

Molina Complete Care Member Newsletter

Fall 2021

Thank you for being a Molina Complete Care (MCC) member. This is your member newsletter. It has some great information about how to get and stay healthy! You can find more information on our website, such as:

- Your Member Handbook – tells you about your covered benefits, services and much more
- Our Provider Directory – lists all the providers and pharmacies we work with
- Our Notice of Privacy Practices
- Your member rights and responsibilities
- Any limits on your coverage
- Copays and charges, if any
- Information on what to do if you get a bill for a claim



In this newsletter, we tell you to call Member Services or visit our website. When you see this, please call **(800) 424-5891 (TTY/TDD: 711)**. You can call Monday-Friday from 8 a.m. to 6 p.m. MST. You can also visit our website at www.MCCofAZ.com. Please keep this information handy anytime you need it!

Our name has changed – what does that mean for you?

We're happy to tell you that our new name is **Molina Complete Care!** That means you're now part of the Molina Healthcare family.

By now, you should have received your new member ID card. You'll see that our website looks different. Our materials look different. We've even launched a new member portal called **MyMolina**. MyMolina lets you print a temporary member ID card, view your care plan, change your doctor and more.

To sign up for the **MyMolina**, be sure to have your new member ID card and email address. Once you do:

- Visit www.MCCofAZ.com
- Click on the **Members** tab
- Click on **Member Portal**
- Once you're on the **MyMolina** home page, click **Create an Account**. Then follow the steps to sign up for a **MyMolina** account!

Getting care in your language

We want to make sure you understand the programs, health care and resources available to you. That's why we communicate in the language of your choice.

Did you know we can help you get interpretation services?

- We make sure providers and staff have the training and tools to work with members who speak languages other than English.
- We offer verbal, sign and written language services, and qualified interpreters at no cost!
- We'll also read documents to you out loud, if you need it.

Our provider directories and Provider Online Directory list the languages providers and their staff speak.

These directories will tell you if a provider's office offers interpreter services. These tools are available on our website.

If you have other cultural needs or need help finding a provider that speaks your language, call Member Services. We can also help you find a provider that can accommodate physical disabilities. We can check to see that a network provider can meet your needs.

We'll keep improving the services we offer you and work to meet your needs!

Member ID cards

MCC sent you a new member ID card because we have a new name. We're now part of Molina Healthcare. Your new ID card will have:

- Our new health plan name – Molina Complete Care (MCC)
- The new health plan logo
- The new claims address

These changes don't change the health benefits you get from us.

Remember to show your member ID card when you get services or prescriptions. If you move, you must update your address with AHCCCS. This will help you get health plan updates. You can update your information at www.healthearizonaplus.gov.

Stay healthy. Earn rewards.

We're launching a new rewards program for MCC members. Now, when you get certain preventive care visits, you can earn a gift card!

Why? Because your health is that important to us! Make sure to visit our website often to learn more!

Integrated health care services

MCC is an integrated health plan. This means we offer both physical and behavioral health services. We're here to address your **whole health**. We have network providers who offer physical and behavioral health services in the same office. We want you to get care and services through an integrated provider. This will ensure your needs are met without any delays. If you need help finding an integrated provider, please call Member Services.



We work hard to improve your health and quality of life. We do this by combining behavioral and physical health and giving you **whole person care**. This means we focus on all parts of your health.

Here are some ways we give you **whole person care**:

- We have value-based contracts. This means we reward your providers when their services meet all of your needs.
- We give you extra support from care managers. Our care managers are licensed clinicians and registered nurses who use whole person care. We also work with our utilization management team and your providers to meet your behavioral and physical health needs.
- We use tools to see if you have unmet health needs. Then we find providers that can give you this care. The goal is to have one team and one treatment plan all working off the same medical record.

For example:

Diabetes can increase the risk of having major depression. Depression can affect your ability to stick to treatment. Treatment and medicine for depression can make diabetes worse. We can't just treat one condition. With whole person care, we find treatment that improves diabetes and depression.

Join the Member Advisory Committee. Let your voice be heard!

