. "Calendar Year 2025 End-Stage Renal Disease (ESRD) Prospective Payment System (PPS) Final Rule (CMS-1805-F)." *CMS.gov*, 1 Nov. 2024, <https://www.cms.gov/newsroom/fact-sheets/calendar-year-2025-end-stage-renal-disease-esrd-prospective-payment-system-pps-final-rule-cms-1805-f>.
3. U.S. Department of Health and Human Services. "New Year, New Savings Thanks to the Inflation Reduction Act – What You Need to Know for 2025." *HHS.gov*, 3 Dec. 2024, <https://www.hhs.gov/blog/2024/12/03/new-year-new-savings-thanks-inflation-reduction-act-what-you-need-know-2025.html>.
4. Government Accountability Office. "End-Stage Renal Disease: CMS Plans for Including Phosphate Binders in Bundled Payment in 2025, but Needs to Finalize Approach for Monitoring Their Use." *GAO.gov*, 2023, <https://www.gao.gov/products/gao-24-106288>.
5. Centers for Medicare & Medicaid Services. "Part D Improvements." *CMS.gov*, 2023, <https://www.cms.gov/inflation-reduction-act-and-medicare/part-d-improvements>.
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7. U.S. Department of Health and Human Services. "Inflation Reduction Act Toolkit." *HHS.gov*, 6 Dec. 2024, <https://www.hhs.gov/inflation-reduction-act/toolkit/index.html>.
8. Centers for Medicare & Medicaid Services. "Inflation Reduction Act Implementation Timeline." *CMS.gov*, 2022, <https://www.cms.gov/files/document/10522-inflation-reduction-act-timeline.pdf>.
9. Centers for Medicare & Medicaid Services. "Resources." *CMS.gov*, 2023, <https://www.cms.gov/inflation-reduction-act-and-medicare/resources-0>.
10. Centers for Medicare & Medicaid Services. "Calendar Year 2025 End-Stage Renal Disease (ESRD) Prospective Payment System (PPS) Proposed Rule (CMS-1805-P)." *CMS.gov*, 2024, <https://www.cms.gov/newsroom/fact-sheets/calendar-year-2025-end-stage-renal-disease-esrd-prospective-payment-system-pps-proposed-rule-cms>.



Stress-Busting Program (SBP) for Family Caregivers of Persons with Chronic Illness

Do you provide care for a loved one living with a chronic illness?

- Arizona Complete Health-Complete Care Plan offers a wellness program to support caregivers!
- Through SBP, participants learn:
 - The impact of stress on their health and how it relates to caregiving
 - How to deal with stress by using relaxation techniques, and problem-solving skills
 - How to take care of themselves while providing better care for their loved one

Training is available at no cost!

- **WHO:** Family or natural caregivers of an adult living with a chronic illness
- **WHAT:** A program that teaches stress management, relaxation, and coping strategies
 - 90-minute sessions/week for 9 weeks
 - Program is conducted in small, closed groups
 - Program is available in English only
- **WHERE:** All training sessions will be held virtually online
- **WHEN:** See the registration link for start dates and meeting days/times
- For more information about the program or to register, scan the QR code here or visit:
 - <https://attendee.gototraining.com/563jn/catalog/282223075053858560>



Affect - Substance Abuse Treatment Program

Do you need help in reducing alcohol, cannabis, or stimulant use?

- One of the options is Affect, a program to treat substance use, which is provided completely through a smartphone app.
- Through the app on your phone, you can receive group, individual therapy, and medical support.
- You don't have to quit completely to be in the program. Affect works with members through relapses, gradually reducing use.
- You can earn financial rewards, as you make progress in your recovery journey, by attending appointments and negative drug/alcohol screens.
- Getting started with Affect is as simple as downloading the app and registering or signing up at <https://www.affecttherapeutics.com/>. You can also scan the QR code here.
- Other treatment options are also available to address substance use. For more information or assistance, you can contact 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.



