



CMDP News

Summer 2016

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Fact Sheet

Because life is too precious....

DOUBLE CHECK For Kids in Cars

Between 1998 & 2014, **28 children** in Arizona have died from heatstroke after being left in a car, ranking Arizona third in the United States, per capita*. In that same time period:



- In the U.S., **636 children** have died from hyperthermia
- An average of **37 children** died each year
 - **336 children (53%)** were "forgotten" by a caregiver
 - **186 children (29%)** were playing in an unattended vehicle
 - **110 children (17%)** were left intentionally

Average time it takes for temperature to rise inside a vehicle

- 19° in 10 minutes**
- 29° in 20 minutes**
- 34° in 30 minutes**
- 43° in 1 hour**

Between 1998 and 2014, **More than half** of the deaths are children **under the age of 2**

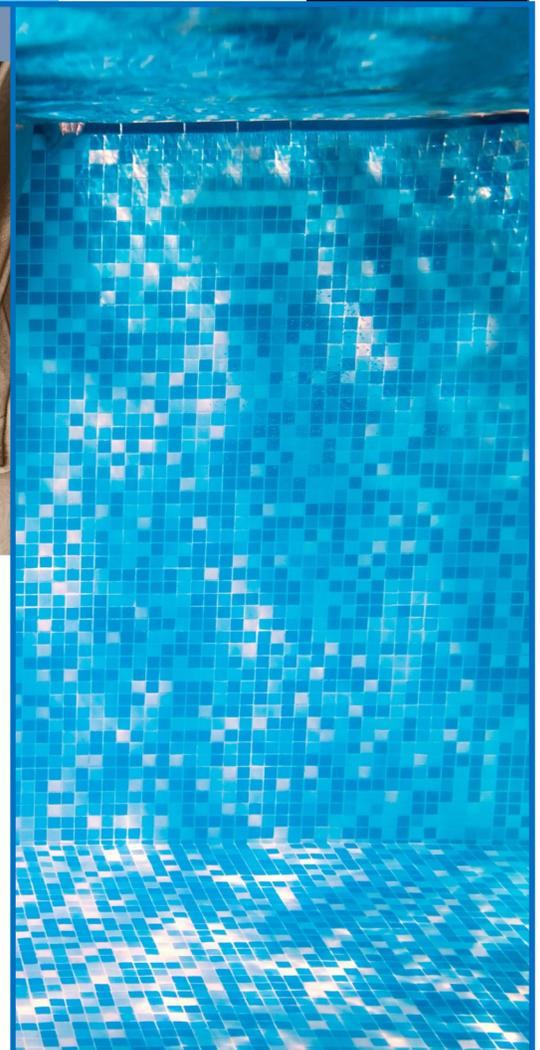
< 1 year old = 197 Children/ 31%	5-years old = 22 Children/ 3%	10-years old = 3 Children/ < 1%
1-year old = 142 Children/ 22%	6-years old = 9 Children/ 1%	11-years old = 2 Children/ < 1%
2-years old = 126 Children/ 20%	7-years old = 3 Children/ < 1%	12-years old = 1 Child/ < 1%
3-years old = 82 Children/ 13%	8-years old = 3 Children/ < 1%	13-years old = 1 Child/ < 1%
4-years old = 39 Children/ 6%	9-years old = 2 Children/ < 1%	14-year old = 3 Children/ < 1%

~ Heatstroke occurs when the core body temperature reaches 104°

~ A core body temperature of 107° F is usually fatal

~ A child's body warms 3 to 5 times faster than an adults

*Deaths per 1 million persons ≤ 14 years old; study conducted by San Jose State University (www.gweather.com/heat/).



IT'S SUMMER TIME!

It is the perfect time for your child or teenager to get their yearly physical/well check! With a little planning you can avoid that back to school rush. The doctor's office is less crowded in the summer. There are fewer sick kids in the waiting room. The receptionists are ready to take your call and schedule an appointment that is convenient for you and your child's needs.



