



# CMDP News

Winter 2016-2017



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## Comprehensive Medical and Dental Program *Serving Arizona's Children in Care*

602-351-2245  
1-800-201-1795  
[dcs.az.gov/cmdp](http://dcs.az.gov/cmdp)

### Email Contacts:

**Claims:** [CMDPClaimsStatus@azdes.gov](mailto:CMDPClaimsStatus@azdes.gov)  
**Provider Services:** [CMDPProviderServices@azdes.gov](mailto:CMDPProviderServices@azdes.gov)  
**Behavioral Services:** [CMDPBHC@azdes.gov](mailto:CMDPBHC@azdes.gov)  
**Member Services:** [CMDPMemberServices@azdes.gov](mailto:CMDPMemberServices@azdes.gov)



Comprehensive Medical  
& Dental Program

## Should I Go to My Doctor or the ED?

It seems that whenever a child gets sick, it is right after the doctor's office closes. Sometimes when a child is sick, we want them to see a doctor right away. However, it's important that children be seen by their Primary Care Physician (PCP) for illnesses or conditions that are not considered an emergency.

Non emergency visits allow the PCP to monitor an illness or condition and provide the best possible care for your child. An emergency department (ED) or urgent care center is meant for situations that can't wait for an appointment and need to be addressed right away.

If you have a question about whether or not your child is sick, try calling the PCP's office first. An on-call doctor may be available to give you advice or you can leave a message and they'll return your call. If you do think the situation is an emergency, you should go to the nearest hospital or call 911.

If you need help finding a PCP, please call CMDP Member Services. They can help find a PCP in your area. They'll make sure that the doctor accepts CMDP insurance and is taking new patients.

It's important for every child to get a well check every year. Early and Periodic Screening, Diagnostic and Treatment (EPSDT) should take place after age 2. Prior to 2 years, the child needs to be seen much more often. A child under 2 years should receive a well child visit at 2-4 days, 1 month, 2 months, 4 months, 6 months, 9 months, 12 months, 15 months, 18 months, and 2 years of age.

Make sure your child is up-to-date with immunizations.

If you think your child is sick, take them to their PCP.

### You should go to the ED for:

- Infants under the age of 6 months with signs of illness or fever
- Shortness of breath
- Chest pain
- Loss or altered level of consciousness
- Animal or human bite
- Car accident
- Major cuts, burns, and bleeding
- High-grade fever

### You should go to urgent care for:

- Earache or ear infection
- Minor cuts or bruising
- Skin rashes and bug bites
- Sore throat
- Common cold and cough
- Sprain
- Urinary tract infection
- Headache
- Low-grade fever



(Sources: American Cancer Society, CDC)



# Spread fun. Not Flu.

Even healthy kids of any age can get seriously sick from the flu,  
and they can spread it to family, friends, and others.

Everyone 6 months of age and older should get a flu vaccine every year.

For more information, visit <http://www.cdc.gov/flu>



U.S. Department of  
Health and Human Services  
Centers for Disease  
Control and Prevention

## Childhood Obesity and Preventive Measures

Children who are overweight are at risk for health problems which may include diabetes, asthma, and heart disease. The number of children diagnosed with diabetes has increased. This condition can be life-threatening. A child with extra weight may have problems breathing which could lead to asthma. Obesity can cause the heart to work harder. Children who are obese may grow to be obese adults and develop heart problems.

There are many reasons that more children reach unhealthy weights. Children who spend time watching television are not as active and may be influenced by ads promoting unhealthy food choices. Larger portion sizes mean that children are eating extra calories. Sugary drinks add unhealthy calories. Access to good food choices may be limited in some neighborhoods.

Commit to a healthier lifestyle. Turn off the television and put away the phones. Enjoy more physical activities such as bike riding, hiking, outdoor sports, and walking the dog. Spend quality time together. Involve children in shopping for food and allow them to make healthy choices. Try to eat a meal together (such as dinner) once a day and let children help with the meal if possible. Make mealtime family time. Remember when serving food to follow the ChooseMyPlate.gov suggestions for portion sizes. Skip the empty calories of sugary drinks and choose water instead. Limit the amount of fruit juices offered because they often contain added sugar.

Encourage healthy eating habits. Small changes can make a big difference. Be sure to keep plenty of fruits, vegetables, and whole grain products on hand. Low fat or non-fat dairy foods as well as lean meats, fish, poultry, and beans are also good choices.

