

LIVE Healthy!

FALL/WINTER 2015

See Inside!

Well-Woman
Exams

Medication
Adherence

Healthy
Recipe!



REGIONAL BEHAVIORAL HEALTH AUTHORITY (RBHA)

The following are the responsible
RBHAs and TRBHAs based on county:

Maricopa County

Mercy Maricopa Integrated Care
Member Services: 800-564-5465
Crisis Line: 602-222-9444

Pima/Pinal Counties

Cenpatico Integrated Care
Member Services: 866-495-6738
Crisis Line: 866-495-6735

Apache, Coconino, Gila, Mohave and Navajo Counties

Health Choice Integrated Care
Member Services: 800-640-2123
Crisis Line: 877-756-4090

TRIBAL BEHAVIORAL HEALTH AUTHORITY (TRBHA)

Pascua Yaqui RBHA

Member Services: 520-879-6060
Crisis Line: 520-591-7206

Gila River RBHA

Member Services: 520-562-3321
Crisis Line: 800-259-3449

Navajo Nation RBHA

Member Services: 928-871-6877

White Mountain Apache RBHA

Member Services: 928-338-4811



Recent changes to Behavioral Health Services

You may have already received a letter from us informing you of recent changes in your behavioral health services. Changes effective October 1st, 2015 include:

Members who have Health Choice Arizona and have a Medicare plan:

These members should call Member Services at 1-800-237-7153 (TTY 711) for a listing of Health Choice behavioral health providers.

Members who have Health Choice Arizona only:

Behavioral health services are covered through the Regional Behavioral Health Authority (RBHA) or Tribal Regional

Behavioral Health Authority (TRBHA) based on your county of residence. Your Regional Behavioral Health Authority provides the following services:

- Emergency services
- Inpatient hospital services
- Evaluations
- Outpatient services
- Substance abuse services
- Residential care
- Case management services
- Medication management

There are many causes of behavioral health issues. If you are concerned about your well-being or that of someone close to you, please take time to get help.

THANK YOU!

It's the season to give thanks. We want to thank you for choosing Health Choice Arizona! Our goal is to provide you and your family with quality health care. We want to remind you that we are ALWAYS here to help you. Please call Member Services if you have any questions or concerns about your health care.

Medication Adherence

Are you taking your medication as prescribed by your doctor? It is estimated that 75 percent of Americans do not take their medication as directed. This can cause serious health issues. There are many reasons why some do not take their medications as directed:

- They forget.
- They may not be convinced or unsure if the medication is actually working.
- Some fear the side effects or have difficulty taking the medication (especially with injections or inhalers).

You should talk to your doctor if you have questions or concerns about your medications. Your doctor can give you tips on how to take your medications. Remember, if you don't take your medication as directed, you could be putting your health at risk.

Source: Centers for Disease Control and Prevention



Get your Well Woman Exam

Have you had your well-woman exam this year? It is an important way to help you stay healthy. It also gives you a chance to talk about your health concerns with your doctor. Well-woman exams are covered under your health plan. Doctors recommend that women get this exam once a year. The main goals for the visit are:

- Documenting your health habits and history.
- Getting a physical exam, including screenings to detect diseases early.
- Education and setting health goals.
- Services such as shots to prevent disease.

Some important questions you can ask your doctor are:

1. If you are up-to-date on all of your shots.
2. How you can protect yourself from HIV and other STD's.
3. Birth control options.
4. Discuss your family's medical history to see which screenings are right for you

Call your doctor and schedule an appointment today!

Source: healthfinder.gov

Flu Shot Reminder

Here's something to remember! Everyone over the age of 6 months needs to get a flu shot every year. The seasonal flu vaccine is the best way to protect yourself and others from the flu. The flu is caused by viruses that infect your nose, throat and lungs. Symptoms include:

- Headache
- Fever of 100 degrees or higher
- Body aches
- Sore throat
- Feeling feverish or having chills

Flu shots are offered in many locations. You can always go to your doctor, local pharmacy or even your employer. Please call Member Services if you need help finding a location offering flu shots near you.