There are advantages to a summer scheduled physical, some of the important one are:

- Your child does not have to miss any school time
- Sports and Camp physicals can be done at the same time! So their summer is safe and fun
- Immunizations can be updated; this is especially important for kids starting school or moving into a new level in school and due to some measles and mumps outbreaks you can help insure your child is as safe as you can make them
- Medications can be evaluated, updated or changed and refills ordered.
- Depending on your child's age there may need to be some routine screening such as cholesterol, hemoglobin, vision or hearing
- You, your child, and the doctor can talk about any concerns or changes going on in your child's life
- Seeing a child when they are healthy helps alert the doctor faster when they come in with a problem
- You will have time to do any follow up in case it is needed so your child is ready to start school on time and without last minute stress



So, How Long Do I Have To Wait?

Your primary care physician (PCP) may be able to schedule routine appointment requests within 21 days. More urgent appointments may be scheduled within 2 days of your request and emergencies may be scheduled the same day.

Once you get to a routine appointment, your wait time is typically about 45 minutes or less except when the provider is not available due to an emergency.

Remember if an appointment needs to be cancelled, try to call at least one day before the scheduled appointment. Cancelling an appointment benefits all patients as it frees up time for another patient to be seen.

WOULD YOU RECOGNIZE THE MEASLES?



Get Educated - Get Vaccinated
 Learn more at StopTheSpreadAZ.org





What Does Early Periodic Screening Diagnosis and Treatment (EPSDT) Cover?

EPSDT means the same thing as a well-child visit. The purpose of the EPSDT visit is to screen and identify any medical, dental or behavioral issues that need to be addressed and to make sure that the child is growing and developing normally.

Your child should have had an EPSDT within the first month of being in your home. Routine EPSDT visits are due at 3-5 days of life, at 1, 2, 4, 6, 9, 12, 15, 18 and 24 months of age and yearly thereafter. You do not have to wait for an EPSDT to see your doctor. You can see your doctor for help with any issues you may be having with your child. Your doctor may ask you to come in at other times in order to follow up on any issues that may have been identified at an EPSDT.

EPSDT ***includes***, but is not limited to coverage of medically necessary:

- Hospital Services- Both inpatient and outpatient
- X-rays
- Doctor and Nurse Practitioner office visits
- Medicine
- Therapy
- Medical Supplies
- Prosthetic devices
- Transportation
- Family Planning Services

EPSDT does ***not*** include coverage for services that are:

- Experimental
- Only for cosmetic purposes (To make you look better)
- Not cost effective when compared to other treatment



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 children in Out-of-Home Placement gain easier access to Behavioral Health Services provided by the Regional Behavioral Health Authorities (RBHA) and the oversight agency, Arizona Health Care 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 should 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** - If 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
 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
 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
 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
 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

What To Expect From a Behavioral Health Rapid Response

Arizona Department of Child Safety (DCS) will request an urgent response from a crisis team member when a child is taken from the home. You may also have heard this urgent response called a rapid response or a 72-hour response. This may be the first behavioral health meeting that the child has ever received. A crisis provider from your Regional Behavioral Health Authority (RBHA) will come out to the home within 72 hours to meet with you. The provider may call to arrange a time. Even babies are evaluated.

At the first meeting, any urgent problems will be identified. A plan of care will be started. They will offer services and supports for the child and your family. They will give you a name and phone number as a contact.

After this meeting in your home, the child will have an appointment within 7 days. The reason for this meeting is to begin gathering more information and to see what your child needs. Even the birth family will be contacted for information.

The child will then begin receiving behavioral health services within 21 days of this first appointment.

In addition, there will be a meeting called the Child and Family Team (CFT) meeting. These meetings are held monthly. The team, which includes you and the child, will discuss what is going well for the child and what the needs are. The team will come up with goals and a treatment plan.

Please contact your DCS specialist or supervisor if you do not hear from a behavioral health provider within these timeframes.

Behavioral Health Medications

Behavioral health (BH) medications can be very helpful and can even save lives. Sometimes kids can gain weight from taking them. Children may be hungry all the time when taking the medicine. They may not feel that they are full. This can put children at risk for obesity, which can lead to diabetes and high blood pressure.

When children start their BH medication and stay on it, height and weight should be measured. Also, lab tests may be needed. The following steps can help: use portion control, eat more fruits and vegetables and stay away from junk food and soda. Get active, join a sport or walk and cut down TV or on the computer time.

