

WHOLE you



2023 EPSDT Special Edition Newsletter

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Welcome to the 2023 Spring Early Periodic Screening Diagnostic and Treatment (EPSDT) Newsletter. This newsletter is for parents of EPSDT age children and for young adults up to 21 years of age.

At **Arizona Complete Health-Complete Care Plan**, we understand how important

your health care is to you and your family. We hope that you find the information included in this newsletter to be helpful. It can assist you in helping to know your benefits and resources available to you.

We want to thank you for being a member of **Arizona Complete Health-Complete Care Plan!**

Covered services are funded under contract with AHCCCS.

Get the Most from your Health Plan

At **Arizona Complete Health-Complete Care Plan**, we put you first. Take control of your health and understand what we have to offer you. Knowing your benefits helps you get the most out of them. Understanding what is available, gives you control over your health.

Did you know these covered services are available at no cost to you?

- ▶ Case management
- ▶ Help finding a doctor
- ▶ Help with scheduling appointments
- ▶ Help with transportation to and from appointments
- ▶ Case management services
- ▶ Help with a denied service

Your Member Handbook is a guide that explains your coverage and benefits. It also lists important phone numbers. Request or download a copy today. Member services can mail you a copy free of charge. You can also download a copy from <https://www.azcompletehealth.com> We are here for you and want you to be healthy.

Make the most of your benefits for the best you! Oral interpretation and written translation services are available.

Stay Connected!

Have you changed your contact information over the last two years? It is important to let us know if you have. You could be at risk of losing your Medicaid benefits if we cannot reach you.

Why else would we need to call you? We call you to offer services or assistance. We may also call you with important updates to your benefits.



AHCCCS needs your current mailing address, phone number and email address. This will make sure you get important notifications when your renewal is due. You can update your mailing address by visiting [HealthEArizonaPlus.gov](https://www.healthearizona.com) or call **1-855-HEAPLUS (432-7587)** to stay enrolled.

Contact Member Services with questions or to update your contact information at **1-888-788-4408 (TTY/TDD: 711)**.

Social media is another way to connect with us. Social media is a terrific way to get resources and take control of your health. Stay up to date with current events and health tips. Click the social medial icon to be redirected!



Community Resources for Families

There are many resources and programs that may be available to help you. These community resources can connect you to a wide range of social services that help you live a better, healthier life.

Women, Infants and Children (WIC) (800) 252-5942

This program is a no cost nutrition and breastfeeding program. They serve pregnant, breastfeeding, infants and children under 5. To find out more about your eligibility for WIC or to apply, visit <https://www.azdhs.gov/prevention/azwic/index.php/>

Arizona Early Intervention Program (AZEIP) (888) 592-0140

This program helps families and children birth to 3 years old with disabilities or developmental delays. If you need to refer a child to the program, you can submit a referral online or contact them at 888-592-0140. For more information, visit <https://des.az.gov/azeip>

Children's Rehabilitation Services (CRS) (602) 417-4000 or (800) 654-8713

This program is for children and young adults up to 21 years old. It helps with medical treatments and support services. If you need help with filling out an application, you can call **602-417-4545** or **855-333-7828**. For more information, visit <https://www.azahcccs.gov/Members/GetCovered/Categories/CRS.html>

Mentally Ill Kids in Distress (MIKID)

This program offers mental health services to youth. It also offers support services for their families. For more information about programs and services visit <https://www.mikid.org/>

Strong Families Arizona

This program provides no cost programs to pregnant and new parents. It offers free home visit programs to help with raising healthy and strong children. You can find out more about their programs by visiting <https://strongfamiliesaz.com/programs/>

Head Start (602)-338-0449

This program is for children up to 5 years old and pregnant women from low-income families. It helps prepare kids for school. It covers areas such as health, education, and social needs. You can learn more at www.azheadstart.org

Birth to Five Helpline (877) 705-5437

The helpline offers help for parents with children under 5 years old. The helpline provides help with fussiness, sleeping, feeding and more. You can learn more at <http://swhd.org>

Raising Special Kids (800) 237-3007

The program gives support, training, and information to families of children birth to 26 who have special health care needs. You can learn more at <http://www.raisingpecialkids.org/>