MCC's Member Advisory Committee (MAC) is made up of members, their families, providers and community partners. They work together to help improve the services and care we offer. The MAC works to improve your access to benefits. They also suggest community and member activities.

Are you interested in applying?

To get an application or to ask questions, please email MCCAZ-OIFA@molinahealthcare.com. You can also find the application on our website.



Resources to help you quit tobacco

We want to help you get healthier! There are no-cost programs that can help you stop smoking.

- **ASHLine, the Arizona Smokers' Helpline** offers phone and online resources 24/7. Call (800) 556-6222 (TTY/TDD: 711) or visit www.ashline.org to get help.

When you call ASHLine, you'll get:

- o A coach to talk to you about quitting tobacco
- o Access to online resources
- o Text message coaching right from your phone



- **The Arizona Department of Health Services (ADHS)** offers programs to help you quit smoking. If you'd like to sign up, please call (800) 556-6222 (TTY/TDD: 711).
 - **Tobacco Free Arizona** is an ADHS website. It has information about Tobacco Free Arizona and tools to help you quit tobacco. Visit www.azdhs.gov/prevention/tobacco-chronic-disease/tobacco-free-az/index.php to learn more.
- **Medicines to help you quit.** You can get medicines to help you quit tobacco. They are covered for you. Your primary care provider (PCP) can prescribe these medicines to you. Here's what to do:
 - You must talk to your PCP first. They will find the right medicine for you.
 - Your PCP will prescribe the medicine they want you to use.
 - To get your medicine covered, you must have a prescription from your PCP.
 - You can get a 12-week supply of medicine over a six-month period. The six-month period starts on the date the first prescription is filled.

If you have any questions, please call Member Services.

Arizona Opioid Assistance & Referral Line

The Arizona Opioid Assistance & Referral (OAR) Line can help you or someone you know dealing with opioids, pain or opioid use disorder. This OAR line is confidential and open 24/7 at no cost. You can call (888) 688-4222 to talk to a medical expert at the Poison and Drug Information Centers in Arizona.

Behavioral Health Crisis Line

The Behavioral Health Crisis Line in your county can help you with a behavioral health crisis. You can call 24/7. The crisis line is confidential and open to anyone who needs help. It isn't just for Medicaid members. Trained crisis intervention specialists are here to help you over the phone.

Some signs of a behavioral health crisis are:

- Thinking about or being afraid you might hurt yourself or someone else
- Feeling hopeless
- Not wanting to do things you usually enjoy
- Not wanting to be with your friends or family
- Mood swings, anxiety or getting angry easily

For a life-threatening emergency, call 911 right away.

Behavioral Health Crisis Line phone numbers (by county):

Maricopa – (800) 631-1314 or (602) 222-9444

Gila – (877) 756-4090

Pinal – (866) 495-6735

For young people:

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

For Veterans:

- **Veterans Crisis Line:** (800) 273-8255 (press 1)
- **Be Connected:** (866) 4AZ-VETS (429-8387)

Other Arizona Crisis Lines:

- Northern Arizona (serving Apache, Coconino, Gila, Mohave, Navajo and Yavapai Counties): (877) 756-4090
- Southern Arizona (serving Cochise, Graham, Greenlee, La Paz, Pima, Pinal, Santa Cruz or Yuma Counties and San Carlos Apache Reservation): (866) 495-6735
- Gila River and Ak-Chin Indian Communities: (800) 259-3449
- Salt River Pima Maricopa Indian Community: (855) 331-6432
- Tohono O’Odham Nation Crisis Line: (844) 423-8759

The National Suicide Prevention Lifeline

The National Suicide Prevention Lifeline is a network of local crisis centers who offer 24/7 help. They offer emotional support to people in a suicide crisis or emotional distress. Call to talk to someone who can help. If you have thoughts about harming yourself or someone else, get help right away by calling 911.

