

CMDP MEMBER NEWS

Comprehensive Medical and Dental Program

SUMMER 2019



ARIZONA
DEPARTMENT
of CHILD SAFETY

In this newsletter



Oral Care and
Special Needs
(Pgs 1-2)



Asthma
in Children
(Pgs 2-3)



Protect
Kids from Flu
(Pg 4)



Newborn & Infant
Hearing Screening
(Pgs 4-5)



Youth Tobacco
Prevention
(Pg 5)



EPSDT
Well Child Visits
(Pg 6)



Vaccines
Birth to 18 Years
(Pg 7)



Health Problems
Caused by Lead
(Pgs 7-8)



CMDP
Member Services
(Pg 8)



Services for
Teens Turning 18
(Pg 9)



Language and
Cultural Services
(Pgs 9-10)



Maternity Care and
Resources
(Pg 11)



Depression and
the Baby Blues
(Pg 12)



After Hours
(Urgent) Care
(Pgs 12-13)



24 Hour
Crisis Services
(Pg 13)



Community
Resources
(Pgs 14-15)

Oral Care for Children with Special Health Care Needs



*By Michael LaCorte, DDS, PC –
Pediatric Dentist*

Cord injuries and countless other conditions or injuries that can make home care difficult in addition to making dental procedures more complicated.

Children with special health care needs are at a higher risk for dental disease due to difficulty with brushing, diet, and finding dental care. It has been shown that children with cavities in their baby teeth are more likely to have cavities in their adult teeth.

Some things that can be done to make oral care for your child easier may include:

- Brushing twice a day as part as part of your child’s everyday routine.
- Trying different positions. Rest your child’s head in your lap or lay them on the bed and kneel behind them. Trying a three-sided brush.
- Sticking to a routine and brushing will get easier.

The following tips can assist with a positive outcome at your child’s dental visit:

- Take your child to the dentist by age one, and for regular check-ups thereafter.
- Choose a pediatric dentist who has experience with caring for children with special health care needs.
- Get a movie or book on visiting the dentist to help prepare your child.
- Ask if you can visit before the first appointment to see the office and meet the staff.
- Practice looking in your child’s mouth with a disposable mouth mirror available at drug stores.
- Ask the dentist about sealants and fluoride.

Remember to not share anything that has been in your mouth with your child. Doing so can spread the germs that cause cavities. Never put your baby to bed with a bottle or a sippy cup. Give healthy snacks like fresh fruits, vegetables and low-fat cheese and start taking your baby to the dentist by age one for regular check-ups. Regular dental check-ups can lead not only to a healthy, happy child, but a healthy, happy, cavity free adult.

Greenwell, A. L., Johnsen, D., DiSantis, T. A., Gerstenmaier, J., & Limbert, N. (1988). A longitudinal evaluation of caries patterns from the primary to the mixed dentition (Master's thesis, Case Western Reserve University).

Asthma in Children



Asthma is a disease that affects the lungs. It is one of the most common long-term diseases of children. Asthma causes repeated episodes of wheezing, breathlessness, chest tightness, and night-time or early morning coughing.

Common Asthma Symptoms

Children with one or a combination of symptoms may be at increased risk of asthma. Asthma symptoms include:

- Coughing, especially at night;
- Wheezing or whistling sound when breathing out;
- Trouble breathing or fast breathing that causes the skin around the ribs or neck to pull in tightly;

- Chest tightness (a young child may say that his chest “hurts” or “feels funny”);
- Fatigue when playing;
- Problems feeding or grunting during feeding (for infants);
- Avoiding sports or social activities;
- Problems sleeping due to coughing or difficulty breathing.

If the symptoms recur or get worse when the child is around asthma triggers, that may be an indication that the child might have asthma.

Common Asthma Triggers

We don’t know for sure what causes asthma. We know that asthma and asthma attacks are sometimes triggered by:

- Air pollution
- Dust
- Tobacco smoke
- Pollen
- Animal hair
- Airway infections

Physical exercise; some medicines; bad weather, breathing in cold, dry air; and some foods, food additives, and fragrances can also trigger an asthma attack. Triggers can be different for each child.

