mercy care

ARIZONA DEPARTMENT of CHILD SAFETY
Comprehensive Health Plan

HEALTH MATTERS

Fall/Winter 2021

Flu season is here

Don't forget to get your flu shot

The flu is a respiratory disease that can be easily spread with a cough, a sneeze or even just by talking. Sometimes the flu is very mild, but it can be serious and lead to hospitalization and death.

Children can get the flu vaccine as early as 6 months of age. Younger infants cannot get the flu vaccine, but the family around them can.

Protect yourself and children — get the flu vaccine this season.

Some things you can do to avoid getting the flu:

1. Getting the flu shot is the best way to avoid getting the flu.
2. Avoid close contact with anyone who is sick.
3. Wash your hands frequently with soap and water.
4. Avoid touching your nose, mouth or eyes.
5. Get plenty of sleep, eat a balanced diet and stay active.

Source: Centers for Disease Control and Prevention

Member Handbook

You can get this year's Member Handbook online at **www.MercyCareAZ.org/members/chp-members/handbook** or from Mercy Care DCS CHP Member Services at no cost to you. We can also send you a copy of the Provider Directory at no cost to you. Member Services is available Monday through Friday, 7 a.m. to 6 p.m., at **602-212-4983** or **1-833-711-0776 (TTY/TDD 711)**.

Need a new ID card?

If you have lost the member ID card for the child in your care and need a new one, call Member Services. They can have a new card sent to you. Member Services is available Monday through Friday, 7 a.m. to 6 p.m., at **602-212-4983** or **1-833-711-0776 (TTY/TDD 711)**.

Your Mercy Care DCS CHP ID card is also on the member portal, FamilyConnect. You can log in to the portal by going to **www.MercyCareAZ.org**.

Notice to Provider form
Caregivers can show the Notice to Provider form to health care providers and pharmacies to access services. Use this form until a permanent ID card is given to you by the child's DCS specialist or custodial agency representative. Mercy Care DCS CHP Member Services will also need a copy of the Notice to Provider form before they can release any information to you.

If you don't receive a Mercy Care DCS CHP Member ID card or a Notice to Provider form, contact the DCS specialist or custodial agency representative. You can also call Mercy Care DCS CHP Member Services at **602-212-4983** or **1-833-711-0776 (TTY/TDD 711)**.

What is integrated care?

Integrated care means that a member needs only one health plan to get care for their mind and body. Children in foster care can get their physical and behavioral health services from Mercy Care Department of Child Safety Comprehensive Health Plan (Mercy Care DCS CHP).

We have offered integrated health services to our members in long-term care since 2000, to members with a serious mental illness designation since 2014, to our AHCCCS Complete Care members since 2018, to our members with developmental disabilities since 2019, and to our Mercy Care Department of Child Safety Comprehensive Health Plan (Mercy Care DCS CHP) members since April 1, 2021.

Mercy Care DCS CHP remains committed to providing children and youth in foster care with more options to get physical and behavioral health care and wellness services. If you have any questions or need services, you can call Member Services from 7 a.m. to 6 p.m., Monday through Friday, at **602-212-4983** or **1-833-711-0776 (TTY/TDD 711)**.

Community resources

As the saying goes, "It takes a village to raise a child." Several organizations statewide work for the betterment of children in child welfare and their caregivers. Find additional resources on our website at **www.MercyCareAZ.org/members/chp-members/resources**.

- **AHCCCS:** resources for foster/kinship/adoptive families
- **Arizona Friends of Foster Children Foundation:** grant awards for children who have been adjudicated dependent wards of the court in Arizona — **www.affcf.org/awards**
- **A Mighty Change of Heart:** personalized duffle bags for children in Arizona entering child welfare — **www.amchaz.org**
- **Arizona Helping Hands:** essential needs for children in child welfare — **www.azhelpinghands.org**
- **Helen's Hope Chest:** essential needs for children in child welfare — **www.helenshopechest.org**
- **Jose's Closet:** essential needs for children in child welfare — **www.josescloset.org**
- **Strong Families AZ:** a network of free home visiting programs — **www.strongfamiliesaz.com**
- **Raising Special Kids:** to improve the lives of children with disabilities — **www.raisingspecialkids.org**
- **Family Involvement Center:** support for securing emotional, physical and behavioral health care in Arizona — **www.familyinvolvementcenter.org**
- **Safe to Sleep:** U.S. Department of Health and Human Services' public education on infant sleep safety — **www.nichd.nih.gov/sts**
- **Centers for Disease Control and Prevention:** health information for children, teens and pregnant women — **www.cdc.gov/parents**
- **Milestone Tracker app:** to track your child's developmental milestones and share them with your pediatrician; available in English and Spanish — **www.cdc.gov/MilestoneTracker**
- **First Things First:** committed to the healthy development and learning of young children from birth to age 5 — **www.firstthingsfirst.org**
- **Safe Kids Worldwide:** working to help families and communities keep kids safe from injuries — **www.safekids.org**
- **Sesame Street in Communities:** activities and tips for the challenges and joys of ensuring a child's healthy development — **www.sesamestreetincommunities.org**

