



# WHOLE you

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## Welcome!

*As we begin this new year, I'm excited to bring you a new edition of Whole You — a newsletter from Arizona Complete Health-Complete Care Plan.*

I am James Stover, Medicaid Plan President, and I hope your year is starting off well. What are your goals for this year? This issue has some tips for setting goals and reaching them. To help, we'll explore ways to eat healthy this winter and discuss heart disease and tips to quit smoking. We'll also look at different ways to get help when you're sick. Dinner plans? Check out our healthy corned beef and cabbage recipe.

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 year. You can get a handbook by calling Member Service at **1-888-788-4408** (TTY/TDD: 711) or by downloading a copy on our [website](#).

Check out past newsletter issues here, <https://www.azcompletehealth.com/members/medicaid/resources/newsletters.html>

I hope you enjoy this year's first newsletter and that it helps you take care of the whole you.



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

# Got Goals?

*For many of us, the start of a new year is a time to set new goals.*

*What are yours? Here are some tips to help you set and keep objectives for the new year.*

- **Start with your “why.”** Is your goal to lose weight? Eat healthier? Exercise more? Whatever goal you set, think about why it matters to you. Maybe it’s to have more energy, be there for your kids and grandkids, or just feel better. Keep that reason in your mind as you work toward your goal.
- **Keep it real.** It’s great to dream big. But big changes can take time. So if you have a big goal, break it up into smaller mini-goals. This will help you stay on track and not give up.
- **Celebrate success.** Think about healthy ways to celebrate your progress. Maybe you treat yourself to a stroll through your local library, download a new workout playlist, take a selfie to track your progress or arrange a winter walk with friends.
- **Keep things positive.** If your goal is to lose weight and you have the willpower to stop eating sweets completely, good for you. For many of us, that’s hard. So instead of no sweets at all, try giving yourself one bite of dessert then switching to fruit.
- **Remember the water.** Water is an important part of many health goals. Try drinking a 12-ounce glass of water before and after every meal. You’ll feel fuller longer — and it’s good for your brain and kidneys too.



- **Stay open to change.** Life isn’t perfect. We’ll always have things that get in the way of our goals. Don’t give up or be upset if you need to change things up. Making progress however you can is a win.
- **Speak up and team up.** Share your goals with people who care about you. Or team up with friends or a group who shares the same goals. Having other people who know what you’re working toward will help you stay motivated.

# What is Heart Disease?

**Heart disease** is a term you may hear used to describe several types of heart conditions. One of the most common heart conditions is coronary artery disease (CAD). CAD can decrease the flow of blood to your heart, which can cause a heart attack. Every year about 805,000 Americans have a heart attack. Choosing heart healthy habits can help to prevent CAD, such as:

- **Choosing healthy food and drinks** – fill your plate with fruits and vegetables and lean proteins, such as chicken or fish. Avoid soda and other sugary drinks.
- **Maintain a healthy weight** – talk to your doctor about your ideal weight.
- **Get regular physical activity** – adults should get 150 minutes of moderate-intensity exercise per week. Walking, cycling, and swimming are great options for exercise.
- **Don't smoke** – Cigarette smoking greatly increases your risk for heart disease. If you don't smoke, don't start. If you do smoke, quitting is the best thing you can do for your health. Ask your doctor for help to stop smoking.



# Eat Right This Winter

## *When the weather gets cold, we get hungry.*

Studies show we eat more during fall and winter than during other months. People want “comfort food,” which tends to be high in calories and fat. At the same time, bad weather can make it harder to get outside and stay active. What can you do to eat healthy this winter? Here are some tips to eat better while satisfying some of those winter cravings:

- **Tea up.** A steaming cup of tea or even hot water can provide satisfying warmth and comfort and make you feel full.
- **Fill the soup pot.** Use those vegetables at the bottom of your crisper drawer. Toss them in a soup pot with greens, lentils, beans, whole grains and even some lean protein. Add healthy clear vegetable or meat broth (avoid cream) for a satisfying meal that you can enjoy for days.
- **Peel some suffnshine.** In the winter, it can be hard to find some fresh fruits. But you’ll almost always be able to find oranges. Pick up some for a healthy snack — or put them into a salad with winter greens like Swiss chard, collard greens or kale.
- **Eat your broccoli.** Maybe as a kid you weren’t a fan of broccoli, cauliflower or Brussels sprouts. It’s time to give these winter treasures another chance. Try tossing them with a bit of olive oil, salt and pepper and browning them in the oven — delicious!
- **Smile with salmon.** Darker winter days and bad weather can make it hard to stay in a good mood. It turns out, salmon has vitamin D and omega-3 fatty acids, which are great health and mood boosters.
- **Make a smart swap.** Many of us crave fatty foods in winter. If that’s you, you can add a healthy twist and still satisfy your craving. For instance, instead of regular mac and cheese, use whole-grain pasta and add some veggies and a lean protein, like chicken.
- **Sweeten the deal.** Dessert, anyone? Choose a square of dark chocolate. In small amounts, it can reduce your risk for heart disease. That’s a win for



# Corned Beef and Cabbage — A Healthier Take

Around this time of year, many of us start looking forward to spring. And if for you, spring means St. Patrick's Day and corned beef and cabbage, we've got a healthy version of this tasty dish. The difference is in the simple act of brining your own corned beef, rather than using the chemical-filled store-bought kind. You can also make this in a crock pot or instant pot.

