



mercy care



HEALTH MATTERS

Fall/Winter 2022

Women's health in focus

Strong and healthy women are vital to our homes, families and communities. Whether they are age 25 or 65, Mercy Care strives to focus on women's health, including fitness and nutrition, disease management, mental health, reproductive health, and general wellness.

As of 2020, about 14% of women ages 18 and over were in poor to

fair health. Many more women may be missing needed health checks or ignoring their body's warning signs. We help women at every stage of their physical and mental health.

If you need help finding a doctor, contact Mercy Care Member Services or view the providers list on our website at www.MercyCareAZ.org/find-a-provider.

Watch helpful videos on women's health, such as needed health screenings and pregnancy care, at www.MercyCareAZ.org/wellness/womenshealth.

Member Handbook

You can get this year's Member Handbook from Mercy Care Member Services at no cost to you. They 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 **602-263-3000** or **1-800-624-3879** (TTY/TDD 711).

www.MercyCareAZ.org

MCD-1539

How do I talk to someone about suicide?

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

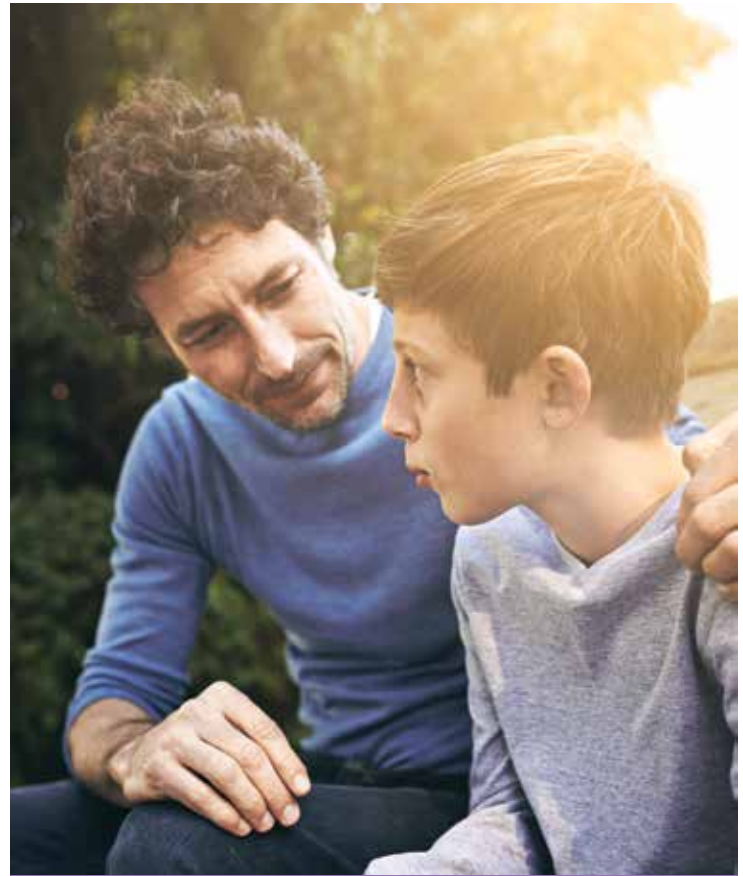
They may say they want to die or talk about feeling hopeless, having no purpose or being a burden to others. Listen to them carefully. Let them know you are there for them. Get them connected to resources.

Other times, a loved one 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 Look for warning signs, such as them being withdrawn, sleeping too much or not enough, increasing drug or alcohol use, or being anxious, agitated or reckless.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 them to helpful resources.

The phone number for the National Suicide Prevention Lifeline, now called the Suicide & Crisis Lifeline, is **988**. Caring reps are 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.

Suicide & Crisis Lifeline: 988 or 1-800-273-TALK (1-800-273-8255)



More resources:

- www.save.org
- www.988lifeline.org/help-someone-else
- www.bethe1to.com/bethe1to-steps-evidence
- www.MercyCareAZ.org/wellness/crisis

Health and wellness beyond physical and mental health care

Health and wellness is about more than just making sure you get to your doctor's appointments. It's about more than just taking all your medications. There are social factors, too, that play a big part in your well-being.