Vaccines for Children Program

This is a program that helps with vaccines at no cost for children and families. To find out more about vaccines and where to locate a clinic visit <https://whyimmunize.org/where-to-go-for-your-shots/>

Community Resources for Families *continued*

Family Resource Centers

This program helps families with children ages 0 to 5 years old. They have programs to help with reading and language and nutrition. They also help with other community resources. To find the Family Resource Center near to you, visit <http://familyresourceaz.org/>

First Things First

This program partners with families and communities to support healthy development and learning for children from birth to age 5. To learn more visit www.firstthingsfirst.org

Find more Community Resources near you at azcompletehealth.com/members/medicaid/resources/community-resources.html

You can call Member Services if you have any questions about community resources.

Arizona Complete Health-Complete Care Plan contact information:

Member Services 1-888-788-4408, TTY/TDD: 711

Nurse Advice Line 1-800-893-5597

Website: azcompletehealth.com/completecure

Fight the Flu

The Flu is a respiratory illness caused by a virus called Influenza. The flu can be passed easily from one person to another and can be serious. People over the age of 65 and children under 5 are at a higher risk of complications from the flu. Those who have chronic medical conditions are also at a higher risk of complications of the flu.

Symptoms of the flu include fever, chills and cough. Some people may have upset stomach, headaches and body aches. Complications of the flu can include worsening medical conditions and even death.

Flu shots are best to get in September or October. Flu season peaks in the cold months and will benefit you most if gotten early. The best way to protect yourself and loved ones from the flu is to get a flu shot. The flu shot is approved for people older than 6 months. When you get a shot, you are keeping your community safe.

Talk to your healthcare provider if you have questions or need more information. Wash your hands often and stay home if you are sick. You too can fight the flu!

Source: [CDC Centers for Disease Control and Prevention](http://www.cdc.gov)



Early Periodic Screening Diagnostic & Treatment (EPSDT)

What is the Arizona Health Care Cost Containment System (AHCCCS) EPSDT Program?

Early – Finding problems early

Periodic – Checking members' health at regular well visits
Screening – Offering physical, mental, dental, hearing, vision, and other well checks

Diagnostic – Run tests when a problem is found

Treatment – Treat, fix or reduce health problems

EPSDT is a wellness program for members up to the age of 21. The EPSDT Visit is the same as a Well Child Visit. The program helps children receive services they need. It includes preventive, dental, mental health, developmental, and specialty services at no cost to you.

EPSDT* Wellness Program Covers:

- wellness visits
- inpatient and outpatient/hospital services
- laboratory and x-ray services
- physician services including naturopathic services, and nurse practitioner services
- medications
- dental services
- therapy services
- behavioral health services
- medical equipment
- medical appliances and medical supplies
- orthotics (for foot and ankle concerns)
- prosthetic devices
- eyeglasses
- transportation
- family planning services and supplies
- well woman preventive care services
- maternity care services

*EPSDT also includes diagnostic, screening, preventive, and rehabilitative service

Each child and family are unique. It is important to attend EPSDT visits as recommended in the table located in this article. Well child visits are recommended once per year with more frequent visits prior to 3 years. Make sure to talk with your primary care provider about a schedule for well child visits.

Screening services include:

- Health and growth history
- Unclothed physical exam
- Review diet and nutrition
- Development assessment
- Behavioral health screening and services
- Dental screening
- Vision testing
- Hearing and speech
- Evaluate for vaccines as appropriate for age and health history
- Development assessment
- Laboratory testing
- Tobacco/substance use, and/or dependency
- Referral for additional services if needed for further diagnosis and treatment services

Please see next page for Well-Child Visit Schedule.

Early Periodic Screening Diagnostic & Treatment (EPSDT) *continued*



Well-Child Visit Schedule

- | | |
|---|--|
| <ul style="list-style-type: none"> ■ Newborn ■ 3 to 5 days ■ 1 month ■ 2 months ■ 4 months ■ 6 months ■ 9 months - includes General Developmental Screening | <ul style="list-style-type: none"> ■ 12 months - includes a Blood Lead Screening ■ 15 months ■ 18 months - includes a General Developmental Screening & Autism Spectrum Disorder Screening ■ 24 months - includes a General Developmental Screening & Autism Spectrum Disorder Screening, and a Blood Lead Screening ■ 30 months - includes a Developmental Screening |
|---|--|

For children ages 3 up to 21 years, well visits are recommended once per year. These can be scheduled near you or your child's birthday.