Call:

- **The National Suicide Prevention Lifeline:** (800) 273-TALK (8255)
- **The National Substance Use and Disorder Issues Referral and Treatment Hotline:** (800) 662-HELP (4357)

Text:

- Text the word “HOME” to 741741

Required health screenings

There are health screenings that can keep you healthy. Look here to see what screenings you may need:

Health screening	Who needs it	How often
Mammogram	Women ages 50 to 74	Every 3 years
Pap test	Women ages 21 to 64	Every 3 to 5 years (depends on age and individual)
Chlamydia test	Women ages 16 to 24 who are having sex	Every year if sexually active
Developmental screenings in the 1 st Three Years of Life	Children ages 1, 2 and 3 years old	Every year after their 1 st , 2 nd , and 3 rd birthday
Diabetes screening for people with schizophrenia or bipolar disorder who are using antipsychotic medicine	People ages 18 to 64 with schizophrenia, schizoaffective disorder or bipolar disorder and take antipsychotic medicine and have diabetes	Every year
Weight assessment & counseling for nutrition & physical activity for children/teens BMI	Members 3 to 17 years	Every year

Depression, Anxiety, and Physical Health Problems

Mental health problems (depression and anxiety) often occur with long-term diseases.

For example, you may:

- Have diabetes and also feel very sad.
- Be depressed and notice that your physical health is getting worse. Perhaps your blood pressure is going up.
- Have asthma, feel very anxious and sometimes have panic attacks.

Anxiety and depression

Depression may occur with long-term diseases because:

- The daily stress of dealing with a chronic disease causes depression or makes it worse.
- People with depression often find it hard to focus on their health.
- People with depression tend to eat poorly, get less exercise and smoke.
- Some chronic diseases change your body chemistry and cause depression. Cushing's syndrome and underactive thyroid (hypothyroidism) are examples.

For example:

Depression can make coronary artery disease (CAD) and death from heart disease more likely. People with diabetes are more likely to get depression. People with depression are more likely to get diabetes.

If you treat the depression, it can improve your health and quality of life!

To help yourself:

- Know the symptoms of depression so that you can get treatment. Talk to your doctor or take this short quiz to check your symptoms.
- Ask your doctor about the medicines you're taking. Some medicines can cause depression. Medicines for depression can make other health problems worse.
- Read about depression.

Anxiety and health problems also are linked. You may feel anxious because you have a health problem. And anxiety can make a health problem worse.

For example:

Older men with an anxiety disorder are more likely to have a heart attack.

To help yourself:

- Know the symptoms of anxiety, such as feeling you can't relax. If you often feel anxious, talk with your doctor or a counselor.
- Reduce anxiety:
 - Get regular exercise
 - Do relaxation techniques
 - Lower your stress in life

For anxiety and depression, you can:

- Work closely with all your doctors and tell them about all your health problems. Your family and other medical doctors need to know you are depressed. Any counselor you talk to needs to know about your physical health problems.
- Join a support group for depression, anxiety or the chronic disease you have. You can find support in seminars and groups led by professionals. You can also get support in groups with others who have the same condition.
- Eat a balanced diet and get regular exercise.
- Avoid alcohol and drugs. They can make depression and anxiety worse.

Many people are worried about getting treatment for a mental health problem. You may think it's a sign of weakness. You may not want people to know about it. It's important to overcome this thinking. Treating depression or anxiety is good for your health.

Did you know?

We cover fluoride varnish applications. You must be at least six months old and have one tooth eruption. Your child's PCP or dentist can apply fluoride varnish until your child is two years old. After age two, your child's dentist will apply it.

If you have any questions or want to learn more, please call Member Services.

Medicare Part D (for members getting Medicaid and Medicare)

AHCCCS doesn't pay for cost-sharing, coinsurance, deductibles, or copays for medicines covered under Medicare Part D. AHCCCS may cover medicines not covered under Medicare Part D, if medically necessary.

AHCCCS may cover some over-the-counter (OTC) medicines. Read the MCC OTC drug list on our website for a list of covered OTCs. You can also call Member Services at **(800) 424-5891 (TTY/TDD: 711)** to ask for a printed copy. For more information on OTCs, please visit www.MCCofAZ.com

Well-visits and well-child visits

EPSDT stands for Early and Periodic Screening, Diagnostic and Treatment. EPSDT is a health program to help members 21 and under get the care they need.

