

BEWELL

Tips and resources to support a healthy lifestyle | Volume 3 – 2022

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TROPICAL FROZEN YOGURT

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NUMBERS TO KNOW

We're just a phone call (or click) away!

-  Customer Service:
1-866-560-4042 (TTY 711)
(Monday–Friday, 8 a.m. to 5 p.m. MST)
-  Nurse Advice Line:
1-800-746-3163
(24 hours a day/7 days a week)
-  Visit:
www.care1staz.com
-  24-Hour Behavioral Health Suicide and
Crisis Hotline:
1-877-756-4090 (TTY 1-800-327-9254)
-  Statewide Crisis Line:
1-844-534-4673 or 1-844-534-HOPE
-  Community Connections Helpline:
1-866-775-2192 (TTY 711)



PREGNANT?

If you don't already have an obstetrical (OB) doctor, we can help you find one. Just call our Maternity Coordinator Monday–Friday.

Call: **1-866-560-4042**, ext. **8336** (or **1-602-778-8336**)

If you are seeing a doctor who is not part of the Care1st network, you may be able to keep seeing him or her. You also can change health plans.

VACCINES: What Should Parents Know?

Vaccines (shots) starting at 1-2 months of age help protect children from potentially deadly diseases.

Get All the Facts

FACT: Most vaccine side effects are minor, such as a sore arm or mild fever, and don't last long. The risk of a harmful side effect is tiny compared to serious disease if your child is not vaccinated.

FACT: Many scientific studies have found no link between vaccines and autism.

FACT: Vaccines given together have no greater risk of side effects. Ask your child's doctor for a combination vaccine to reduce the number of shots your child will need.



Before you decide to delay or refuse shots because of something you've heard or read, talk with your doctor.

Is your child up to date on all vaccines?

Now is the time to see the doctor and get caught up. It's not too late!

SOURCES: Centers for Disease Control and Prevention, "Growing Up with Vaccines: What Should Parents Know?" retrieved from: <https://www.cdc.gov/vaccines/growing/images/global/CDC-Growing-Up-with-Vaccines.pdf> and "Common Questions About Vaccines," retrieved from: <https://www.cdc.gov/vaccines/parents/parent-questions.html>

10 WAYS CHECKUPS KEEP KIDS HEALTHY

Children and teens need to see a doctor – even if they seem healthy. Well-child visits are important because they can help detect problems. When a health problem is found earlier, it is easier to treat. Well-child visits also let you ask questions and get advice from your child's doctor.

A well-child visit is also called an Early and Periodic Screening, Diagnostic and Treatment (EPSDT) visit. An EPSDT visit includes:

- 1 A complete physical exam
- 2 Health and developmental history and screening
- 3 Nutritional screening
- 4 Oral health (dental) screening
- 5 Social-emotional health screening
- 6 Shots (immunizations)
- 7 Speech, hearing and eye exams
- 8 Lab tests, such as blood lead screening and testing for anemia
- 9 Other lab tests as needed, such as tuberculosis (TB) or sickle cell disease testing
- 10 Education about health, nutrition, behavior, weight and preventing injuries

Take your child or teen for a well-child visit at the following ages:

Newborn
3-5 days
By 1 month
2 months
4 months
6 months
9 months
12 months (1 year)
15 months
18 months
24 months (2 years)
30 months
Every year from
3-20 years

Need help contacting your doctor or getting a ride to your visit?

Call Customer Service: **1-866-560-4042**

SOURCE: Arizona Health Care Cost Containment System, "430 – Early and Periodic Screening, Diagnostic, and Treatment Services," retrieved from: <https://www.azahcccs.gov/shared/Downloads/MedicalPolicyManual/400/430.pdf>

DEVELOPMENTAL SCREENINGS

Could your child be at risk for a developmental delay?

Developmental screenings check for things like how your child talks, moves and plays with others.

Use this checklist to track your child's development. Share the list at your child's next doctor visit.