## 3 to 5 days before you cook, you'll need:

- Beef brisket, 4 to 5 pounds
- 2 quarts of water
- 1 cup of sea salt
- Half cup of cane sugar or brown sugar
- A cinnamon stick or a little cinnamon powder
- 1 tablespoon mustard seed
- 2 tablespoons black peppercorns
- 10 whole cloves
- Ginger
- Thyme
- 5 crushed cloves of garlic or a little garlic powder
- 3 crushed bay leaves

## After 3 to 5 days, remove the beef and wash off the brine.

### Then you'll need:

- 1 cabbage
- 2 onions
- 2 carrots
- 2 cloves of garlic
- Olive oil
- Caraway seeds
- Thyme
- Basil

## THE PREP:

1. The brining will take 3 to 5 days.
2. Make the brine: Put the water, salt, sugar and spices in a large pot and heat, stirring often, until the sugar and salt melt. Cool it off by adding some ice, and put it in the fridge until it's very cold. It is very important that the brine is cold before you add the meat.
3. Combine the brisket with the brine in a big plastic bag or glass container. Make sure the brine completely covers the brisket.
4. Place in the fridge. If you use a bag, put it inside another dish in case it leaks. Leave it there for 3 to 5 days. Each day, flip it over and move the brine



## THE STEPS:

1. Preheat the oven to 350°F.
2. Put the cleaned beef on a rack in a roasting pan.
3. Add some water to the pan, cover the pan and put it on the top shelf in the oven for 2 hours, uncovering after 30 minutes.
4. While the meat is cooking, chop vegetables into large pieces and place them on a baking sheet.
5. Drizzle some olive oil and sprinkle the spices on the vegetables.
6. Cook the meat and vegetables another half hour or until everything is tender.

**Now you're ready to enjoy your delicious and healthier corned beef and cabbage meal. Yum!**

*This recipe may not be a healthy choice for certain health conditions that require a low sodium and/or low sugar diet. Please consult with your doctor if you have questions.*

# Thinking About Quitting?



If you smoke, quitting is the best thing you can do for your health. Thousands of people quit smoking every year, and you can too! Sometimes it takes several tries to stop for good – do not give up! It is never too late to stop smoking. You can enroll in a program to help you stop smoking through the Arizona Department of Health Services (ADHS).

- You can get coaching at no cost from the Arizona Smokers' Helpline (ASHLine) at 1-800-556-6222.
- You can go online to [ashline.org](https://www.ashline.org).
- You can get help making a plan to quit at the following websites:

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

<https://www.azdhs.gov/prevention/chronic-disease/tobacco-free-az/index.php>

- Community support groups are also available: <https://www.nicotine-anonymous.org/>

Your plan covers many kinds of products to help you quit. These include prescription and OTC drugs. Call your Primary Care Physician (PCP) to talk about these products. Your PCP will help you decide which one might work best for you. If you are under 18 years old, your PCP will need to get prior authorization for any medications you may need. Your PCP will take care of this for you. Your plan covers up to a 12-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.

Source: <https://www.azdhs.gov/ashline/>

## What is HIV?

HIV stands for Human Immunodeficiency Virus. HIV is a virus that attacks the body's immune system. In a healthy person, the immune system protects the body from infections, cancers, and some diseases. HIV spreads through infected body fluids, like blood, and breast milk.

HIV is the virus that leads to AIDS. AIDS stands for Acquired Immune Deficiency Syndrome. There is no cure, but it can be treated. Testing is important because you may not know you have it until you're sick. If you have HIV and get early and regular treatment, you can live as long as someone without HIV.

Treatment for HIV during pregnancy can help protect your baby from infection. If you're pregnant or thinking about getting pregnant and you have or think you have HIV, tell your doctor right away. Early and regular treatment can help you stay healthy and keep your baby safe.

## How can you help protect your baby from HIV during pregnancy?

Get tested and treated for HIV. If you have HIV, getting treatment before and during pregnancy can usually prevent infection in your baby. If you take HIV medicines throughout pregnancy, labor, and birth, and give your baby HIV medicines for 4 to 6 weeks after birth the risk of passing HIV to your baby can be 1 in 100 (1 percent) or less.