Source: healthfinder.gov



HIV/AIDS Testing for Pregnant Women



All pregnant women should be tested for HIV. An HIV-positive mother can have a healthy baby that is not infected with HIV if it is caught early in the pregnancy. A pregnant woman may be tested for HIV again later in pregnancy if she is at high-risk.

Counseling is available to you if you test positive. Ask your doctor about the next steps to take. There is medicine that will improve your health and decrease the chance that HIV will be passed to your baby.

Talk to your health care provider about having an HIV test done. If you still have questions, you can call your doctor or the Arizona Department of Health Services at 1-800-334-1540.

Source: womenshealth.gov

Asthma

Do you or someone you know suffer from asthma? Asthma is a lung disease that affects more than 22 million people in the United States. Asthma causes many people who are living with it to limit their physical activity. Here are some common causes of asthma attacks in the home:

- Mold or Dampness.
- Pets with fur, including cats and dogs.
- Rodents.
- Secondhand smoke.

To protect yourself against allergens and irritants in the home, try to:

- Cover your mattresses and pillows in "dust proof" covers.
- Keep stuffed animals off the bed.
- If possible, remove all carpets. (It's easier to keep bare floors clean)
- If you have pets that you're allergic to (like cats or dogs), keep them out of the bedroom.

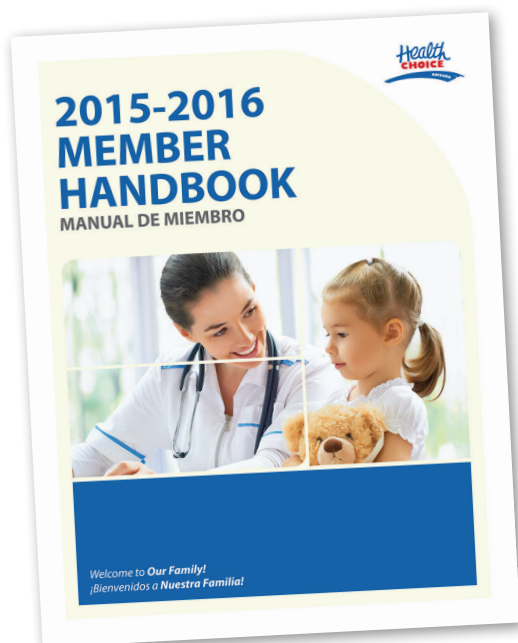
Source: cdc.gov & healthfinder.gov

How to Get Your Member Handbook/Provider Directory

Would you like your very own copy of the member handbook or provider directory? You can get one online at HealthChoiceArizona.com. You can have one mailed to you by calling our member

services department at: 1-800-322-8670 (TTY), 6 a.m. – 6 p.m., Monday – Friday.

This information is available for free in other languages and formats.



All health information is for educational purposes only and is not a substitute for medical treatment, advice or diagnosis by a health care professional. Talk to your doctor before undertaking any medical treatment, exercise program or dietary change.

Stop smoking today!

Most cigarette smokers want to quit smoking. Quitting is often easier said than done. A good support system of friends and family can sometimes make all the difference.

Quitting is one of the most important things you can do for your health. The sooner you quit, the sooner your body can start to heal. For free support and coaching to help you quit, call 1-800-QUIT-NOW (1-800-784-8669).

Source: healthfinder.gov

24/7 Nurse Advice Line

Remember, Health Choice Arizona offers a 24/7 Nurse Advice Line for our members, providing the peace of mind that medical questions can be answered at any time.

Imagine waking up in the middle of the night with a sick child. For some people, that may cause a little panic. Dialing the 24/7 Nurse Advice Line instead will allow members to speak with someone about their medication and discuss symptoms.

Call anytime at: 800-322-8670 | TTY 711, 24 hours a day, 7 days a week. We are ALWAYS happy to help you.

Don't forget, adults need vaccines too!

