



ARIZONA
DEPARTMENT
of CHILD SAFETY
Comprehensive
Health Plan

HEALTH MATTERS

Spring/Summer 2024

4 barriers to good health — and how Mercy Care can help

The road to good health can have many twists and turns. Roadblocks like not having access to healthy foods or a ride to the doctor's office can make it harder to take care of the child's health. These are called social determinants of health (SDOH). And many of them may be out of your control. That's why Mercy Care DCS CHP provides benefits designed to help the child in your care overcome these barriers.

Barriers story continued on page 2

MercyCareAZ.org
MC-DCS-CHP-1699

Check out our young adult health services video library!

These engaging videos are for Mercy Care members ages 16 to 25. These short videos give information on mental health services and suicide prevention. They also cover preventative care topics such as eating healthy and exercising.

Visit our YouTube Channel to start watching.

[CLICK HERE](#)



BARRIER 1 **Transportation**

Nearly 6 million people say that a lack of transportation keeps them from seeking medical care.

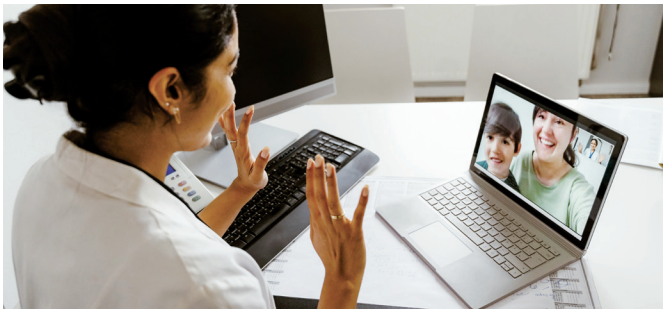
How we can help:

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 DCS CHP Member Services at least three days in advance to schedule a ride.

When you call, let Member Services know:

- The day, time, provider address and reason for the child's visit.
- If the child has special needs, like a wheelchair.
- If they have regular appointments for visits like dialysis. We can set up rides all at one time.

After their appointment, call **1-800-624-3879** to schedule return rides home. Mention you are with a Mercy Care DCS CHP member.



BARRIER 2 **Language**

We know that not all members speak English as their first language. That can make it hard to talk to the child's doctor or ask questions about their benefits.

How we can help:

If you need a qualified interpreter, written information in other formats, translation or other services, call the number on the child's ID card or **1-800-385-4104** (TTY: **711**). You can also call **Mercy Care DCS CHP Member Services** for help.



BARRIER 3 **Accessing care**

Maybe you don't live near a doctor's office. This can make it tough to get the care the child needs.

How we can help:

We offer telehealth services. You can talk to a provider via phone or video chat from the comfort of your own home, on your schedule. To find Telehealth providers, visit [mercycareaz.org/find-a-provider](https://www.mercycareaz.org/find-a-provider) and scroll down to the section "More help finding providers." Then click the "Telemedicine/telehealth provider visits" drop-down.

Have a medical question after hours? We have a 24-hour nurse line. Call the phone number listed on the child's Member ID card. Choose the option to "speak with a nurse" for general health advice. They can help you decide where to go for care or how to treat their health problem at home.



BARRIER 4 **Food access**

In the greater Phoenix area, one in three people don't have regular access to healthy foods. If you or someone you know needs food assistance, help is available.

How we can help:

Arizona Food Bank Network is a statewide group of food banks, food pantries and agencies that offer food assistance and no-cost meals. Visit [azfoodbanks.org/get-food](https://www.azfoodbanks.org/get-food) or call **602-528-3434**.

Farm Express is a mobile produce market that provides affordable fruits and vegetables to people with little to no access to healthy food. Visit [mercycar.es/farmexpress](https://www.mercycar.es/farmexpress) for a calendar of locations.

Check out your Member Handbook or visit **MercyCareAZ.org** to learn more about the benefits and services included in your health plan, as well as those not covered.



