December 2017: Recovery special edition

Member Newsletter

Meet Colleen McGregor, a family member and advocate

Colleen McGregor has been Mercy Maricopa’s administrator for the Office of Individual and Family Affairs (OIFA) since 2015. OIFA supports members and their families, and focuses on recovery through community education. Colleen and her team work together to help people navigate the behavioral health system.

“I’m proud to say that I’ve made an impact in the service of others,” she said. “I’ve seen amazing things achieved through the collective power of people. Nothing worthwhile is achieved alone. It takes a community.”

Her team — Laura Plontkowski, recovery and resiliency program coordinator; Dawn McReynolds, community advocacy and resources coordinator; and Vera Kramarchuk, ombudsman — make sure members voice and choice are heard. They make sure members have access to the resources they need.

Colleen has more than 20 years of experience in public health and human services. She has a dual master’s degree in business administration and public health. She also has a bachelor’s degree in health sciences/community health education from Northern Arizona University (NAU).

Colleen was drawn to her role at Mercy Maricopa as the mother of two young sons who have complex health and learning needs.

“I have first-hand experience as a mother and advocate for my children,” she says. “I understand the complex issues faced by our members in navigating the health care system and meeting the needs of their children.”

To others, Colleen may seem to move seamlessly through change. She shares how she’s learned to manage change and stress through her own experiences by focusing on a healthy lifestyle.

“We all experience change from time to time,” she says.

If you find yourself feeling stressed due to change, Colleen suggests these stress relievers that worked for her. These tips can help you feel calmer and change your body’s response to stress.

• Add fresh foods into your diet
• Walk or exercise
• Use mindfulness techniques. Mindfulness can be as simple as paying attention to your breathing. Think about each breath you are taking until you feel a sense of calmness come over you.
• Use mindfulness techniques. Mindfulness can be as simple as paying attention to your breathing. Think about each breath you are taking until you feel a sense of calmness come over you. There’s no wrong way to do it.

And, of course, she said, use supportive services. You can find resources on our website at: https://www.mercymaricopa.org/community-guide. You can reach the OIFA team at oifateam@mercymaricopa.org.

The 2018 Member Handbook is ready!

There are several ways you can get the latest handbook.

You can view the handbook on our website in Spanish and English. We’re working on getting the handbook translated into many more languages. You can find the handbook at: www.mercymaricopa.org. Click on the For Members tab. Then, click on Handbook. You can also download it and print it.

A focus on recovery

At Mercy Maricopa, we’re dedicated to supporting our members in their recovery journey. We’re here to help you reach your recovery goals. To improve your health and wellness and the quality of your lives. We want our members to be part of the community.

Mercy Maricopa’s Office of Individual and Family Affairs (OIFA) is one of the ways we support our members and their families. The department focuses on recovery through involvement.

Getting involved is an important part of recovery. It can help connect you to services. It also empowers you to take charge of your recovery goals.

Here are some “snapshots of success.” These are short stories about the good things that can happen by getting involved with support services. You’ll also read about Mercy Maricopa’s new ombudsman. She can help you with some of the challenges you may find on the road to recovery.

If you want to get connected to supportive services, you can talk to your case manager. Or, you can call Mercy Maricopa Member Services at 602-586-1841 or 1-800-631-1314 (TTY/TDD 711). We are available 24 hours a day, 7 days a week.

Snapsots of success

A goal getter

Anthony B. is an active member of Partners in Recovery’s West Valley Campus. He’s cheerful, cooperative and friendly.

Anthony gained many skills by going through the Vocational Rehabilitation process. And, he was able to get a job. He credits his success to working with his job coach. Anthony has kept his job for over nine months. He works as a custodian at the University of Phoenix Stadium. That’s where the Arizona Cardinals’ play football.

He’s a responsible and hard worker. And, he has done very well in this position.

However, for Anthony, working just a few hours just wasn’t enough.

Anthony looked for other part-time jobs in the community. After many interviews at restaurants and fast food businesses, his persistence paid off.

He was hired as a part-time employee at KFC. And, his job is just walking distance from his home.

The clinical team is very proud of what Anthony has accomplished.

