

# CMDP MEMBER NEWS

Comprehensive Medical and Dental Program

SUMMER 2018



ARIZONA  
DEPARTMENT  
of CHILD SAFETY

## In this newsletter



Prevent Bullying  
(Pgs 1-2)



Dangers of Lead  
Exposure (Pg 3)



Diabetes Care for  
Children (Pg 4)



Facts About  
Chlamydia (Pg 5)



Preventing Tooth  
Decay (Pg 6)



Routine EPSDT  
Visits (Pgs 6-7)



Child & Family  
Team (Pgs 7-8)



Language Line  
Services (Pg 8)



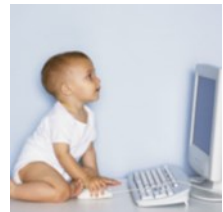
CMDP Members  
Never Pay (Pg 5)



A Culture of  
Caring (Pgs 8-9)



Fraud, Waste &  
Abuse (Pg 9)



Community Re-  
sources (Pgs 9-10)

## HOW TO PREVENT BULLYING



Parents, school staff, and other caring adults have a role to play in preventing bullying. They can:

- Help kids understand bullying. Talk about what bullying is and how to stand up to it safely. Tell kids bullying is unacceptable.
  - Keep the lines of communication open. Check in with kids often. Listen to them. Know their friends, ask about school, and understand their concerns.
- Encourage kids to do what they love. Special activities, interests, and hobbies can boost confidence, help kids make friends, and protect them from bullying behavior.
  - Model how to treat others with kindness and respect.

### Help Kids Understand Bullying

Kids who know what bullying is can better identify it. They can talk about bullying if it happens to them or others. Kids need to know ways to safely stand up to bullying and how to get help.

- Encourage kids to speak to a trusted adult if they are bullied or see others being bullied. The adult can give comfort, support, and advice, even if they can't solve the problem directly. Encourage the child to report bullying if it happens.
- Talk about how to stand up to kids who bully. Give tips, like using humor and saying "stop" directly and confidently. Talk about what to do if those actions don't work, like walking away.
- Talk about strategies for staying safe, such as staying near adults or groups of other kids.
- Urge them to help kids who are bullied by showing kindness or getting help.

### **Keep the Lines of Communication Open**

Research tells us that children really do look to parents and caregivers for advice and help on tough decisions. Sometimes spending 15 minutes a day talking can reassure kids that they can talk to their parents if they have a problem. Start conversations about daily life and feelings with questions like these:

- What was one good thing that happened today? Any bad things?
- What is lunch time like at your school? Who do you sit with? What do you talk about?
- What is it like to ride the school bus?
- What are you good at? What do you like best about yourself?

Talking about bullying directly is an important step in understanding how the issue might be affecting kids. There are no right or wrong answers to these questions, but it is important to encourage kids to answer them honestly. Assure kids that they are not alone in addressing any problems that arise. Start conversations about bullying with questions like these:

- What does "bullying" mean to you?
- Describe what kids who bully are like. Why do you think people bully?
- Who are the adults you trust most when it comes to things like bullying?
- Have you ever felt scared to go to school because you were afraid of bullying? What ways have you tried to change it?
- What do you think parents can do to help stop bullying?
- Have you or your friends left other kids out on purpose? Do you think that was bullying? Why or why not?
- What do you usually do when you see bullying going on?
- Do you ever see kids at your school being bullied by other kids? How does it make you feel?
- Have you ever tried to help someone who is being bullied? What happened? What would you do if it happens again?

There are simple ways that parents and caregivers can keep up-to-date with kids' lives:

- Read class newsletters and school flyers. Talk about them at home.
- Check the school website
- Go to school events
- Greet the bus driver
- Meet teachers and counselors at "Back to School" night or reach out by email
- Share phone numbers with other kids' parents

## Encourage Kids to Do What They Love

Help kids take part in activities, interests, and hobbies they like. Kids can volunteer, play sports, sing in a chorus, or join a youth group or school club. These activities give kids a chance to have fun and meet others with the same interests. They can build confidence and friendships that help protect them from bullying.