DENTAL VISITS

Dental Visits are recommended twice per year.

Dental visits include:

- Examination of the mouth
- X-Rays
- Check for cavities
- Evaluate the need for extra fluoride (Fluoride helps prevent cavities)
- Check oral hygiene (go over brushing and flossing if needed)
- Evaluate diet and nutrition
- Counseling for non-nutritive habits
- Counseling for injury prevention

Dental Visit Schedule

- First dental visit by 12 Months
- Every 6 months after first visit up to 21 years

- Substance use counseling
- Counseling for piercings in and/or around the mouth
- Evaluate for dental sealants (sealants are a protective coating applied to the tooth)
- Cleaning and apply fluoride to teeth

Early Periodic Screening Diagnostic & Treatment (EPSDT) *continued*

VISION Health

Going to the doctor, going to the dentist—all part of taking care of your child's health. But going to the eye doctor? Also important! Eye exams at every age and life stage can help keep your child's vision strong.

Did you know that the EPSDT vision coverage also includes yearly eye exams and glasses? It does! It also covers repair or replacement of broken or lost glasses. And if the child's prescription has changed, they are eligible for replacement glasses too.

When should your child's vision be checked? Your child should be checked for vision problems during their well-child visit. Their doctor may recommend and refer your child to get additional testing by an ophthalmologist or optometrist. For tips on protecting vision and eye health visit the CDC's [Keep an Eye on Your Child's Vision](#) webpage.

Having your child's vision checked is especially important if someone in your family has had vision problems. What are **some signs of vision loss?** A child with vision loss might:

- ♦ close or cover one eye
- ♦ squint the eyes or frown
- ♦ complain that things are blurry or hard to see
- ♦ have trouble reading or doing other close-up work, or hold objects close to eyes in order to see
- ♦ blink more than usual or seem cranky when doing close-up work (such as looking at books)



For more information on the recommended vision screening periodicity schedule, visit: https://downloads.aap.org/AAP/PDF/periodicity_schedule.pdf?ga=2.235007041.1507615600.1655852214-1900763535.1655852214

Source: American Academy of Pediatrics, Centers for Disease Control and Prevention

Sleeping Safety and Keeping Your Baby Safe

Keeping your baby safe starts with you. You can protect your baby from Sudden Unexpected Infant Death Syndrome (SUIDS) and other sleep-related deaths even before your baby arrives. Here are things you can do to keep your baby safe.

- Avoid cigarettes, alcohol and drug use during pregnancy and after birth.
- The US Department of Health and Human Services recommends that all babies—including those born preterm and those with reflux—sleep on their backs until they are at least 1 year old.
- Share your room, not your bed. You should sleep in the same room as your baby until your baby is at least 6 months old. This will also make it easier for you to feed, and comfort and monitor your baby.
- Use a firm, flat sleep surface, like a crib or bassinet. Never use a pillow or sleep positioner. Soft surfaces can increase sleep-related deaths.
- Keep blankets, pillows, soft toys and bumpers out of your baby's sleep area.



- Keep the room cool. The temperature in the room should be comfortable for an adult in a short-sleeved shirt.
- Pacifiers have been shown to reduce sleep-related deaths.
- Keep your baby up-to-date with vaccines.
- Never put your infant to sleep in a carrier/stroller/ car seat. They should always sleep in their own bassinet or crib.

Sources: *American Academy of Pediatrics, Centers for Disease Control and Prevention and US Department of Health and Human Services*

Battling Obesity: Understanding Healthy Weight

Childhood obesity is a serious problem in the United States and can lead to serious health problems. Overweight kids are at a higher risk for developing health problems. Some health problems include diabetes, high blood pressure and heart problems. Understanding your child's weight is one thing you can do to help your child maintain a healthy weight.