Milestones Checklist

6 months

- ☐ Laughs
- ☐ Sits without support

1 year

- ☐ Waves
- ☐ Stands

1½ years

- ☐ Feeds self with fingers
- ☐ Says several words

2 years

- ☐ Says simple sentences
- ☐ Kicks a ball

3 years

- ☐ Plays with other kids
- ☐ Asks "why" questions

4 years

- ☐ Tells stories
- ☐ Catches a ball

SOURCES: Centers for Disease Control and Prevention, "CDC's Developmental Milestones," retrieved from: <https://www.cdc.gov/ncbddd/actearly/milestones/index.html> and "Milestone Moments Checklist," retrieved from: https://www.cdc.gov/ncbddd/actearly/pdf/FULL-LIST-CDC_LTSAE-Checklists2021_Eng_FNL2_508.pdf

HIV CAN HARM YOU AND YOUR BABY

HIV is the virus that causes AIDS. All women can have a voluntary HIV test. If you are pregnant or are thinking about becoming pregnant, get an HIV test as soon as possible and ask your partner to be tested.

Care1st covers the cost of the test. We also cover counseling and treatment if the test is positive.

Your options for testing include:

- Asking your Care1st OB doctor for the test
- Finding a clinic that provides confidential testing at <https://gettested.cdc.gov/>

SOURCE: Centers for Disease Control and Prevention, "10 Tips for Preventing Infections Before and During Pregnancy," retrieved from: <https://www.cdc.gov/pregnancy/infections.html>

6 THINGS TO KNOW ABOUT STIs

If you are sexually active, get tested for sexually transmitted infections (STIs). It's one of the most important things you can do to protect your health. If you are pregnant, these infections can hurt both you and your baby.



- 1 1 in every 5 people has an STI right now.
- 2 Human papillomavirus (HPV) is the most common STI in the U.S. It can cause cervical cancer.
- 3 Other common STIs include chlamydia, gonorrhea and syphilis – all of which can have serious effects if not treated.
- 4 Some untreated STIs can result in an inability to get pregnant.
- 5 STIs during pregnancy can cause birth defects and lifelong problems for your baby, like hearing loss or learning problems.
- 6 Many STIs don't cause symptoms – but they are treatable. Get tested, and follow through with the treatment.

Get tested.

- Talk to your doctor about getting tested at your next exam
- Find a clinic that provides confidential testing in your area at:
<https://gettested.cdc.gov/>

Which tests should I get?

Sexually active women younger than 25, and women with new or multiple sex partners

Every year: get tested for gonorrhea and chlamydia

Adults and teens ages 13-64

At least once: get tested for HIV

Pregnant women

Early in pregnancy: get tested for syphilis, HIV and hepatitis B; ask your doctor if you should also be tested for chlamydia and gonorrhea

Learn more.

Refer to your Member Handbook for more information on:

- Covered benefits
- Where to find providers
- Utilization management procedures
- And more

Visit <https://www.care1staz.com/az/members/>

SOURCES: Centers for Disease Control and Prevention, “Diseases & Related Conditions,” retrieved from: <https://www.cdc.gov/std/general/default.htm> and “Which STD Tests Should I Get?” retrieved from: <https://www.cdc.gov/std/prevention/screeningreccs.htm> and “Sexually Transmitted Infections Prevalence, Incidence, and Cost Estimates in the United States,” retrieved from: <https://www.cdc.gov/std/statistics/prevalence-2020-at-a-glance.htm>

WHAT ARE OPIOIDS?

Opioids are a type of drug. A doctor may give you an opioid to help with pain after an injury, surgery or from a sickness like cancer.

If your doctor prescribes an opioid, make sure to take it exactly as instructed. If you don't take it as your doctor prescribes, it could lead to an overdose.

Signs of an overdose include:

- A pale, clammy face
- Inability to move
- Inability to wake up
- Inability to talk
- Inability to breathe
- Throwing up
- Purple or blue fingernails or lips

If someone has signs of an overdose, call **911**. Try to keep the person awake and breathing.

Opioid Risks:

Dependence: means you feel sick when not taking the drug.

Addiction: means your body wants the drug.

These risks can make you take too much medicine or take it in a way that you are not supposed to.

Get Help:

Talk to your doctor if you think you are misusing opioids. Treatment may work best when you combine medicine and counseling. It's called medication-assisted therapy (MAT). MAT can help you stop using opioids.

To find a MAT provider:

- Call Care1st at **1-866-560-4042 (TTY 711)**
- Talk to your doctor
- Go to **care1staz.com**

SOURCES: National Library of Medicine, "Opioid Misuse and Addiction Treatment," retrieved from: <https://medlineplus.gov/opioidmisuseandaddictiontreatment.html> and "Opioid Overdose," retrieved from: <https://medlineplus.gov/opioidoverdose.html>

DO YOU HAVE A GRIEVANCE OR COMPLAINT?

We want to know if you have a complaint or problem with your health care services. This is also called a grievance.