You might hear some people call these "social determinants of health." Some of those include education, employment and social support networks.

Here are some resources that can help:

- **2-1-1 Arizona.** You can find information about employment and family services, food, clothing and shelter, and how to get help if you're experiencing domestic violence. Go to www.211arizona.org or call **211**.
- **You can locate sites for HIV testing and for mental health and substance use treatment.** Go to

www.findtreatment.samhsa.gov or call **1-877-726-4727**.

- **Health-e-Arizona.** You can apply for Medicaid or see if you're eligible for other coverage, benefits or services. Go to www.healtharizonaplus.gov.
- **Arizona @ Work.** You can get help finding a job. Go to www.arizonaatwork.com.

For a behavioral health crisis

Mercy Care members can call the Behavioral Health Crisis Line 24 hours a day, 7 days a week.

Central Arizona

- Maricopa County: **1-800-631-1314, 602-222-9444 (TTY/TDD: 1-800-327-9254, 602-274-3360)**
- Salt River Pima Maricopa Indian Community: **1-855-331-6432**
- Gila River and Ak-Chin Indian Communities: **1-800-259-3449**
- Fort McDowell Yavapai Nation: **480-461-8888**
- San Lucy District of the Tohono O'odham Nation: **480-461-8888**
- Text **HOPE** to **4HOPE (44673)**

Southern Arizona

- Cochise, Graham, Greenlee, La Paz, Pima, Pinal, Santa Cruz and Yuma counties or the San Carlos Apache Tribe: **1-866-495-6735**
- Tohono O'odham Nation: **1-844-423-8759**
- Pascua Yaqui Tribe: Tucson, **520-591-7206**; Guadalupe, **480-736-4943**

Northern Arizona

- Gila, Apache, Coconino, Mohave, Navajo and Yavapai counties: **1-877-756-4090**

- White Mountain Apache Tribe: **928-338-4811**
- Navajo Nation: **928-551-0508**

Veterans Crisis Line:
1-800-273-8255, press 1

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

Suicide & Crisis Lifeline: **988**

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

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
- Arrange counseling or connection to your outpatient provider
- Provide options for dealing with other urgent situations

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

If you need someone to talk to: Call the Warm Line, **602-347-1100**. It's a support line operated by credentialed peer support specialists. It's available 24 hours a day, 7 days a week.



Flu season is here again

The single best way to avoid the flu is to get a flu vaccination every year

Influenza is a virus, and as we have seen with COVID-19, viruses can change. That means that every season, we need to protect ourselves by getting a flu shot. If you are 65 years or older or have a chronic condition, you are at a higher risk of getting very ill from the flu. This can lead to a hospital stay or even death.

Things you can do to protect yourself:

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

Source: Centers for Disease Control and Prevention — www.cdc.gov/flu/season/faq-flu-season-2021-2022.htm; www.cdc.gov/flu/highrisk/65over.htm

Grant-funded programs to aid in recovery and mental health

Did you know that Mercy Care helps manage recovery and mental health grant funding to behavioral health providers? The funding is made possible by the Substance Abuse and Mental Health Services Administration.

Even if your AHCCCS benefits don't cover some of these services, you may still be able to get treatment through these grant-funded programs. These programs also help people who are uninsured.

Mental Health Block Grant (MHBG)

The MHBG provides mental health treatment services to:

- Adults with a serious mental illness (SMI) designation
- Children diagnosed with serious emotional disturbance (SED)
- People experiencing a first episode of psychosis (FEP)

For information on MHBG funding, visit www.MercyCareAZ.org/wellness/grants.

Substance Abuse Block Grant (SABG)

The SABG provides substance use treatment services to adults and



youth. For information on SABG funding, visit www.MercyCareAZ.org/wellness/sabg.