## Model How to Treat Others with Kindness and Respect

Kids learn from adults' actions. By treating others with kindness and respect, adults show the kids in their lives that there is no place for bullying. Even if it seems like they are not paying attention, kids are watching how adults manage stress and conflict, as well as how they treat their friends, colleagues, and families.

Resource:

<https://www.stopbullying.gov/prevention/index.html>

---

## DANGERS OF LEAD EXPOSURE DURING PREGNANCY



Lead is a metal that is very harmful to people, especially pregnant women and children. You can be exposed to lead where you live or work. Too much lead exposure can cause a mother to have a miscarriage (when a baby dies in the womb) or cause the baby to be born premature (when a baby is born too early). It can also hurt the baby's developing brain. This may cause them to have learning or behavior problems.

If you live in a home that was built before 1978, it may have been painted with a lead based paint. Some of this paint can still be in older homes. As the paint gets old it chips or peels off. When this happens it creates dust that contains lead, and when you breathe or swallow, this dust can hurt you or your unborn baby. If you have old pipes or use a well, lead can be found in your drinking water.

Lead can also be found in certain dishes that you use at home. Lead is found in crystal glassware and some ceramic dishes that come from other countries. Do not use any dishes that are chipped or cracked. Some painted toys and jewelry have lead in it. Especially those that are not made in the United States. Even certain makeup can have lead in it. Candy and foods that are from other countries may also contain lead.

If you think your home has lead, contact your local health department or the Arizona Department of Health Services at 602-364-3118. They can help you find someone to inspect your home. If you think you have been exposed to lead, please talk to your doctor. They can do a test to check your lead levels.

Reference:

*March of Dimes Foundation. (2016). Lead Poisoning.*  
<http://www.marchofdimes.org/pregnancy/lead-and-pregnancy.aspx>

## DIABETES CARE FOR CHILDREN



Your child or teen has been diagnosed with type 1 diabetes. What do you do now?

Your first step is to work with their doctor to create a diabetes management plan. This will help you and your child manage the condition, stay healthy, and be active.

Treatment plans for type 1 diabetes are based on each child's needs. These plans are different in the types of insulin given and the schedules for giving the insulin each day. Education for children and their families should be built into the plan. This teaching should include meeting with a dietician to develop a meal plan.

### Type 1 Diabetes Basics

Blood sugar is the amount of glucose in your blood. Glucose is the main source of energy for our body's cells. It is carried to each cell through the bloodstream. Insulin is a hormone. It allows the glucose to get into our cells. In type 1 diabetes, the body can no longer make enough insulin. The glucose can't get into the body's cells without insulin. This causes the blood glucose level to rise.

In general, kids with type 1 diabetes need to:

- take insulin as prescribed
- eat a healthy, balanced diet, paying special attention to the amount of carbohydrates in each meal and the diabetes meal plan
- check blood sugar levels several times a day
- get regular physical activity

### Treatment Plans

Treatment goals for kids with diabetes include controlling the condition, preventing health problems, and encouraging normal growth and normal development. Parents and kids should try to keep blood sugar levels as close to normal as possible. Preventing health problems caused by diabetes is important. Right now, there's no cure for diabetes, so kids with diabetes will need treatment for the rest of their lives.

Treatment plans for normal growth and development should include physical, mental, emotional and social goals. Following the treatment plan helps kids stay healthy. With proper care, they should look and feel healthy and go on to live long, productive lives, just like other kids without diabetes. CMDP covers all diabetic supplies, dietician or nutritionist services, and diabetic education.

References:

*Type 1 Diabetes: How Is It Treated?*

*Type 1 Diabetes: What Is It?*

*Diabetes Center*

*Other Diseases That Are More Common in People With Type 1 Diabetes*

[http://kidshealth.org/parent/medical/endocrine/treating\\_type1.html](http://kidshealth.org/parent/medical/endocrine/treating_type1.html)



## FACTS ABOUT CHLAMYDIA



Chlamydia is a sexually transmitted infection (STI). Anyone can get it. It is very common among teens and young adults. Young, sexually active girls and boys need to be tested every year. Pregnant women also need to be tested for chlamydia. Most people who have this STI do not know it because there are no symptoms. You can give chlamydia to other partners without knowing it.

