Member Newsletter

August 2017: Staying healthy special edition

Tips for staying safe during your teen years

Your teen years can be challenging. You may be going through changes in how you feel, look and interact with others around you.

If anyone bullies, stalks or abuses or threatens you, you should confide in parents/guardians, health care professionals, or other trusted adults, like teachers.

They can help you. For your safety:
- Learn to manage conflict without violence. Walk away if you have to.
- Avoid risky situations. Avoid violent people. Call for help if things get dangerous.
- Healthy dating relationships are built on respect, concern and doing things both of you like to do.
- If you’re dating, or in any situations related to sexual behavior, remember that “No” means NO. Saying “No” is okay.

Staying strong and healthy

As a young adult, you want to feel good about yourself. And the stronger you feel on the inside, the better you will feel on the outside. Maybe you are not feeling at your best because of some extra weight you’re carrying around or because you may be underweight.

You can start to feel better by losing that extra weight or by gaining some much needed weight just by starting with healthy eating habits. Take a look at your eating habits. Are you getting enough of the right kinds of foods? Healthy foods are good for the whole family and are very delicious.

What’s a healthy diet?
- Fruits and vegetables (5 servings a day)
- Lean meats, nuts and eggs
- Whole-grain breads and cereals
- Foods that are broiled, grilled, or steamed, instead of fried
- Limit fast food and junk food
- Water or milk instead of sugary fruit drinks and sodas

Young people experience many changes during the teen years. Building healthy food and physical activity habits will help you now and as you enter adulthood. ChooseMyPlate.gov offers resources, tips, and ideas that can help you take charge and learn to make your own choices.

If you’re pregnant, you can find a list of foods to avoid on March of Dimes website (http://www.marchofdimes.org/pregnancy/foods‑to‑avoid‑or‑limit‑during‑pregnancy.aspx).

Vaccines help keep you healthy

The vaccines you received as a child may wear off as you get older. Getting vaccinated throughout your adult life will help you stay healthy. That’s why it is important to stay current with all of your vaccines.

“Never outgrow the need for vaccines,” said Dr. Ann Negri, Deputy Chief Medical Officer for Mercy Maricopa.

Regular doctor visits are important to keep yourself healthy. They’re also the best way to keep your unborn baby healthy.

Your first pregnancy visit is very important. At that time, you will get a complete check up. The doctor will examine you and your growing baby to make sure everything is all right.

You should let your doctor know all the medications you are taking because some of them may affect the health of your baby. You should not smoke, drink alcohol or use illegal drugs.

Based on your health and other factors, your doctor will decide how often you should be seen. Be sure to follow your doctor’s advice. You may also get a special case manager from your health insurance plan who will help you.

Any time you have concerns about your pregnancy, be sure to follow up with your doctor.

Your first appointment

Your doctor should be able to see you within 14 days of when you call for your first appointment. Your doctor will advise you about how often to return for your care.

• Weeks 4-28: Visit at least every 4 weeks
• Weeks 29-36: Visit at least every 2 weeks

Maternity care keeps you and baby healthy

Pregnant women should be tested for sexually transmitted infections (STIs). These tests are covered at no cost to you. Your PCP or OB/GYN can perform these tests. If you test positive for any STI, your doctor can help you. You can receive counseling services and any needed care.

Preparing for baby

Eating right is always good, but it’s extra important when you are pregnant.

When your baby gets the right vitamins, he/she is more likely to be born healthy. Follow these simple healthy eating tips:
- Drink at least 6 to 8 glasses of water each day
- Avoid foods with “empty” value such as fried, fatty and sugary foods
- Avoid foods that could make you or your baby sick such as raw fish, raw or undercooked meat and eggs, soft cheeses, unpasteurized milk and juices, and raw sprouts

Taking childbirth classes is the best way to feel more prepared. Classes are available to Mercy Maricopa members at no cost. These classes help you learn what to expect when you are pregnant and after your baby is born. You should start childbirth classes at about 30 weeks of into your pregnancy.