Most adults assume that the vaccines they got as children will protect them for the rest of their lives, but did you know some adults still need to get vaccinated? There are several reasons why adults need to get vaccinated, including:

- Some were never vaccinated as children.
- Vaccines that are available now not available when some adults were children.
- Immunity fades over time.

Protect yourself! Getting vaccinated is an easy way to prevent diseases that cause long-term illness and even death. Talk to your doctor about what vaccinations are right for you.

If you need help scheduling an appointment with your doctor, please call Member Services.

Source: *Centers for Disease Control and Prevention*

Staying healthy during your pregnancy

Making sure you have a healthy baby begins when you are pregnant. It is important for pregnant women to take extra care of themselves by:

- Visiting your doctor or midwife regularly.
- Making sure to get proper medical testing.
- Not smoking and drinking alcohol.
- Staying active.
- Eating healthy foods. and getting enough folic acid.

You should start to feel your baby move after about



28 weeks of pregnancy. Keep track of how often your baby moves. If you think your baby is moving less than usual, call your doctor.

It is important for you to go to your postpartum visit after delivery. It is also important to take your baby to the doctor after he or she is born. Newborn screenings will allow doctors to check for diseases or disorders in your child. These tests will not cause any harm or risk to your baby.

Source: healthfinder.gov

Your Privacy

The privacy of your medical information is very important to us. We want to keep your records private. Health Choice has policies in place to protect your privacy. Your privacy rights are contained in

the Health Choice Notice of Privacy Practices (NPP). These rights are outlined in the NPP. You can read about your privacy rights at HealthChoiceArizona.com.

Healthy Babies are Worth the Wait

It is important to change your diet and watch what you eat to have a healthy baby. It is also important to let your baby fully develop while in the womb. More and more births are being scheduled early before 39 weeks of pregnancy for non-medical reasons. This could have negative effects on their health later in life. Babies are not fully developed until 39 weeks of pregnancy. This means your baby could have serious health problems if he or she is born a few weeks early. At 35 weeks a baby's brain weighs just two-thirds of what it does at 39 weeks. Inducing your labor could cause medical problems such as:

- Stronger and more frequent contractions

- Possible infections
- Uterine rupture

Inducing your labor could also cause your baby to need help with:

- Breathing
- Feeding
- Keeping warm

To avoid these health issues which could require care in a NICU, let your baby fully develop in the womb when scheduling your birth if you and your doctor agree that scheduling your birth is right for you.

Source: <http://www.marchofdimes.org/pregnancy/pregnancy-hbwww.aspx>

Adolescent Well Visits & Shots

A great way to keep your teenager healthy is by making sure they see their doctor once a year for an adolescent well visit. This gives the doctor a chance to check your child's overall health and how they are growing. Here are a few things the doctor may cover during this visit:

- Changes in behavior, feelings and relationships.
- Physical changes in a teen's body.
- Give shots your teen needs.
- A vision & hearing check.

- A move to a new neighborhood or new school.
- Separation, divorce or other changes in the child's home environment.
- Serious illness or death of a friend or family member.

It is important to take any medical records you have to the appointment. This includes a record of shots your teen has received.

If you would like to schedule an appointment for a wellness visit, please call Member Services at:
1-800-322-8670 (TTY 711)
6 a.m. – 6 p.m., Monday – Friday.
www.HealthChoiceArizona.com

Source: healthfinder.gov

Wellness visits are also a great time for your teen to ask the doctor questions in private as well as for the doctor to review your child's social, mental and behavioral health. Some common situations that may impact your child's well-being include:



HSBF Program

At Health Choice Arizona, our goal is to keep you and your children healthy. We believe that a healthy start in life will allow them to have a bright future! The Healthy Start, Bright Futures children's campaign focuses on six pillars for a healthy life.

Stay tuned for more information on this exciting new program.

Stork Program

New moms and mothers to be listen up! Health Choice members can register for our Stork Program and get help from our maternity nurses. Our Stork Program will also help pregnant women and new moms get the community resources they need.