**Eat Smart To Play Hard**  
Use **MyPlate** to help you fuel up with foods from each food group.

**ChooseMyPlate.gov**

**Keep on Moving!**  
You need at least **60 minutes** of physical activity **each day**. Whether that's skateboarding, tossing a ball, or playing tag, every little bit counts!

**FRUITS** Fuel Up With Fruits at Meals or Snacks  
Oranges, pears, berries, watermelon, peaches, raisins, and applesauce (without extra sugar) are just a few of the great choices. Make sure your juice is 100% fruit juice.

**VEGETABLES** Color Your Plate With Great-Tasting Veggies  
Try to eat more dark-green, red, and orange vegetables, and beans and peas.

**GRAINS** Make at Least Half Your Grains Whole Grains  
Choose whole-grain foods, such as whole-wheat bread, oatmeal, whole-wheat tortillas, brown rice, and light popcorn, more often.

**PROTEIN** Vary Your Protein Foods  
Try fish, shellfish, beans, and peas more often. Some tasty ways include a bean burrito, hummus, veggie chili, fish taco, shrimp or tofu stir-fry, or grilled salmon.

**DAIRY** Get Your Calcium-Rich Foods  
Choose fat-free or low-fat milk, yogurt, and cheese at meals or snacks. Dairy foods contain calcium for strong bones and healthy teeth.

**Know Your "Sometimes" Foods** Look out for foods with added sugars or solid fats. They fill you up so that you don't have room for the foods that help you eat smart and play hard.

[https://www.healthiergeneration.org/about\\_childhood\\_obesity/get\\_informed](https://www.healthiergeneration.org/about_childhood_obesity/get_informed)

<https://www.fns.usda.gov/tn/resource-library>

## Secondhand Smoke and Passive Smoking

Smoking isn't only harmful to the smoker, but to the people around them as well.

Secondhand smoke is also called environmental tobacco smoke. It consists of the smoke that's exhaled by a smoker, as well as the smoke from a lit cigarette, pipe, or tobacco-burning hookah.

When non-smokers are exposed to secondhand smoke, it's called passive smoking. When non-smokers breathe in secondhand smoke, they take in nicotine and toxic chemicals the same way that smokers do.

Secondhand smoke is known to cause cancer. It causes lung cancer in people who have never smoked. It's also been linked in adults to cancer of the throat, nasal sinuses, brain, bladder, rectum, stomach, and breasts. It's possibly linked in children to Lymphoma, leukemia, liver cancer, and brain tumors.

How do you protect your children from passive smoking?

Make your home and car smoke-free zones.

Avoid exposing your children and yourself to smoke. If you smoke, only smoke outside and wear clothing that you can remove when you come back inside.

Comprehensive Medical and Dental Program (CMDP) covers the use of products for members who want to stop using tobacco. Members can contact their Primary Care Physician (PCP) for a prescription for these products. To be covered by CMDP, all tobacco use medications require a prescription. This includes over-the-counter products. The products include nicotine replacement therapy and tobacco use medications.

Members can also enroll in support programs that promote tobacco cessation offered by the Arizona Department of Health Services (ADHS).

Call 800-556-6222 The Arizona Smokers Helpline.

(Sources: American Cancer Society, CDC)

[https://www.cdc.gov/tobacco/infographics/health-effects/pdfs/smoking-risks.pdf?s\\_cid=bb-osh-effects-graphic-005](https://www.cdc.gov/tobacco/infographics/health-effects/pdfs/smoking-risks.pdf?s_cid=bb-osh-effects-graphic-005)

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## Lead Exposure—How Do I Keep My Child Safe?

October 23-29, 2016 was National Lead Poisoning Prevention Week. The Centers for Disease Control reported that in 2015, Arizona had 526 children with elevated blood lead levels.

How does lead affect children? Lead can cause many problems including slow development, reading and learning problems, behavioral problems, hearing loss, and in severe cases, even death.

### So you may be asking, how do I keep my child safe?

- Talk to your child's doctor and ask if your child should receive a blood lead test.
- It is recommended that children living in high risk zip codes receive a blood lead test at 12 and 24 months of age.
- If your child has an elevated blood lead level, be sure to keep all follow-up appointments with the doctor.
- Know where the risk of exposure comes from.

### Common sources of lead in Arizona:

- Homes built before 1978 with flaking paint
- Imported candy or spices, like turmeric, coriander, thyme, hanuman, and sindoor
- Imported glazed pottery and cookware, as well as certain toys
- Home remedies such as greta or azarcon
- Hobbies, such as hunting or fishing, sometimes use lead bullets or fish sinkers. Artist paints and furniture refinishing supplies may have lead.
- Participation in lead-related industries such as construction, mining, welding, plumbing, or automotive repair

Lead is found in many places. We can protect our children if we know what to look for. For more information, go to the links below or contact your child's doctor.