Discuss asthma with your child’s health care provider. The health care provider will take a history, perform a physical exam, and may order tests such as a chest x-ray, peak flow, or pulmonary function tests.

It’s very important that children with asthma receive proper treatment. For most children, asthma can be controlled by staying away from asthma triggers and knowing the warning signs of an attack. With the right treatment, your child can sleep through the night, avoid missing day care or school, breathe more easily and participate in sports.

Asthma Resources for Parents and Caregivers

American Lung Association is the leading organization working to save lives by improving lung health and preventing lung disease through education, advocacy and research. The resource library includes videos and other resources for asthma patients and caregivers: <https://www.lung.org/lung-health-and-diseases/lung-disease-lookup/asthma/patient-resources-and-videos/>

The Centers for Disease Control and Prevention (CDC) provides many asthma resources for caregivers including family brochures, guides to using inhalers, and Asthma Action Plans: <https://www.cdc.gov/asthma/faqs.htm>. The CDC National Asthma Control Program created a set of videos to help kids with asthma learn how to use an asthma inhaler. The videos feature kids with asthma demonstrating how they take their medicine. You can watch the videos and/or print the step-by-step instructions to keep them with your child’s Asthma Action Plan: https://www.cdc.gov/asthma/inhaler_video/default.htm

American Academy of Allergy Asthma and Immunology (AAAAI) is dedicated to the advancement of the knowledge and practice of allergy, asthma and immunology for optimal patient care. You can find asthma tutorials, links to pediatric allergists and interactive online games just for kids: <https://www.aaaai.org/conditions-and-treatments/just-for-kids>.

American Academy of Allergy, Asthma & Immunology
www.aaaai.org/

American College of Allergy, Asthma & Immunology
www.acaai.org.

American Lung Association
www.lung.org

Protect Kids from Flu



Influenza (flu) is a virus. It can be very dangerous for children. The best thing you can do to protect your children from the flu is to get them vaccinated. Everyone around them should be vaccinated, too. A flu vaccine offers the best defense against getting flu and spreading it to others.

All people 6 months and older need a flu vaccine each year. Babies cannot get vaccinated until they are 6 months old. It is critical that people who live with or care for children, especially newborns and infants younger than 6 months, get vaccinated. Young children and children with chronic illness, like asthma or diabetes, are at higher risk for hospitalization and problems from the flu.

Keep yourself and those close to you healthy. Talk to your child's doctor to learn more about which flu vaccine is right for your child.

For more information on vaccines for children for the 2019-2020 flu season, visit the [Center for Disease Control and Prevention \(CDC\)](https://www.cdc.gov/flu/season/flu-season-2019-2020.htm?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fflu%2Fabout%2Fseason%2Fflu-season-2019-2020.htm) at https://www.cdc.gov/flu/season/flu-season-2019-2020.htm?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fflu%2Fabout%2Fseason%2Fflu-season-2019-2020.htm.

Centers for Disease Control and Prevention
[https://www.cdc.gov/flu/highrisk/children.htm?](https://www.cdc.gov/flu/highrisk/children.htm?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fflu%2Fprotect%2Fchildren.htm)
CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fflu%2Fprotect%2Fchildren.htm

Newborn and Infant Hearing Screening

Most babies born in Arizona are screened for hearing loss at their birth hospital. However, sometimes infants who pass the hearing screening at birth may show signs of hearing loss as they get older.



Hearing screening is a test to tell if a child might have hearing loss. Hearing screening is not painful and usually takes only a few minutes.

All babies should be screened for hearing loss no later than 1 month of age. A baby that does not pass a hearing screening should have a full hearing test by a pediatric audiologist as soon as possible, but no later than 3 months of age. A pediatric audiologist is an expert trained to test hearing in children. A baby with hearing loss should be enrolled in early intervention before 6 months of age, or as soon as identified.