Body Mass Index (BMI) is a tool to calculate a person's body fat. BMI uses the weight and height of a person to determine the BMI. As your child grows, their BMI will change often. Tracking growth patterns for your child helps to make sure your child is maintaining a healthy weight. BMI, family history, eating patterns and physical activity level are all related to weight. Here are some more things you can do to ensure your child is at a healthy weight.

- **Ensure your child is engaging in physical activity**
 - ✦ Older kids and teens should get 1 hour a day of activity
 - ✦ Young kids aged 3-5 should be active for at least three hours a day
- **Eat a healthy diet**
 - ✦ Limit fast food, processed food and prepackaged meals and snacks
 - ✦ Encourage fruits and vegetables at every meal and for snack
- **Regular check-ups with your child's doctor**
 - ✦ Ensures your child is developing appropriately
 - ✦ You can discuss any concerns you may have
- **Being Active** can be anything from running around and playing, swimming, to taking a brisk walk.
- **Talk to your kids** about the importance of a healthy weight.

Model a healthy lifestyle by staying active and eating well. Make healthy habits a family affair and everyone will benefit.

Sources *Centers for Disease Control and Prevention*

Healthy Smiles, Healthy Bodies

According to the Arizona Department of Health Services:

Dental disease can cause:

- Failure to thrive and impaired speech development
- Poor school performance and poor social relationships
- More missed days at school

Healthy mouths are linked to healthy bodies. Dental services are a benefit for Arizona Complete Health members up to the age of 21. Each member is assigned a dental home at the age of 6 months. New members are assigned when they enroll. A dental home is a dental office for all of your child's dental needs.

Here are some things you can do to keep your child's mouth healthy:

- Wipe gums twice a day for infants with no teeth
- Brush teeth twice a day using a fluoride toothpaste
- Floss every day
- Limit sugary foods and sugary drinks, such as juice
- Take your child to the dentist when you see their first tooth
- Ask about a dental guard if your child plays sports
- Ask your dentist about fluoride and sealants
- Don't let babies sleep with a bottle in their mouth



Fluoride – Extra protection for teeth

Fluoride helps make teeth stronger and helps protect teeth from cavities. You may be asked about this at your child's doctor visit. Fluoride can be applied every three months between the ages of 6 months and 2 years. A PCP (Primary Care Physician) or dentist can apply fluoride varnish.

Dentists can also apply fluoride varnish at a preventive dental visit every six months for members 12 months up to 21 years of age. Talk to you or your child's dentist about other sources of fluoride!

Sealants- Extra protection for molars

Dental sealants are thin coatings that when painted on the chewing surfaces of the back teeth (molars) can prevent cavities for many years.

Need Help Getting to the Doctor or Dentist?

Arizona Complete Health-Complete Care Plan can provide that to you at no cost.

For questions, call Arizona Complete Health-Complete Care Plan Member Services at 1-888-788-4408. TTY/TDD:711.

Sources: Centers for Disease Control and Prevention, Arizona Department of Health Services, American Academy of Pediatrics

Mental Health Matters

How you feel and how you think. How you relate to your friends and family. What you think of yourself. All of these things make up your mental health. When even just one thing seems “off,” it is okay to ask for help. Talking about mental health can be scary. Let your children know it is okay to talk about how they feel, even if it is not “normal.”

Starting the conversation is hard. Here are some ways to open up communication:

- Encourage self-care such as getting enough sleep and physical activity.
- Eat good food to nourish the body. Journaling and connecting with others when they can.
- Remind them to be kind to themselves and it is okay to ask for help



Help is available. Telehealth services are available. Here are some resources for you and your family:

Phone

- **988 Suicide & Crisis Lifeline:**
988 (call or text)
- **National Substance Use and Disorder Issues Referral and Treatment Hotline:**
1-800-662-HELP (4357)
- **Arizona Statewide Crisis Line:**
1-844-534-4673 or 1-844-534-HOPE
- **Teen Life Line** phone or text: **602-248-TEEN (8336)**

Text

- Text the word “**HOME**” to **741741**

Crisis hotlines offer help all year round. Crisis lines are available 24 hours a day, 7 days a week, 365 days a year. Crisis lines are available to anyone. Insurance coverage does not matter.