[https://www.cdc.gov/nceh/lead/tools/know\\_the\\_facts.pdf](https://www.cdc.gov/nceh/lead/tools/know_the_facts.pdf)  
<http://Azhealth.gov/lead>

## Pregnancy Dos & Don'ts

DO this! DON'T do that! Pregnant women are bombarded with DOs and DON'Ts. It's tough to keep it all straight. Here are some simple DOs and DON'Ts to help you stay healthy during your pregnancy.

DO get early and regular prenatal care. Your doctor will check to make sure you and your baby are healthy at each visit. If there are any problems, early action will help you and your baby.

DO STAY away from chemicals like insecticides, solvents, LEAD, mercury, and paint. Many of these items can be found in household cleaners and paint. Not all have warnings on their labels. Additionally, DON'T clean the litter box. You could put yourself at risk for toxoplasmosis, an infection that is very harmful to the fetus.

**Good Nutrition** DO eat a variety of healthy foods. Choose fruits, vegetables, whole grains, calcium-rich foods, and foods low in saturated fat. Drink plenty of fluids, especially water. Get all the nutrients you need each day, including iron. Getting enough iron prevents you from getting anemia which is linked to preterm birth and low birth weight.

Eating a variety of healthy foods will help you get the nutrients your baby needs. Wash your fruits and vegetables before eating. It's also important to take prenatal vitamins, which are covered by CMDP. DON'T eat uncooked or undercooked meat and fish. Always handle, clean, cook, eat, and store foods properly.

**Early Delivery** A new mother can't wait to see her baby. Even though it's exciting, a full term birth is very important to keep both you and your baby healthy. Full term is 39 to 40 weeks from the time you first become pregnant.

The baby's lungs and brain are still developing during weeks 37 and 38. The baby's body also gains fat during this time. This helps the baby keep a healthy body temperature.

If babies are born before 39 weeks, they're more likely to have problems breathing and feeding and have trouble hearing, seeing, thinking, and learning. They also may be very sick right after birth. They may have to stay in the hospital a lot longer. Women who carry their baby at least 39 weeks also have less postpartum depression. You and your baby will both be healthier.

**Sexually Transmitted Infections (STIs)** DON'T get a sexually transmitted infection (STI) while you're pregnant. STIs are infections you can get by having sexual contact with someone who already has an infection. You can't tell if a person is infected because many STIs have no symptoms. But STIs can still be passed from person to person, even if there are no signs of infection. One of the most common STIs is chlamydia. Screening tests can help find STIs, so they can be treated. STIs are dangerous to women, who often have more severe health problems from STIs than men. Untreated STIs can cause health problems such as cancer, pelvic inflammatory disease, and infertility. If you're pregnant and have an STI, it can cause health problems for the baby. Having an STI can also put you at greater risk of getting HIV. You can take steps to lower your risk of getting an STI. Talk to your doctor about abstinence and safe sex.



## Pregnancy Dos & Don'ts (Continued)

**HIV Testing** All pregnant teens should be tested for the Human Immunodeficiency Virus (HIV) by their doctor as early as possible. A blood test is done to check for HIV. It can take a few days to get the results of the HIV test. You don't need permission from an adult for HIV testing if you are 13 or older. Permission from your legal guardian is required if you're 12 or younger.

Pregnant teens must be offered HIV testing at their prenatal visits with their OB/GYN doctor. Talk to your doctor about getting tested for HIV. A mother who knows early that she is HIV infected has more time to make important decisions. This includes deciding on ways to protect her health and avoid mother-to-child passing of HIV. She can also take steps to prevent passing HIV to her partner. Counseling is available for all members who test HIV positive.

**Substance Abuse** DON'T smoke tobacco. Quitting is hard, but you can do it! Smoking during pregnancy passes nicotine and cancer-causing drugs to your baby. Smoking also keeps your baby from getting needed nourishment and raises the risk of miscarriage, preterm birth, and infant death.

DON'T drink alcohol. There's no known safe amount of alcohol a woman can drink while pregnant. Drinking alcohol during pregnancy can harm the baby. DON'T use street drugs. Tell your doctor if you're using drugs. Marijuana, cocaine, heroin, speed, barbiturates, LSD, and Meth are very dangerous for you and your baby.

