

HEALTH MATTERS

Fall/Winter 2023

Budget-friendly healthy snacks your whole family will crave

Handing out the right snacks can do double duty. It can fuel good energy and health now. And it can boost immunity to help fight off illness as we enter cold and flu season. But common go-tos like packaged chips, cookies and candy can be pricey and harm your health over time. Instead, try these easy snacks. They're good for your health and kind to your wallet.

Greek yogurt

It's thick and creamy, and loaded with calcium and protein. Throw in some banana slices for potassium. Or add berries (fresh or frozen) for vitamin C and antioxidants.

Apple and peanut butter

Peanut butter serves up healthy fats and protein. Added that to filling fiber from an apple, and you've got a snack that will keep you full until your next meal.

Glass of milk

A cold glass — or a warm mug — is an easy way to satisfy hunger. Plus you're drinking up immune-boosting minerals like calcium, and vitamins A and D.

Fresh veggies and hummus

Made of pureed chickpeas, hummus is a great source of plant-based protein. Pair with raw veggies like carrots and bell pepper.



Depression signs through the ages

Depression can happen to anyone. It's also highly treatable. Since some symptoms vary between age groups, it's important to know what to watch for.

Adults

- Loss of interest in socializing and hobbies
- Restless, agitated or sluggish
- Feeling worthless or guilty
- Hard time concentrating, remembering and making decisions

New mothers (called postpartum depression)

- Feeling overwhelmed or empty
- Detachment from baby
- Panic attacks
- Tired
- Decreased interest in activities
- Self-doubt, guilt, anger

- Changes in sleep or eating
- Thinking about harming themselves or their baby

Children

- More argumentative or grouchy
- Often tired or agitated
- Problems concentrating in school
- Feeling inadequate or guilty
- Self-destructive behaviors
- Angry outbursts or tantrums

Teenagers

- Doing poorly in school
- Often restless or agitated
- Overreacting to criticism
- Lacking energy or motivation

- Using drugs or alcohol
- Poor self-esteem
- Not taking care of appearance

Children and teens in and out of home placement may also have trouble sleeping due to stressors such as separation from parents, trust issues, new surroundings, or past trauma around bedtime.

If you see any of these signs in a loved one or yourself, reach out to your primary care provider (PCP) or the child's Behavioral Health (BH) provider. If you need help finding a BH provider, call Mercy Care DCS CHP Member Services.

How to talk to a loved one about suicide

Sometimes when someone is struggling in their life, they may be considering suicide. It's important to know the warning signs and to seek help.

They may say they want to die, talk about feeling hopeless, having no purpose or being a burden to others. Listen to them carefully. Let them know you are there for them. Get them connected to resources.

Other times someone is thinking about suicide but doesn't tell anyone. Look for warning signs such as them being withdrawn, sleeping too much or not enough, increasing drug or alcohol use, or being anxious, agitated or reckless. Ask them if they are considering suicide. Let them know that suicide is a serious matter. Connect to helping resources.

The Suicide & Crisis Lifeline phone number is **988**. Support is available 24 hours a day, 7 days a week. They offer support in English and Spanish. Call **988** at any time for help if a friend is struggling and you need support.

Let a trusted adult know if you or someone you care about is struggling with thoughts of suicide. Youth in foster care can also call or text Teen Lifeline at **602-248-8336** or visit teenlifeline.org to get help.

More resources:

- livingworks.net
- save.org
- 988lifeline.org/help-someone-else/
- bethe1to.com/bethe1to-steps-evidence/
- mercycaresaz.org/wellness/crisis
- The Trevor Project: Youth LGBTQ+ 24-hour crisis line: Call **1-866-488-7386**, text **678-678** or chat at thetrevorproject.org

Behavioral health crisis resources

Anyone can call the **Arizona Behavioral Health Crisis Line** 24 hours a day, 7 days a week.

