



HEALTH MATTERS

Fall/Winter 2022

Eyeglass coverage for children in foster care

Vision services are covered for all Mercy Care DCS CHP members. This coverage includes regular eye exams and vision screenings, prescription eyeglasses, and repairs or replacements of broken or lost eyeglasses.

What if glasses are lost or broken?

There are no restrictions to replace eyeglasses when they are needed

to correct vision. This includes, but is not limited to, loss, breakage or change in prescription. You do not need to wait until the next scheduled vision screening to replace or repair eyeglasses. Call Mercy Care DCS CHP Member Services to find the next available vision screening with an EPSDT provider.

Member Handbook

You can get this year's Member Handbook from Mercy Care DCS CHP 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 **602-212-4983** or **1-833-711-0776 (TTY/TDD 711)**.

How do I talk to someone about suicide?

Sometimes when someone 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.

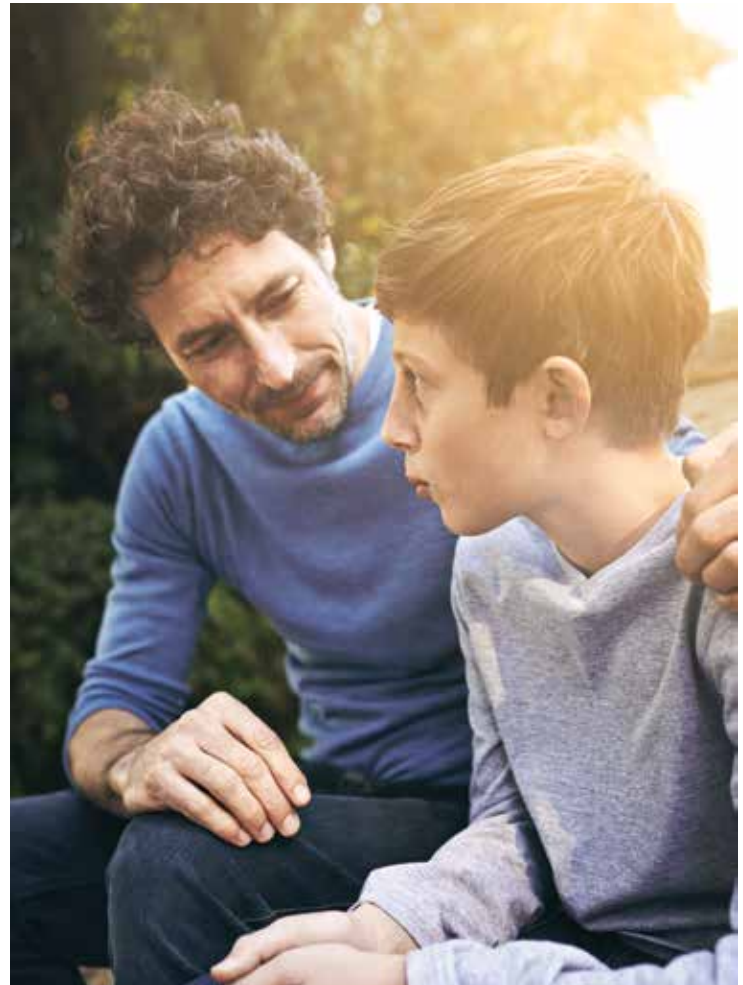
Other times, someone is thinking about suicide but doesn't tell anyone. Look for warning signs, such as them being withdrawn, sleeping too much or not enough, increasing drug or alcohol use, or being anxious, agitated or reckless. Ask them if they are considering suicide. Let them know that suicide is 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 or family member is struggling and you need support.

Let a trusted adult know if you or someone you care about is struggling with thoughts of suicide. Youth in foster care can also call or text Teen Lifeline at **602-248-8336** or visit www.teenlifeline.org to get help.

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

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 DCS CHP 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.

For a behavioral health crisis

The Behavioral Health Crisis Line is available 24 hours a day, 7 days a week for Mercy Care DCS CHP members.

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 or the child in your care has a chronic condition, they are at a higher risk of getting very ill from the flu. This can lead to a hospital stay or even death.

Protect yourself and the children in your care by getting a flu shot for yourself and the child in your care.