**Postpartum Depression** Many women have the "baby blues" for a few days to a week after childbirth. If these symptoms aren't severe, they don't need treatment. However, if the symptoms last longer and are more severe, it's called postpartum depression.

It can begin any time during the first year after childbirth. If you have postpartum depression, some of the symptoms may include thoughts of hurting the baby, hurting yourself, or not having any interest in the baby. Postpartum depression needs to be treated by a doctor. Call your doctor if the "baby blues" don't go away after two weeks or if the symptoms get more intense. Your doctor will ask you questions to test for depression. Your doctor may also refer you to a mental health professional who specializes in treating depression.

### Postpartum Depression Resources

*Teen 4 Teens Support Group at St. Joseph's Hospital & Medical Center* Free support group for pregnant or parenting teens. For more information, call 1-877-602-4111.

*Teen Outreach Pregnancy Services (TOPS)*—Provides free support groups, parent and pregnancy classes for teenagers. You can register online at: <https://www.teenoutreachaz.org/> or call 1-877-882-2881.

*Young Life*—Christian organization that offers a free program called Young Lives. It provides support groups for pregnant teens and teenage mothers. For more information, you may find a Young Life organization near you online at: <https://www.younglife.org/ForEveryKid/YoungLives/Pages/default.aspx/> or call at 1-877-438-9572.

### References:

U.S. Department of Health and Human Services, Office of Women's Health. (2012). Prenatal care. Washington, DC: Retrieved from <https://www.womenshealth.gov/publications/our-publications/fact-sheet/prenatal-care.html>

U.S. Department of Health and Human Services, Office of Women's Health. (2012). Pregnancy do's and don'ts. Washington, DC: Retrieved from <https://www.womenshealth.gov/files/assets/docs/charts-checklists-guides/pregnancy-dos-donts.pdf>

U.S. Department of Health and Human Services, Office of Women's Health. (2012). Depression during and after pregnancy. Washington, DC. Retrieved from <https://www.womenshealth.gov/files/assets/docs/fact-sheets/depression-pregnancy.pdf>

## Birth Weight Matters

A baby born weighing less than 5 pounds 8 ounces is said to have low birth weight (LBW). A baby who's born weighing less than 3 pounds 4 ounces is said to have very low birth weight (VLBW). Did you know that LBW and VLBW babies have a higher chance of having health problems?

Things that make you more likely than others to have an LBW and VLBW baby are called risk factors. Most babies born having LBW and VLBW are also born prematurely (this means they are born before 37 weeks of pregnancy). Because of this, many of the risk factors for having an LBW, VLBW, or premature birth are the same.

### **Medical risk factors include, but are not limited to:**

- Getting late prenatal care (medical care you get when you are pregnant), or not getting prenatal care at all.
- Having certain chronic health problems (health problems that last for a long time or that happen again and again over a long period of time). These include high blood pressure, diabetes, and heart, lung, and kidney problems.
- Infections. Certain infections during pregnancy, such as sexually transmitted infections (STIs) and infections in the uterus (womb).

### **Everyday life risk factors include, but are not limited to:**

- Smoking, drinking alcohol, using street drugs, or abusing prescription drugs. Doing any of these things can cause your baby to grow slower than it should, and increase the chances of your baby being born early and having birth defects (problems that a baby has at birth).
- Having a lot of stress in your life, including having little education, not having enough money, being unemployed, or having little support from family and friends.

What can you do to lower your chances of having an LBW or VLBW baby? Get prenatal care early and keep all of your scheduled appointments. Talk to your doctor about health problems you may be having and follow the advice your doctor gives you. Do NOT smoke, drink alcohol, use street drugs, or abuse prescription drugs. Try to lower the amount of stress you have. Seek help if you are in an abusive relationship. Always avoid anything that can hurt you or your baby.