Signs of hearing loss are different for each baby. It's important to notice if your baby hears some sounds but not others. Speak to your doctor if your baby does not:

- Startle at loud noises;
- Turn to the source of a sound after 6 months of age;
- Say single words, such as "dada" or "mama" by 1 year of age.

Speak to your doctor if your older baby or child:

- Displays delayed or unclear speech;
- Does not follow directions (this can be mistaken for ignoring or not paying attention);
- Often says, "Huh?"

- Turns the TV volume up too high.

Hearing loss can affect a child's ability to develop communication, language, and social skills. The earlier children with hearing loss start getting services, the more likely they are to reach their full potential. If you suspect your child has hearing loss, trust your instincts and speak with your child's doctor.

For more information on hearing screening for children, visit:

- **Centers for Disease Control and Prevention (CDC)**, <https://www.cdc.gov/ncbddd/hearingloss/index.html>;
- **Arizona Department of Health Services**, Newborn Hearing Screening, <https://azdhs.gov/preparedness/state-laboratory/newborn-screening/index.php#az-ehdi-parents>;
- **Arizona Hands and Voices**, <https://www.azhv.org>

Center for Disease Control and Prevention (CDC)
<https://www.cdc.gov/ncbddd/hearingloss/index.html>

Youth Tobacco Prevention



There are products that can help you to stop using tobacco. CMDP will pay for these products if the doctor writes a prescription. This includes over-the-counter products and products like Nicotine replacement treatment. Ask your doctor about medications available to help you quit smoking.

You can also call the **Arizona Smokers Helpline (ASHLine)** at 1-800-556-6222 for assistance at no cost to you.

Additional information about tobacco cessation, treatment care and services can be found at on the **Arizona Department of Health Services** website at <https://www.azdhs.gov/prevention/tobacco-chronicdisease/tobacco-free-az/index.php>.

Risks of E-cigarettes for Kids, Teens and Young Adults

The use of e-cigarettes is unsafe for kids, teens, and young adults. Most e-cigarettes contain nicotine. Nicotine is highly addictive and can harm adolescent brain development, which continues into the early to mid-20s.

E-cigarettes can contain other harmful substances besides nicotine. Young people who use e-cigarettes may be more likely to smoke cigarettes in the future.

Talk to your child or teen about why e-cigarettes are harmful for them. For more information on the risks of e-cigarettes for kids, teens, and young adults, visit **Centers for Disease Control and Prevention (CDC)** at https://www.cdc.gov/tobacco/basic_information/e-cigarettes/Quick-Facts-on-the-Risks-of-E-cigarettes-for-Kids-Teens-and-Young-Adults.html

Centers for Disease Control and Prevention
https://www.cdc.gov/tobacco/basic_information/e-cigarettes/Quick-Facts-on-the-Risks-of-E-cigarettes-for-Kids-Teens-and-Young-Adults.html

Early and Periodic Screening, Diagnosis and Treatment Program (EPSDT) Well Child Visits



EPSDT is a comprehensive child health program that supports prevention, early detection and medically necessary treatment of health conditions for children birth to 21 years of age. **An EPSDT visit is the same as a well child visit.**

The purpose of the EPSDT or well child visit is to find and treat health problems early so that children can have the best health and development possible. This includes both medical and dental services.

EPSDT means:

Early: Finding problems early

Periodic: Checking the child's health at regular well visits

Screening: Offering physical, mental, dental, other well checks

Diagnostic: Testing when a problem is found

Treatment: Treating, fixing or reducing health problems

EPSDT or Well Child visits include:

- Complete health history
- Comprehensive unclothed physical exams
- Growth and development assessments
- Shots (immunizations/vaccines)
- Other tests (blood, urine) as needed
- Vision and hearing screenings
- Nutritional reviews
- Behavioral health assessments
- Oral health screening
- Health education and counseling

Keep Children Healthy

EPSDT or well child visits are important to keep children healthy. Children with health conditions or special needs especially benefit from EPSDT or well child visits. Doctors can help parents and caregivers by going over good nutrition, oral care, and other health safety precautions.