Treatment decisions

As a pregnant member, you can decide what doctor will take care of you and your baby. If you are a newly-assigned pregnant member or under the care of a non-network doctor, you have the right to change providers to ensure continuity of care during your pregnancy.
Maternity care keeps you and baby healthy

Continued from page 1

Community resources

WIC
WIC (Women, Infants, & Children) offers healthy foods for moms and their babies. You can learn how to cook healthy meals and get help with breastfeeding. Call 1-800-252-5942 to apply for these free services or visit www.azdhs.gov/azwic.

La Leche League of Arizona
La Leche League gives free support for women who choose to breastfeed through the Valley Help Line and monthly support groups. They can be reached at 602-234-1956 or 1-800-525-3243, or online at www.lllofaz.org.

ASHLine
ASHLine (the Arizona Smokers Helpline) can help you quit smoking for good with coaches and online tools. You can be reached at 1-800-556-6222 or at ashline.org.

CPLC Parenting Arizona
CPLC Parenting Arizona offers positive parenting education to all Arizona families by empowering parents with the skills to raise healthy and successful children. For more information, call 602-248-0428 or online at parentingaz.org.

text4baby
text4baby is a free text message service that sends you important information about prenatal care, safety and your baby’s growth. To sign up, text “Baby” to 511411. Enter your baby’s due date and your zip code. And then wait for your texts. You can also sign up online at text4baby.org.

We are here to help
We can help you find a doctor or other health provider whose specialty is maternity care and delivery. We can also help you make an appointment, get a ride to your appointments and find childbirth classes near you. Call 1-800-564-5465 or 1-800-564-5465; (TTY/TDD) 711. Or visit our website at www.mercymaricopa.org.

Family planning services

Mercy Maricopa covers birth control and abortion for men and women of reproductive age. These services help protect against pregnancy. Some of them can also help protect against sexually transmitted diseases (STDs). The services include:

• Contraception counseling
• Birth control pills
• Injectable contraceptives
• IUDS (Intrauterine devices)
• Subdermal contraceptive implants
• Diaphragms
• Vaginal rings
• Condoms
• Foams and suppositories
• Natural family planning
• Emergency oral contraception - no prior authorization is required

• Medical and lab exams, including ultrasounds related to family planning
• Treatment of complications resulting from contraceptive use
• Hysteroscopic tubal sterilization
• Male and female sterilization (members must be 21 or older to have tubal ligations and vasectomies)
• Family planning counseling, including birth spacing

You can request family planning services from your doctor. You can also ask about long-acting, reversible contraception (LARC). LARC lasts for several years, is easy to use and can be removed at any time.

If you’re pregnant, it’s important to avoid exposure to lead

Lead in a person’s blood can cause dangers.

Lead poisoning is caused by breathing or swallowing lead. Lead can pass from a mother to her unborn baby.

Too much lead in your body can:
• Put you at risk of miscarriage
• Cause your baby to be born too early or too small
• Hurt your baby’s brain, kidneys and nervous system
• Cause your child to have learning or behavior problems

Lead can be found in:
• Paint and dust in older homes, especially dust from renovation or repairs
• Candy, make up, glazed pots, and folk medicine made in other countries
• Work like auto refinishing, construction and plumbing
• Soil and tap water

To find more information about lead poisoning, you can visit https://www.cdc.gov/nceh/lead/leadbps/prevent.htm or https://www.cdc.gov/nceh/lead/lead/tools/are_you_pregnant.pdf

Do you need help finding a provider?
Call Mercy Maricopa Member Services at 602-586-1841 or 1-800-564-5465; (TTY/TDD) 711.

Vaccines help keep you healthy

Continued from page 1

For young adults, who are 19 years or older, it’s important to protect yourself against diseases. For that age group, the Centers for Disease Control (CDC) says it’s important to get vaccinations for these diseases:

• Flu
• Whooping cough
• Tetanus
• HPV (human papillomavirus)
• Measles, mumps, rubella
• Chicken pox

You can check on your immunizations during a well visit.

You can make an appointment now for your yearly checkup. This is important, even if you don’t feel sick. You can call Mercy Maricopa Member Services. We can help you schedule an appointment. You can call us at 602-586-1841 or 1-800-564-5465; (TTY/TDD) 711.