State Opioid Response (SOR) grant

The SOR grant helps give access to medication-assisted treatment (MAT), integrated care, and opioid and stimulant use addiction recovery services. For information

about treating an opioid addiction, visit www.MercyCareAZ.org/wellness/opioids.

You can call Mercy Care Member Services at **602-263-3000** or **1-800-624-3879 (TTY/TDD 711)** to get connected to care.

Measuring cultural competency

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

We require our providers to support members with culturally sensitive services. They use the Culturally and Linguistically Appropriate Services standards as

a guide. These standards make sure that services are respectful of your culture and language needs.

We have two departments at Mercy Care 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.

Integrated care: What to know

Integrated care means that a member needs only one health plan to get care for their mind and body. Mercy Care members can get their physical and behavioral health services from us.

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

Mercy Care remains committed to providing our members with more options to get physical and behavioral health care and wellness services. We are glad you have chosen Mercy Care. If you have any questions or need services, you can call Member Services from 7 a.m. to 6 p.m., Monday through Friday, at **602-263-3000** or **1-800-624-3879 (TTY/TDD 711)**.



Quality Improvement program delivers member care results

Mercy Care has a Quality Improvement (QI) program. This program sets goals to improve the health of our members and improve the quality of their care. Mercy Care uses data to see if we have met the goals. It is also important to us that members can access care easily. If you are having trouble with your health care, please call and let us know. We want to make sure our members get the highest quality health care possible!

2021 strengths:

- Helping members who have diabetes with their blood sugar levels
- Helping members who have high blood pressure to keep it in the right range
- Getting children dental care at least once a year
- Getting children a well visit at least once a year
- Making sure that members are satisfied with Mercy Care

2022 opportunities:

- Helping members not take high doses of opioid medications for long times, when possible

You can call the phone number on the back of your ID card to learn more. We can also help you get a copy of this information in writing.



Do you have high blood pressure?

High blood pressure, or hypertension, is often called the “silent killer” because there are very few symptoms. The only way to know for sure is to have your blood pressure taken by your health care provider.

Some things that may put you at a higher risk for high blood pressure are:

- Family history — high blood pressure runs in families.
- Age — as you get older, your blood vessels get stiffer and increase your blood pressure.
- Race — African Americans have a higher risk of high blood pressure.

- Gender — men are more likely to get high blood pressure before age 64; women are more likely to have high blood pressure after age 65.

The good news is that there are things you can do to lower your risks, such as:

- Exercise
- Eat a healthy diet, including fruits, vegetables, whole grains and low-fat dairy
- Lower the amount of salt in your diet
- Avoid smoking
- Avoid alcohol
- Get a good night’s sleep

Talk to your health care provider — and be sure to have your blood pressure checked at every visit!

Help stop fraud and abuse

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

- Call the Mercy Care Fraud Hotline: **1-800-810-6544.**
- Call AHCCCS Fraud Reporting: **602-417-4193** or **1-888-487-6686.**
- Use the fraud and abuse reporting form available at **www.MercyCareAZ.org** or **www.azahcccs.gov/fraud/reportfraud.**

Include as much information as you can. Note: Even if you provide your contact information, your information will not be shared.

Using medication to treat substance use disorders and opioid addiction

Do you know MAT?

MAT stands for *medication-assisted treatment*. It involves using approved medicines and behavioral therapies, like counseling, to treat substance use disorders.

When people abuse opioids, their bodies can become addicted or dependent on them. If they don't have opioids in their system, they can feel opioid withdrawal. The symptoms of opioid withdrawal can include diarrhea, abdominal cramping, nausea, vomiting, rapid heartbeat and intense cravings.

When you're ready to get connected to MAT, these medications can help in your recovery from opioid dependence.

- **Methadone** comes in a liquid dose. It may provide better control of withdrawal symptoms and cravings for long-term opioid users.
- **Buprenorphine** reduces cravings from opioids. It can come in a pill form, cheek film or six-month implant under the skin.
- **Naltrexone**, which can be taken as a daily pill or monthly injection, works a little differently. If a person on naltrexone starts abusing opioids again, the naltrexone blocks the "high" and sedative effects.