Call **1-844-534-HOPE (4673)** or text HOPE to **4HOPE (44673)**. Chat support is available at crisis.solari-inc.org/start-a-chat

Crisis Line staff can help:

- Provide crisis support over the phone
- Dispatch a crisis mobile team to support you in the community
- Arrange for transportation to take you somewhere safe
- Help you arrange counseling or connection to your outpatient provider
- Provide options for dealing with urgent situations

Veterans Crisis Line: 1-800-273-8255, press 1
Suicide & Crisis Lifeline: 988

National crisis text line:

Text HOME to **741741**, about any type of crisis, or go to crisistextline.org/text-us/.

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

Tribal Crisis Lines:

- San Carlos Apache Reservation: **1-866-495-6735**
- Gila River and Ak-Chin Indian Communities: **1-800-259-3449**
- Salt River Pima Maricopa Indian Community: **1-855-331-6432**
- Fort McDowell Yavapai Nation: **480-461-8888**
- San Lucy District of the Tohono O'odham Nation: **480-461-8888**
- Tohono O'odham Nation: **1-844-423-8759**
- Pascua Yaqui Tribe: Tucson **520-591-7206**; Guadalupe **480-736-4943**
- White Mountain Apache Tribe: **928-338-4811**
- Navajo Nation: **928-551-0508**

If you need someone to talk to, call the Warm Line at **602-347-1100**, 24 hours a day, 7 days a week. It's a support line operated by credentialed peer support specialists. Always call **911** in life-threatening situations.

Your family's healthy-all-year secret

Spoiler alert: It's vaccinations. They can help your family stay well this winter. And for many seasons to come. Here are six shots to keep on your radar. Go to [CDC.gov/vaccines](https://www.cdc.gov/vaccines) for a full list. You can schedule vaccinations with your Primary Care Provider.



Chickenpox (varicella)

When it's given: Children get two doses. One dose is given at 12 to 15 months old. The second dose is given between ages 4 and 6. If you've never been vaccinated or had chickenpox, you'll need the shot now.

Diphtheria, tetanus and pertussis (DTaP, TDaP)

When it's given: Younger children usually get five doses of DTaP between ages 2 months and 6 years. Tdap is for older kids, with a first dose between ages 11 and 12. Adults need a Tdap booster shot every 10 years (more often if pregnant).

Flu (influenza)

When it's given: Every year. Get the vaccine as soon as you can. That's usually in September or October in the fall.

Human papillomavirus (HPV)

When it's given: First dose is given between ages 11 and 12. If you're older and haven't had the shot, talk to your doctor. HPV, a sexually transmitted infection (STI), can cause cervical cancer and other cancers.

Measles, mumps and rubella (MMR)

When it's given: Between 12 and 15 months of age for the first dose. And between ages 4 and 6 for the second dose. Sometimes adults need to get it again. Ask your doctor if you need the shot.

Pneumococcal

When it's given: Infants, young children and older adults need this. It's given to children at 2, 4 and 6 months and between 12 and 15 months for a total of 4 doses. Adults get one more dose at age 65 or older.

Flu season is here again

Influenza is a virus, and it can change each season. That's why you need to get a flu shot every year. People who are 65 or older or have a chronic condition are more likely to get very ill from the flu. This can lead to a hospital stay, or even death.

Things you can do to protect yourself and the child in your care:

- Avoid close contact with people who are sick.
- Wash your hands often using soap and water.
- Avoid touching your eyes, nose or mouth.
- Clean and disinfect surfaces and objects.
- Get plenty of sleep, eat well and stay active.

If you have left foster care, don't risk a gap in your Medicaid coverage.

Update your contact information with AHCCCS, your Medicaid agency, after you leave DCS. Visit [healtharizonaplus.gov](https://www.healtharizonaplus.gov) for information about applying for or renewing your benefits.

Medicare Part D

Prescription drug benefits for dual eligible individuals

Medicaid individuals who are eligible and enrolled in Medicare are considered dual eligible. Once you are Medicare eligible, your Medicaid plan can no longer pay for your drugs. Dual eligible individuals need to enroll in a Medicare plan that includes Part D prescription drug coverage. Medicare Advantage plans include coverage for Medicare covered services, Part D prescription drugs and other benefits not covered by Medicare. Some Medicare Advantage plans are Special Needs Plans. These plans include coverage for Medicare covered services, Part D prescription drugs, additional benefits and will coordinate with the Medicaid plan coverage a dual eligible individual has.