Housing & Health Opportunities (H2O)

What is H2O? “Water!” We say proudly. This year in Arizona, H2O stands for “Housing & Health Opportunities.” H2O is a new program from AHCCCS that provides extra support to people with Serious Mental Illness (SMI) who are struggling with housing. The goal is to improve health outcomes for those who qualify. When people have stable housing, their medical costs usually go down. This program will also aim to reduce homelessness.

H2O will offer outreach and education to members, help people find temporary housing and may even help with moving costs. Finding a home can be complicated but this program is here to help people through the process.

Solari Inc. is the H2O program statewide administrator helping connect members with housing services. Visit the Solari H2O website (<https://community.solari-inc.org/h2o/>) to learn more about eligibility and referral info.

**H2O
Hours/Phone/Email**
Monday – Friday, 8:00 AM – 4:00 PM
 Phone: Toll Free 1-855-814-4673
 Local: 480-546-7135
 Email: H2Omembersupport@solari-inc.org
Arizona Complete Health-Complete Care Plan's Housing team can also help, please email:
azchhousing@azcompletehealth.com



Social Determinants of Health (SDOH)

Do you have a safe place to live? Do you have a job? Do you know how to find a job if you want one? Do you have enough food? These things can affect your health in a big way and might be just as important as going to the doctor. Where we live, work and how much we eat are part of what we call “social determinants of health” (SDOH) or “health related social needs” (HRSN).

These factors play a big role in how healthy we are. While it is important to see your doctor, nurse practitioner, or therapist, it is just as important to have stable housing. Having a job or finding something meaningful to do during the day also helps people stay healthy. Feeling connected to others gives us hope and is a key part of being healthy.



If you need help finding housing, please ask your provider or reach out to us:
azchhousing@azcompletehealth.com



If you need help finding a job or another daily activity, please ask your provider or reach out to us:

Jen Zepeda - Employment and Vocational Specialist - Statewide, Northern GSA Lead
jennifer.zepeda@azcompletehealth.com

Lyle Ford - Employment and Vocational Specialist - Statewide, Southern GSA Lead
lyford@azcompletehealth.com



For other resources, please use our community resource guide:
<https://www.azcompletehealth.com/members/medicaid/resources/community-resources.html>



Personal Recovery Navigators (PRNs)

Arizona Complete Health-Complete Care Plan (AzCH-CCP) Personal Recovery Navigators (PRNs) help members that are newly determined to have a Serious Mental Illness (SMI). PRNs explain SMI benefits, rights, and responsibilities in a simple way. They work with members on their recovery journey, helping them make the best use of their services.



PRNs work for HOPE Incorporated (HOPE), a Peer and Family Run Organization (PRO). HOPE PRNs are state-certified Peer Support Specialists or certified Family Support Partners. They teach members about peer support and can help connect them with a PRO they choose. PRNs can also help with connecting members to a certified Family Support Partner through a Family Run Organization (FRO). If a member is not yet connected to a Health Home the PRN can help with getting them connected.

PRNs meet members where they are and support them in making their own healthcare choices. PRNs partner with members during the Individual Service Planning process (ISP). They team up with the members and their critical team to make sure the ISP fits the member's needs. They also check in regularly to see if the member is happy with the ISP and making progress toward their recovery goals.