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Welcome our new ombudsman: Vera Kramarchuk

Vera joined Mercy Maricopa as ombudsman in April 2017. An ombudsman is someone who is an advocate for members. She provides support and assistance to members. She makes sure the member’s voice and choice are heard.

In her role, Vera serves as a neutral third party. She works together with members and clinical teams in finding solutions to member concerns. Along with helping members, she also helps their family or support system have a voice in the solution.

Vera joins Mercy Maricopa with several years of experience providing member support. Before coming to Mercy Maricopa, Vera worked as an ombudsman with the Long Term Care Ombudsman’s Office for the State of Ohio.

She specialized in the MyCare Ohio Program where she helped resolve complaints for dual eligible members receiving home- and community-based services. Before that, Vera worked as a Client Rights Officer. She managed the Client Rights Program for an outpatient behavioral health agency in Cleveland, Ohio.

In her spare time, Vera loves to travel. She also enjoys being out on the water, kayaking or doing other water activities. She is also a huge fan of tea. She delights connecting with local tea houses whenever she travels.

Mercy Maricopa Member Services: We’re here for you

Sometimes you need help, but aren't sure where to turn. Maybe you're not sure whether you can get the help you need. You might need help finding the right care or service during a difficult time. Or, you may need help rescheduling a doctor’s visit. Calling Mercy Maricopa Member Services is a good place to start.

You can call Mercy Maricopa Member Services at 602-586-1841 or 1-800-631-1314 (TTY/TDD 711). They are available 24/7 to help you connect to care.

You can also request a printed (paper) copy of the handbook, just call Mercy Maricopa Member Services at 602-586-1841 or toll-free 1-800-564-5465. (TTY/TDD 711). They’re available 24/7 to help.

What’s new in the 2018 handbook?

When you get your new handbook, look for an insert inside. That insert has information about dental and outpatient occupational therapy benefits for adult members 21 years of age or older. You can also find these updates on our website at www.mercymaricopa.org/members/handbook.

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Provider directory is now available

We’re now updating our provider directory every month. And the most recent version is ready!

It’s important to note that providers might change after we print a copy of the provider directory. But, you can get the most up-to-date information using our online “Find a Provider” search tool at www.mercymaricopa.org/find-provider.

If you want a printed (paper) copy mailed to you, you can call Mercy Maricopa Member Services at 602-586-1841 or toll-free 1-800-564-5465. (TTY/TDD 711). They’re available 24/7 to help you connect to care.

The 2018 member handbook is ready!

You can get a handbook from your behavioral health provider or direct care clinic.

You can also request a printed (paper) copy of the handbook, just call Mercy Maricopa Member Services at 602-586-1841 or toll-free 1-800-564-5465. (TTY/TDD 711). They’re available 24/7 to help.

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You can call Mercy Maricopa Member Services at 602-586-1841 or 1-800-631-1314 (TTY/TDD 711). They are available 24 hours a day, 7 days a week. We can also help you with:

- Benefit inquiries
- General mental health/substance abuse (GMH/SA) services
- Getting behavioral health care for a child/adolescent
- Getting behavioral health care or other assistance for children in out-of-home placement or adopted
- Getting a patient evaluation
- SMI clinic assignment inquiries
- Behavioral health clinic transfer requests
- Getting connected to the Crisis Response Network
- Petition requests
- Eligibility questions
- Pharmacy issue inquiries
- Inter-RBHA transfer requests
- Prior authorization requests
- Complaints
- Grievance and Appeals
- Community resources
- Member handbook requests
- Resource guides
- Reimbursement inquiries
- PCP/Specialist change (SMI members only)
- CDL replacement card (SMI members only)
- Getting a ride (SMI members only)
- Housing inquiries (SMI members only)
- SMI clinic assignment inquiries
- ID replacement card (SMI members only)
- PCP/Specialist change (SMI members only)
- Reimbursement inquiries
- Resource guides
- Homeless outreach
- Strike Out Stigma Bowling
- Mental health-themed walks
- Monthly meetings

If you want to join the Coalition, you can go to a meeting on the third Wednesday of every month. The meetings are at 10 a.m. at Arizona Behavioral Health Corporation (ABC), 1406 N 2nd St., Phoenix, AZ 85004.