Dental care tips

Healthy teeth and gums don't just give you a beautiful smile. They're also key to your overall health.

Brush your teeth and clean between your teeth twice every day using fluoride toothpaste. Dentists often recommend a toothbrush with soft bristles to prevent too much pressure against your teeth. Use dental floss between your teeth. This prevents harmful bacteria from growing in your mouth.

Eating well is also key to a healthy mouth. Foods that are rich in calcium — including milk and yogurt — help keep your teeth strong. Limit foods that are high in sugar, such as soda. Sugar that stays on your teeth can lead to tooth decay.

Drink water with fluoride in it. Fluoride helps keep your teeth strong. In most cities, the best source of fluoridated water is the

tap in your kitchen sink. Drinking water with fluoride may help prevent tooth decay.

Children and youth are required to have a dental visit within the first 30 days of entry into foster care. Children and youth should visit a dentist twice a year (every six months) for regular checkups and cleanings. This is a covered service for members ages 20 and under. If you are age 21 or older, check your Member Handbook to see if dental checkups are a covered service, or call Mercy Care Member Services.

A dentist is an important member of your care team. Visit **MercyCareAZ.org** to find an in-network dentist. Click “Find a provider” at the top of the home page. Then select “Find a dentist.”

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 DCS CHP members can get their physical and behavioral health services from us. We offer integrated health services to all our members:

- Long-term care members
- ACC-RBHA members including members with a Serious Mental Illness (SMI) designation
- Members with a developmental disability
- Department of Child Safety Comprehensive Health Plan (Mercy Care DCS CHP) members

We also provide integrated services for Arizonans who are dually eligible for both Medicaid and Medicare with Mercy Care Advantage (D-SNP). We are committed to providing our members with more options to get physical and behavioral health care and wellness services. We simplify access to care for members with complex care needs. If you have any questions or need services, call **Mercy Care DCS CHP Member Services**.

Medicare Part D

Prescription drug benefits for dual-eligible individuals

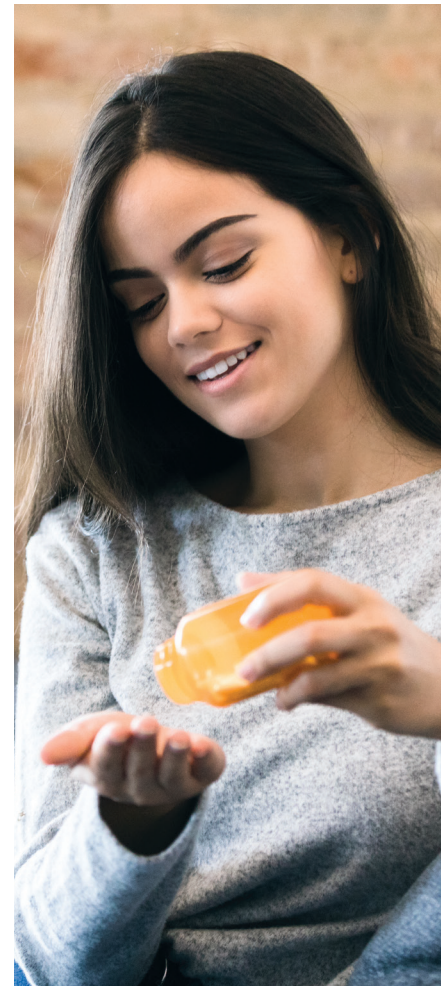
People who are eligible and enrolled in both Medicaid and Medicare are considered “dual-eligible” members. Once you are Medicare eligible, your Medicaid plan can no longer pay for your drugs. Dual-eligible people need to enroll in a Medicare plan that includes Part D drug coverage.

Medicare Advantage plans include coverage for Medicare covered services, Part D prescription drugs and other benefits not covered by Medicare. Some Medicare Advantage plans are Special Needs Plans. These plans include coverage for Medicare covered services, Part D prescription drugs and additional benefits. And they will coordinate with the Medicaid plan coverage a dual-eligible member has.