Mercy Care offers a dual eligible Special Needs Plan, called Mercy Care Advantage and it includes Part D drug coverage. With Part D drug coverage, you will pay a small amount for covered drugs. If you live in a nursing home and have full Medicaid coverage, you pay nothing for covered drugs. If you don't join a Medicare plan that includes Part D drug coverage, Medicare will automatically enroll you in a standalone Medicare Part D prescription drug plan. Individuals who are dual eligible can switch Medicare plans during certain times of the year.

Note: AHCCCS does not contract nor oversee the activities of any separate stand-alone Medicare Part D prescription drug plans.



Network pharmacies

You must always use a pharmacy that is in the Mercy Care network to get your prescription medicine. Please note, Walgreens is not a Mercy Care network pharmacy. You can find a network pharmacy on our website at [mercycareaz.org/find-a-provider](https://www.mercycareaz.org/find-a-provider). Or you can call Member Services for help at **602-212-4983** or **1-833-711-0776 (TTY 711)**.

DCS CHP members, call Mercy Care DCS CHP Member Services at **602-212-4983** or **1-833-711-0776 (TTY 711)**.

To find out about our pharmacy management and updates, visit the links below. You can see which drugs are covered and any requirements for getting them. You can also see what your doctor needs to do if you want a medication that isn't covered.

- ACC members:
[mercycar.es/a-pharmacy](https://www.mercycar.es/a-pharmacy)
- ACC-RBHA members:
[mercycar.es/r-pharmacy](https://www.mercycar.es/r-pharmacy)
- ALTCS members:
[mercycar.es/l-pharmacy](https://www.mercycar.es/l-pharmacy)
- DDD members:
[mercycar.es/d-pharmacy](https://www.mercycar.es/d-pharmacy)
- DCS CHP members:
[mercycar.es/dcs-pharmacy](https://www.mercycar.es/dcs-pharmacy)

Kids and diabetes

Type 2 diabetes is becoming more common in children and teens. Learn why and how you can help prevent it.

What is diabetes?

It's a condition where the body can't make or use insulin properly. Insulin is a hormone that helps your body use sugar, or glucose, from food for energy. Diabetes causes this sugar to build up in the blood.

Type 1 diabetes: The body doesn't make insulin at all. Currently, there is no way to prevent type 1 diabetes, but there are ways to manage it.

Type 2 diabetes: The body doesn't make enough insulin or can't use insulin correctly. The good news is there are ways to help prevent type 2 diabetes, as well as manage it.

Risk factors

Being overweight is the biggest risk factor, according to the American Diabetes Association.

If a child's biological mother or father has diabetes, there is a higher risk that the child will develop it.



Children who are African American, Hispanic or Latino, Native American, Asian American or Pacific Islander are at higher risk.

Prevention

To lower diabetes risk, encourage small changes:

Eat well. Include fruits or vegetables at each meal. Frozen and canned options are wallet-friendly, but pick ones without added sugar.

Cut back on desserts. If you give your child one every day, switch to every other day.

Choose water over soda or sports drinks. Too much sugar can lead to weight gain.

Be active. Get at least an hour a day. It doesn't have to be all

at once. It can be a 15-minute morning walk and 45 minutes of playtime later.

Limit screen time. Limit TV and video games to two hours a day. Sitting too much can lead to weight gain.

Stick to a regular sleep schedule. Getting enough rest is important for a healthy weight.

Talk to the child in your care's doctor at your next checkup and ask if they're at risk. Call the doctor sooner if you notice any of these symptoms:

- Increased thirst
- Frequent urination
- Unusual tiredness

For more information on diabetes, go to **diabetes.org**.

If you have left foster care, don't risk a gap in your Medicaid coverage.

Update your contact information with AHCCCS, your Medicaid agency, after you leave DCS. Visit **healthearizonaplus.gov** for information about applying for or renewing your benefits.

Introducing Teledentistry

Your Dentist, Anytime Anywhere®

Mercy Care DCS CHP members now have access to a dentist 24 hours a day, seven days a week, year-round. You can talk to a dentist by video on your smart device.