To learn more, you can call (602) 712-9200 or visit www.mhacaz.org. Follow them on Facebook at www.facebook.com/MHACArizona.

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Out in the community

Mercy Care Plan and Mercy Maricopa have a whole new approach to health and wellness. We know that good health means more than seeing the doctor. It’s about how we work, play, eat, learn and live in our communities. We’re helping people and families to live well.

That’s why we launched Mercy 360 Community. It’s an initiative focused on factors affecting our health that go beyond doctors or medicine. These include things like housing, food, employment and social supports. Our foundation for health begins in our homes, schools, jobs and neighborhoods. We’re out in the community supporting local partners and events that make a difference in these areas.

Your voice matters. Come share it with us.

Mercy Maricopa hosts community meetings all year to hear from you. At these meetings, you can share your experiences and ideas on how we can improve services. We also want to help keep you informed. We let you know about new services, providers and the best way to get connected to care at these meetings. We look forward to seeing you.

Adult Care Community Meeting
Helping you on your path of recovery

Get the latest news about Mercy Maricopa programs and services. There’s a lot going on and we want you to know about it. You can join us for an open monthly discussion to learn more about:

- Eligibility for services
- Programs and services available for adults
- Services and supports for friends and loved ones

There is no cost to attend. Spanish-language interpretation is available. Light refreshments served.

Need transportation? Members can get a ride to a community meeting at no cost. Call Member Services at 602-586-1841 or 1-800-564-5465; (TTY/TDD) 711.

Where
RI International
2791 N. 16th St., Ste. 119
Phoenix, AZ 85006
Valley Metro bus route 16

When
From 6 to 8 p.m.
First Wednesday of each month

2018 meeting dates
- February 7
- March 7
- April 4
- May 2
- June 6
- August 1
- September 5
- October 3
- November 7
- December 5

Child and Family Advisory Partnership (CFAP) Community Meeting
Get connected to the help you need to raise a child with behavioral and physical health needs

You can get your service questions answered. You can learn about what’s happening in the behavioral health community. You can share your ideas on how to improve the children’s system of care. You can talk directly with providers. Enjoy dinner and meet other families. Spanish interpretation and child watch provided. There’s no cost to attend.

If you have any questions, call Family Involvement Center at 602-288-0155 or email Mercy Maricopa’s Office of Individual and Family Affairs at oifateam@mercymaricopa.org.

Where
Family Involvement Center
5333 N. 7th St., Ste. A-100
Phoenix, AZ 85014

When
5:30 to 7:30 p.m.
Last Wednesday of the month, except in October.
No meeting in July or December
Dinner and networking: 5:30 to 6 p.m.
Meeting: 6 to 7:30 p.m.

2018 meeting dates
- January 31
- February 28
- March 28
- April 25
- May 30
- June 27
- August 29
- September 26
- October 24
- November 28

Welcome to Mercy: An SMI orientation
Join us as Mercy introduces you to the network of care and services available to you now that you have a serious mental illness (SMI) qualification.

There’s no cost to attend. Members can get a ride to the meeting. Call Member Services at 602-586-1841 or toll free at 1-800-564-5465; (TTY/TDD) 711.

These meetings will take place on the third Wednesday of each month across the Valley. To get information about upcoming meetings, check our website at www.mercymaricopa.org/event.

December 2017 - Mercy Maricopa Integrated Care
When you have a new medical condition

Getting diagnosed with a new medical condition can be scary. But, with the support of your doctor and their office staff, you can understand the diagnosis. They can also help you understand the treatment for your condition.

If you have been told you have a new health diagnosis, stay positive. Get as much information as possible.
- Avoid getting on the Internet and researching the diagnosis. You may not get the facts. Instead, ask your doctor what he or she suggests as good resources. Use those resources to get more information.
- Ask the doctor or nurse if they have any information they can give you.
- Ask if they know about any support groups or member education classes related to your diagnosis.

- Write down your questions for the visit and go through them one by one with your provider
  - Keep your list of questions to the most important ones
  - Write down the answers, or ask for help in writing down the answers
- Take someone with you for support. They may be able to help you understand what your doctor is telling you.
- Don’t be afraid to ask the provider to explain things you don’t understand.
- Show up for your appointments for lab tests, x-rays and other medical tests.
- Make sure you call ahead of time if you need to reschedule your appointment.