Teen Lifeline

There is hope. Get crisis support anytime.

Call or text Teen Lifeline at **602-248-8336** (**602-248-TEEN**)

Outside Maricopa, call: **1-800-248-8336** (**1-800-248-TEEN**)

Hours:

- Call 24/7/365.
- Text weekdays 12 noon to 9 p.m. and weekends 3 to 9 p.m.
- Peer counseling 3 to 9 p.m. daily.

Signs of alcohol and drug use in youth and what to do next

Alcohol and drug use is an ongoing problem in the United States. Substance use affects people of all ages and upbringings. **Drugfree.org** reports that 90% of people who live with addiction started using substances in their teen years. It's common for some young people ages 12 to 21 to try drugs and/or alcohol to fit in socially or to dull trauma and pain.

As a caregiver, it's important to monitor the youth in your care. Talk to them about the dangers of substance use and how to know when to get help.

Talk

Talk to children and teens about the dangers of using alcohol and drugs, even if you do not suspect they are using them. Set rules, such as needing to know their friends, checking in when they are out and being home by a certain time.

Encourage them to be open and honest with you if they are facing any struggles. Let them know that alcohol and drugs are not solutions to life problems. Encourage healthy outlets for stress, anxiety or mood enhancing, such as exercise, journaling or talk therapy.

For more information on how to talk about substance use with children and teens, visit **www.samhsa.gov/talk-they-hear-you**.

Monitor

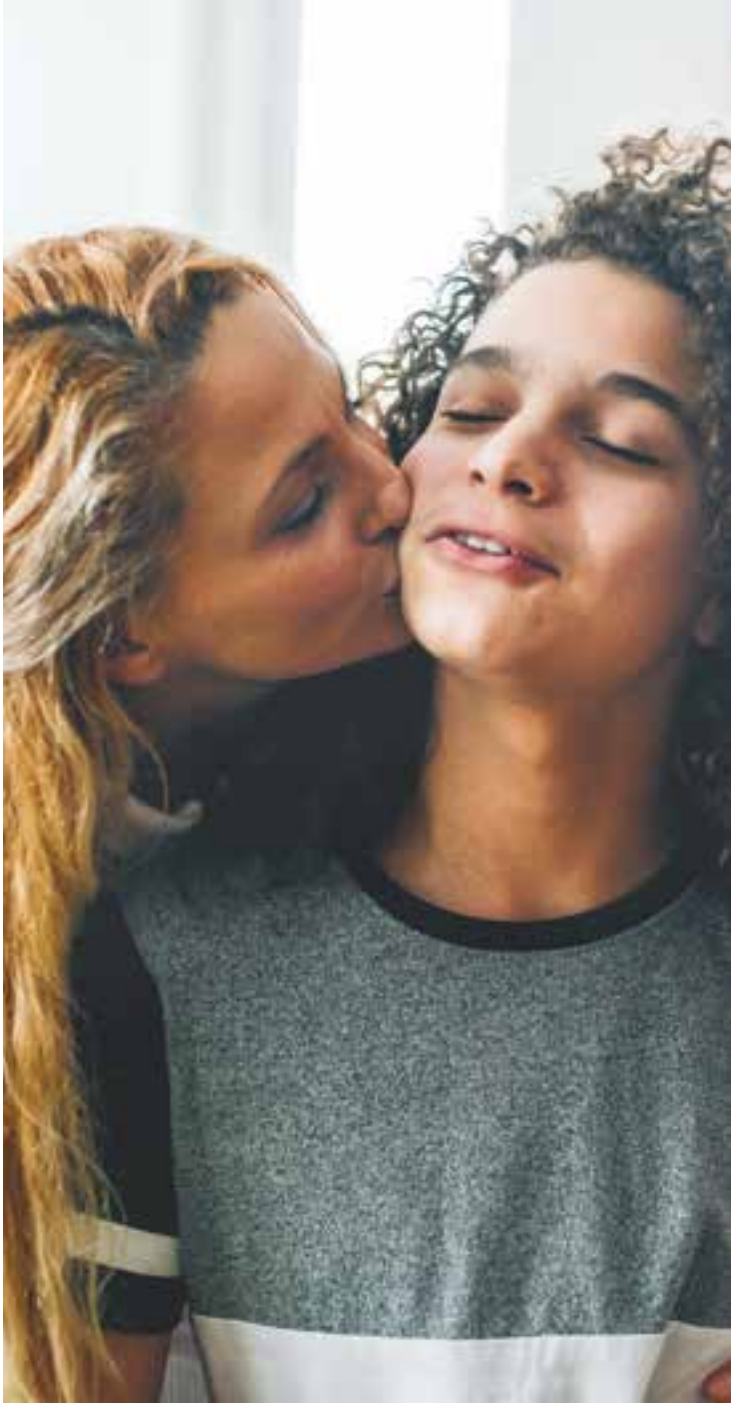
Sometimes youth will not confide drug or alcohol use to you even if you're open and encouraging. It's important to recognize signs of possible substance use by monitoring. A substance use problem may exist if they show several of these behaviors at once, the behaviors start suddenly or they are extreme in nature:

