

WHOLE you



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2024 EPSDT Special Edition Newsletter

YOUR HEALTHY SOURCE FOR LIVING WELL

Welcome to the 2024 Early Periodic Screening Diagnostic and Treatment (EPSDT) Newsletter. This newsletter is for parents with children under the age of 21.

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 this information to be helpful. You can learn about your benefits and resources that are available to you.

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

Stay Connected!



Have you changed your contact information in 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 also 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.healthearizonaplus.gov) 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)
Hours of Operation: Monday-Friday 8 a.m. to 5 p.m.
(AZ Local time)**



Medicaid Member Survey

Your voice is important! Help Arizona Complete Health-Complete Care Plan to improve healthcare by telling us how we are doing. Every spring, some members receive the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. This survey is a chance for you to tell us how your healthcare is. Arizona Complete Health-Complete Care Plan values your opinion. Your opinion helps us to improve services to our members, like you!

Know Where to Go for Care

You want to take 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 a cold or the flu.

They can also help with health issues like asthma or diabetes. When making an appointment, you should expect to see your PCP within 21 days for routine care and 2 days for urgent appointments. Our **Find a Provider** tool lets you search through our in-network PCPs, physicians, hospitals, and drug stores.

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 for 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 noncritical health issue. This includes flu symptoms with vomiting, ear infections, high fevers, and sprains.

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 and can include:

- 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, 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 (Local AZ time) 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

Teens Listen



You may wonder if talking to teens is worth the effort. It may seem like your words go in one ear and right out the other. Your kids are listening. Talking to them about important issues is one of the best ways to guide them as they journey into adulthood.

Teens face a lot of pressure. They may be dealing with risky behaviors personally and with their peers, such as:

- Social media use and bullying.
- Self-injury and other violence.
- Drug and alcohol use.
- Unprotected sexual intercourse or other risky sexual behavior.

Be open to talking with your teen about these kinds of problems. Let them know that you are there to listen to what they have to say. Together, you can come up with ideas for making good choices. Be alert for signs your teen is having problems. You might notice:

- A sudden drop in grades.
- Loss of interest in school and activities.
- Unexplained bruises, cuts, or other injuries.
- Sleeping much more than usual.
- Sudden weight loss.
- Extreme moodiness or anger.
- Feelings of worthlessness or hopelessness.

If you think your teen needs help, talk to them. You can be involved by:

- Showing interest in your teenager's activities and friends.
- Talking openly, honestly, and respectfully with your teenager.
- Setting clear limits and expectations.
- Knowing what is going on at school and after school.
- Teaching your teenager how to safely avoid violence.

For more information and talking points to guide your conversation with your teen, visit the American Academy of Pediatrics "Talking with Your Teen: Tips for Parents" guide at: **Talking with Your Teen**

Source: American Academy of Pediatrics, National Institutes of Health



Confidential Crisis Services

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.

If you, or someone you know is in a crisis, here are some resources.

Crisis Hotlines

Arizona Statewide

Crisis Hotline:

Phone: 1-844-534-4673 or
1-844-534-HOPE

Text: 4HOPE(44673)

Chat with a Crisis Specialist

crisis.solari-inc.org/start-a-chat

National 24-Hour Crisis Hotlines

988 Suicide & Crisis Lifeline: 988
(call or text)

**National Substance Use and
Disorder Issues Referral and
Treatment Hotline:**

1-800-662-HELP (4357)

Tribal Warm Line number is:
1-855-728-8630

For Teens: 602-248-TEEN (8336)
(call or text)

Breathing Easy

Is your child experiencing asthma symptoms? Signs of asthma include wheezing, coughing, and sneezing. People may have pain in their chest and difficulty breathing while others will only have a chronic cough. Asthma is a common disease affecting children. If you have a concern about your child's breathing, speak with your child's doctor. Knowing if it is asthma and what the signs are is the best way to manage it.

Here are things you can do to help your child breathe easier.

Have an action plan and stick to it.

- Talk to your child's doctor when making a plan.
- Know how and when to take asthma medications.
- Include what triggers an attack and what you can do to stop it.

- Teach your child to listen to their body and ask for help when needed.
- Communicate this plan with others like your child's school.

Take medications as prescribed.

Most kids with asthma need to take medications. These can be daily medications or medications taken only when there is a flare up. Medications for asthma can be in a pill, a liquid, or an inhaler. Keep a list of what medications to take and when to take them.