Mercy Care offers a Dual-Eligible Special Needs Plan, called Mercy Care Advantage, and it includes Part D drug coverage. If you qualify for the ALTCS E-PD Medicaid program, live in a long-term care facility (like a nursing home) or get home and community-based services, you pay \$0 for covered drugs. With Part D coverage, you will pay a small amount for covered drugs.

If you live in a nursing home and have full Medicaid coverage, you pay nothing for covered drugs. If you don't join a Medicare plan that includes Part D drug coverage, Medicare will automatically enroll you in a stand-alone Medicare Part D prescription drug plan. People who are dual eligible can switch Medicare plans during certain times of the year.

Note: AHCCCS does not contract nor oversee the activities of any separate stand-alone Medicare Part D prescription drug plans.



Understand your pharmacy benefits

Mercy Care's List of Covered Drugs (“the Drug List” or the formulary) tells you which prescription drugs and over-the-counter drugs and items are covered at participating network pharmacies.

The Drug List will tell you if there are any special rules or restrictions on any covered drugs. In these cases, you or the child's doctor or other prescriber must ask the plan to cover a drug by submitting required medical information.

Visit [MercyCareAZ.org/dcschp/pharmacy.html](https://www.mercycareaz.org/dcschp/pharmacy.html) to find out about our pharmacy management and updates. You can see which drugs are covered and any requirements for getting them. You can also see what the doctor needs to do if the child needs a medication that isn't covered.



Peer and family supports lend a helping hand

Peer support and family support specialists are specially trained behavioral health providers delivering supportive services to AHCCCS members, family members and caregivers. **View the list of peer and family support providers.**

Peer support for youth and young adults

Youth and young adults who have aged out of foster care may access peer support services if they are enrolled with AHCCCS and experiencing behavioral health challenges.

Peer support services help people:

- Connect to resources in the community
- Develop tools to use in times of crisis
- Create treatment and wellness plans

- Build advocacy skills when working with a treatment team

The Recovery Empowerment Network's H.E.R.O Discovery Center provides peer support and other services to people ages 18 to 25. They also host Teen Connections Night for youths ages 14 to 17. Visit renaz.org for information. Or call **602-248-0368**. The youth's or young adult's insurance provider may also have info on other peer support groups available.

Family support

Family support specialists educate and guide people through the behavioral health system. They are advocates who can help parents and caregivers find housing, food, employment, respite services and parenting classes. They may also provide services for children, such as help with school and life-skills training. Visit the Family Involvement Center website for more info on family support services.

Children in foster care

Peer support services are available to children in foster care to address their behavioral health needs. Parents and caregivers should ask their behavioral health provider about peer support services for children. MIKID and Reach Family Services offer peer support services and mentoring for youths. Support will also come to them from members of the Child and Family Team

Peer story continued on page 7

Peer story continued

(CFT). The CFT includes the child, their caregiver, DCS Specialist, a behavioral health representative and any key person in the child's life who is invited to participate.

If a child in foster care is going through a behavioral health crisis, call the Crisis Response Network Foster Care Line at **602-633-0763**.

Caregiver support

Who is caring for people who care for others? Caregivers such as biological, foster and kinship parents may need help dealing with difficult emotions and stressors. Caregivers may contact their behavioral health provider and ask about mental health supports. Mental Health America also has tools and resources to help caregivers.

Peers and families play an important role in helping members be as healthy as possible. That is why Mercy Care DCS CHP works with the Arizona Peer and Family Coalition, an organization of peer and family member advocates. The coalition makes sure individuals and families have a say in behavioral health policy decisions that affect their community. To learn more about how to get involved or about peer and family support resources, email the Office of Individual and Family Affairs at **OIFATeam@mercycaarez.org**.