Contact Info & Crisis Hotlines

ARIZONA COMPLETE HEALTH-
COMPLETE CARE PLAN
MEMBER SERVICES:

1-888-788-4408

or TTY/TDD: 711

We are open Monday-Friday
8am to 5pm

STATEWIDE CRISIS LINE:

1-844-534-HOPE or 1-844-534-4673
TEXT: Text "HOPE" to 4HOPE (44673)
CHAT: <https://crisis.solari-inc.org/start-a-chat/> and "Start a Chat Now"

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
Northern Tribal Line: 1-833-990-6400
Gila River and Ak-Chin Indian Communities:
1-800-259-3449
Salt River Pima Maricopa Indian Community:
1-480-850-9230

Tribal Warm Line: 1-855-728-8630

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

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

PROVIDERS BY COUNTY:

Cochise, La Paz, Pima, Santa Cruz, Southern Mohave (Lake Havasu City), Yuma – Community Health Associates (CHA)

Apache, Cochise, Graham, Greenlee, Navajo, North of Grand Canyon, Pima, San Carlos Reservation – Community Bridges, Inc. (CBI)

Coconino, Hopi Tribe, Northern Mohave (Bullhead City, Kingman) – Terros

Yavapai - Spectrum

Centers of Excellence (CoE)



Centers of Excellence (CoE) are providers that have shown special services to our members focusing on:

- Quality of care
- Member health
- Coordination of care
- Creative practices and services

The Arizona Complete Health-Complete Care Plan Center of Excellence (CoE) program has found multiple CoE's for the following areas:

COMPANY	SERVICE
Casa de Los Ninos	Children's Services
CODAC	Opioid (SUD/OD) Services
COPE Community Services	Adolescent Substance Use Disorder (SUD)
Devereux Advanced Behavioral Health	LGBTQIA+
DMG Children's Rehabilitative Services	Birth to Five
DMG Children's Rehabilitative Services	Transition Age Youth
Easterseals Blake Foundation	Birth to Five
Easterseals Blake Foundation	Children's Services
El Rio	OB and OB/SUD Services
Family Involvement Center	Family Support Services
Hope, Inc	Peer Support Services
Intermountain Centers for Human Development	American Indian/Alaskan Native
Intermountain Centers for Human Development	Autism Spectrum Disorder (Pima County)
MIKID	Family Support Services
Native Americans for Community Action (NACA)	American Indian/Alaskan Native
Oakwood Creative Care	Dementia and Related Disorders
Polara Health	Birth to Five
Recovia	Pain Management
Southwest Autism Center of Excellence	Autism Spectrum Disorder (Maricopa County)
Spectrum Healthcare Group	Integrated Pain
The Guidance Center	Autism Spectrum Disorder
Valley Sleep Center	Sleep Disorders/Sleep Studies

If you want to learn more about these Centers of Excellence and how they can care for you or your family, visit our website at https://www.azcompletehealth.com/members/medicaid/resources/centers_of_excellence.html or call Arizona Complete Health-Complete Care Plan Member Services at 1-888-788-4408 (TTY/TDD: 711).



Don't risk a gap in your Medicaid or Kidscare coverage!

Following these steps will help you when your Medicaid renewal date is near:

- 1 Make sure your contact information is up to date with AHCCCS.
- 2 Check your mail for a letter from AHCCCS.
- 3 Complete your renewal form (if you get one).

Have questions about Medicaid renewal? Visit www.healtharizonaplus.gov or call 1-855-HEA-PLUS (1-855-432-7587).

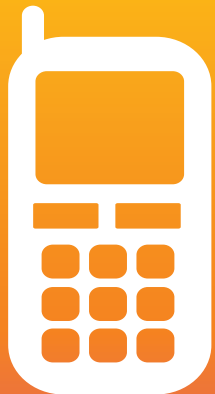
Do you need help updating your contact information with AHCCCS? Find a Community Assister on the www.healtharizonaplus.gov website who can help you update your phone number and mailing address and complete your Medicaid renewal.

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 from Arizona Complete Health (Marketplace), visit <https://ambetter.azcompletehealth.com/> or call 1-855-346-6805 (TTY/TDD 711). For information on Wellcare by Allwell (Medicare), visit <https://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).

Keep Medicaid or Kidscare Up to Date



CONTACT
INFORMATION
IS UP TO DATE



LOOK FOR
A LETTER
FROM AHCCCS



COMPLETE
YOUR RENEWAL
FORM