Identify and avoid triggers.

Triggers are what bother your child's breathing and lead to a flare-up. Common triggers are mold, pets, weather changes and even the common cold. Knowing your child's triggers can help you avoid them when possible. Recognizing the start of a flare-up allows you to treat them faster.

Stay active. Exercise and physical activity are important for overall health and lung health. Daily exercise helps to improve your lung's ability. Encourage your child to start with a warmup and slowly start working harder. Let your child know if they feel short of breath or have chest pain, to stop doing the activity. Your child's doctor can help you with creating a good exercise plan that would fit your child's needs.

Take control of your child's asthma instead of letting it control you.

To learn more about the Arizona Complete Health-Complete Care Plan Disease Management Program, call 1-888-788-4408 (TTY/TDD: 711) Hours of Operation: Monday-Friday 8 a.m. to 5 p.m. (AZ local time).

Sources: American Academy of Allergy, Asthma, and Immunology and American Lung Association



Signs of Depression

Depression can happen at any age. Everyone feels sad sometimes. But it usually fades after a few days. Depression is more serious. But almost everyone who has it can get better.

Who is at risk? Anyone can get depression. It is a common illness. You or your child may be depressed if there are 5 or more of these signs for 2 weeks or more:

- Feeling hopeless.
- Lost interest in things you used to enjoy.
- Sleeping too much or too little.
- Eating too much or too little.

- Feeling tired or helpless.
- Thoughts of death or suicide.
- Trouble with your memory.

If you think you or your child might have depression, tell your child's doctor. Medication and counseling can help. Help for depression or other behavioral health concerns are available through Arizona Complete Health-Complete Care Plan. Call Member Services at 1-888-788-4408 (TTY/TDD:711)

Hours of Operation: Monday-Friday
8 a.m. to 5 p.m. (AZ Local time)



Resources to Help with Social Determinants of Health

Social Determinants of Health (SDOH) are factors that can affect health outcomes. They are conditions in which people live, work, learn and grow. They can impact our general health and wellbeing.

Examples of SDOH include:

- Safe housing and transportation
- Access to healthy food

- A safe place for physical activity
- Education
- Job opportunities

Arizona Complete Health-Complete Care Plan supports our members health and well-being. Our Community Resources guide can help if any of these SDOH factors affect you or your family. You can access the guide by visiting:

<https://www.azcompletehealth.com/members/medicaid/resources/community-resources.html>

Questions or need more help?

Contact Member Services at 1-888-788-4408 (TTY/TDD:711)

Hours of Operation: Monday-Friday
8 a.m. to 5 p.m. (AZ local time)

Source: Centers for Disease Control

Healthy Smiles, Healthy Bodies

Healthy mouths are linked to healthy bodies. Dental services are a benefit for Arizona Complete Health-Complete Care Plan 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 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 5 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 back teeth.

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). Hours of Operation: Monday-Friday 8 a.m. to 5 p.m. (AZ local time)

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



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 you get it 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.

Source: Center for Disease Control and Prevention



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!



Don't Wait, Vaccinate!

Vaccines protect people from disease. Vaccinating your child protects them and those who are around your child from getting sick. The Centers for Disease Control and Prevention (CDC) and The American Academy of Pediatrics (AAP) recommend that children get immunized early to protect them from diseases.

Here are some benefits of vaccinating you and your child:

- Vaccines are safe. Vaccines are tested before they are approved to be given to children and adolescents.
- Vaccines mean fewer sick days and less missed school or work days.
- Vaccines work. There are less diseases that can make you sick today than there were before vaccines were available.
- When you vaccinate your child, you are protecting them as well as others in your community.



Questions about vaccines for your child or why they should get them?

Ask your child's doctor. Most vaccines are given at these ages:

- Pregnancy
- Newborns
- 1 to 2 months
- 4 months
- 6 months
- 7 to 11 months
- 12 to 23 months
- 2 to 3 years
- 4 to 6 years
- 7 to 10 years
- 11 to 12 years
- 13 to 18 years
- 19 to 21 years

For more information visit
<https://www.cdc.gov/vaccines/index.html>



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 W. 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/TDD).

Complaint forms are available at <https://www.hhs.gov/ocr/complaints/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 W. 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/TDD).

Los formularios para presentar quejas se encuentran en <https://www.hhs.gov/ocr/complaints/index.html>