- Changes in mood
- Missing school or low grades
- Behavior issues or rule-breaking
- Memory lapses, lack of concentration or coordination
- Slurred speech or bloodshot eyes
- Different friends or keeping you from meeting their friends
- Finding hidden alcohol or drugs in their room or personal belongings

Get help

If a youth is involved in high-risk substance use, it can lead to severe outcomes, such as addiction, contracting a sexually transmitted infection (STI), involvement with law enforcement, serious injury or death. If you believe the youth in your care is involved in substance use, help is available.

You can call Mercy Care DCS CHP Member Services Monday through Friday, 8 a.m. to 5 p.m., at **602-212-4983** or **1-833-711-0776 (TTY/TDD 711)** to get connected to providers. Support is also available 24/7 through crisis lines. A list of crisis lines serving Arizona can be found here: **www.mercycareaz.org/members/chp-members/crisis**.



Know the dangers of fentanyl and other opioids

Fentanyl is a manmade opioid used to treat severe pain. It's 50 to 100 times more potent than similarly used drugs, such as morphine. Fentanyl use is a crisis in Arizona, accounting for most opioid overdoses, according to the Substance Abuse Coalition Leaders of Arizona. Teens as young as age 14 have died from fentanyl overdose.

If you suspect the youth in your care is overdosing, call **911** right away. You can also administer naloxone, an overdose reversal drug, to provide lifesaving treatment. For more details on naloxone, visit **drugfree.org/article/overdose-response-treatment**.

Long-term options may be needed to treat opioid addiction. It involves using approved medicines and behavioral therapies, like counseling, to treat substance use disorders. When people misuse opioids, their bodies can become addicted or dependent on them. If they don't have opioids in their system, they can feel opioid withdrawal. The symptoms of opioid withdrawal can include diarrhea, abdominal cramping, nausea, vomiting, rapid heartbeat and intense cravings.

You do not need a referral from the child's primary care physician for behavioral health or substance use services. Call the behavioral health or substance use provider directly to set up an appointment. You can also call Mercy Care DCS CHP Member Services at **602-212-4983** or **1-833-711-0776 (TTY/TDD 711)** for help with finding a behavioral health provider.

Meet Kim Hemmersbach: A voice for transitional youth in foster care

Kim Hemmersbach, LPC, has been the transition age youth manager at Mercy Care since November 2020. She has worked for the health plan since 2014. She is a licensed counselor and uses this training for her current job.

Kim says, "I come from a place of advocacy and doing the right thing. I've always been young at heart, which drew me to want to serve [for foster care] and help the youth population and their families."

It's important to help foster care youth, especially those transitioning into adulthood, on their path to wellness and success. These youth will be serving and giving back to the communities they live in. One of the best ways to serve is by joining Mercy Care's Youth Leadership Council (YLC).

