



Spring 2016

Diabetes

Get a leg up on foot care

People with diabetes are prone to foot problems because the disease affects blood flow, nerves and the way wounds heal. Daily care can keep small problems from growing into big ones.

Things to do every day:

- Check feet for cuts, sores and other problems.
- Wash feet and dry them well—especially between toes.
- Use a pumice stone lightly on wet feet. This keeps calluses from building up.
- Use a thin coat of skin cream to keep feet soft. But don't use it between toes.
- Always wear shoes and socks to protect feet from harm.
- Keep moving. Exercise and wiggle toes and feet to help keep blood circulating.
- Put your feet up when sitting.

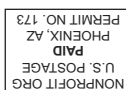
Things to do as needed:

- Keep toenails trimmed straight across. File any rough edges.
- Shop for shoes that fit well. Medicare covers special shoes in some cases.
- If a foot sore develops, call or see your doctor quickly. Foot ulcers can infect bone and skin and lead to amputation.

Sources: American Diabetes Association; Centers for Disease Control and Prevention

Member Handbook

You can get this year's Member Handbook from Mercy Care Member Services at no cost to you. They can also provide you with a copy of the provider directory at no cost to you.





Pneumonia

Who needs the shot?

Vaccines can prevent many illnesses. Some of those vaccines—like the one for flu—are well-known.

But others—like the pneumococcal vaccine—don't seem to get the same attention. This vaccine helps prevent pneumonia. You and your family might need to get the shot.

A bad bug

Like the flu, pneumonia can make you very sick. It causes the air sacs in your lungs to fill with pus and liquid. That makes it hard for oxygen to get into your blood. It makes it hard for your body's cells to work the way they should. In

some cases, pneumonia can lead to death.

Very young kids and older adults are at greatest risk of getting pneumonia. People with chronic health problems and weak immune systems are also at great risk.

Staying safe

There are two vaccines that help prevent pneumonia and other illnesses caused by a bacterium called pneumococcus. The vaccines are called Prevnar and Pneumovax.

It is now recommended that all adults receive Prevnar when they reach age 65 and then receive

Pneumovax one year later. Younger adults should also be vaccinated with Pneumovax if they have chronic lung, heart or liver disease or diabetes; if they smoke or are heavy drinkers; or if they have a disease that affects the immune system. Those that have a disease that affects the immune system should receive both Pneumovax and Prevnar. These younger adults should be vaccinated with Pneumovax again after age 65. Most kids get the Prevnar vaccine in four doses starting when they're 2 months old. They get the last dose when they're between 12 and

15 months old. Children younger than 5 years who didn't get the vaccine on schedule can still be protected. They won't need four doses, though.

Both vaccines are considered very safe. Side effects may include pain or redness at the site of the shot and a fever.

Are you protected?

Talk to your doctor to learn more. Ask if or when you or your loved ones should get this shot.

Sources: American Lung Association; Centers for Disease Control and Prevention; Immunization Action Coalition

Getting care for your children has never been so easy!

Our patient-centered medical homes have available and easy appointments for your

children's well checkups. We are here to help you from birth through the teenaged years with all the care you need, including

screenings, immunizations and treatments—if needed. As always, we help you understand the

ages and stages your children go through and how to help your children be the healthiest they can be!

PCMH Corner

Simplicity: It's good medicine

Have you heard the term *patient-centered medical home* (PCMH)? It's a long name for a simple concept: You are at the center of your care. A health team headed by your primary care provider (PCP) is available to help you with all your health goals. You get to know your doctor and your care team—and they get to know you.

It makes for a smoother health care experience. And we want to make it as easy for you as possible. To find out if you're part of a PCMH, call the Member Services number on your insurance ID card. Or you can visit www.MercyCarePlan.com.

When you are part of a PCMH, you can talk to a care coordinator, who will put you in touch with a primary

care provider (PCP). He or she will be your first stop for anything health-related. That includes:

- Wellness and preventive care
- Routine checkups
- Vaccines and screenings
- Prescribing medications
- Care when you're sick or hurt
 - Help with making health care decisions
 - Assistance with finding help in your community when you need it
 - Help with understanding your plan of care

If you need specialty care, like physical therapy or treatment for a heart condition, your PCP will refer you to specialists. And these doctors keep your PCP in the loop.

Having a PCMH keeps you at the center of your care. And it



reduces the risk for errors or miscommunication—which can be time-consuming and dangerous.

Are you part of a PCMH? Find out today. It's the first step toward making your health care work for you.

Source: Agency for Healthcare Research and Quality

A good news reminder for our Mercy Care Advantage members

ONE plan, ONE card is all you need

If you have Mercy Care Plan and Mercy Care Advantage, you need to show only ONE card when you visit your doctors.

Here's how it works: Show the doctor your member ID card. That's the one that has the Mercy Care Advantage logo on it, plus the Mercy Care Plan logo and the AHCCCS logo.

If the doctor asks for another ID, show your Arizona driver's license or state-issued ID card.

Your member ID card also tells you how AHCCCS can protect your identity. They do this by using the picture on your driver's license or state-issued ID to verify who you are. Then they add your picture to the online tool that doctors use to verify your coverage. Your doctors can see your picture and verify your benefits.

What do you do if you need a new member ID card? Just call Mercy Care Advantage Member Services at **602-263-3000** or **1-800-624-3879**. If you are deaf or have difficulty hearing, call **7-1-1**. We're here 24 hours a day, 7 days a week.

Language and interpretation services

Mercy Care Plan 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**, **1-800-624-3879** or **7-1-1**.

Mercy Care Plan's membership continues to become diverse and reflects the make up of our community. You may have received some information in not only English but Spanish and Arabic. That is because once our membership reaches a certain number, we translate in that language. All of our vital materials are also available in Vietnamese. We also provide sign-language and interpretation services at the point of need. Thanks to all of our wonderful members for making us a better more diverse health plan.



Connect with us on Facebook!

Join our Facebook community. Like our page from your smartphone or home computer at www.facebook.com/mercycareplan. You can also like our page from www.MercyCarePlan.com.

Mercy Care Plan cares about your privacy. We consistently monitor our Facebook page and may remove potentially harmful information to protect your privacy.

Long-Term Care Case Managers help members quit tobacco

Yes, Mercy Care Plan Long-Term Care case managers have been working with our members to quit tobacco and, more commonly, smoking. Smoking is the leading cause of preventable disease and death in the United States.

You probably have discussed with your case manager the impact of tobacco on your physical and financial health! Our case managers have helped over 200 members quit tobacco in the last year. You may be one of them. Most tobacco users try to quit on their own, but more than 95 percent relapse.

The key to successfully quitting tobacco is through medication and coaching. Sometimes, it doesn't happen on the first try. Studies suggest it can take anywhere between two and 14 quit attempts before achieving long-term abstinence.

That is why our case managers will be asking you and working with you to quit more than once. Remember, Mercy Care Plan cares about you and your health. Your case manager is here to help you quit and get you the help you need when you need it. Talk to your case manager or doctor about quitting.

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Call Mercy Care Plan Member Services Monday through Friday, 7 a.m. to 6 p.m., at **602-263-3000** or **1-800-624-3879**. If you are deaf or have difficulty hearing, call **7-1-1**. www.MercyCarePlan.com

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