Talk to Teens - They Listen

Talking to your child or teen about hard things can be difficult. Some topics may seem like adult issues, but it is never too early to start talking to your kids about them.

Some of these topics may include:

- Drugs
- Alcohol
- Tobacco
- Social media
- Teen pregnancy
- Sexually Transmitted Diseases
- Bullying



There is no easy way to have these conversations. Here are some ideas to start the conversation:

- ♦ Teach them your values
- ♦ Talk with them honestly and openly
- ♦ Conversate instead of lecture
- ♦ Listen to what they have to say
- ♦ Educate them

Talk with your child early and honestly. Listen to them and ask them questions. When you listen to them, they will listen to you. You can also speak to your child's doctor about depression, self-injury and suicide prevention. They can also provide more resources for you and your teen.

Sources: US Department of Health and Human Services and American Society for Addiction Medicine

Preparing Your Teen for Healthy Relationships

Did you know?

1 in 11 female high school students report having experienced dating violence in the last year.

1 in 15 males in high school also report experiencing violence in a relationship in the last year.

Teens who experience relationship violence are more likely to:

- Experience depression
- Experience anxiety
- Struggle with tobacco, alcohol and drug use
- Have thoughts of self-harm or suicide

As a parent, you can help prevent unhealthy relationships. Open communication with your teen is important. When you listen, they listen. Respect, trust and honesty are signs of a healthy relationship. Talk with your teen and ask questions. Give your teen the skills they need to create and maintain healthy relationships.



Need help or know someone who does?

[Love is Respect National Teen Dating Abuse Helpline](#)

- Call **1-866-331-9474** or TTY **1-866-331-8453**

[Rape, Abuse & Incest National Network's \(RAINN\) National Sexual Assault Hotline](#)

- Call **1-800-656-HOPE (4673)** to be connected with a trained staff member from a sexual assault service provider in your area.
- Visit rainn.org to chat one-on-one with a trained RAINN support specialist, any time 24/7.

Know Where to Go for Care

You want to take good care of yourself and your family. Part of this is knowing where to go for care when one of you is hurt or sick. Read on to learn more about where to go for treatment for different issues. This way, you can get the right care at the right place and the right time.

Primary Care Provider (PCP)

A PCP is a person's main doctor. This provider is for non-emergency care. See a PCP when you or your child need a vaccine, a yearly checkup or help with colds or the flu.



They can also help with health issues like asthma or diabetes. When making an appointment, you should expect to expect to see your PCP within 21 days for routine care and 2 business days for urgent appointments. To find a PCP, the Find a Provider tool lets you search through our directory of in network PCPs, physicians, hospitals, drug stores and other health-care providers that are here to help you or your child achieve health-care goals.

24/7 Nurse Advice Line

Medical experts can answer health questions about you or your child and help set up doctor visits. Use this option if you need help caring for a sick child or to know if you should see your PCP. **1-866-534-5963, (TTY/TDD 711).**

24/7 Telehealth Services

Get expert care by phone or video. Use anytime and anywhere. For less severe health issues such as sinus problems, colds, skin problems or the flu. Check with you or your child's PCP on available telehealth services.

In-Network Urgent Care Center

If your PCP's office is closed, you or your child can visit an urgent care center to get care for a health issue that is noncritical. This includes flu symptoms with vomiting, ear infections, high fevers, and sprain.

Continued

Know Where to Go for Care

Continued



Emergency Room (ER)

Consider all the options when choosing where to go for medical care. Many are surprised to learn that this is often not the ER.

This care option is for issues that are life threatening. This includes:

- Severe headache or vomiting, especially following a head injury
- Bleeding that does not stop
- Inability to stand up or unsteady walking
- Unconsciousness
- Abnormal or difficult breathing
- Skin or lips that look blue or purple or gray
- Feeding or eating difficulties
- Suicidal or homicidal feelings
- Increasing or severe, persistent pain
- Gun or knife wounds
- Chest pains or heart attack symptoms
- Fever accompanied by change in behavior (especially with a severe, sudden headache accompanied by mental changes, neck/back stiffness)
- Any significant change from normal behavior:
 - ▶ Confusion or delirium
 - ▶ Decreasing responsiveness or alertness
 - ▶ Excessive sleepiness
 - ▶ Irritability
 - ▶ Seizure
 - ▶ Strange or withdrawn behavior
 - ▶ Lethargy

To find a PCP that is right for you or your child, call **Arizona Complete Health-Complete Care Plan** Monday- Friday from 8AM to 5PM at **1-888-788-4408, TTY/TDD:711**.