Things you can do to protect them:

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

Integrated care: What to know

Integrated care means that a member needs only one health plan to get care for their mind and body. Children in foster care can get their physical and behavioral health services from Mercy Care Department of Child Safety Comprehensive Health Plan (Mercy Care DCS CHP).

We have offered integrated health services to children in foster care since April 1, 2021. Arizona is the first state in the U.S. to provide physical and behavioral health with one health plan to those in the child welfare system.

Mercy Care DCS CHP remains committed to providing children and youth in foster care with more options to get physical and behavioral health care and wellness services. 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 **602-212-4983** or **1-833-711-0776 (TTY/TDD 711)**.



REN: Teen Connection peer support

Recovery Empowerment Network (REN) provides behavioral health peer support and other services to help those on their recovery in the Phoenix metro area.

April Dickerson, its CEO, says, “We go from A to Z in our peer services, from helping those in crisis all the way to providing supported employment services when someone is at that place in their recovery.”

For over 15 years, REN has helped adults in recovery, but its newest program is Teen Connection Night. Teen Connection is a new peer group focused on helping youth ages 14 to 17.

Youth who need support can meet up at REN twice a month from 5:30 to 7:30 p.m. They can enjoy a meal with new friends in a safe place. They can talk about their recovery with other teens who share similar experiences.

REN staff members see a need to support youth transitioning into adulthood with life skills. Some of these skills include budgeting, social connections and other educational options. REN is dedicated to helping youth avoid homelessness, drug use or other harmful experiences.

Jennifer Alonzo, recovery coach, says: “I have six years of recovery! As a youth who dealt with problems, I felt alone and that the programs back then were tailored to adults. I experienced traumas. I didn’t have the needed independent living skills or coping skills. REN’s Teen Connection Night would have helped me as a youth by providing peers that could relate to me in a safe place.”

For more information about signing up your youth for Teen Connection, visit www.renaz.org/teen-night.

Know the dangers of fentanyl and other opioids

Fentanyl is a man-made opioid used to treat severe pain. It's 50 to 100 times more potent than similarly used drugs, such as morphine. Fentanyl use is a crisis in Arizona, accounting for most opioid overdoses, according to the Substance Abuse Coalition Leaders of Arizona. Teens as young as age 14 have died from fentanyl overdose.

If you suspect the youth in your care is overdosing, call **911** right away. You can also administer naloxone, an overdose reversal drug, to provide lifesaving treatment. For more details on naloxone, visit www.drugfree.org/article/overdose-response-treatment.

Notify DCS within two hours after a child suffers serious illness or injury requiring hospitalization, urgent care or emergency room treatment.

Long-term options may be needed to treat opioid addiction. It involves using approved medicines and behavioral therapies, like counseling, to treat substance use disorders. When people misuse 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.

You do not need a referral from the child's primary care physician for behavioral health or substance use services. Call the behavioral health or substance use provider directly to set up an appointment. You can also call Mercy Care DCS CHP Member Services at **602-212-4983** or **1-833-711-0776 (TTY/TDD 711)** for help with finding a behavioral health provider.



How to schedule transportation services

Regular check-ins with the doctor for care are a key part of everyone's health and wellness plan.

Being able to get the child in your care to their appointments is part of this plan. We can help. Transportation is available to members at no cost to and from provider appointments.

If you are unable to get a ride for a **behavioral health appointment**, you can call the member's Child and Family Team to coordinate the ride. If you are unable to get a ride for a **medical appointment**, call the member's DCS specialist, custodial agency representative or Mercy Care DCS CHP Member Services at **602-212-4983** or **1-833-711-0776 (TTY/TDD 711)**. Try to call at least three days in advance to schedule the ride.

When you call, let Member Services know:

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

After their appointment, call the transportation provider to arrange a ride home.

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

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

HEALTH MATTERS is published for the members of Mercy Care DCS CHP. 4500 E. Cotton Center Blvd., Phoenix, AZ 85040.

Contract services are funded under contract with AHCCCS.

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 DCS CHP 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 DCS CHP Member Services.

- Call **602-212-4983** or **1-833-711-0776 (TTY/TDD 711)**.

www.MercyCareAZ.org

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Nondiscrimination Notice

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

Mercy Care DCS CHP:

- 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 the member's ID card or **1-800-385-4104 (TTY: 711)**.

If you believe that Mercy Care DCS CHP 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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