To file a complaint:



Call Customer Service:
1-866-560-4042



Mail your written complaint to:
Care1st Health Plan of Arizona
Attn: Grievances Department
1870 W. Rio Salado Pkwy.
Tempe, AZ 85281-2695

We will resolve your complaint within 10 business days of receipt unless there are extraordinary circumstances. All grievances will be resolved within 90 days of receipt of your grievance.

You also have the right to contact AHCCCS if we do not resolve the issue for you.

MEMBER HANDBOOKS AND PROVIDER LISTINGS

Do you still have a copy of the Care1st Member Handbook? Do you want an updated Provider Listing?

Member Handbooks and updated Provider Listings are always available to our members at no charge. You can see both of these items on our website. Or call or write to us and ask for a new copy.



Visit: **www.care1staz.com**



Call Customer Service toll-free:
1-866-560-4042



Write:
Care1st Health Plan of Arizona
Attn: Customer Service
1870 W. Rio Salado Pkwy.
Tempe, AZ 85281-2695

You can easily look up Care1st providers when you visit our website, **www.care1staz.com**, and use the online provider search option. Give it a try!

If you have any questions, just call Customer Service. We are happy to help you.



TROPICAL FROZEN YOGURT | Serves: 3

INGREDIENTS

- 1 cup non-fat vanilla yogurt
- ½ cup orange juice
- 1 cup pineapple chunks

DIRECTIONS

- 1 Place yogurt and pineapple in a zip-top plastic bag. Freeze overnight.
- 2 Put yogurt, pineapple and juice in a blender. Blend until smooth.
- 3 Serve right away or freeze up to 1 hour for a firmer texture.

SOURCE: U.S. Department of Agriculture, "Pineapple Orange Frozen Yogurt," retrieved from: <https://www.myplate.gov/recipes/supplemental-nutrition-assistance-program-snap/pineapple-orange-frozen-yogurt>

HEALTH CARE THAT COMES TO YOU

Take advantage of mobile health care services through our valued partner, North Country Health Care.

Mobile Mammograms and Cervical Cancer Screenings

Women, get checked for breast or cervical cancer. These screenings can detect cancer early and save your life. A mobile unit provides screenings on certain dates and locations.

Learn more or schedule an appointment in your county:

- Apache: 1-928-333-7075
- Coconino: 1-928-522-9404
- Mohave:
 - Kingman, Colorado City/Hildale, Bullhead City: 1-928-219-3352
 - Lake Havasu City: 1-928-505-7550
- Navajo: 1-928-333-7075

Other Medical Services in Mohave County

A mobile unit offers additional services in several locations in Mohave county, including:

- Primary care (PCP visits)
- Chronic disease care (asthma, diabetes, high blood pressure)
- Urgent care (cough, wound care, ear pain, allergies)
- COVID-19 testing (if available)

Learn more or schedule an appointment:

Call: 1-928-753-1177

VISION SERVICES AND BENEFITS



Eyeglasses and other vision care are covered for our members under the age of 21. The benefit is offered as part of our Early and Periodic Screening, Diagnostic and Treatment (EPSDT) well-child care.

Eligible members can replace and repair eyeglasses for vision correction, including but not limited to:

- Lost eyeglasses
- Broken eyeglasses
- A new prescription

You do not need to wait for your next EPSDT visit to replace or repair eyeglasses.

Your provider may offer you certain upgrades. You are not required to agree to any upgrades to eyeglasses. If you choose an upgrade that is not covered by AHCCCS, then you must cover the extra cost. The eyeglass provider must make sure you agree to pay for the cost of the upgrade. You will need to sign a paper in advance that says you will pay for it.

Need more information? Contact Care1st Customer Service:



Call: 1-866-560-4042 (TTY 711)



Visit: www.care1staz.com



ALWAYS TALK WITH YOUR DOCTOR

This material is for informational purposes only and is not to be taken as medical advice or guarantee of coverage of any service by Care1st.



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1870 West Rio Salado Parkway
Tempe, AZ 85281

Health and wellness or prevention information

BEWELL

Care1st Health Plan Arizona, Inc. (Care1st) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATTENTION: If you speak English, language assistance services are available to you at no cost. Call **1-866-560-4042** (TTY: **711**).

ATENCIÓN: Si habla español, tiene a su disposición servicios de asistencia lingüística sin ningún costo. Llame al **1-866-560-4042** (TTY: **711**).