Help for a behavioral health crisis

Mercy Care DCS CHP members can call the **Arizona Behavioral Health Crisis Line** 24 hours a day, 7 days a week. Call **1-844-534-HOPE (4673)** or text HOPE to **4HOPE (44673)**. Chat support is available at **crisis.solari-inc.org/start-a-chat**.

The Crisis Line staff can help:

- Provide crisis support over the phone
- Dispatch a crisis mobile team to support you
- Arrange transportation to take you somewhere safe
- Help you arrange counseling or a connection to your outpatient provider
- Provide options for dealing with urgent situations
- If you feel unsafe at home

Tribal crisis lines:

- San Carlos Apache Reservation: **1-866-495-6735**
- Gila River and Ak-Chin Indian Communities: **1-800-259-3449**
- Salt River Pima Maricopa Indian Community: **1-855-331-6432**
- Fort McDowell Yavapai Nation: **480-461-8888**
- San Lucy District of the Tohono O'odham Nation: **480-461-8888**
- Tohono O'odham Nation: **1-844-423-8759**
- Pascua Yaqui Tribe: Tucson **520-591-7206**;
Guadalupe **480-736-4943**
- White Mountain Apache Tribe: **928-338-4811**
- Navajo Nation: **928-551-0508**

Veterans Crisis Line: **1-800-273-8255**, press 1

988 Suicide & Crisis Lifeline: **988**

National crisis text line: Text HOME to **741741**. Chat support is available at **crisistextline.org/text-us**.

Teen Lifeline: Call or text **602-248-TEEN (8336)**

If you need someone to talk to, call the Warm Line at **602-347-1100**. Get 24/7 support from trained Peer Support Specialists.

*Always call **911** in life-threatening situations.*

We want to hear from you! Join our Member Advisory Committee (MAC) to share your feedback and help us improve our services. Go to **mercycaarez.org/committees.html** to find out how to join, or email **oifateam@MercyCareAZ.org**.



Know the risks of vaping and tobacco

Vaping is a form of smoking that provides nicotine, marijuana or other chemicals through inhaling “vapor,” a cloudy mist. Vaping is popular with teens and young adults. Vaping devices can be easy to hide because they look like USB drives, pens or other everyday items. (Some look like cigarettes or pipes.) Young people enjoy the taste of the flavorings added to vaping devices, known as “e-juice” or “e-liquid.” Many also view vaping as safer than cigarettes. But vaping has many risks of its own.

Nicotine and addiction

Many vaping devices such as JUUL, a popular brand, contain high levels of nicotine. Nicotine is the highly addictive chemical found in tobacco.

According to **DrugAbuse.gov**, young people who vape are more likely to start smoking cigarettes

later. Smoking cigarettes can cause cancer and other health problems.

Vaping has several other risks according to the Centers for Disease Control and Prevention:

- Some young people do not know that vaping products contain nicotine.
- Nicotine can harm how the growing brains of young people develop.
- Nicotine fuels the pleasure and reward parts of the brain, which can lead to addiction.
- Using nicotine may also lead to future addiction to other drugs.

Vaping and lung disease

In 2019, thousands of people got very sick and a few dozen died from a vaping-related lung disease. Many of the affected people used vaping products from family, friends or online sources that contained THC

and vitamin E acetate. These chemicals were linked to the vaping lung disease.

Get help to quit

Programs are available to help teens and young adults quit vaping and/or tobacco products.

The N-O-T: Not On Tobacco program was created by the American Lung Association. It’s designed to help people ages 14 to 19 quit smoking tobacco products and/or vaping. Visit lung.org/quit-smoking/helping-teens-quit/not-on-tobacco for details.

Prevention

The U.S. Food and Drug Administration (FDA) has banned the sale of e-cigarettes (a type of vaping device) to anyone under 21. They also launched “The Real Cost,” a campaign to bring tobacco and vaping use prevention and education for youth to the public. Visit fda.gov/tobacco-products/public-health-education/real-cost-campaign for more information.

