



mercy care



LONG TERM CARE CONNECTION

Fall/Winter 2021

Flu season is here

Don't forget to get your flu shot

The flu is a respiratory disease that can be easily spread with a cough, a sneeze or even just by talking. Sometimes the flu is very mild, but it can be serious and lead to hospitalization and death.

If you are 65 years or older or have a chronic condition, you are at high risk for getting very ill from the flu.

Some things you can do to avoid the flu this season:

1. Getting the flu shot is the best way to avoid getting the flu.
2. Avoid close contact with anyone who is sick.
3. Wash your hands frequently with soap and water.
4. Avoid touching your nose, mouth or eyes.
5. Get plenty of sleep, eat a balanced diet and stay active.

Source: Centers for Disease Control and Prevention

Member Handbook

You can get this year's Member Handbook online at www.MercyCareAZ.org/members/ltc-formembers/handbook or 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)**.

What is integrated care?

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 April 1, 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)**.



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, mental health and substance use treatment.** Go to **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.healthearizonaplus.gov**.
- **Arizona @ Work.** You can get help finding a job. Go to **www.arizonaatwork.com**.

Need a new ID card?

If you have lost your member ID card and need a new one, call Member Services. They can have a new card sent 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)**.

Your Mercy Care ID card is also on the member portal and Mercy Care's mobile app. You can log in to the portal by going to **www.MercyCareAZ.org**. You can download the Mercy Care app on the Apple or Android app stores.

Using medication to treat substance use disorders/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 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.

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.

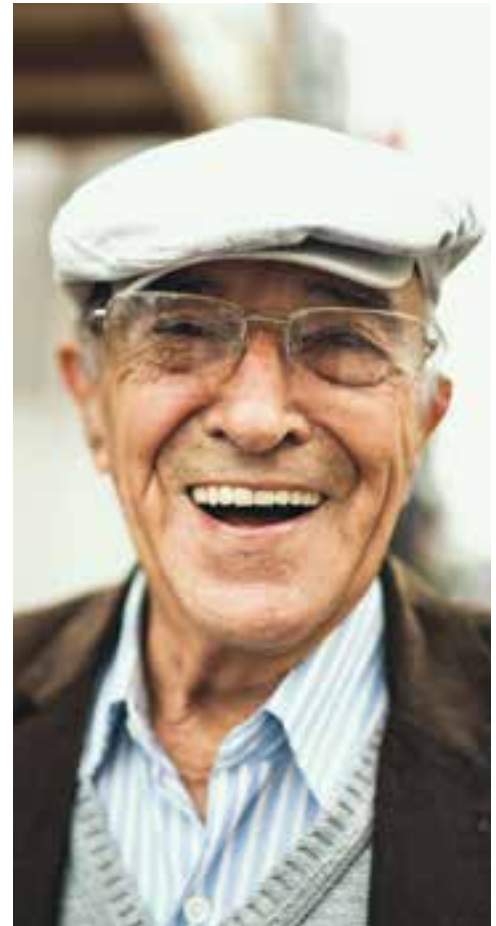
MAT can support you

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**.

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:

- You can't wake someone 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**.

Staying healthy between pregnancies

It is important to stay healthy between pregnancies. If you have recently had a baby, you may want to think about birth spacing.

Birth spacing is the time between pregnancies. After having a baby, it is good to wait at least 18 months before your next pregnancy. Waiting 18 months can reduce the risk

for having a premature baby or a baby with low birth weight. Babies who have a low birth weight or are premature may have other health problems, such as asthma, developmental delay, or hearing and vision loss.

Birth spacing is good for you, for your body and for your baby.



9 things to do before getting pregnant

1. Plan when you want to have your baby.
2. Use birth control until you're ready to get pregnant.
3. Take a multivitamin that contains 400 micrograms of folic acid every day.
4. If you smoke, drink alcohol or misuse drugs, get help to quit.
5. Get a checkup.
6. Eat healthy and get to a healthy weight.
7. Do something active every day.
8. Avoid exposure to chemicals and other harmful substances at work and at home.
9. Learn to lower your stress.

Thinking about becoming pregnant again? Talk to your doctor about birth spacing.

Sources: "Birth Spacing and Birth Outcomes," from the March of Dimes; "9 Things to Do Before Getting Pregnant," from the March of Dimes

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 (CLAS) 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.



Medicare Part D: Taking your medication the right way

Mercy Care wants you to be as healthy as possible so that you can enjoy life. One of the most important ways you can stay healthy is to take your medications as your doctor prescribed and take them on time.

The term used to describe if patients are taking their medication the right way is “medication adherence.” Medication adherence is important to your health. There are many diseases that do not show their bad effects every day. These can include diabetes, high blood pressure, high cholesterol and others. Since you do not “feel” the effects of these diseases all the time, it can be hard to remember to take your medications.

Here are some tips to help you:

- Keep your medications in a place that you remember to visit every day, like the cabinet next to your toothbrush.

- Unless your doctor tells you a specific time, take your medications when it is easy to remember. Make taking your medications part of your daily routine.
- Use a pill box and write on the pill box the time you are to take your medications.
- Use an alarm clock or an electronic device (tablet, smartphone) to remind you to take your medications.
- Have a family member or close friend help remind you to take your medications.