Visit your dentist twice a year

Go to the dentist to get started on good oral health. You don’t need a referral. Mercy Maricopa covers two visits a year at no cost for members 18-20 years old. Dental services for members 21 years and older aren’t covered. However, we do cover medical and surgical services performed by a physician or dentist.

The second covered visit must occur at least six months and one day after your first visit.

Poor dental health can cause health problems. Some of these are:

• Cavities (decay) and gum disease can lead to illnesses such as heart disease or diabetes.
• Gum disease can cause tooth loss, and can affect your ability to eat and speak.

If you’re pregnant, poor oral health may cause your baby to be premature and underweight.

To prevent tooth decay:
• Brush your teeth at least twice a day with toothpaste that has fluoride
• Clean between your teeth daily with dental floss
• Eat nutritious and balanced meals
• Drink fluoridated water

Visit your dentist regularly for cleanings and an oral exam

Your dental home
Your dental home is as important as your medical home. A dental home creates an ongoing relationship with you and your dentist. A dental home can take care of all of your dental needs. A dental home delivers care in a family-centered way. Care is always available to you.

Dental visits may include:
• X-rays
• Fillings
• Cleanings
• Application of topical fluorides

Dental care is just a phone call away

We would like to help you find your dental home. We can help you schedule an appointment. We can also arrange a ride to your appointment. You can call Mercy Maricopa Member Services at 602-586-1841 or 1-800-564-5465; (TTY/TDD) 711.

Measuring Cultural Competency

We are 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. Cultural competency means being respectful to your beliefs and your culture. It also means understanding your language needs.

We require our providers to provide members with culturally sensitive services. They use the Culturally and Linguistically Appropriate Services (CLAS) standards as a guide. The CLAS standards make sure that services are respectful to a member’s culture and language needs.

We have two departments at Mercy Maricopa — Cultural Competency and Quality Management — that keep an eye on how providers are doing. They provide support to providers. They also score them to make sure members are getting services in the right way.

The good news is that scores are getting better. Providers are more comfortable using the right cultural standards.

Scoring our providers helps us communicate with them. And that helps make sure we’re always improving services sensitive to your culture and way of life.
Avoiding low birth weights

Low birth weight is when a baby is born weighing less than 5 pounds, 8 ounces. The March of Dimes estimates that about 1 in every 12 babies in the U.S. is born with low birth weight. There are two main reasons why this happens: premature birth, and babies that don’t gain enough weight before they are born. Low birth weight babies can have serious health problems at birth, or in the future. Some women are more likely than others to have a baby with low birth weight. But there are things you can do to prevent the chances of this:

• Don’t smoke, drink, or use street drugs
• Make sure to tell your doctor what medications you are taking and how often. Always follow your doctor’s advice.
• Birth spacing is good for your and your body. Women who have babies less than 18 months apart are more likely to have low birth weight or premature babies.
• It’s best to stay pregnant for at least 39 weeks. If you schedule to induce labor or schedule a cesarean (also called a c-section) and your date is off by a week or two, this can cause problems for you and your baby. Having your baby too early can cause breathing or temperature problems, feeding difficulty, jaundice, hearing and vision problems, and learning and behavior issues.
• Know the signs of premature labor:
  – Low, dull backache
  – Cramps that feel like your period
  – Stomach cramps, with or without diarrhea
  – Discharge, blood or water leaking from your vagina
  – Contractions that make your belly tighten up like a fist every 10 minutes, or more often
  – The feeling that your baby is pushing down

If you have even one of these signs, you should call your doctor right away.

We can help you find a doctor or other health provider whose specialty is maternity care and delivery. We can also help you get a ride to your appointments. Call Mercy Maricopa Member Services at 602-586-1841 or 1-800-564-5465. (TTY/TDD) 711. Or visit our website at www.mercymaricopa.org.

Get tested for infections

Pregnant women should be tested for sexually transmitted infections (STIs), HIV (the virus that causes AIDS), as well as other infections. STIs can affect your developing baby and your health. These infections can complicate your pregnancy. The consequences 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. That’s according to the U.S. Centers for Disease Control and Prevention (CDC). Testing early in pregnancy may keep you and your baby healthier.

