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. For ACC members, call 602-263-3000 or 1-800-624-3879 (TTY/TDD 711) to get connected to care. For RBHA members, call 602-586-1841 or 1-800-564-5465 (TTY/TDD 711).
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 Look for warning signs, such as them being withdrawn, sleeping too much or not enough, increasing drug or alcohol use, or being anxious, agitated or reckless.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.heatmaparizonaplus.gov.
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

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.

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.

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.

For ACC members, call 602-263-3000 or 1-800-624-3879 (TTY/TDD 711) to get connected to care. For RBHA members, call 602-586-1841 or 1-800-564-5465 (TTY/TDD 711).
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. For ACC members, call 602-263-3000 or 1-800-624-3879 (TTY/TDD 711). For RBHA members, call 602-586-1841 or 1-800-564-5465 (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

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>Call for help (dial 911).</td>
</tr>
<tr>
<td>Step 2</td>
<td>Check for signs of opioid overdose. Signs may be:</td>
</tr>
<tr>
<td></td>
<td>• You can’t wake the person up by calling to them or rubbing their chest bone.</td>
</tr>
<tr>
<td></td>
<td>• Shallow breathing, a slow heartbeat or making a choking sound (death rattle).</td>
</tr>
<tr>
<td>Step 3</td>
<td>Support the person’s breathing.</td>
</tr>
<tr>
<td></td>
<td>• If oxygen isn’t available, rescue breathing (mouth-to-mouth resuscitation) can be very effective.</td>
</tr>
<tr>
<td>Step 4</td>
<td>Monitor while waiting for help.</td>
</tr>
<tr>
<td></td>
<td>• Monitor the person’s response and breathing until emergency help arrives.</td>
</tr>
<tr>
<td>Step 5</td>
<td>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.</td>
</tr>
</tbody>
</table>
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.
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:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)

- Provides no-cost language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need a qualified interpreter, written information in other formats, translation or other services, call the number on 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).


MC-1449
Multi-language Interpreter Services

ENGLISH: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call the number on the back of your ID card or 1-800-385-4104 (TTY: 711).

SPANISH: ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al número que aparece en el reverso de su tarjeta de identificación o al 1-800-385-4104 (TTY: 711).


CHINESE: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電您的 ID 卡背面的電話號碼或 1-800-385-4104 (TTY: 711)。


KOREAN: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 귀하의 ID 카드 뒷면에 있는 번호로나 1-800-385-4104 (TTY: 711) 번으로 연락해 주십시오.


JAPANESE: 注意事項: 日本語をお話しになる方は、無料で言語サポートのサービスをご利用いただけます。IDカード裏面の電話番号、または1-800-385-4104 (TTY: 711)までご連絡ください。


SOMALI: FEEJIGNAAN: Haddii af-Soomaali aad ku hadasho, adeegyada gargaarka luqadda, oo bilaash ah, ayaad heli kartaa. Wac lambarka ku qoran dhabarka dambe ee kaarkaaga aqoonsiga ama 1-800-385-4104 (Kuwa Maqalka ku Adag 711).

THAI: ข้อควรระวัง: ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาก็ได้เพียง โทริด้วยหมายเลขที่อยู่ด้านหลังบัตร ID ของคุณ หรือหมายเลข 1-800-385-4104 (TTY: 711) 86.03.322.1-AZ