If your child is on BH medication and you see some weight gain please talk with the doctor and

let them know. You can also email the CMDP Behavioral Health Unit at CMDPBHC@azdes.gov, or call 602-351-2245, toll free at 1-800-201-1795.

Resources

<http://www.ncbi.nlm.nih.gov/pubmed/15086865/>



Chlamydia

Quick Facts about Chlamydia

- ⇒ Chlamydia is a sexually transmitted disease (STD).
- ⇒ Anyone can get Chlamydia.
- ⇒ It is very common among teens and young adults.
- ⇒ Young, sexually active girls need to be tested every year.
- ⇒ Most people who have Chlamydia don't know it because often the disease has no symptoms.
- ⇒ You can pass Chlamydia to others without knowing it.



The good news is that Chlamydia is easy to treat and cure! If you are sexually active it is very important that you get tested . This is because, if you do not treat Chlamydia, it can lead to serious health problems!

There is much more information about Chlamydia available. The following sources can provide information about the spread, treatment, and risks of Chlamydia.

Talk to your doctor or call 1-800-CDC-INFO. You can also visit www.cdc.gov/std/chlamydia

References

Centers for Disease Control and Prevention, National Center for HIV/AIDS, Viral Hepatitis, STD, and TB Prevention

What is the Women, Infants and Children's Program (WIC)?

WIC is a special supplemental nutrition program. Its purpose is to protect the health of low-income women, infants and children up to the age of 5 who are nutritionally at risk. It is important for you to know that **all** CMDP children under the age of 5 qualify for WIC. It does not matter what your household income is.

WIC provides nutritious foods to supplement diets, and information on healthy eating. WIC also provides services to pregnant, breastfeeding or post-partum teenagers or women. Coverage for the mother lasts for 6 months after pregnancy if not breast feeding, and 1 year if breastfeeding.

The website address for more WIC information is:

<http://azdhs.gov/prevention/azwic/>

Or you can call WIC toll-free at 1-800-252-5942



Healthy Pregnancy Resources

Did you know that there are a lot of people and places available to help you have a healthy pregnancy? Not only is your insurance company there for you, but others are available to help you too. Please see the different sources available below. Feel free to use them.

1. Comprehensive Medical and Dental Program (CMDP): 602-351-2245

- ◆ CMDP is your insurance provider
 - ◇ If you have questions or concerns you can feel free to call CMDP and speak to the Maternal Health Coordinator (MHC). The MHC is a nurse who works at CMDP, and is there to help you and your unborn baby received the best care possible.

2. Arizona Department of Health Services

- ◆ Pregnancy and Breastfeeding Helpline: 1-800-833-4642
 - ◇ Provide information about pregnancy testing locations
 - ◇ Provide referrals for breastfeeding help
 - ◇ Tell you where to get prenatal vitamins at no cost
- ◆ Women, Infant and Children Hotline: 1-800-252-5942
 - ◇ Will help you find closest WIC office
- ◆ Text4Baby
 - ◇ This is a free App that can text you appointment reminders
 - ◇ It can also provide other important health information about your baby's growth and development
 - ◇ Find out more info and sign up on their website at www.text4baby.org



3. Maricopa County Department of Public Health

- ◆ Nurse-Family Partnership: 602-224-1740
 - ◇ Free program for women who are pregnant with their first baby
 - ◇ A nurse will visit you while you are pregnant, and even up until your baby is 2 years old
 - ◇ The nurse can help you have a healthy pregnancy and baby, support you, and help you set goals

Language Line

Language Line Services are provided for members and caregivers to communicate with CMDP and healthcare providers. The service provides interpretation in over 140 languages, either by phone or written translation. **American Sign Language** is also available to help members and caregivers communicate with healthcare providers. CMDP asks that you contact us one week in advance to arrange for language interpretation services. To request these services, contact CMDP Member Services at 602-351-2245 or 1-800-201-1795.



A Minute for Kids - Asthma

According to studies, nearly 9 million children have been diagnosed with asthma. Asthma is a lung disease which causes inflammation and narrowing of small airways in response to asthma triggers. Asthma attacks can vary from mild to life threatening. They involve:

- ◆ shortness of breath,
- ◆ cough,
- ◆ wheezing,
- ◆ chest pain or tightness,
- ◆ or any combination of these symptoms.