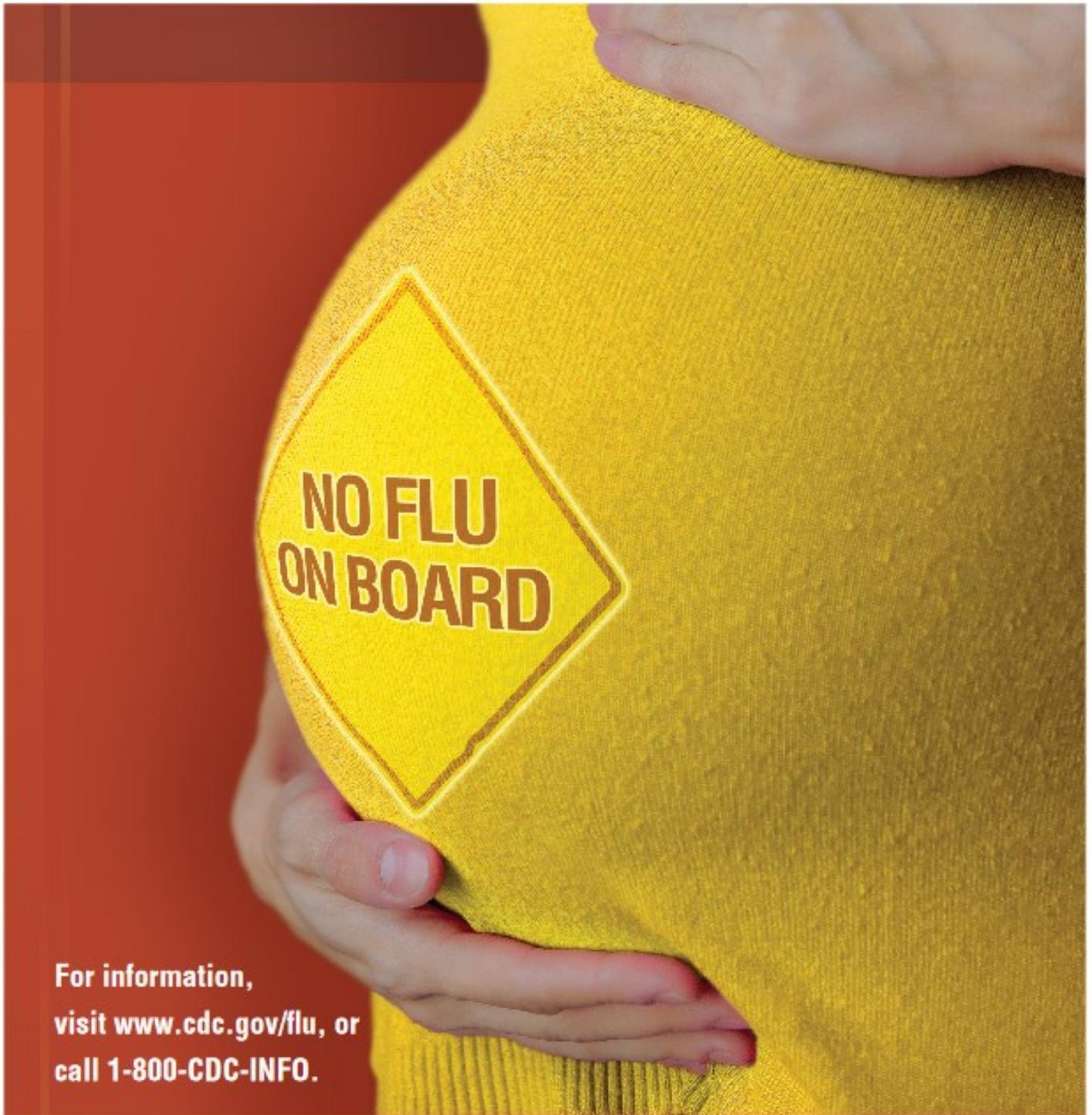
March of Dimes (2014). Complications: Low Birthweight. Retrieved from <http://www.marchofdimes.org/complications/low-birthweight.aspx>

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## Screening and Treatment of Sexually Transmitted Infections

Did you know that 20 million sexually transmitted Infections (STIs) occur every year in the United States? The number is shocking! There are many people who don't know they have an STI.

The best way to prevent STIs is by not having sex. If you're sexually active, use condoms all the time, don't drink alcohol or use drugs before or during sex, and limit the number of people you have sex with. Remember that CMDP covers testing, treatment, and even counseling for STIs. Make an appointment with your doctor and get tested today!



For information,  
visit [www.cdc.gov/flu](http://www.cdc.gov/flu), or  
call 1-800-CDC-INFO.

**FLU CAN HARM YOU AND YOUR BABY.**

**VACCINATION CAN PROTECT YOU BOTH!**



U.S. Department of  
Health and Human Services  
Centers for Disease  
Control and Prevention

CS254017E

<http://www.cdc.gov/flu/pdf/freeresources/pregnant/pregnant-no-flu-on-board.pdf>

## The Dental Home

What is a dental home? The American Academy of Pediatric Dentistry (AAPD) defines a dental home as "a place for infants, children, adolescents, and persons with special healthcare needs to be seen for their dental care." However, the dental home is so much more.