What is the Mercy Care YLC?
The council is made up of Mercy Care plan members ages 16 to 25. Members come from diverse backgrounds and experiences. Members have received behavioral and physical health services from this health plan. The council gives a voice for change on how services are delivered for a member during a transition from being 17 years of age to turning 18 years of age.

Why is it important to join the YLC?
The council is also a place to stay connected with your peers and work together for a common cause. Events are planned by the council to reach our communities with the great work being done and to also give back to our communities. It can provide a sense of belonging and pride, as the council strives for system changes.

When does the YLC meet, and how can someone join it?
If you are a Mercy Care plan member between the ages of 16 and 25, to become a council member, please visit our website at **www.MercyCareAZ.org/involved/committees**. Complete the Youth Leadership Council application, and email it to Kim Hemmersbach at **hemmersbachk@mercycareaz.org**. All applications will be reviewed by the council. You will be contacted if you are selected.

The council meets the first Tuesday of the month from 4:00 PM to 6:00 PM. Currently, council meetings are virtual. When meetings are in-person again, they will be at the Mercy Care building, 4500 E. Cotton Center Blvd., in Phoenix.

Life Skills Assessment
If you are interested in knowing how prepared you are for adult life, the Casey Life Skills Assessment is a great tool. It helps spot areas of weakness and strength when assessing transition to adulthood. This tool is free and easy to use. Visit **https://caseylifeskills.secure.force.com** to take the assessment.

Measuring cultural competency

We're committed to our members and their care. It's very important to us. That's why we spend a lot of time and effort making sure cultural competency is part of everything we do. This means being respectful of your beliefs and your culture. It also means understanding your language needs.

We require our providers to support members with culturally sensitive services. They use the Culturally and Linguistically Appropriate Services (CLAS) standards as a guide. These standards make sure that services are respectful of your culture and language needs.

We have two departments at Mercy Care DCS CHP that keep an eye on how providers are doing. They are Cultural Competency and Quality Management. They offer support to providers. They make sure members are getting services in the right way. And that helps to make sure we are always improving services sensitive to your culture and way of life.

Medicare Part D: Taking medication the right way

Mercy Care DCS CHP wants the child in your care to be as healthy as possible. One of the most important ways children can stay healthy is by taking medications as the doctor prescribed.

The term used to describe if patients are taking their medication the right way is "medication adherence." Medication adherence is important to the child's health. There are many diseases that do not show their bad effects every day. These can include diabetes, high blood pressure, high cholesterol and others. Since children do not "feel" the effects of these diseases all the time, it can be hard to remember to give them medications.

Here are some tips to help you:

- Keep medications in a place that you remember to visit every day, like the cabinet next to your toothbrush.
- Unless a doctor tells you a specific time, give children medications when it is easy to remember. Make it part of your daily routine.
- Use a pill box and write on the pill box the time the children should take their medications.
- Use an alarm clock or an electronic device (tablet, smartphone) to remind you to give medications.
- Have a family member or close friend help remind you to give the child medications.

Always keep medications away from children. If you have any questions about the medications the child takes, ask the doctor or pharmacist.

Report fraud and abuse

Mercy Care DCS CHP takes fraud and abuse seriously. Protecting against fraud and abuse is everyone's duty. If you suspect fraud or abuse related to your Mercy Care DCS CHP benefits, you can report it in one of the ways listed below:

- Call the Mercy Care Fraud Hotline: **1-800-810-6544**.
- Call AHCCCS Fraud Reporting: **602-417-4193** or **1-888-487-6686**.
- Use the fraud and abuse reporting form available at **www.MercyCareAZ.org** or **www.azahcccs.gov/fraud/reportfraud**. Include as much information as you can. Note: Even if you provide your contact information, your information will not be shared.

Language and interpretation services

Mercy Care can help you get a telephone or sign language interpreter for health care visits at no cost to you. If you need help in your language or if you are deaf or have difficulty hearing, call Member Services for an interpreter at **602-212-4983** or **1-833-711-0776 (TTY/TDD 711)**.

Addressing Social Determinants of Health

Social Determinants of Health (SDoH) are key factors that affect health outcomes in a person's life. Some of these SDoH, such as access to healthy food, equal education and a safe place to live, play an important role in a person's mental and physical health. Children in child welfare can come from backgrounds where there are health inequalities due to SDoH.

Kinship and foster caregivers can help children overcome the health effects related to SDoH. Here are some ways they can help a child or children in their care to have better health.