Pregnant women should be tested for:

• Syphilis
• Gonorrhea
• Chlamydia
• Herpes

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

The earlier HIV is diagnosed and treated, the better medicines work to keep the baby from getting the disease.

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.

Regular well visits can keep you healthy

It’s also important for everyone to schedule a regular well visit with their doctor.

If you’re a Medicaid member who is 18, 19 or 20 years old, Early Periodic Screening, Diagnostic and Treatment, or EPSDT, is a complete health program for you.

“Seeing a doctor on a regular basis is a good way to be sure you’re getting the health care you need, when you need it,” says Dr. Negri, Deputy Chief Medical Officer for Mercy Maricopa. “Your primary care provider (PCP) will talk to you about ways to prevent and treat health problems. And, if it’s needed, you’ll talk about improving your physical and mental health problems.”

What can you expect at your well visit? Your PCP will:

• Ask about any personal or family history of health problems
• Talk about healthy eating
• Discuss topics, like tobacco, alcohol and drug use
• Talk about ways to prevent injury, like wearing your seat belt, gun safety and the dangers of texting while driving
• Check your blood pressure
• Test your blood for cholesterol levels
• Send you to the lab for additional tests, if needed

You should make an appointment now for your yearly checkup. This is important, even if you don’t feel sick. You can call Mercy Maricopa Member Services. We can help you schedule an appointment. We can also help you get a ride to your appointment.

You can call us at 602-586-1841 or 1-800-564-5465. (TTY/TDD) 711.
Is this an emergency?

Sometimes, we all need help making decisions about our health. One minute everything’s fine, and the next minute, you may be injured or not feeling well.

How do you know when it’s best to go see your primary care provider? Or, when should you go to a walk-in clinic or an urgent care center? Or, when should you go to the emergency room?

If you know your options in advance, it can help you make the best decision. If you’re thinking of hurting yourself or someone else, you can call the Crisis Line at 602-222-9444. They’re available 24 hours a day, 7 days a week.

You can go to many walk-in clinics and urgent care centers seven days a week. You can also go during nights, weekends and holidays. They don’t often require you to make an appointment. That makes visiting them easier. It also saves you a trip to the ER.

Mercy Maricopa has a list of walk-in clinics and urgent care centers online at www.mercymaricopa.org. Just go to the “For Members” page. Then, click on Benefit Summary.

This box gives you examples that can help you decide.

Routine care

This is regular care to keep you healthy. For example:
- Checkups (also known as wellness exams)
- Yearly exams
- Immunizations
- Health conditions you’ve had for a long time such as asthma, COPD and diabetes

What to do

• Call your doctor to make an appointment.
• You can expect to be seen by:
  – Your primary care provider (PCP) within 21 days
  – A specialist or dentist within 45 days

Urgent care

This is when you need care today, or within the next couple of days, but aren’t in danger of lasting harm or losing your life. For example:
- Bad sore throat or earache
- A cut that may need stitches
- Migraine headaches
- Medication refill or request
- Flu
- Back pain
- Sprains

What to do

Call your doctor before going to an urgent care center. Look in your member handbook to find the urgent care center closest to you, or look on www.mercymaricopa.org/find-provider.

You can expect to be seen by:
- Your PCP within two (2) days
- A specialist or dentist within three (3) days

If it’s late at night or on the weekends, your doctor has an answering service that will get your message to your doctor. Your doctor will call you back and tell you what to do. You shouldn’t go to the emergency room for urgent/sick care.

Emergency care

This is when you have a serious medical condition and are in danger of lasting harm or the loss of your life. For example:
- Poisoning
- Overdose
- Car accident
- Convulsions
- Sudden chest pain/heart attack
- Deep cuts
- Broken bones
- Serious burns
- Trouble breathing
- Very bad bleeding, especially if you’re pregnant
- Signs of stroke (numbness/weakness in face, arm or leg, weakness, trouble seeing with one or both eyes)
- Migraine headaches

What to do

Call 911 or go to the nearest emergency room. You don’t have to call your doctor or health plan first. You don’t need prior authorization to call 911. If you can, show them your health plan ID card and ask them to call your doctor.