It begins a relationship between the patient, parents, and dentists. This relationship allows everyone to interact. It helps to develop a better understanding of all issues impacting a child's oral health. The idea is similar to the medical home, with well-care checkups and prevention. A child's first visit to a dentist should take place between 6 and 12 months of age. This early visit allows a dentist to evaluate a child's risk for developing a cavity.

A dentist can then make suggestions for home care and preventive care. This will help reduce a child's risk of decay. A child who has a dental home is more likely to receive proper oral healthcare. Identifying a child who is at risk early for cavities may help to stop a cavity or prevent the need for stainless steel crowns. Dental decay is the most common chronic disease in children in the United States. It is about five times as common as asthma.



Tooth decay is seven times as common as hay fever. However, it is preventable. Children will lose more than 51 million school hours each year to dental-related illness. This has a direct impact on the child's schoolwork. In addition, it affects the parent who must take time out of their routine to bring the child to the dentist. This can cause them to lose time from work. Start early and keep up regular dental care. This can make dental visits a more pleasant and less stressful experience for both the child and parent.

Dr. Michael LaCorte DDS



## Medicare Part D Medication

Over 90% of CNDP members are eligible for Arizona's Medicaid plan (AHCCCS). In very rare cases, a CNDP member may also be eligible for Medicare. CNDP/AHCCCS does not pay for any drugs that are covered by Medicare. This includes any copayments, coinsurance, deductibles, or cost sharing.

A child in out-of-home care who is eligible and enrolled in both Medicaid and Medicare is known as a dual eligible beneficiary. These members may be enrolled in a Medicare Part D health plan that covers Medicare Part D drugs. CNDP/AHCCCS does not pay for these drugs.

Federal and State laws prohibit the use of AHCCCS funds to pay for any medications covered by Medicare even if the member is not covered by a Part D Health Plan.

## **DO NOT PAY!**

Please don't pay for any medical or dental services for CNDP Members. Use the CNDP ID Card when you see a doctor or a dentist.

If you're asked to pay for medical services, don't pay.

Call CNDP at 602-351-2245 or 1-800-201-1795 if the provider has any questions.

You can get more information from the Member Handbook which is available on the CNDP website. If you need a copy sent to you, please call CNDP.

<https://dcs.az.gov/cndp>

# Jacob's Law SHB 2442

## Special points of interest:

\*Jacob's Law defines "Out-of-Home Placement" as a foster home, kinship foster care, a shelter care provider, a receiving home or a group foster home

## HOW DO YOU GET THESE SERVICES?

By contacting the Department of Child Safety (DCS) point of contact at the RBHA. These are individuals from the RBHA dedicated to working specifically with foster caregivers and adoptive families.

## Did you know on March 24, 2016, the Governor signed Jacob's Law (House Bill 2442)?

Part of this bill helps you as foster caregivers and adoptive families gain easier access to Behavioral Health Services provided by the Regional Behavioral Health Authorities (RBHA) and the oversight agency, Arizona Healthcare Cost Containment System (AHCCCS).

## What does this mean for you?

- You may directly contact the RBHA for a screening and evaluation if you identify an urgent need for the child in your care.
- You can call the RBHA and AHCCCS directly if **services are not provided within 21 days** after the initial evaluation of the child to document that services are not being provided and to get services for the child.
- You may use any AHCCCS registered provider to obtain the needed services, if the services have not been provided **within the 21 days** of the initial evaluation.
- If you feel that your child is in need of crisis services and the crisis service provider is not being responsive, **you may directly contact the RBHA designated point of contact to coordinate crisis services for the child.**
- If a child comes to your home from another county where they were receiving services, you may decide to keep the same service providers who provided the child's Behavioral Health services in the past or elect to find new services in the county you live in. (At times children form therapeutic bonds with their therapists and it may be detrimental to change providers.)

## Important Timeframes

- **72 Hours or 2 Hours** - The RBHA will dispatch an assessment team within 72 hours after being notified that the child has entered care in an out of home placement OR within 2 hours after being notified that the child has an urgent need.
- **7 Days** - The RBHA will provide an initial evaluation within 7 days of a referral or request for services.
- **21 Days** - At the initial evaluation the child is found to need services, the RBHA will provide the initial appointment for services within 21 days of the initial evaluation.
- **72 Hours** - If you make a request for residential treatment due to threatening behavior of your child, the RBHA must provide a response within 72 hours of the request.