The good news is that chlamydia is easy to treat with antibiotics. If you are sexually active, it is important that you and your partner get tested. This is because if you do not treat chlamydia, it can lead to health problems. Chlamydia can cause pelvic inflammatory disease (PID) in girls. PID can lead to long-term health problems and affect your ability to get pregnant.

Talk to your doctor or call 1-800-CDC-INFO for more information about chlamydia. You can also visit [www.cdc.gov/std/chlamydia](http://www.cdc.gov/std/chlamydia).

### *References:*

“Chlamydia, Gonorrhea, and Syphilis.” *The American College of Obstetricians and Gynecologist.*, [www.acog.org/-/media/For-Patients/faq071.pdf?dmc=1&ts=20180326T2056515658](http://www.acog.org/-/media/For-Patients/faq071.pdf?dmc=1&ts=20180326T2056515658).

Chlamydia, CDC Fact Sheet.” *Centers for Disease Control and Prevention.*, 2018, [www.cdc.gov/std/chlamydia/stdfact-chlamydia.htm](http://www.cdc.gov/std/chlamydia/stdfact-chlamydia.htm).

---

## CMDP MEMBERS NEVER PAY

Do not ever pay for any medical services, dental services or prescriptions even if you are asked to! If your health care provider has any questions regarding payment, contact CMDP. You can also get more information from the CMDP Member Handbook, available on our website. If you need a copy sent to you, please call CMDP.

The Comprehensive Medical and Dental Program (CMDP) is the health plan responsible for ensuring, in partnership with foster care providers, the provision of appropriate and quality health care services for the well-being of Arizona's children in foster care.



### CONTACT CMDP

1-800-201-1795

602-351-2245

[dcs.az.gov/cmdp](http://dcs.az.gov/cmdp)

Claims: [CMDPClaimsStatus@azdcs.gov](mailto:CMDPClaimsStatus@azdcs.gov)

Provider Services: [CMDPProviderSerices@azdcs.gov](mailto:CMDPProviderSerices@azdcs.gov)

Behavioral Services: [CMDPBHC@azdcs.gov](mailto:CMDPBHC@azdcs.gov)

Member Services: [CMDPMemberServices@azdcs.gov](mailto:CMDPMemberServices@azdcs.gov)

## FLUORIDE VARNISH



Once your child has a tooth, your child can have fluoride varnish treatments to help prevent tooth decay.

Fluoride Varnish is put on your child's teeth by a pediatrician or a dentist during a visit.

Fluoride Varnish can be applied as early as 6 months of age, if the child has at least one tooth. This can be done 2 times per year, until 24 months of age. The number of treatments depends on how likely it is that your child may get a cavity.

Some Pediatricians are trained to apply fluoride varnish and can do it in their office. Even if your pediatrician applies fluoride varnish, you still must take your child to the dentist.

Your child can see a dentist as early as 6 months of age. You should have a dental home for your child who is 12 months of age.

Remember the way to good dental health is:

- Regular care by a dentist trained to treat young children
- Getting enough fluoride
- Regular brushing and flossing
- Eating right

Reference:

"Fluoride Varnish What Parents Need to Know." *Healthy Children.org*, <https://www.healthychildren.org/English/healthy-living/oral-health/Pages/Fluoride-Varnish-What-Parents-Need-to-Know.aspx>

---

## EPSDT VISITS AND YOUR CHILD



The Early Periodic Screening Diagnostic and Treatment (EPSDT) visit is the same as a well child visit. The purpose of these visits is to screen for and identify any health concerns. EPSDT visits ensure that your child is growing and developing normally. These visits should be done even if your child is not sick or hurting. These visits can help your child stay healthy. It is important to identify problems early so they may be treated.

EPSDT visits are done at certain ages as well as when a child first comes into out-of-home care. Your child should have had an EPSDT visit within the first month of being in your home.

Routine EPSDT visits should be performed at:

- 3 - 5 days of life,
- 1, 2, 4, 6, 9, 12, 15, 18, and 24 months of age
- yearly from ages 3 to 20

During an EPSDT visit, the doctor will check for problems the following areas:

- Physical health
- Developmental health
- Behavioral health
- Nutrition and eating habits
- Oral health
- Vision
- Hearing/Speech
- Are all shots up-to-date

If the doctor finds any problems, he/she will either treat the problem or send you to a specialist.