It’s important to choose a doctor (also known as a primary care provider or PCP). Make an appointment for yourself or your child to see your PCP before you have an urgent need. If you’ve already seen your doctor (established care), it may be easier to get in for a routine visit or minor sickness when you need it.

Caring for yourself and your baby

Your pregnancy will not be like anyone else’s in the world. This pregnancy is special, even if you’ve been pregnant before. Right now, growing a healthy baby is your most important job.

As soon as you find out you are pregnant, make an appointment with your doctor. Your doctor will help keep you and your baby healthy. Your first visit is very important because he/she will do a complete checkup. After your first visit, a common schedule is:
- Weeks 4-28: Visit at least every 4 weeks
- Weeks 29-36: Visit at least every 2 weeks
- Weeks 37-40: Visit at least every week

Your new baby is here

After your baby is born, it is normal to feel sore and tired. Don’t push yourself too hard. You should make an appointment to see your doctor 2 to 5 days right after your baby is born. This visit is very important because your doctor will make sure you are healing well. If you had a c-section, you may need to see your doctor more than once.

You can also talk about family planning choices that will work best for you after you have your baby. One of them is long-acting, reversible contraception (LARC). LARC lasts for several years, is easy to use and can be removed at any time.

Mercy Maricopa also covers:
- Contraception counseling
- Birth control pills
- Injectable contraceptives
- IUD (Intra-uterine device)
- Subdermal contraceptive implants
- Diaphragms
- Vaginal rings
- Condoms
- Foams and suppositories
- Natural family planning
- Emergency oral contraception — no prior authorization is required
- Medical and lab exams, including ultrasound related to family planning
- Treatment of complications resulting from contraceptive use
- Hysteroscopic tubal sterilization
- Male and female sterilization (members must be 21 or older to have tubal ligations and vasectomies)
- Family planning counseling, including birth spacing

Postpartum depression

It is normal to feel anxious or even a little sad after having a baby. This can be caused by hormone changes, being tired, or from stress. If your feelings of sadness do not go away in a couple of weeks, you may be feeling postpartum depression (depression after the birth of your baby). It is important to call your doctor if these feelings get worse. It is most important if you:
- Have trouble taking care of tasks at home or work
- Lose interest in your baby
- Lose interest in taking care of yourself
- Have thoughts of hurting the baby
- Have thoughts of hurting yourself

Some women feel ashamed or guilty about feeling depressed when they are supposed to be happy about their new baby. But being depressed does not mean you have done anything wrong. Many women feel this way. You are not alone. There are many people available to help you. Talk to your doctor about getting help with these feelings, or contact your case manager at your behavioral health clinic. You can also call a care manager at Mercy Maricopa Care Management at 602-798-2627, or the Crisis Line at 602-222-9444.

How to put your new baby to bed

Sudden Infant Death Syndrome (SIDS) is the sudden and unexplained death of an infant. It is the number one cause of death in babies from one month to one year of age.

You should always place your baby on his or her back to sleep on a firm surface. Babies that are put on their backs to sleep have less chance of SIDS.

Do not use fluffy blankets, pillows, stuffed animals, waterbeds, or other soft bedding in his or her crib. Babies should not sleep in the same bed with anyone else. This can cause accidental harm or suffocation, even without knowing.

To find more information, you can visit www.sidsalliance.org.

We are here to help

If you need help making an appointment, Mercy Maricopa is here to help. We can help you find a doctor or other health provider whose specialty is maternity care and delivery. We can also help you get a ride to your appointments. You can call Mercy Maricopa Member Services at 602-586-1841 or 1-800-564-5465. (TTY/TDD) 711. Or visit our website at www.mercymaricopa.org.

MERCY MARICOPA INTEGRATED CARE
4350 E. Cotton Center Blvd., Bldg. D, Phoenix, AZ 85040
1-800-564-5465 (TTY/TDD) 711 | www.mercymaricopa.org
www.facebook.com/mercymaricopa
www.twitter.com/mercymaricopa
(mercymaricopa)

Contract services are funded in part under contract with the State of Arizona.