**If you have HIV that is not treated, you can pass it to your baby:**

- **Before birth through the placenta.** The placenta grows in your uterus (womb) and supplies the baby with food and oxygen through the umbilical cord.
- **During labor and birth through contact with mom's blood and vaginal fluids.** When you go into labor, your amniotic sac breaks, which increases your baby's risk of getting infected. Most babies who get HIV from their moms get infected around the time of birth.
- **After birth through breast milk.** If you have HIV, do not breastfeed your baby.

For you and your baby, Arizona Complete Health-Complete Care Plan pays for the test, counseling, and care for you and your baby if the test is positive. Your OB can order this test or find a place that

Source: March of Dimes, HIV and pregnancy | March of Dimes

# Opioid Withdrawal Management



Open any medicine cabinet across the country. Inside you will find a bottle of Tylenol or Advil. These are great for minor aches and pains. But where do we turn when the pain is so severe, and we need something stronger? This is where opioids play a key role. Opioids are painkillers only a doctor can order with a prescription. Opioids are much more powerful than the Tylenol or Advil you get over the counter. Some common opioids include oxycodone, fentanyl, and morphine. These drugs are meant to be used for a short time only. They can cause problems if you use them long term and suddenly stop.

One of these problems is opioid withdrawal. This is when our body reacts to not having opioids anymore. Our body becomes used to the comfort opioids give us over time. It will try to make up for this loss of comfort if you stop.

This unfortunately causes unwanted side effects including:

- Fatigue
- Fever
- Insomnia
- Nausea and vomiting
- Anxiety
- Tremors

How should you handle this? It is best to seek professional help to wean off opioids. Stopping these drugs cold turkey can be dangerous. A health care provider will typically prescribe an agent such as buprenorphine or methadone to reduce cravings. Your body will become less dependent on opioids as a result. This is a process called detoxification. If you or a loved one is struggling with withdrawal, please consult with your doctor to create a safe plan for recovery.

#### References:

Clinical Guidelines for Withdrawal Management and Treatment of Drug Dependence in Closed Settings. Geneva: World Health Organization; 2009. 4. Withdrawal Management. Available from: <https://www.ncbi.nlm.nih.gov/books/NBK310652/>  
Shah M, Huecker MR. Opioid Withdrawal. [Updated 2023 Jul 21]. In: StatPearls [Internet]. Treasure Island (FL): StatPearls Publishing; 2023 Jan-. Available from: <https://www.ncbi.nlm.nih.gov/books/NBK526012/>

# Social Determinants of Health



***Social Determinants of Health (SDOH)*** are the environments in which we are born, live, work, and age. SDOH, such as clean air, safe housing, education, income, and violence - can have a major impact on your health and well-being. We believe SDOH are just as important as regular checkups. For example, if there is no grocery store 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 <https://www.azcompletehealth.com/members/medicaid/resources/community-resources.html>. You can also get a paper copy by calling Member Services at **1-888-788-4408 (TTY/TDD:711)**.



# Need Care? Who Do You Call?

Let's say you have a terrible earache or a bad cold. Who should you call? Your primary care provider (PCP) is a great choice. This doctor will help you if you have a cold, earache, sore throat or rash. Your PCP can also help you with injuries like a sprain, minor cut or burn. Your PCP is also a good choice if you have stress or anxiety.

- You can find a PCP or pharmacy near you on our website at <https://www.azcompletehealth.com/find-a-doctor.html>.
- If you're not sure where to go for the care you need, call members services — they can help you.  
**1-888-788-4408 (TTY/TDD:711)**

But what if you have quick questions about medicines or your health? Many of us might not think of our local pharmacist. We should. Your pharmacist is there to provide good advice at no cost to you, helping you manage your prescriptions and health.

#### Ask your local pharmacist about:

- Your prescriptions or over-the-counter medicines
- Side effects from medicines and how to handle them
- Medication refills
- How your medicine works
- Which medicines are safe to use with each other
- How to stay on track using your medicines
- Over-the-counter medicines when you have a cold or the flu, a headache or a sore throat
- Questions about vaccinations
- How to use blood pressure monitors, inhalers or glucose monitors



Teladoc is another convenient way for Arizona Complete Health-Complete Care Plan members to obtain health care services at no cost.

Use Teladoc when you're at home, at work or even on vacation. It's available when you need it, or make an appointment for a time that works with your schedule. Teladoc is available 24/7.

You will receive 24-hour access to in-network health-care providers for non-emergency medical issues. Get medical advice, a diagnosis or a prescription by phone.

#### To use Teladoc

- Call: **1-800-835-2362 (TTY/TDD: 711)**
- Teladoc is available 24/7

*Your health matters! A big part of helping you and your loved ones be healthy and stay healthy is finding the right doctors and health care providers to be part of your team.*

# Member Services Phone Number & Crisis Hotlines

## **ARIZONA COMPLETE HEALTH-COMLETE 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](mailto: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>