Children should attend EPSDT or well child visits at the following ages:

Newborn	6 month	18 month
3-5 days	9 month	24 month
1 month	12 month	30 month
2 month	15 month	Annually from age 3 to 20 yrs
4 month		

You can help keep children healthy if you make sure that:

- Children attend all their well child and dental visits;
- Children receive all their vaccines (shots) and shots are up-to-date (visit the [Center for Disease Control and Prevention](https://www.cdc.gov/vaccines/parents/by-age/index.html) at <https://www.cdc.gov/vaccines/parents/by-age/index.html> for immunization schedules by age);
- Teens attend all their well visits; and
- Follow up appointments are scheduled on all referrals made by the child's doctor during EPSDT or well child visits.

Call your health care and dental providers to schedule EPSDT visits today. If you have questions call CMDP Member Services at 602.351.2245 or toll free 1.800.201.1795, TTY/TDY 711.

*American Academy of Pediatrics (AAP)
Centers for Disease Control and Prevention (CDC)*

Vaccines Birth to 18 Years



Vaccination is an easy way to keep children healthy. On-time vaccination throughout childhood is important because it gives children the protection they need to live long and healthy lives.

Vaccines are tested to ensure that they are safe and effective for children to receive at the recommended ages.

Altogether, vaccines can help prevent **16 different diseases**.

Ask your child's DCS Specialist for vaccination records so that you can confirm which vaccines they may have already received. Your child's doctor can review the records to determine if they are behind on any vaccines.

An Immunization Tracker will help you to record your child's immunizations, developmental milestones, and growth at each well-child visit. **Click here** for an **Immunization Tracker** for children from birth to six years old.

Vaccines are recommended throughout your child's life to protect them against serious, sometimes deadly diseases. For a full list of vaccines for children by age, visit the **Centers for Disease Control and Prevention** at <https://www.cdc.gov/vaccines/parents/by-age/index.html>. For additional information on vaccines for children visit the CDC at <https://www.cdc.gov/vaccines/parents/resources/childhood.html>.

Center for Disease Control and Prevention
<https://www.cdc.gov/vaccines/parents/resources/childhood.html>

American Academy of Pediatrics
<https://www.healthychildren.org/English/safety-prevention/immunizations/Pages/Vaccine-Safety-The-Facts.aspx>

Health Problems Caused by Lead

Lead poisoning is a serious environmental problem for children. Children can get lead in their bodies if they swallow lead dust, breathe lead vapors, or eat soil or paint chips that have lead in them. Unborn children and children under 6 years old are most at risk for lead poisoning. Lead poisoning can cause learning disabilities, behavioral problems, or damage to the brain and nervous system.



Lead is most often found in:

- Paint that is on the inside and outside of homes built before 1978
- Dust and paint chips from old paint
- Soil that has lead in it (particularly around older homes or by businesses that used lead)
- Hobby materials such as paints
- Food stored in certain ceramic dishes (especially if dishes were made in another country)
- Older painted toys and furniture such as cribs
- Tap water, especially in homes that have lead solder on pipes

Protect your children from lead poisoning by:

- Keeping them away from chipped paint;
- Not letting them play in bare soil;
- Washing hands and toys often;
- Running water for 15 to 30 seconds before drinking;
- Drinking and cooking with cold water.

Talk to your child's doctor about lead poisoning. Doctors can give your child a blood lead test at 1 and 2 years old. If you are pregnant, talk to your prenatal care doctor about lead poisoning and how to avoid it.

For more information regarding lead poisoning in children, visit the **Arizona Department of Health Services** at <https://azdhs.gov/documents/preparedness/epidemiology-disease-control/lead-poisoning/poisoning-flyer.pdf>.

Arizona Department of Health Services
<https://www.azdhs.gov/documents/preparedness/epidemiology-disease-control/lead-poisoning/poisoning-flyer.pdf>

CMDP Member Services Can Help



CMDP Member Services can provide you with information about doctors, dentists and other health care providers. Service Representatives are available 24 hours, 7 days a week to assist you with questions, concerns or issues about your child's health care coordination.

CMDP Service Representatives can answer questions about your covered services and help you get a copy of the **CMDP Member Handbook** at no cost to you.