What's a well-visit?

If you're 21 and under, a well-visit is the same as an EPSDT visit. It's an important visit for your health. During this visit, you'll get a health screening and preventive care.

You or your child's EPSDT visit may also include:

- Vision checks
- Dental checks
- Hearing checks
- Developmental screens
- Behavioral health screens
- Immunizations (shots)
- Health counseling
- Disease management
- Nutrition and eating advice

Going to all well-visits is important for children 0 to 21 years. If you're not sure when to go, need help finding a provider or making an appointment, we're here to help! Just give us a call!

Taking the right steps for a healthy pregnancy

Even if you're not pregnant yet, you might be getting ready. Are you making a list of all the baby clothes and supplies you'll need? If so, now's a good time to take steps to help yourself have a happy pregnancy and a healthy baby.

Here are some things you can do:

- Get regular exercise
- Eat healthy foods
- Drink plenty of water
- Lower or stop drinking caffeine
- Avoid alcohol, tobacco and illegal drugs

If you need help quitting alcohol, tobacco or drugs, please ask. You want to avoid an overdose or withdrawal symptoms. They can hurt you and your baby.

To get help, please call the confidential Substance Abuse and Mental Health Services Administration (SAMHSA) National Helpline at (800) 662-HELP (4357). You can also call MCC's 24-hour Nurse Advice Line at (800) 424-5891 (TTY/TDD: 711).

Want to learn more?

To get more details on pregnancy topics, please visit these websites:

Preparing for a Healthy Pregnancy

www.healthwise.net/magellanhealth/Content/StdDocument.aspx?DOCHWID=hw195050

Lead Testing

www.healthwise.net/magellanhealth/Content/StdDocument.aspx?DOCHWID=hw8150

HIV and Pregnancy

www.healthwise.net/magellanhealth/Content/StdDocument.aspx?DOCHWID=tn9101

Breastfeeding

www.healthwise.net/magellanhealth/Content/StdDocument.aspx?DOCHWID=hw91687

Safe Sleep

www.healthwise.net/magellanhealth/Content/StdDocument.aspx?DOCHWID=ta3262

Postpartum Depression

www.healthwise.net/magellanhealth/Content/StdDocument.aspx?DOCHWID=tn9653

Family planning

Family planning includes services to protect you from getting pregnant or from getting a sexually transmitted infection (STI). Men and women 12 to 55 years old can get family planning care and supplies at no cost, without a referral. You can get them from your PCP, OB/GYN or a family planning provider listed in our provider directory. You can get services from these providers even if they don't work with MCC.

Family planning services are:

- Birth control pills
- Birth control shot given every three months
- Intrauterine devices (IUD) and implantable contraceptives



- Diaphragm (a vaginal removable barrier)
- Condoms
- Long-acting reversible contraceptives (LARC)
- Family planning counseling
- Emergency contraception pill (pill taken after unprotected sex to stop pregnancy)
- Natural family planning education
- Screening for STIs
- Tubal ligation (sterilization for women at least 21 years old)
- Vasectomy (sterilization for men at least 21 years old)

We want to help you stay safe, even if you lose your benefits. If you lose your AHCCCS benefits, we'll help you find low or no-cost family planning services.

Here are some resources that can help you:

Resource	Phone number
Planned Parenthood	(800) 230-7526
Arizona Department of Health Services Hotline	(800) 833-4642
Arizona Department of Health	(602) 542-1025
Arizona Family Health Partnership	(602) 258-5777 or (888) 272-5652

Community resources to help you and your family

There are two great resources that can help you and your family:

1. The Arizona Early Intervention Program (AzEIP)
 - **AzEIP** offers support and resources to families and young children with major developmental delays. AzEIP helps children learn and develop through everyday learning.

To learn more about AzEIP, go to www.des.az.gov. You can also read more about raising special kids at www.RaisingSpecialKids.org.

To contact AzEIP, please call (602) 532-9960. For referral questions in regions with more than one agency, call the AzEIP Central Referral Line at (602) 635-9799. The toll-free number is (800) 237-3007. You can also send an email to AzEIP.Info@raisingspecialkids.org.