If you are a Health Choice member and you are pregnant, you may qualify for incentives just for going to the doctor!

For more information or to register for the Stork Program, call us toll-free at 1-800-828-7514.

Text4Baby

Have you heard about Text4Baby? If you have a newborn or are pregnant, you can sign up to get text messages about health topics to help you learn more about prenatal care and your new baby. Here's how it works:

- You can get three free text messages a week at no cost to you.
- Text4Baby messages are timed to your baby's birth date through pregnancy and up until your baby's first birthday.
- Topics include labor signs and symptoms, prenatal care, urgent alerts, immunizations, nutrition, birth defect prevention, safe sleep, safety and more!

Text4Baby is a no cost service of the National Healthy Mothers, Healthy Babies Coalition.

Pediatric Dental

Get an early start on your child's dental care! Clean your baby's teeth regularly with a clean cloth or soft children's toothbrush. It is very important to clean your baby's teeth after feeding and before bed. By age 1, your child should take their first visit to the dentist. Not taking these steps could lead to tooth decay, which could:

- Cause your child pain.
- Make it hard for your child to chew.
- Create problems for your child's adult teeth.

As your child gets older, try these tips to make brushing their teeth fun for them:

- Let your child choose a toothbrush in a favorite color or with a character.
- Make a checklist and have your child add a sticker after each brushing.
- Sing or play a song to help your child brush for two minutes.

Eating and drinking lots of sugary foods and drinks puts your child at higher risk for tooth decay. But healthy habits, like brushing and flossing can prevent decay.

Source: healthfinder.gov



Member Rights & Responsibilities

As a Health Choice Arizona member, you have the right to:

- Learn about your health plan in a way you understand.
- Know about your benefits.
- Know what we cover and what we do not cover.
- Learn about after-hours and emergency health care.
- Other treatment options (and the option of no treatment) or other types of care.

- Find out how to get mental health and substance abuse services.
- Know what to do if you have an emergency outside of your service area.
- Get family planning services from a State Medicaid provider.

For more about your rights and responsibilities, visit HealthChoiceArizona.com.

How to Talk To Your Doctor

Speak up during your next doctor visit! Taking charge of your health can improve the overall quality of care you and your family get. Start by asking questions when you visit your doctor or nurse. Before your visit, list any concerns you may have. Describe any symptoms you may be having. Start by asking questions when you visit your doctor or nurse.

Ask Me 3 is a program that encourages patients to ask their health care providers three questions:

1. What is my main problem?
2. What do I need to do?
3. Why is it important for me to do this?

Studies show that people who understand their health instructions make less mistakes when taking their medications.

For more information about Ask Me 3 or more tips on how to communicate with your doctor, visit www.npsf.org

Source: healthfinder.gov

Are You "Dual Eligible?"

Dual eligible beneficiaries are individuals who receive full Medicaid benefits as well as those who only receive assistance with Medicare Part A premiums. Specific income requirements must be met and be entitled to Medicare Part A and Part B and one of the following Medicaid programs:

- Full Medicaid; or
- Medicare Savings programs, which include the Qualified Medicare Beneficiary (QMB) Program.

Dual eligible beneficiaries may choose coverage under FFS Medicare or a MA Plan. Medicare-covered services are paid first by Medicare because Medicaid is always the secondary payer.

Source: cms.gov



Stay Active!

Are you getting enough exercise each week? If not, start working out today! It's recommended that both children and adults exercise for at least 30 minutes per day, three days per week. A regular exercise routine can help your whole family monitor their Body Mass Index, as well as create lifelong healthy habits.

You can help your family stay active by:

- Scheduling family bike rides.
- Taking a brisk walk in the morning before breakfast.
- Picking a specific time each day for family physical activity.

Finding out your Body Mass Index (BMI) is a great way to learn if you are at a healthy weight. It will also help you gauge if your child is on a healthy path during their adolescent years. Ask your doctor to check your BMI at during your next visit.