## Behavioral Health Services for Children in Foster Care

Arizona Health Care Cost Containment System (AHCCCS) is committed to ensuring the availability of timely, quality health care for foster children, including behavioral health services through our three contracted regional behavioral health authorities (RBHAs) and the Children’s Rehabilitative Services (CRS) program. If you experience any difficulty accessing needed behavioral health services or have any concerns regarding the quality of those services, we encourage you to contact the RBHA or CRS in your area using the contact information below.



**Step 1: Call Your Designated DCS Contact at the RBHA or CRS.**

**Mercy Maricopa Integrated Care (MMIC)**  
 Maricopa County  
*(and part of Pinal County based on Zip Code)*  
[DCS@mercymaricopa.org](mailto:DCS@mercymaricopa.org)  
 Randy Grover, LCSW  
 Child Welfare Manager  
 (602) 453-8095  
 RBHA Member Services  
 1 (800) 564-5465

**Cenpatico Integrated Care (C-IC)**  
 Cochise, Graham, Greenlee, La Paz,  
 Pima, Pinal, Santa Cruz & Yuma Counties  
[DCS@cenpatico.com](mailto:DCS@cenpatico.com)  
 Hilary Mahoney, MPH  
 DCS Liaison  
 (866) 495-6738  
 RBHA Customer Service  
 1 (866) 495-6738

**Health Choice Integrated Care (HCIC)**  
 Apache, Coconino, Gila, Mohave,  
 Navajo & Yavapai Counties  
[DCS@iasishealthcare.com](mailto:DCS@iasishealthcare.com)  
 Victoria Tewa  
 Director of Children’s Services  
 (928) 214-1194  
 RBHA Member Services  
 1 (800) 640-2123

**CRS operated by UnitedHealthcare Community Plan (UHCCP)**  
 Statewide for children with qualifying  
 CRS medical condition  
[Marta\\_urbina@uhc.com](mailto:Marta_urbina@uhc.com)  
 Marta Urbina, UHCCP Liaison to DCS  
 (602) 255-1692  
 CRS Member Services  
 1 (800) 348-4058



**Step 2: Call AHCCCS Customer Service.** If you are unable to satisfactorily resolve your concern through the RBHA or CRS, please contact the AHCCCS customer service line for support at 602-364-4558 or 1-800-867-5808. By calling Customer Service, you help AHCCCS not only address individual concerns but also identify potential system barriers to accessing quality behavioral health services. Anyone can call Customer Service at any time whenever you are experiencing difficulty accessing needed services. Thank you for your support and commitment to improve

the lives of DCS involved children and their families!

**Foster Families have a voice. DO NOT WAIT. Call your designated DCS contact.**

April 1, 2016

# Did You Know?

All CMDP members can get family planning and birth control services.



## Have the information you need to make good choices for yourself

Talk with your doctor, case manager, probation officer or foster caregivers to help in your family planning decisions. If you need help with getting services, a CMDP Nurse is available at 602-351-2245 or 1-800-201-1795. You do not need to give us your name to find out more about these services.

### CMDP covered services provided by your doctor

- Annual physical exams
- Lab tests
- Testing, treatment and counseling for sexually transmitted diseases (STDs), including Chlamydia
- Human Immunodeficiency Virus (HIV) testing (counseling advised if tested positive)
- Education on preventing pregnancy, choosing not to have sex (abstinence) and STDs
- Prescribed birth control supplies and education:
  - Birth control pills
  - Birth control injections
  - Birth control implants
  - Condoms
  - Diaphragms
  - Intrauterine Device (IUD)
  - Patches
  - Spermicides

*Family Planning services do not include abortion or abortion counseling.*

Equal Opportunity Employer/Program • Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI & VII), and the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Title II of the Genetic Information Nondiscrimination Act (GINA) of 2008; the Department prohibits discrimination in admissions, programs, services, activities, or employment based on race, color, religion, sex, national origin, age, disability, genetics and retaliation. The Department must make a reasonable accommodation to allow a person with a disability to take part in a program, service or activity. For example, this means if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. To request this document in alternative format or for further information about this policy, contact CMDP at 602-351-2245; TTY/TDD Services: 7-1-1 • Free language assistance for Department services is available upon request.

## Culture and Your Health

All of us are programmed by our culture, which can shape our behaviors and attitudes.

**Culturally competent healthcare:** Healthcare services should respect the culture of its members. Medically-necessary covered services are culturally competent when they fit the member. They should be based on the member's needs.