Contact CMDP Member Services for help with:

- Choosing or changing your health care provider;
- Scheduling a ride to your doctor or medical appointments;
- Making, changing or canceling medical appointments;
- Resolving a complaint or problem;
- Explaining your rights as a member;
- What to do if you get a medical bill;
- Learning about community resources available to you; and
- How to get a language interpreter for your medical appointments at no cost to you if you cannot communicate with your doctor.

If you have questions about your child's health care services, call CMDP Member Services at 602.351.2245 or toll free 1.800.201.1795, TTY/TDY 711.

CMDP Members Should Never Pay

You are not responsible to pay out of pocket costs for covered medical services, including AHCCCS co-payments, even if you are asked to do so. CMDP should be listed as the responsible party on any forms your health care provider asks you to sign. Do not list your home address, phone number or Social Security number on any bills or claims.

If your health care provider has questions regarding payment or if you receive a bill, contact CMDP at 602.351.2245 or 1.800.201.1795. Or email CMDPMemberServices@azdcs.gov, and a CMDP Service Representative will contact the health care provider to address the billing issue.

2018-2019 CMDP Member Handbook
https://dcs.az.gov/sites/default/files/MemberHandbook_0.pdf

Services for Teens Turning 18 Years of Age



The state of Arizona helps teens in foster care develop the skills necessary for a successful move to adulthood. Services are available for teens turning 18 years of age who are placed in out-of-home care. Services may also be available to former foster youth living in Arizona who are under 21 years of age

and were in a state foster care system or were adopted from a state foster system at age 16 or older.

The program is called the Arizona Young Adult Program (AYAP) or Independent Living Program (ILP). Services provided through AYAP or ILP include:

- Housing vouchers for young adults ages 18-24;
- Independent living/life skills training;
- Educational support and assistance;
- Education and Training Voucher (ETV) Program;
- Employment support/assistance;
- Counseling;
- Independent living subsidy;
- Youth advocacy and rights;
- Voluntary foster care for young adults ages 18-20;
- After care services;
- Health care;
- Post-secondary education and training; and
- Other services.

For more information on [AYAP and ILP](https://dcs.az.gov/services/young-adult/independent-living-program-and-young-adult-program), visit <https://dcs.az.gov/services/young-adult/independent-living-program-and-young-adult-program>.

*The Arizona Department of Child Safety,
<https://dcs.az.gov/services/young-adult/independent-living-program-and-young-adult-program>*

Language and Cultural Services

Clear communication is important to get the health care your child needs. CMDP can give you health care materials in a language or format that may be easier for you to understand. We can also give you printed health care materials, including a Member Handbook, in a language or format that is easier for you to read.



CMDP has interpreters for you to use if a health care provider does not speak your language or understand your cultural needs. We can assist you in obtaining auxiliary aids including readers, brailled materials, audio recordings, and other similar services and devices that help those with vision, speech or hearing impairments. These materials are available at no cost to you.

If you have problems reading or understanding this or any CMDP information, contact Member Services at 602.351.2245, toll free, 1.800.201.1795, or CMDPMemberServices@azdcs.gov, for help at no cost to you. A CMDP Service Representative will assist you in English or in your primary language.

*2018-2019 CMDP Member Handbook
https://dcs.az.gov/sites/default/files/MemberHandbook_0.pdf*

LIMITED ENGLISH PROFICIENCY

ATTENTION:

If you speak a language other than English, language assistance services, are available at no cost to you. Call 1-866-874-3972; code: 544167.



Español (Spanish)

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-874-3972; código: 544167.

Français (French)

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-866-874-3972; code: 544167.

繁體中文 (Chinese)

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-866-874-3972; 碼 544167 。

Русский (Russian)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-866-874-3972; код: 544167.

Diné Bizaad (Navajo)

Díí baa akó nínízin: Díí saad bee yánílti'go Diné Bizaad, saad bee áká'ánída'áwo'dęę', t'áá jiiik'eh, éi ná hóló, koji' hódíílnih 1-866-874-3972; 544167.