Sexually transmitted infections (STIs) and prevention

Sexually transmitted infections (STIs) are common and on the rise in Arizona. According to the Arizona Department of Health Services, almost 56,000 cases were reported in 2020, and cases have tripled since 2000. Young adults ages 15 to 24 are most at risk of getting an STI.

Talk openly with the child in your care about safe sex. A few moments of unsafe sexual practices can result in long-lasting effects on their lives.

STIs are spread by having oral, anal or vaginal sex with an infected person. STIs do not always show symptoms. For anyone who is sexually active, the best way to know if they have an STI is to get tested regularly.

STIs and pregnancy

Experts recommend getting tested for HIV and other STIs at the first prenatal visit. STIs can be transmitted to the baby and can put a pregnant woman and her baby at serious risk if left untreated.

How to prevent STIs

- The only way to guarantee avoiding STIs is to not have sex (practice abstinence).
- Using condoms, the correct way, can protect a person and their partner during sex. Practicing safe sex can also prevent unintended pregnancy.
- Limiting the number of sexual partners and asking them to get tested for STIs prior to sex can help prevent STIs.

Mercy Care DCS CHP covers testing and treatment for STIs. Make an appointment with the child's Primary Care Provider (PCP).



Types of STIs

Chlamydia. Chlamydia is one of the most common STIs. Symptoms may include abnormal discharge from the vagina or penis and a burning sensation when urinating. Chlamydia from having anal sex can also affect the rectum. This can cause rectal pain, discharge and bleeding. Chlamydia infection can also show no symptoms, so it's important to get tested. In women, untreated chlamydia can make it difficult to get pregnant or cause problems during pregnancy. It can also be passed to their baby during delivery. Chlamydia can be treated and cured with antibiotics, but repeat infections are common.

Syphilis. There is currently an outbreak of syphilis in Arizona. Syphilis can cause serious health problems. If left untreated, it can spread to the brain and nervous system. It can also cause permanent damage to nerves, vision and/or hearing at any stage. Symptoms can cause sores on the penis, vagina, anus, rectum, lips or mouth. Rashes on the hands and feet may appear as well. In women, syphilis can be passed on to their baby during pregnancy. Syphilis can be treated and cured with antibiotics.

Human immunodeficiency virus (HIV). HIV is the virus that causes AIDS. There is no cure for HIV, but treatments can keep it controlled. If someone gets HIV, they must live with it for the rest of their lives. HIV can be transmitted from a pregnant person to their baby, so it's important to get proper treatment.



Take advantage of your Member Handbook

The Mercy Care DCS CHP Member Handbook has everything you need to know about the child's health plan, including:

- Benefit restrictions outside Mercy Care's service area
- Copayments and other charges you may be responsible for
- How to file a complaint, grievance or appeal
- How we make decisions about their care (called Utilization Management)
- How we evaluate new technology as a covered benefit
- Notice of privacy practices
- Their member rights and responsibilities

The Member Handbook is updated every year. If there are major changes, we will send you a letter about it at least 30 days before the changes are effective.



Visit aet.na/sp24az-dcs-2 or scan the QR code to view your Member Handbook online. Prefer a hard copy? Call Member Services to have one mailed to you. Let us know if you need it in another language, a larger font or other formats.

HEALTH MATTERS is published for Mercy Care DCS CHP members.

4750 S. 44th Place, Suite 150,
Phoenix, AZ 85040.

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 Monday through Friday, 8 AM to 5 PM, at **602-212-4983** or **1-833-711-0776** (TTY **711**).

Or call the 24-hour nurse line: **602-212-4983** or **1-833-711-0776**.

MercyCareAZ.org

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:
 - 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 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
4750 S. 44th Place, Ste. 150
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>

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 akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiił'eh, éí ná hóló, kojí' hódíłnih **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**)。

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 번호로나 **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**)