- Give them a safe and loving home while in your care.
- Care for and support the child's physical, emotional, social and learning development.
- Talk to them and show them how to take care of their bodies by eating healthy foods, exercising, and avoiding drugs, tobacco and alcohol.
- Get a well-child (also known as EPSDT — Early Periodic Screening, Diagnostic and Treatment) medical examination within 30 days of placement.
- Rapid Response will assess the physical and mental health needs of the child within the first 72 hours of placement, per Jacob's Law. Most children in foster care will be enrolled with a mental health service provider.
- Schedule a dental examination for each child age 1 year or older as soon as possible but no later than within 30 days of entry into DCS care.

The Mercy Care Department of Child Safety Comprehensive Health Plan (Mercy Care DCS CHP) is a program administered by the Arizona Department of Child Safety. Mercy Care DCS CHP is the health plan for Arizona's children and youth placed in out-of-home care.

If you need physical or behavioral assistance for a child in your care or have questions, Mercy Care DCS CHP Member Services is available Monday through Friday, from 8 a.m. to 5 p.m., at **602-212-4983** or **1-833-711-0776 (TTY/TDD 711)**.

Help for a behavioral health crisis

The Behavioral Health Crisis Line is available 24 hours a day, 7 days a week for Mercy Care DCS CHP members.

- Maricopa County: **602-222-9444**
- Pima and Pinal counties: **1-866-495-6735**
- Gila County: **1-877-756-4090**
- Text HOPE to **4HOPE** (**44673**)

Crisis Line staff can help:

- Meet you in the community
- Take you somewhere safe
- Help you identify your resources for care
- Help you arrange counseling
- Provide options for dealing with other urgent situations

*Always call **911** in life-threatening situations.*

If you need someone to talk to

Call the Warm Line at **602-347-1100**. The support line is operated by credentialed peer support specialists, available 24 hours a day, 7 days a week.

Your Office of Individual and Family Affairs

Mercy Care's Office of Individual and Family Affairs (OIFA) promotes recovery and health for people with Serious Mental Illness (SMI) or General Mental Health/Substance Use (GMH/SU). They support members with developmental disabilities and children in the child welfare system. They work together with leaders, peer groups, families and the public to make program decisions.

Mercy Care's OIFA team believes recovery is possible for everyone. We work with our members and their families to:

- Help people seek treatment for mental illness.
- Let them know they do not need to feel bad about getting help.
- Provide them services that respect their culture and language needs.
- Offer training and support for members and their families.
- Provide information about peer support and family support that are available to all persons receiving services and their families.

If you need help or have concerns about your care, you can contact us at **OIFATeam@MercyCareAZ.org**. You can also stay connected to Arizona's network of Offices of Individual and Family Affairs by visiting **www.azahcccs.gov/ahcccs/healthcareadvocacy/oifa.html**.

HEALTH MATTERS is published for the members of Mercy Care DCS CHP. As of August 2, 2021, our new location is: 4500 E. Cotton Center Blvd., Phoenix, AZ 85040.

Contract services are funded under contract with AHCCCS.

This is general health information and should not replace the advice or care you get from your provider. Always ask your provider about your own health care needs.

Mercy Care is administered by Aetna Medicaid Administrators, LLC, an Aetna company.

Call Mercy Care DCS CHP Member Services Monday through Friday, 7 a.m. to 6 p.m., at **602-212-4983** or **1-833-711-0776 (TTY/TDD 711)**. 24-hour nurse line: **602-212-4983** or **1-833-711-0776**; select "Speak to a nurse."

www.MercyCareAZ.org

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Nondiscrimination Notice

Mercy Care DCS CHP complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Mercy Care DCS CHP does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Mercy Care DCS CHP:

- Provides no-cost aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides no-cost language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need a qualified interpreter, written information in other formats, translation or other services, call the number on the member's ID card or **1-800-385-4104 (TTY: 711)**.

If you believe that Mercy Care DCS CHP has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with our Civil Rights Coordinator at:

Address:	Attn: Civil Rights Coordinator 4500 East Cotton Center Boulevard Phoenix, AZ 85040
Telephone:	**1-888-234-7358 (TTY 711)**
Email:	MedicaidCRCoordinator@mercycareaz.org

You can file a grievance in person or by mail or email. If you need help filing a grievance, our Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building, Washington, D.C. 20201, 1-800-368-1019, 1-800-537-7697 (TDD).

Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html.
MC-DCS-CHP-1449

Multi-language Interpreter Services

ENGLISH: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call the number on the back of your ID card or **1-800-385-4104** (TTY: **711**).

SPANISH: ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al número que aparece en el reverso de su tarjeta de identificación o al **1-800-385-4104** (TTY: **711**).

NAVAJO: Díí BAA AKóNíNíZIN: Díí bee yániłti'go, saad bee áká'ánída'awo'dę́ę́', t'áá jiik'eh, éí ná hóló. Ninaaltsoos nitł'izí bee nééhozinígíí bine'dę́ę́' béésh bee hane'í biká'ígíí bee hodíílnih doodago **1-800-385-4104** (TTY: **711**) hólne' dooleeł.

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。請致電您的 ID 卡背面的電話號碼或 **1-800-385-4104** (TTY: **711**)。

VIETNAMESE: CHÚ Ý: nếu bạn nói tiếng việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Hãy gọi số có ở mặt sau thẻ id của bạn hoặc **1-800-385-4104** (TTY: **711**).

ARABIC: ملحوظة: إذا كنت تتحدث باللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل على الرقم الموجود خلف بطاقتك الشخصية أو عل **1-800-385-4104** (للصم والبكم: **711**).

TAGALOG: PAUNAWA: Kung nagsasalita ka ng wikang Tagalog, mayroon kang magagamit na mga libreng serbisyo para sa tulong sa wika. Tumawag sa numero na nasa likod ng iyong ID card o sa **1-800-385-4104** (TTY: **711**).

KOREAN: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 귀하의 ID 카드 뒷면에 있는 번호로나 **1-800-385-4104** (TTY: **711**) 번으로 연락해 주십시오.

FRENCH: ATTENTION: si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le numéro indiqué au verso de votre carte d'identité ou le **1-800-385-4104** (ATS: **711**).

GERMAN: ACHTUNG: Wenn Sie deutschen sprechen, können Sie unseren kostenlosen Sprachservice nutzen. Rufen Sie die Nummer auf der Rückseite Ihrer ID-Karte oder **1-800-385-4104** (TTY: **711**) an.

RUSSIAN: ВНИМАНИЕ: если вы говорите на русском языке, вам могут предоставить бесплатные услуги перевода. Позвоните по номеру, указанному на обратной стороне вашей идентификационной карточки, или по номеру **1-800-385-4104** (TTY: **711**).

JAPANESE: 注意事項:日本語をお話になる方は、無料で言語サポートのサービスをご利用いただけます。IDカード裏面の電話番号、または**1-800-385-4104** (TTY: **711**)までご連絡ください。

PERSIAN: اگر به زبان فارسی صحبت می کنید، به صورت رایگان می توانید به خدمات کمک زبانی دسترسی داشته باشید. با شماره درج شده در پشت کارت شناسایی یا با شماره **1-800-385-4104** (TTY: **711**) تماس بگیرید.

SYRIAC: ܟܬܘܒܬܐ ܕܡܬܠܠܬ ܥܡܟܘܢ ܠܫܢܐ ܣܘܪܝܝܐ، ܐܢܬܘܢ ܙܟܝܢܝܢ ܠܡܫܡܫܐ ܕܠܫܢܐ ܕܠܝܬܗ ܒܠܚܘܕ. ܠܡܨܠܬܐ ܕܐܝܕܝܬܟܘܢ ܐܘ ܥܠ **1-800-385-4104** (ܛܝܛܝ: **711**)

SERBO-CROATIAN: OBAVEŠTENJE: Ako govorite srpski, usluge jezičke pomoći dostupne su vam besplatno. Pozovite broj na poleđini vaše identifikacione kartice ili broj **1-800-385-4104** (TTY – telefon za osobe sa oštećenim govorom ili sluhom: **711**).

SOMALI: FEEJIGNAAN: Haddii af-Soomaali aad ku hadasho, adeegyada gargaarka luqadda, oo bilaash ah, ayaad heli kartaa. Wac lambarka ku qoran dhabarka dambe ee kaarkaaga aqoonsiga ama **1-800-385-4104** (Kuwa Maqalka ku Adag **711**).

THAI: ข้อควรระวัง: ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทรติดต่อหมายเลขที่อยู่ด้านหลังบัตร ID ของคุณ หรือหมายเลข **1-800-385-4104** (TTY: **711**)

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