It's a simple and convenient option for **emergency dental care** at no cost to you. Emergency dental care may be a chipped or broken tooth, tooth pain, face swelling or bleeding.

When can I use Teledentistry.com?

- Whenever you need immediate dental care
- If your dentist is unavailable
- If you're considering the emergency room or urgent care for a dental concern
- When you don't have a ride arranged to get care

How does Teledentistry.com work?

- Call anytime at **866-302-0905**
- Have your Mercy Care member ID card ready
- Or visit **bit.ly/AZ-teledentistry**
- Follow the prompts to get care

Questions? Email **support@teledentistry.com** or call **866-302-0905**.



4 tips for healthy lungs

Whether the child in your care has a chronic lung condition, like asthma, or a respiratory infection, like a cold, use our tips to breathe easier.

- 1 Take medicine as directed by your doctor. Also, if you are prescribed an inhaler, make sure to use it correctly.
- 2 Get a flu shot. Ideally, by the end of October.
- 3 See an allergist if needed. Allergies can trigger an asthma attack.
- 4 If you smoke, quit now. It's the best way to stop more lung damage.

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 to 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 to 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. For no cost language services, call **1-800-385-4104 (TTY: 711)**.



Integrated care

Integrated care means you can get care for your mind and body under one health plan.

We have offered integrated health services to:

- Members in long-term care since 2000
- Members with a serious mental illness designation since 2014
- AHCCCS Complete Care members since 2018
- Members with developmental disabilities since 2019
- Mercy Care Department of Child Safety Comprehensive Health Plan (Mercy Care DCS CHP) members since 2021

We remain committed to providing you with more options to get all the care you need.

If you have any questions or need services, call Mercy Care DCS CHP Member Services.

Know the dangers of Fentanyl

Fentanyl is a man-made opioid used to treat severe pain in medical settings. It's 50 to 100 times more potent than other painkillers like morphine.

Fentanyl use is a crisis in Arizona. It accounts for most opioid overdoses, says the Substance Abuse Coalition Leaders of Arizona.

Children and teens have been poisoned by accidental exposure to fentanyl and died from fentanyl overdose. Talk to the children in your care about staying away from medicines or drugs that are not prescribed to them.

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 life-saving treatment. For more details on naloxone, visit **drugfree.org/article/overdose-response-treatment**.

Licensed caregivers caring for youth 12 and older or a child at risk for opioid overdose must have naloxone on-site (for each child). Find out where to locate naloxone at **naloxoneaz.com** or ask your local pharmacy.

Notify DCS within two hours after a child suffers serious illness or injury requiring hospitalization, urgent care or emergency room 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.

Even when opioids are used as prescribed, a person can become chemically dependent on them. People may not realize they are becoming addicted. Once they are dependent, they can feel withdrawal symptoms when opioids are not in their system. Opioid withdrawal symptoms can include:

- Diarrhea or abdominal cramping
- Nausea and vomiting
- Rapid heartbeat
- Intense cravings

You do not need a referral from the child's primary care physician (PCP) 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 for help finding a provider.

HEALTH MATTERS is published for the members of Mercy Care DCS CHP.

4750 S. 44th Place, Suite 150,
Phoenix, AZ 85040.

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, 8 a.m. to 5 p.m., at **602-212-4983** or **1-833-711-0776 (TTY 711)**.
24-hour nurse line: **602-212-4983** or **1-833-711-0776**.
www.MercyCareAZ.org

Member Handbook

You can get this year's Member Handbook 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 711)**.

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>

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 AKÓNĪNĪZIN: Díí bee yánitt'i'go, saad bee áká'ánída'awo'déé', t'áá jiik'eh, éí ná hóló. Nínaaltsoos nitt'izi bee nééhozinígíí bine'déé' béésh bee hane'í biká'ígíí bee hodílnih doodago **1-800-385-4104 (TTY: 711)** hólne' dooleet.

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)**.

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 1-800-385-4104 (TTY: 711) تماس بگیرید.

[illegible]

SERBO-CROATIAN: OBAVEŠTENJE: Ako govorite srpski, usluge jezičke pomoći dostupne su vam besplatno. Pozovite broj na poledini 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**)