العربية (Arabic)

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-866-874-3972. رمز . 544167 يلتزم

Maternity Care and Resources



If you think you are pregnant, make an appointment with your doctor right away. The doctor can confirm that you are pregnant. The doctor can also provide you with names of Obstetricians (OB) for you to choose. You may wish to use your OB as your primary Care Provider (PCP) or keep your PCP and visit the OB for your pregnancy.

An OB specializes in obstetric services. Your OB will see you for regular checkups during pregnancy, the delivery of your baby and provide postpartum or after-delivery care after your baby is born.

Early health care and regular checkups during pregnancy are important to the health of the mother and baby. If you need assistance or have any questions regarding pregnancy and maternity care, contact Medical Services at 602.351.2245, 1.800.201.1795, or email CMDPNurse@azdcs.gov and request a Maternal Health Coordinator.

Sexually Transmitted Infections (STIs)

Sexually Transmitted Infections (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.

If you are pregnant and have an STI, it can cause health problems for the baby. Having an STI also can put you at greater risk of getting Human Immunodeficiency Virus (HIV) infection. If left untreated, you can pass the infection to your baby during delivery. This could cause an eye infection or pneumonia in your newborn. Some STIs, like syphilis, can cause severe problems for your baby, such as death or birth defects. Having an STI may also make it more likely to deliver your baby too early.

Screening tests can help find STIs so they can be treated. Untreated STIs can cause future health problems such as cancer, pelvic inflammatory disease, and infertility. If you are pregnant, you should get tested for STIs at your first prenatal visit.

CMDP pays for all screening tests. Have an honest and open talk with your doctor about abstinence and safe sex. Ask whether you should be tested for STIs.

Pregnant Teens Should be Tested for HIV

All pregnant teens should be tested for the Human Immunodeficiency Virus (HIV) as early as possible. Your doctor will give you a blood test to check for HIV. It can take a few days to get the results of the HIV test.

You do not need permission from an adult for HIV testing if you are 13 and older. Permission from your legal guardian is required if you are 12 and under. Pregnant teens are offered HIV testing at their prenatal visits with their OB 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 that test HIV positive. If you need assistance or have any questions regarding pregnancy and maternity care, contact Medical Services at 602.351.2245, toll free, 1.800.201.1795, or by email, CMDPNurse@azdcs.gov and request a Maternal Health Coordinator.

*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)*

*Centers for Disease Control and Prevention,
www.cdc.gov/std/chlamydia/stdfact-chlamydia.htm*

Depression



Everyone feels sad sometimes, but these feelings usually pass within a few days. Depression interferes with daily life and may last for weeks or months at a time. Most people, even those with the most severe forms of depression, can get better with treatment.

Postpartum Depression

Many women have the “baby blues” for a few days to a week after childbirth. The symptoms are not as severe and do not need treatment. However, if the symptoms last longer and are more severe, it is called postpartum depression.

Postpartum depression can begin anytime the first year after childbirth. How often postpartum depression symptoms occur, how long they last, and how intense they feel can be different for each person. The symptoms of postpartum depression are similar to symptoms for depression, but may also include:

- Crying more often than usual.
- Feelings of anger.
- Withdrawing from loved ones.
- Feeling numb or disconnected from your baby.
- Worrying that you will hurt the baby.
- Feeling guilty about not being a good mom or doubting your ability to care for 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 can also refer you to a mental health professional who specializes in treating depression.

*Centers for Disease Control and Prevention (CDC)
<https://www.cdc.gov/reproductivehealth/depression/>*

After Hours (Urgent) Care for Non-Emergencies

When your child is sick or hurt, it can be difficult to tell whether an afterhours (urgent) care center or emergency department is the best choice. In making that decision, it is important to stay calm and recognize the difference between a medical emergency and a medical situation where a different type of care may be more appropriate.