To learn more about emergencies, visit: [When Your Child needs Emergency Medical Services](#) and [10 Things for Parents to Know Before Heading to the ER](#).

Source: *American College of Emergency Physicians and American Academy of Pediatrics*



Discrimination is Against the Law

Arizona Complete Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Arizona Complete Health does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Arizona Complete Health:

- Provides aids and services **at no cost** 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 language services **at no cost** to people whose primary language is not English, such as: qualified interpreters and information written in other languages

If you need these services, contact Member Services at:

Arizona Complete Health: 1-866-918-4450 (TTY/TDD: 711)

If you believe that Arizona Complete Health 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 the Chief Compliance Officer. You can file a grievance in person, by mail, fax, or email. Your grievance must be in writing and must be submitted within 180 days of the date that the person filing the grievance becomes aware of what is believed to be discrimination.

Submit your grievance to:

Arizona Complete Health- Chief Compliance Officer
1850 West Rio Salado Parkway, Suite 211, Tempe, AZ 85281. Fax: 1-866-388-2247
Email: AzCHGrievanceAndAppeals@AZCompleteHealth.com

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 at U.S. Department of Health and Human Services; 200 Independence Avenue, SW; Room 509F, HHH Building; Washington, D.C. 20201; or by phone: 1-800-368-1019, 1-800-537-7697 (TTY:711).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>



La discriminación es contra la ley

Arizona Complete Health cumple con las leyes Federales de derechos civiles correspondientes y no discrimina con base en la raza, el color, la nacionalidad, la edad, la discapacidad o el sexo. Arizona Complete Health no excluye a las personas ni las trata en forma distinta debido a su raza, color, nacionalidad, edad, discapacidad o sexo.

Arizona Complete Health:

- Proporciona, sin cargo alguno, ayudas y servicios a las personas con discapacidades para que se comuniquen en forma eficaz con nosotros, como: intérpretes de lenguaje de señas calificados.
- Información escrita en otros formatos (letra grande, audio, formatos electrónicos accesibles y otros formatos).
- Proporciona, sin cargo alguno, servicios de idiomas a las personas cuyo idioma primario no es el inglés, como: intérpretes calificados e información por escrito en otros idiomas.

Si necesita estos servicios, llame al Centro de Contacto con el Cliente de:

Arizona Complete Health: 1-866-918-4450 (TTY/TDD: 711)

Si considera que Arizona Complete Health no ha proporcionado estos servicios o que ha discriminado de otra manera con base en la raza, el color, la nacionalidad, la edad, la discapacidad o el sexo, puede presentar una queja ante el Director General de Cumplimiento (Chief Compliance Officer). Puede presentar la queja en persona o por correo, fax, o correo electrónico. Su queja debe estar por escrito y debe presentarla en un plazo de 180 días a partir de la fecha en que la persona que presenta la queja se percate de lo que se cree que es discriminación.

Presente su queja a:

Arizona Complete Health- Chief Compliance Officer
1850 West Rio Salado Parkway, Suite 211, Tempe, AZ 85281. Fax: 1-866-388-2247
Correo electrónico: AzCHGrievanceAndAppeals@AZCompleteHealth.com

También puede presentar una queja de derechos civiles ante la Oficina de Derechos Civiles del Departamento de Salud y Servicios Humanos de Estados Unidos, electrónicamente mediante el Portal de Quejas de la Oficina de Derechos Civiles, disponible en <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, o por correo postal a U.S. Department of Health and Human Services; 200 Independence Avenue, SW; Room 509F, HHH Building; Washington, D.C. 20201; o por teléfono: 1-800-368-1019, 1-800-537-7697 (TTY: 711).

Los formularios para presentar quejas se encuentran en <http://www.hhs.gov/ocr/office/file/index.html>