Your doctor will also be making sure your child is up to date on their immunizations. Any vaccines that are needed will be given at these visits. Childhood immunizations are the best way to prevent a disease. They can keep your child safe. They allow your child to develop immunity without having to first get sick with that disease. These diseases can be harmful requiring hospitalization. They may even cause death. They cause children to miss school and parents to miss work. Immunizations also help protect other people in the community or in your family who may be too young to be immunized or cannot receive a certain vaccination due to medical reasons. Immunizations are also required for daycare and school enrollment.

Children in out-of-home care are required to have immunizations. Immunizations can only be refused when there is a medical contraindication or a parent religious objection that has been reviewed by the AAG.

References:

“AHCCCS Medical Policy Manual (AMPM)”. *Arizona Health Care Cost Containment System*, <https://www.azahcccs.gov/shared/MedicalPolicyManual/>

“Vaccines for Your Children: Protect Your Child at Every Age.” *Center for Disease Control and Prevention*, <https://www.cdc.gov/vaccines/parents/protecting-children/index.html>

---

## HOW TO ENGAGE CHILD AND FAMILY TEAM MEETINGS



A Child and Family Team (CFT) is a group of people who meet to help the child and family by talking through life and what can help. Often CFTs help the child, teen and family to heal and rise above the stresses of life. As a caregiver or youth, your voice matters a lot. You get to say what is working, not

working and what you and your child need to heal and grow.

The CFT makes a plan for services and supports to help the child, youth and caregivers.

### If You are the Youth

- The people at your CFT are there to be a help to you.
- CFT meetings can feel intimidating and uncomfortable – when it is, tell them, as them to talk differently or take a break.

- Do you want or need to do a sport? Art? Or something else?
- Tell the CFT what you want for your life, what is good for you
- When you are older, what do you want to do, who do you want to help?

### **If You are a Caregiver**

- Your relationship with your child is the key to healing
- Use CFTs to promote your child's connection to you and the people important to them.
- Talk about what will help you and your child overcome stresses together.
- Your voice is essential to help the CFT work for the child's good. AND;
- Do what you can to help your youth or child feel comfortable in the meetings, it will help if he or she feels the team is on their side.

What you say will guide the discussion at the Child and Family Team. If you do not believe you are being understood or heard by someone on the CFT, contact your local RBHA or CMDP.

#### References:

- Arizona Department of Health Services.* <http://directorsblog.health.azdhs.gov/child-and-family-teams-improve-outcomes/>
- Behavioral Health Services for Children in Foster Care Flyer (2017). *Arizona Health Care Cost Containment System.* Retrieved from: <https://www.azahcccs.gov/Members/AlreadyCovered/MemberResources/Foster/>
- Child and Family Team Practice Tool. (2016). *Arizona Health Care Cost Containment System.* Retrieved from <https://www.azahcccs.gov/PlansProviders/GuidesManualsPolicies/index.html>
- Ptakowski, K. (2010). Advocating for Children and Adolescents with Mental Illnesses. *American Academy of Child and Adolescent Psychiatry.* pp. 131-138. Retrieved from: <https://www.aacap.org/>

## **LANGUAGE LINE SERVICES**

If you need to talk to a person who speaks the same language as you do, CMDP can help. Language Line Services are available to assist you.

The Language Line service helps by connecting you with an interpreter that can help with your healthcare visits. You can also get help if you have a hard time hearing. Translation is available either by phone or in writing.

Please call CMDP Member Services at least one week before your appointment. For more information. Call CMDP at 602-351-2245.

## **A CULTURE OF CARING**

At CMDP, we want our members to get the best possible care. That includes making sure services are supplied in a culturally competent manner. "Culture" is a word for people's way of life. That means it is the way groups of people do things. Different groups of people may have different customs and beliefs. Every cultural group brings its own outlook and values to health care.