If you believe an injury or illness is threatening your child's life or may cause permanent harm, you should visit a hospital emergency department, or call 911 immediately. You do not need to get prior authorization before you do so. In nonemergency situations, call your



pediatrician's office even if you know the office is closed. Most pediatricians take phone calls after hours and on weekends. If your pediatrician is unable to see you but believes your child needs to be examined, he or she will tell you where to go and how quickly your child should be seen.

Some injuries and illnesses are probably not emergencies but can turn into emergencies if they are not treated within 24 hours. Examples of non-emergency injuries include:

- Minor burns or cuts
- Earaches or ear infection
- Cough
- Muscle sprains/strains

The **CMDP Provider Directory** can assist you in finding an urgent care center in your area. You can access the Provider Directory at <https://app.azdes.gov/dcyf/cmdpe/provider/provdirectory.aspx> or contact Member Services at 602.351.2245, toll free, 1.800.201.1795, TTY/TDY 711, if you need help finding a provider.

2018-2019 CMDP Member Handbook
https://des.az.gov/sites/default/files/MemberHandbook_0.pdf

Behavioral Health Crisis Services

Most children covered by CMDP get behavioral health services from the Arizona Health Care Cost Containment System (AHCCCS) Regional Behavioral Health Authority (RBHA). Children are assigned to a RBHA when enrolled with CMDP.

If your child has a behavioral health emergency, it is important to get help right away. If you think your child might hurt themselves or someone else, call 911 or a behavioral health crisis phone number listed below:

If you live in Cochise, Graham, Greenlee, La Paz, Pima, Pinal, Santa Cruz, Yuma Counties: **CALL 1-866-495-6735.**

If you live in Maricopa County or zip codes 85120, 85140, 85143, 85220, 85240, 85243: **CALL 1-800-631-1314.**

If you live in Apache, Coconino, Gila, Mohave, Navajo and Yavapai County: **CALL 1-877-756-4090.**

If you live in Gila River and Ak-Chin Indian Communities:
CALL 1-800-259-3449.

If you live in Salt River Pima Maricopa Indian Community:
CALL 1-855-331-6432.

Crisis services offers immediate and confidential help 24 hours a day, 7 days a week, 365 days a year. **Crisis services are available to anyone in the community experiencing a behavioral health crisis.** Insurance coverage or enrollment does not matter.

Additional information on behavioral health crisis services for children in foster, kinship and adoptive care can be found on the AHCCCS website at https://www.azahcccs.gov/Members/Downloads/Resources/CrisisFosterCare_Rev092018.pdf.

AHCCCS Resources for Foster, Kinship, Adoptive Families
<https://www.azahcccs.gov/Members/AlreadyCovered/MemberResources/Foster/>

Back to School Resources for Parents and Students



School Safety & Prevention

Students who feel safe at school perform better academically than students that do not feel safe. Kids who feel connected to school are less likely to be involved in risky health behaviors like drug use, cigarette smoking, early sex, violence, and suicidal thoughts and attempts. To learn more about school health and safety, visit the **Arizona Department of Education** at [http://](http://www.azed.gov/shs/a-z/)

www.azed.gov/shs/a-z/.

Stranger Danger

The world can be a scary place and making sure kids know what to do in difficult situations is important. Protect your kids and teach them about Stranger Danger. For additional safety tips, visit **Safety 4 Kids** at <http://www.safety4kids.com.au/safety-zone/stranger-danger>.

Internet Safety

The internet can be an informative resource for everyone. But the internet can also be a dangerous place, especially to children. There are many predators and other unfriendly people just waiting to prey on children. It is important that children are informed about the dangers of the internet and other things they may observe when going online. To learn more about internet safety for children, visit the **Arizona Department of Education** at <http://www.azed.gov/shs/a-z/>.

Helping Your Child Get an Early Start

Strong Families AZ is a network of home visiting programs available at no cost to help families raise kids ready to succeed in school and in life. From guidance in developmental milestones or early childhood literacy programs to physical and emotional health in young children,

Strong Families AZ

specializes in programs that help families and children succeed. Learn more about the home visiting programs offered through Strong Families AZ at <https://strongfamiliesaz.com/>.