MAT can support you

Your relationship with MAT will be about more than just meds. As part of your care, you'll get behavioral therapy, such as counseling. Some of our providers have sites called MAT 24/7 Access Points.

Mercy Care contracts with over 35 different opioid treatment programs. They're ready to introduce you to MAT. They can show you how MAT can get you started on a path to recovery, health and wellness.

For locations near you, visit doyouknowmat.com.

When you're ready, we'll be here. We can connect you to MAT or whatever treatment and support is right for you. Until you're ready, we want you and your loved ones to stay safe.

- Don't share or reuse needles, and don't mix drugs.
- Get medical attention if you feel unwell (physically or mentally).



Remember these steps if someone overdoses on opioids

Step 1

Call for help (dial 911).

Step 2

Check for signs of opioid overdose.

Signs may be:

- You can't wake the person up by calling to them or rubbing their chest bone.
- Shallow breathing, a slow heartbeat or making a choking sound (death rattle).

- Lips or fingernails are turning blue/purple.

- Extremely small "pinpoint" pupils.

Step 3

Support the person's breathing.

- If oxygen isn't available, rescue breathing (mouth-to-mouth resuscitation) can be very effective.

Step 4

Monitor while waiting for help.

- Monitor the person's response and breathing until emergency help arrives.

Step 5

Give the person naloxone, a drug that can reverse the effects of an overdose. You can access naloxone in your community at Sonoran Prevention Works at no cost by calling or texting **480-442-7086**.

AAC device benefit now administered by Mercy Care

If your child or family member is a DD member and they use an augmentative or alternative communication (AAC) device to communicate, we want you to know that the AAC benefit is now administered by Mercy Care. This change took effect Jan. 1, 2021.

If your child needs an AAC device and doesn't have one, ask their provider for a prescription for an AAC evaluation. When you have the prescription, call your support coordinator or Mercy Care Member Services to be referred to an in-network speech-language pathologist for an evaluation.

If an AAC device is needed, MedOne will coordinate the authorization for a device and the shipment of the device to your home. The speech-language pathologist will coordinate with the member and their family to complete training on the device.

If a repair or replacement is needed, please call MedOne at **480-835-9100**. MedOne can either initiate the repair or review the device to see if it is still under warranty.

You can learn more on our website at www.MercyCareAZ.org/members/dd-formembers.



Other health insurance

If you have other health insurance, please call Member Services and tell us so we can work with the other insurance company. Member Services is available Monday through Friday from 7 a.m. to 6 p.m. at **602-263-3000** or **1-800-624-3879 (TTY/TDD 711)**.

Here are some important things to know:

- Always give pharmacies, doctors and hospitals your other health insurance information as well as your Mercy Care information.
- Your other health insurance pays for your health care expenses FIRST. After they pay, Mercy Care will pay its part.
- If possible, choose a doctor who works with both of your health insurance plans. This will help us coordinate payments.
- If your other doctor is not part of the Mercy Care provider network, we may still be able to help you with your copayments for covered services. Ask your doctor to get a Mercy Care prior authorization number for you to see him/her. We will pay copayments to your doctor.
- Do not pay your other insurance's copayment yourself. Ask your doctor to bill Mercy Care for the amount.
- Before you receive any health care services, show the doctor or hospital your Mercy Care ID card and tell them about your other health insurance. This will help your doctor know where to send your claims.
- If you are involved in an accident and get treatment for your injuries, you must report it to Mercy Care Member Services.
- Be sure to tell your doctor about all of the health care services you receive.

Dental benefits

Dental services are covered for EPSDT members (under 21 years). These include routine preventive dental services, such as oral health screenings, cleanings, fluoride treatments, dental sealant, x-rays, fillings, extractions and more.