2. The Arizona Supplemental Nutrition Program for Women, Infants and Children (WIC)
 - **Arizona WIC** offers no-cost services and support to families who need help with nutrition. This may be getting healthy foods, breastfeeding education and referrals to community resources.

Visit www.azwic.gov or call (800) 252-5942 for more information.

Knowing where and when to get medical care

There are more options for getting medical care today than ever before. You may not even have to leave your home to get some care. You can choose care based on your health problem and what works best for you. You don't have to use just one option for all your health care needs.

Read here to see which type of care is best for you and when:

Type of care	What care you can get
Primary Care Provider (PCP)	Your PCP knows you and your health history. Go to your PCP for checkups or if you're not feeling well. Do not go to your PCP for an emergency. Some PCPs may offer telehealth services. Please contact your PCP to ask if they have this option.
Emergency room (ER)	Go to the ER when you have a serious problem that needs care right away. Some emergencies are: <ul style="list-style-type: none">• Heart attack or stroke symptoms• Very bad bleeding• Lots of trouble breathing• Very bad pain
Urgent care clinics	Urgent care clinics can treat problems like sprains, burns and broken bones. They offer X-rays, throat cultures and routine care such as sports physicals and shots. Urgent care clinics are open after hours and on the weekends. You can walk in or call to make an appointment.

If you need help finding an urgent care clinic or PCP, please call Member Services or visit our website. To learn more about this topic, visit www.healthwise.net/magellanhealth/Content/StdDocument.aspx?DOCHWID=abs1987.

Make sure you get your flu shot!

Flu season is coming. Make sure you and your loved ones get flu shots right away! Flu shots are covered for you at no cost.

Can you prevent the flu?

You can help prevent the flu by getting the flu shot every year. It's best to get the shot as soon as it's available.

The U.S. Centers for Disease Control and Prevention (CDC) recommends that everyone at least six months old get a flu shot. It's very important for people who are at a higher risk of problems from the flu, including:

- Young children
- Adults and children who have long-term health problems or a weaker immune system
- Women who are pregnant during the flu season

The flu vaccine is also important for health care workers and anyone who lives or works with a person who is at a higher risk of problems from the flu.

The vaccine usually prevents most cases of the flu. Even if you get the flu after you've had the vaccine, your symptoms may be less severe and you'll have fewer problems from the flu. Remember, you cannot get the flu from the flu vaccine.



Have you already seen your PCP recently and don't want to make another appointment? That's okay! Many grocery stores, pharmacies, schools and workplaces offer flu shots.

Arizona heat safety

Arizona can get very hot. Here are some tips to help you stay safe:

- Drink more water to avoid dehydration. Drink water even if you're not thirsty.
- Carry extra water with you. If you can, keep extra water in your vehicle.
- Wear lightweight clothing.
- Apply sunscreen often.
- Never leave children or pets in a vehicle.
- Make sure your air conditioning is working. Check on elderly people to make sure their air conditioning is working.

Oral health matters

Dental disease hurts more than your teeth. It can affect your physical, mental and financial well-being. Oral health is a key part of our total health at every age.

Good oral health can lead to:

- **Good health throughout your life**
 - It helps our physical and mental health. Dental disease can harm our heart and lungs. It can also complicate diabetes and change our thinking skills as we age. It can even take a toll on our mental health too. It can cause depression and low self-esteem.
- **A healthy pregnancy and childhood**
 - Good oral health can support a healthy pregnancy and give newborns a strong start. Dental disease may lead to problems like preeclampsia, blood pressure conditions or giving birth too soon. Children with good oral health can eat, sleep, speak and socialize better.
- **Family security**
 - Adults with good oral health may have more job opportunities than those without. Healthy teeth can also help women earn more money than their peers.
- **Success in school**
 - A child with good oral health will do better in school. Children with dental pain are four times more likely to get lower grades. Tooth decay affects their ability to learn and go to school.

There's good news!

Almost all dental diseases can be avoided with the right support. To learn more, please go to <https://www.communitycatalyst.org>.