Many factors can trigger an asthma attack. These may include viruses, allergens and infections. Exposure to airway irritants, such as pets or tobacco smoke can

also lead to an attack. If your child has been diagnosed with asthma, work with your pediatrician to develop a written asthma treatment plan. This plan helps monitor symptoms, treat and prevent attacks. It clearly spells out what steps to take if an attack occurs. Be sure to share your child's asthma plan with the school and all childcare providers.

(This article is part of the American Academy of Pediatrics (AAP) radio series 'A Minute for Kids,' which airs weekdays on WBBM-AM in Chicago, IL.)

Let's keep asthma under control! If you have any questions, please contact your doctor or the CMDP Medical Services Unit at (602) 351-2245. We have nurses that can help!

Flu Season Will Be Here in Just a Few Months

October is generally accepted as the start of flu season. The Center for Disease Control (CDC) recommends flu shots be given shortly after the vaccine is received, if possible by October. Shots should continue to be given, for those that still need it, into the spring of the following year.

The CDC further recommends that **everyone** over 6 months old get a flu shot, unless a healthcare provider advises against it. You should get a flu shot every year. There are two reasons for this. First your body's immunity declines over time. Second, because flu viruses are constantly changing, the flu vaccine formula is changed every year to keep us better protected. If you or your child got a flu shot for the 2015-2016 flu season you will not be protected in the 2016-2017 flu season.

Flu shots are especially important for adults and children who are at high risk for developing Flu-Related Complications. Examples of people at high risk is anyone with:

- A disorder of the brain, such as cerebral palsy, epilepsy (seizure disorders), developmental delay, muscular dystrophy, or spinal cord injury
- Chronic lung problems that require oxygen support. Chronic breathing conditions such as asthma, chronic lung disease (CLD) in children who were born prematurely or cystic fibrosis

- Congenital Heart disease
- Blood disorders (such as sickle cell disease)
- Endocrine disorders (such as [diabetes](#) mellitus)
- Kidney disorders
- Liver disorders

Weakened immune system

In addition children under 5 years old are considered high risk for flu related complications. Children under 2 are especially at risk.

Mark your calendar now to remind you to get everyone's flu shots early in the season. You are not only protecting yourself but you are helping to protect those who can't have a flu shot like babies under 6 months, or people who are allergic to the vaccine. Be a hero for others.

http://www.cdc.gov/mmwr/preview/mmwrhtml/mm6430a3.htm#Groups_Recommended_Vaccination_Timing_Vaccination



Partnership To Fight Tooth Decay

Tooth decay in children younger than five years old can be prevented. Yet a recent survey shows that one in three Arizona children (34%) under the age of three has tooth decay. What can we do to stop this trend? Have the doctor and dentist work together as partners to provide your child with good dental care.

Fluoride is the best tool we have to prevent tooth decay. A study was done to see if having a young child's doctor apply fluoride to their teeth during a well care visit helps decrease tooth decay. The answer was yes, by almost 17%. Starting April 1 CMDP is now asking your child's doctor to help prevent tooth decay by becoming certified to apply fluoride to your child's teeth during their regular well care visits. Once your child reaches 6 months old and gets their first tooth they can start getting these treatments. This will continue until they are two years old. Applying the fluoride is fast and easy.

In addition to the doctor and dentist the parent also has an important role in preventing tooth decay. It is important to take the following steps:

Take good care of your baby's teeth.

-Birth to 12 months. Keep your baby's mouth clean by gently wiping the gums with a clean baby washcloth. Once you see the first teeth, gently brush using a soft baby toothbrush and water. Ask your child's doctor or dentist about fluoride.

-12 to 24 months. Brush your child's teeth at least 2 times a day. If your child's doctor or dentist recommends fluoride toothpaste, use only a smear for children younger than 2 years. The best times to brush are after breakfast and before bed.

Never put your child to bed with a bottle or food. Not only does this expose your child's teeth to sugars, it can also put your child at risk for ear infections and choking.

Give your child a bottle only during meals. Do not use a bottle or sippy cup as a pacifier or let your child walk around with or drink from them for long periods.