**Benefits of cultural competency:** Most people think their own values and customs are best. They may expect other cultures to share those views. Some benefits of having culturally competent healthcare services are listed below.

### Members and caregivers:

- Gain sensitivity to members' needs, reduce prejudice and bias
- Improve the quality of member care and outcomes
- Improve member (and caregiver) satisfaction for the services provided
- Develop more appropriate member-specific plans of care

### CMDP staff and healthcare providers:

- Work better with diverse patient populations
- Have a better understanding of other cultures in their approach to healthcare services for children
- Comply with federal and state requirements
- Reduce non-compliance of members (and caregivers) toward services

**Member Services as a resource:** Use the Member Services Unit as a resource for child-specific, culturally competent healthcare services and/or providers, such as:

- A specific language, gender, ethnic, geographical, or specialized healthcare provider for the individual needs of a member
- Healthcare services responsive to a member's cultural or religious beliefs
- Translation services for healthcare appointments when a language-specific provider is unavailable
- Interpretation services orally or for the hearing impaired
- Written healthcare information in a native language
- Healthcare information in an alternative format for the visually impaired

CMDP wants members to get healthcare services that are best for them. Please contact Member Services for questions and information at 602-351-2245.

### Language Line

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. This 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.

### Compliance Hotline

Did you know CMDP has a Compliance Hotline?

If you suspect provider fraud, waste, abuse, or other misconduct, please call 602-771-3555.

All calls will be kept confidential to the extent permitted by law. You may remain anonymous if you prefer.

## Community Resources

### Never Shake a Baby Arizona Education Materials and Resources

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

Abusive Head Trauma (AHT) in infants, including Shaken Baby Syndrome (SBS), is the most common cause of death from physical abuse among children (Reece RM, Sege R., Childhood head injuries: Accidental or inflicted? *Arch Pediatr Adolesc Med*). Most victims are under 1 year of age and are helpless to protect themselves.

For more information on Abusive Head Trauma as well as educational materials and resources, please contact Nicole Valdez, Never Shake a Baby Arizona Statewide Coordinator at [Nicole@nsbaz.org](mailto:Nicole@nsbaz.org).

### Women, Infants and Children (WIC)

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

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

The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) provides federal grants to states for supplemental foods, healthcare referrals, and nutrition education for low-income families with infants and children up to age five who are found to be at nutritional risk.

### The Arizona Early Intervention Program (AzEIP)

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

AzEIP is Arizona's statewide, interagency system of supports and services for infants and toddlers with developmental delays or disabilities and their families.

### Part C of the Individuals with Disabilities

Education Act (IDEA), is established by AZEIP. It provides eligible children and their families with access to services to enhance the capacity of families and caregivers to support the child's development.

### Head Start and Early Head Start

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

Head start and Early Head Start programs help young children grow up healthy and get ready for kindergarten. Head Start is for 3-5 year old children and their caregivers, Early Head Start is for pregnant women or new mothers and their children birth to 3 years old. Service options include: home-based or school-based services.

Head Start in Arizona serves almost 22,000 children and their families at almost 500 locations throughout the state. This program is federally mandated to have a wait list but a **child in foster care and/or a child with disabilities goes to the top of the list**. Help that special child you care for get a "Head Start" on success.

### Children's Rehabilitative Services (CRS)

[www.azahcccs.gov/Commercial/CRS.aspx](http://www.azahcccs.gov/Commercial/CRS.aspx)

Arizona's Children's Rehabilitative Services (CRS) is a program that provides medical treatment, rehabilitation, and related support services to AHCCCS members who have completed the CRS application and meet the eligibility criteria to be enrolled in CRS.

### Arizona's Children Association

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

offers foster care, adoption, behavioral health, prevention programs, and other child welfare services.



**Comprehensive Medical  
& Dental Program**

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Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI & VII), and the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Title II of the Genetic Information Nondiscrimination Act (GINA) of 2008, the Department prohibits discrimination in admissions, programs, services, activities, or employment based on race, color, religion, sex, national origin, age, disability, genetics and retaliation. The Department must make a reasonable accommodation to allow a person with a disability to take part in a program, service or activity. For example, this means if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. To request this document in alternative format or for further information about this policy, contact CMDP at 602-351-2245; TTY/TDD Services: 7-1-1. • Free language assistance for Department services is available upon request. • Ayuda gratuita con traducciones relacionadas con los servicios del Departamento está disponible a solicitud del cliente.