Additional resources offered by Strong Families AZ include:

[Arizona Health Start](#)

[Early Head Start](#)

[Family Spirit](#)

[Healthy Families Arizona](#)

[High Risk Perinatal/Newborn Intensive Care Program](#)

[Nurse-Family Partnership](#)

[Parents As Teachers](#)

[SafeCare](#)

Arizona Department of Child Safety
<https://dcs.az.gov/fosteradoption/back-school-resources>

Community Resources for Families

Women, Infants and Children (WIC)

The Supplemental Nutrition Program for Women, Infants and Children (WIC) serves to safeguard the health of women, infants and children up to the age of 5 who are at risk nutritionally. CMDP members qualify for WIC services. WIC provides many family services and many nutritious foods to supplement diets. They also give information on healthy eating and referrals for health care. WIC provides services to pregnant, breastfeeding or post-partum women, as

well as children under 5 years. Coverage for the mother lasts for 6 months after pregnancy if not breastfeeding. They cover for 1 year if breastfeeding. WIC's toll-free number is 1.800.252.5942. Additional information can also be found on the **Arizona Department of Health Services** at <https://www.azdhs.gov/prevention/azwic/index.php>.

Head Start

Head Start and Early Head Start are child development programs that serve children from birth to age 5, pregnant women and their families. They have the overall goal of increasing school readiness of young children in low-income families. Children in out-of-home care are given preference to participate in Head Start programs. For more information on **Head Start**, call 1.866.763.6481 or visit www.azheadstart.org.



The Arizona Early Intervention Program (AzEIP)

AzEIP is a statewide system of programs and services designed to provide support for families of infants and toddlers, newborn to 3 years old, with disabilities or delays. The goal is to help these children reach their full potential. A newborn to 3-year-old child who is the victim of abuse or neglect can get an AzEIP evaluation. For more information on the AzEIP program, call 602.532.9960, toll free 1.888.439.5609 or visit www.azdes.gov/azeip/.

Area Agency on Aging

The Area Agency on Aging is a statewide system of programs, services and advocacy to support adults aged 60 and older, adults aged 18 and older with HIV/AIDS, disabilities, long-term care needs. To find your local office, visit <https://des.az.gov/services/aging-and-adult/aging-and-disability-services/area-agency-aging>.

Alzheimer's Association

Alzheimer's Association is a statewide system of information and resources for those living with or caring for someone with Alzheimer's or other dementias. For more information, call their toll free, 24/7 Helpline at 1.800.272.3900 or visit their website for resources in your area, <https://www.alz.org/dsw>.

Mentally Ill Kids in Distressed (MIKID)

MIKID is a statewide non-profit organization serving children and families with mental health needs through family support, community education and support groups. To find a location close to you, click on <http://www.mikid.org/locations/> or contact the Phoenix office at 602.253.1240 for assistance.

AZ Suicide Prevention Coalition

AZ Suicide Prevention Coalition is a statewide non-profit organization whose mission is to change those conditions that result in suicidal acts in Arizona through awareness, intervention and action. Coalition meetings are held the second Tuesday of every odd month. Email AZSPC@gmail.com for more information.

National Alliance on Mental Illness (NAMI)

NAMI is a National grassroots organization dedicated to advocacy for quality treatment for persons with mental illness, promoting community support programs, and serving as a center within Arizona for the collection and dissemination of information. Visit <http://www.namiarizona.org/> for a local affiliate near you.



Dump the Drugs AZ

To locate a drop-box for disposing of unwanted medications, visit <https://www.azdhs.gov/gis/dump-the-drugs-az/>.

Additional resources for treating obesity and nutritional information include:

Nutrition, Physical Activity and Obesity (NUPAO) at www.azdhs.gov/phs/bnp/nupao/

Arizona Nutrition Network at www.eatwellbewell.org/.

You can also contact CMDP Member Services at 602.351.2245, 1.800.201.1795, or CMDPMemberServices@azdcs.gov, for help getting services from any of these programs.

2018-2019 CMDP Member Handbook
https://dcs.az.gov/sites/default/files/MemberHandbook_0.pdf



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