Remember to always ask your doctor what types of activities are right for you.

Source: healthfinder.gov

Diabetes Awareness

November is Diabetes Awareness month. It is important to start learning about this chronic disease now if you haven't already. Diabetes runs in families and occurs when a person has too much sugar (glucose) in their blood.

There is more than one type of diabetes. Type 2 diabetes is the most common. There is a lot you can do to prevent type 2 diabetes, including:

- Watching your weight.
- Eating healthy.
- Staying active.

Here are a few things you can discuss about diabetes with your doctor during your next visit:

- 1) How to find out if you have diabetes.
- 2) If your weight put you at risk for diabetes.
- 3) Amount of physical activity you should get to prevent or delay diabetes.

If you want to learn more about type 2 diabetes, ask your doctor about local diabetes education programs and support groups. Visit our website for tips to cope with diabetes and prevention materials for your family:
http://www.healthchoiceaz.com/members/health_wellness/health_tips.aspx#diabetes

Source: healthfinder.gov

Healthy Recipe

Dressings are often high in calories. Need some dressing to go with that salad? Try this recipe for 4-3-2-1 Dressing.



INGREDIENTS:

- 1/4 cup plain fat-free Greek yogurt (4 tablespoons)
- 3 Tbsp mayonnaise
- 2 Tbsp whole-grain mustard
- Juice of 1/2 small lemon (1 Tbsp)
- 1/2 tsp sea salt, or to taste
- 1/2 tsp freshly ground black pepper, or to taste

INSTRUCTIONS:

- 1) Whisk together the yogurt, mayonnaise, mustard, lemon juice, salt & pepper. Makes 2/3 cup. Enjoy with Summer Squash and Purple Potato Salad.

Source: diabetes.org



Health Choice Arizona

410 N. 44th Street, Ste. 900
Phoenix, AZ 85008

HealthChoiceAZ.com
1-800-322-8670 (TTY 711)
6 a.m. – 6 p.m., Monday – Friday.

How to File a Grievance

If you're unhappy with the way health services are provided to you, you have the right to file a grievance. A grievance is another word for a complaint. This gives you a chance to tell us about your concerns.

You can file a grievance either over the phone or in writing. To file by phone, just call Member Services. To file a grievance in writing, please send your letter to:
Health Choice Arizona
Attn: Member Grievances
410 N. 44th Street, Suite 900
Phoenix, AZ 85008

Fraud & Abuse Protect Your Identity

Be sure to protect yourself against identity theft! Identity theft is a big problem, and it could potentially affect your benefits. Take these small steps toward keeping your identity safe:

- Never give your Social Security, AHCCCS, Medicare, health plan or bank account numbers to anyone you don't know.
- Free services do not require you to give your AHCCCS or Medicare number.
- If you suspect fraud, report it right away.

To report fraud, call the Health Choice Arizona fraud alert line at 1-877-898-6080 | TTY 711 |

Information/ Community Resources

Health Choice Arizona is committed to keeping our communities a priority. Providing positive healthy resources to the public is very important. Our T.H.A.N.X program (Think Healthy About Nutrition and eXercise) provides after school health and wellness education to school in medically underserved communities.

Our T.H.A.N.X program allows children to incorporate physical activity into their lives after school on a daily basis. Students enrolled in the program also get the opportunity to learn about fitness and nutrition in a classroom environment. The Health

Choice Arizona T.H.A.N.X program currently serves a total of four valley schools including:

- Sequoia Elementary (Mesa, Arizona)
- Paideia Academy (Phoenix, Arizona)
- Wilson Primary School (Phoenix, Arizona)
- Brunson-Lee Elementary (Phoenix, Arizona)

If you would like more information about our T.H.A.N.X program or other community resources, please visit us at www.HealthChoiceArizona.com

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Join us on Facebook and Twitter! Get health information and updates, plus you can be a part of all we are doing our community.

www.facebook.com/healthchoicearizona.com