Always keep your medications away from children. If you have any questions about the medications you take, ask your doctor or pharmacist.

Report 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.

Language and interpretation services

Mercy Care can help you get a telephone or sign language interpreter for your health care visits at no cost to you. If you need help in your language or if you are deaf or have difficulty hearing, call Member Services for an interpreter at **602-263-3000** or **1-800-624-3879 (TTY/TDD 711)**.

Help for a behavioral health crisis

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

- Maricopa County: **602-222-9444**
- Pima and Pinal counties: **1-866-495-6735**
- Gila County: **1-877-756-4090**

Crisis Line staff can help:

- Meet you in the community
- Take you somewhere safe
- Help you identify your resources for care
- Help you arrange counseling
- 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 at **602-347-1100**. The support line is operated by credentialed peer support specialists, available 24 hours a day, 7 days a week.



Your Office of Individual and Family Affairs

Mercy Care's Office of Individual and Family Affairs (OIFA) promotes recovery and health for people with Serious Mental Illness (SMI) or General Mental Health/Substance Use (GMH/SU). They support members with developmental disabilities and children in the child welfare system. They work together with leaders, peer groups, families and the public to make program decisions.

Mercy Care's OIFA team believes recovery is possible for everyone. We work with our members and their families to:

- Help people seek treatment for mental illness.

- Let them know they do not need to feel bad about getting help.
- Provide them services that respect their culture and language needs.
- Offer training and support for members and their families.
- Provide information about peer support and family support that are available to all persons receiving services and their families.

If you need help or have concerns about your care, you can contact us at OIFATeam@MercyCareAZ.org. You can also stay connected to Arizona's network of Offices of Individual and Family Affairs by visiting www.azahcccs.gov/ahcccs/healthcareadvocacy/oifa.html.

LONG TERM CARE CONNECTION is published for the members of Mercy Care. As of August 2, 2021, our new location is: 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 Member Services Monday through Friday, 7 a.m. to 6 p.m., at **602-263-3000** or **1-800-624-3879 (TTY/TDD 711)**. 24-hour nurse line: **602-263-3000** or **1-800-624-3879**.

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@mercycaarez.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>.

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**).

NAVAJO: Díí BAA AKÓNÍNÍZIN: Díí bee yánítł'í go, saad bee áká'ánída'awo'déé', t'áá jik'eh, éí ná hóló. Ninaaltsoos nítł'í zí bee nééhozinígíí bine'déé' béésh bee hane'í biká'ígíí bee hodíłłnih doodago **1-800-385-4104** (TTY: **711**) hółne' dooleet.

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**)。

VIETNAMESE: CHÚ Ý: nếu bạn nói tiếng việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Hãy gọi số có ở mặt sau thẻ id của bạn hoặc **1-800-385-4104** (TTY: **711**).

ARABIC: ملحوظة: إذا كنت تتحدث باللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل على الرقم الموجود خلف بطاقتك الشخصية أو على **1-800-385-4104** (للصم والبكم: **711**).

TAGALOG: PAUNAWA: Kung nagsasalita ka ng wikang Tagalog, mayroon kang magagamit na mga libreng serbisyo para sa tulong sa wika. Tumawag sa numero na nasa likod ng iyong ID card o sa **1-800-385-4104** (TTY: **711**).

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

FRENCH: ATTENTION: si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le numéro indiqué au verso de votre carte d'identité ou le **1-800-385-4104** (ATS: **711**).

GERMAN: ACHTUNG: Wenn Sie deutschen sprechen, können Sie unseren kostenlosen Sprachservice nutzen. Rufen Sie die Nummer auf der Rückseite Ihrer ID-Karte oder **1-800-385-4104** (TTY: **711**) an.

RUSSIAN: ВНИМАНИЕ: если вы говорите на русском языке, вам могут предоставить бесплатные услуги перевода. Позвоните по номеру, указанному на обратной стороне вашей идентификационной карточки, или по номеру **1-800-385-4104** (TTY: **711**).

JAPANESE: 注意事項:日本語をお話になる方は、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。

PERSIAN: اگر به زبان فارسی صحبت می کنید، به صورت رایگان می توانید به خدمات کمک زبانی دسترسی داشته باشید. با شماره درج شده در پشت کارت شناسایی یا با شماره **1-800-385-4104** (TTY: **711**) تماس بگیرید.

SYRIAC: ملحوظة: إذا كنت تتحدث باللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل على الرقم الموجود خلف بطاقتك الشخصية أو على **1-800-385-4104** (للصم والبكم: **711**).

SERBO-CROATIAN: OBAVEŠTENJE: Ako govorite srpski, usluge jezičke pomoći dostupne su vam besplatno. Pozovite broj na poleđini vaše identifikacione kartice ili broj **1-800-385-4104** (TTY – telefon za osobe sa oštećenim govorom ili sluhom: **711**).

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 คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทรติดต่อหมายเลขที่อยู่ด้านหลังบัตร ID ของคุณ หรือหมายเลข **1-800-385-4104** (TTY: **711**) 86.03.322.1-AZ