Medical providers want to help you. They are interested in seeing you recover. Work with them to set up a plan to feel your best.

We’re here to help

If you have any questions, you can call Mercy Maricopa Member Services at 602‑586‑1841 or 1‑800‑564‑5465; (TTY/TDD) 711. We’re available 24/7.

HIV Testing

Get tested for infections

Pregnant women should get tested for infections. These infections include sexually transmitted infections (STIs) and HIV (the virus that causes AIDS). STIs can affect your growing baby and your health.

These infections can complicate your pregnancy. The results may be serious for you and your baby. All women who are pregnant or who are planning to get pregnant should get STI and HIV tested as soon as possible. The earlier HIV is diagnosed and treated, the better medicines work to keep the baby from getting the disease.

Mercy Maricopa offers private, voluntary STI and HIV/AIDS testing and treatment for all members. You can get tested at any time and at no cost. Ask your doctor about how to get tested. Counseling is available for members who test positive.

We’re here to help

If you have any questions, or want to get tested, you can call Mercy Maricopa Member Services at 602‑586‑1841 or 1‑800‑564‑5465; (TTY/TDD) 711. We’re available 24/7. You can also visit our website at www.mercymaricopa.org.

Medicare prescription drug coverage

Medicare offers prescription drug coverage to everyone with Medicare. This coverage is called Medicare Part D.

There are important things to know about this drug coverage.
- If you decide not to get Medicare drug coverage when you’re first eligible for it, you might have to pay a penalty for signing up late. You won’t have to pay a penalty if you have other prescription drug coverage or qualify for “Extra Help.”
- To get Medicare drug coverage, you must join a plan run by an insurance company or other private company approved by Medicare.
- Each Part D plan can vary in cost and drugs covered.

There is a lot of helpful information at www.medicare.gov. You can learn more about how to get drug coverage. You can also see what drugs are covered. You can also find out when you can sign up for or change your Medicare Prescription Drug Coverage (Part D).

Events calendar

December 2017 - February 2018

December

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Join us as Mercy introduces you to the network of care and services available to you now that you have a serious mental illness (SMI) qualification. There’s no cost to attend. Members can get a ride to the meeting. Call Member Services at 602‑586‑1841 or toll‑free 1‑800‑564‑5465; (TTY/TDD) 711.
Valleymetro bus route D.
Wednesday, December 20
11 a.m. to 1 p.m.
REN
212 E. Osborn Rd, Phoenix

NAAM Basics
Learn more about the National Alliance on Mental Illness and their programs and supportive services.
Saturday, January 20
9 a.m. to 2 p.m.
Scottsdale Shea Hospital Campus
9003 E. Shea Blvd, Scottsdale
Valleymetro bus route 80, B1.
Register before January 13 with Dawn Dibbern at ddibbern@namivalleyofthesun.org or 602‑795‑8182

Child and Family Advisory Partnership (CFAP) Community Forum
Get connected to the support you need to raise a child with emotional, physical and/or behavioral health needs. Dinner, Spanish interpretation and child watch provided. There is no cost to attend.
5:30 to 7:30 p.m.
Wednesday, January 31
Family Involvement Center
5333 N. 7th St, Ste. A 100, Phoenix
Valleymetro bus route 7
602‑288‑0155 to pre-register

February

Adult System of Care (ASOC) Community Forum
Get the latest news about Mercy Maricopa programs and services. There is no cost to attend. Spanish‑language interpretation is available. Light refreshments will be served.
Valleymetro bus route 16.
Wednesday, February 7
6 to 8 p.m.
RT International
2701 N. 16th St, Ste. A, 100, Phoenix
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Get connected to the support you need to raise a child with emotional, physical, or/behavioral health needs. Dinner, Spanish interpretation, and child watch provided. There is no cost to attend.
5:30 to 7:30 p.m.
Wednesday, February 14
Family Involvement Center
5333 N. 7th St, Ste. A 100, Phoenix
602‑288‑0155