If you are age 21 or older, you have limited emergency dental benefits available. These emergency services cover up to \$1,000 per year for emergency treatment for pain, infection, swelling and/or injury.

If you are age 21 or older and are covered by a Division of Developmental Disabilities health plan, you have additional dental benefits. These benefits cover routine dental care up to \$1,000 per year. This is in addition to the \$1,000 emergency care covered per year. If you need major dental work done, your dentist may have to check with Mercy Care first to make sure it will be covered.

Be sure to verify that your dentist is in Mercy Care’s DentaQuest network before getting dental services. You can check at www.MercyCareAZ.org. Select “Find a Provider,” scroll down



and select “Find a Mercy Care Dentist.”

Tip: When searching for a dental provider experienced in special needs, click on “Dentists by Specialty,” then click the magnifying

glass in the search bar, scroll down on the left side, and under the list of “Special Needs Experience In,” click “Show more” to expand and see all specialties.

Vision and hearing benefits

Hearing aids and vision services are covered for EPSDT members (under 21 years). If you are age 21 or over, you will have some benefit changes. This change will take effect on your 21st birthday. While most of the health benefits covered with Mercy Care will not change, there are a few we want to make sure you know about.

If you would like more information about these services, call Member Services at **602-263-3000** or **1-800-624-3879 (TTY/ TDD 711)** between 7 a.m. and 6 p.m., Monday through Friday.

Benefit	Under 21 years of age	As of 21st birthday
Hearing aids	Identification, evaluation and rehabilitation of hearing loss	No longer a covered benefit
Vision	Vision services, including exams and prescriptive lenses (a limited selection of lenses and frames are covered)	No longer a covered benefit

How to schedule transportation services

Regular check-ins with your doctor for care are a key part of your health and wellness plan.

Being able to get to your appointments is part of this plan. We can help.

Transportation is available to members at no cost to and from provider appointments.

If you can ride the bus, we will send you bus tickets or passes at no cost to you.

If you need a ride, call Mercy Care Member Services at least three days in advance to schedule your ride.

When you call, let Member Services know:

- The day, time, provider address and reason for your visit as soon as you make your appointment
- If you have special needs, like a wheelchair or oxygen
- If you have regular appointments for visits like dialysis, so we can set up rides all at one time



After your appointment, call your transportation provider to arrange a ride home. Call **1-800-624-3879** to schedule return rides home. Mention that you are a Mercy Care member.

If your appointment gets canceled or changed to a different day or time, call Member Services to cancel or update your ride details right away.

Call **911** if it is a medical emergency.

Disclaimer

Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI and VII) and the Americans with Disabilities Act of 1990 (ADA) Section 504 of the Rehabilitation Act of 1973 and the Age Discrimination Act of 1975, Mercy Care prohibits discrimination in admissions, programs, services, activities or employment based on race, color, religion, sex, national origin, age, and disability. Mercy Care must make a reasonable accommodation to allow a person with a disability to take part in a program, service, or activity. Auxiliary aids and services are available upon request to individuals with disabilities. For example, this means that if necessary, Mercy Care must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that Mercy Care 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, please contact: Member Services at **602-263-3000** or **1-800-624-3879 (TTY/TDD 711)**.

HEALTH MATTERS is published for the members of Mercy Care. 4500 E. Cotton Center Blvd., 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 Member Services from 7 a.m. to 6 p.m., Monday through Friday, or call for the 24-hour nurse line.

Language assistance services, including TDD/TTY services, are available to members to ask specifically about utilization management issues. For example, if you have a question about the status of a prior authorization, call Mercy Care Member Services.

- Call **602-263-3000** or **1-800-624-3879 (TTY/TDD 711)**.

www.MercyCareAZ.org

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Nondiscrimination Notice

Mercy Care 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 does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Mercy Care:

- Provides no-cost aids and services to people with disabilities to communicate effectively with us, such as:
 - o Qualified sign language interpreters
 - o 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:
 - o Qualified interpreters
 - o Information written in other languages

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

If you believe that Mercy Care 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>.

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