Teach your child to drink from a regular cup as soon as possible, preferably by 12 to 15 months of age. Drinking from a cup is less likely to cause the liquid to collect around the teeth. Also, a cup cannot be taken to bed.

If your child must have a bottle or sippy cup for long periods, fill it with water only. During car rides, offer only water if your child is thirsty.

Don't let your child eat sweet or sticky foods, like candy, gummies, cookies, or fruit roll-ups. There is sugar in foods like crackers and chips too. These foods are especially bad if your child snacks on them a lot. They should only be eaten at mealtime. Teach your child to use his or her tongue to clean food immediately off the teeth.

Serve juice only during meals and limit it to 4 to 6 ounces per day. Also, juice is not recommended for babies younger than 6 months.

Ask your child's doctor about applying fluoride to your child's teeth if they are under 2 years old.

Make an appointment to have your child see the dentist before age 1 if you have any concerns, see any problems, or need more information.

DO NOT PAY!

CMDP reminds caregivers that they are not to pay for any medical or dental services for CMDP members.

Use the CMDP ID Card when you see a doctor or a dentist.

If you are asked to pay for medical services, do not pay. Call CMDP at 602-351-2245 or 1-800-201-1795 if the provider has any questions.

You can get information on payments in the CMDP Member Handbook, available on the website, dcs.az.gov/cmdp. You can also check the Provider Directory on the website. If you need a copy sent to you, please call CMDP.

Dangers of Lead Exposure During Pregnancy

Lead is a metal that can be very harmful to people, especially pregnant women and children. You can be exposed to (come into contact with) lead where you live or work.

Too much lead exposure can cause a mom to have a miscarriage (when a baby dies in the womb) or cause the baby to be born prematurely (when a baby is born too early). It can also hurt the baby's organs, and cause them to have learning or behavior problems.

If you live in a home that was built before 1978, it may have been painted with a lead based paint. Some of this paint can still be in older homes, and as the paint gets old it can chip or peel off. When this happens it creates a dust that contains lead, and if you breathe in or swallow this dust it can hurt you or your unborn baby. Also, if you have lead pipes in your house or use a well to get water, lead could be getting into your drinking water.

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

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

References

Arizona Department of Health Services (ADHS), 2015. *Food Safety During Pregnancy*. Retrieved from <http://www.azdhs.gov/empower-program/documents/home-visiting/standard-3-food-safety-during-pregnancy.pdf>

March of Dimes, 2014. *Lead and Pregnancy*. Retrieved from: <http://www.marchofdimes.org/pregnancy/lead-and-pregnancy.aspx>

Help Teens Stop Smoking?

As most of us know, tobacco is a major health hazard to infants, children, teens, and families. Tobacco use by children and teens causes long-term and recurring medical problems. Tobacco use by children and teens is strongly related with depression, anxiety and stress.

Nicotine is an addicting drug. TV, radio and other media messages encourage tobacco use and make it seem attractive to teens. Many teens and pre-teens try cigarettes, cigars, and chewing or smokeless tobacco.

Smoking can affect the way some medications work. This includes Mental Health medications. Discuss this issue with the doctor.

CMDP covers medications that can help addicted teens stop using tobacco products. Just ask your doctor for help.

You can also call the Arizona Smoker's Helpline (ASH) for extra help. Their services are free. They can be reached at 1-800-556-6222 or visit their website at:

<http://ashline.org/>

Community Resources

Never Shake a Baby Arizona Education Materials and Resources

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.

Women, Infants and Children (WIC)

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, health care 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/
AzEIP is Arizona’s statewide, interagency system of supports and services for infants and toddlers with developmental delays or disabilities and their families. AzEIP is established by **Part C of the Individuals with Disabilities Education Act** (IDEA), which provides eligible children and their families’ 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/
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, and 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 go 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
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/
Offers foster care, adoption, behavioral health, prevention programs, and other child welfare services.

Comprehensive Medical and Dental Program “Serving Arizona’s Children in Care”

(602) 351-2245
1-800 201-1795

dcs.az.gov/cmdp

Department Email Addresses

- Claims CMDPClaimsStatus@azdes.gov
- Provider Services CMDPProviderServices@azdes.gov
- Behavioral Services CMDPBHC@azdes.gov
- Member Services CMDPMemberServices@azdes.gov



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.