People who work in health care should be sensitive to patient needs and culture. A patient in Western culture may want to use medicine. But a patient may have a culture that relies on home remedies and may want to try different options. Either way, people in health care need to respect every patient's views.

If you feel for any reason that a provider was not culturally sensitive, please call CMDP Member Services at 602-351-2245. If you would like to leave an anonymous message, call our Compliance Hotline at 602-771-3555. Please give as much information as possible. It is important for us to know the provider's name, the date of service, and the reason for your call.

---

## **FRAUD, WASTE AND ABUSE: HOW TO REPORT IT**

Anyone suspecting Medicaid fraud, waste, or abuse should report it. You do not need to leave your name when reporting what you think may be fraud. You can leave an anonymous voicemail by calling the CMDP Corporate Compliance Hotline at 602-771-3555.

The following information is helpful when reporting fraud:

- Name of the CMDP member or their CMDP card
- Name of the physician, hospital, or other health care provider
- Date of service
- Estimated amount of money involved
- A description of what happened

To report suspected fraud directly to the AHCCCS Office of the Inspector General (OIG), please call the numbers below:

To report suspected fraud by a medical **provider**:

- In Maricopa County: 602-417-4045
- Outside of Maricopa County: 888-ITS-NOT-OK or 888-487-6686
- To report suspected fraud by an AHCCCS **member**:
- In Maricopa County: 602-417-4193
- Outside of Maricopa County: 888-ITS-NOT-OK or 888-487-6686

---

## **COMMUNITY RESOURCES**

### **AZ Helping Hands**

[www.azhelpinghands.org](http://www.azhelpinghands.org)

480-889-0604

Helping Hands supplies basic needs to kids in out-of-home care. They have beds, cribs, clothing, personal care packs and diapers. They have the Birthday Dreams program. It gives personalized birthday gifts to kids age 1-20 years old. Helping Hands also has a yearly backpack and school supply drive. Backpacks full of school supplies can be bought for \$25 each. Call or visit them online to learn more.

## **Aid to Adoption of Special Kids (AASK)**

[www.aask-az.org](http://www.aask-az.org)

Aid to Adoption of Special Kids has monthly events for brothers and sisters to spend time together. They also hold a sibling summer camp each year. AASK and Home and Community Based Services give in-home support to foster kids and their families. This includes personal care and respite services. They offer family resources, mentoring for kids 9 years old and older in non-home settings (such as group homes), and more. Visit their website to for more details.

## **AZ Family Resources**

[www.azfamilyresources.org](http://www.azfamilyresources.org)

Arizona Family Resources has information on the basics of out-of-home care. There is information on what to do in an emergency. There is some information for kids in foster care about to turn 18. They also have medical information, educational resources, legal topics and more.

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

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

1-800-252-5WIC or 1-800-252-5942

Women, Infants, and Children (WIC) helps families with babies and kids up to age five. They help with supplemental foods, health care referrals and nutrition education. Kids under the age of 5 in out-of-home care usually qualify.



**ARIZONA**  
**DEPARTMENT**  
*of* **CHILD SAFETY**

Arizona Department of Child Safety  
Comprehensive Medical and Dental Program  
Phone: (602) 351-2245 TTY/TDD Services 7-1-1  
Secondary Phone: 1-800-201-1795  
Address: P.O. Box 29202, S/C CH010-18  
Phoenix, AZ 85038  
Click to unsubscribe (hyperlink)  
Next Edition: Member Services Newsletter Winter 2018

## **The Arizona Early Intervention Program (AzEIP)**

[www.azdes.gov/AzEIP/](http://www.azdes.gov/AzEIP/)

AzEIP is a system of services for babies and toddlers with developmental delays or disabilities. Their website has an online application. Family members, friends, or other adults can request an evaluation for services. These services include speech therapy and physical therapy.

## **Head Start and Early Head Start**

[www.azheadstart.org/](http://www.azheadstart.org/)

Head start and Early Head Start programs help kids get ready for school. Head Start is for 3-5 year old kids and their families. Early Head Start is for pregnant women or new moms and their kids from birth to 3 years old. Services can be at home or at school. There might be a waiting list. Kids in out-of-home care or kids with disabilities go to the top of the list.

---