



A new name. A new logo. Same great service.

You may have noticed a different name and logo on this newsletter. That's because Mercy Care Plan and Mercy Maricopa Integrated Care are now one company. We are proud to announce our new name is Mercy Care.

Why Mercy Care?

In the past, Mercy Care Plan and Mercy

Maricopa each had contracts with the State of Arizona to provide physical and behavioral health services. Our new AHCCCS contract is integrated.

Integrated care means that a member needs only one health plan to get care for their mind and body. Becoming one

health plan means we can provide integrated care to the people we serve.

Mercy Care has been serving Arizona for 33 years. We're a health plan that people know and trust. While our logo may look different, our goal is still the same: to help you become the healthiest you can be.

If you have any questions, you can call Member Services from 7 a.m. to 6 p.m., Monday through Friday, at **602-263-3000** or **1-800-624-3879** (TTY/TDD 711).

Introducing DispatchHealth

Instead of going to the ER, you can now get urgent care in the comfort of your home. An ER-trained medical team will come to your home in a few hours. You can stay home and focus on feeling better. To request care, call **480-493-3444**, visit **dispatchhealth.com** or use their mobile app.

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Member Handbook

You can get this year's Member Handbook from Mercy Care Member Services at no cost to you. They can also send you a copy of the Provider Directory at no cost to you. Member Services is available Monday through Friday, 7 a.m. to 6 p.m., at **602-263-3000** or **1-800-624-3879 (TTY/TDD 711)**.

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Stand up to bullying

Bullying is a serious problem, but it can be prevented or stopped. Many young people have experienced bullying. They may have been bullied, bullied someone else, or saw someone being bullied. Bullying can be physical, verbal or even social. There is usually an intent to hurt and it is usually an ongoing problem.

A bully uses their power to control or harm, and those who are bullied sometimes feel powerless to defend themselves. Many schools and communities have anti-bullying programs in place.

If you are being bullied, talk to your parent, a teacher, a school counselor or the school principal. You can also contact the school superintendent or the State Department of Education to get help. If there is a crime or someone is being hurt, please call **911**.

The Crisis Response Network is available for a behavioral health crisis. For example, call the Crisis Response

Network if you or someone else is in a violent or threatening situation. The Crisis Response Network has trained crisis specialists you can talk to 24/7. They can help you in many ways, including:

- Talking and helping you calm down
- Talking about your worries about a loved one
- Helping you deal with difficult relationships, or violent or threatening situations
- Presenting options for dealing with other urgent situations

You can call the Crisis Response Network, at the numbers listed below, at any time.

- Maricopa County: **602-222-9444**
- Cochise/Graham/Greenlee/Santa Cruz Counties: **1-866-495-6735**
- Pima County: **520-622-6000** or **1-800-796-6762**
- Gila/Pinal/Yuma Counties: **1-866-495-6735**

Source: U.S. Department of Health & Human Services website (hhs.gov/ash/oah/adolescent-development/healthy-relationships/bullying/index.html)

Medicare Part D: What to know

Medicines help keep us healthy. And they make us feel better when we're sick. But drug costs can be high. It's good to know you can get help with those costs. That's where Medicare prescription drug coverage comes in.

What is Part D?

If you are eligible for Medicare, you can sign up for Medicare's drug coverage insurance known as Part D. It helps pay for prescription drugs.

How to choose and use a drug plan

Drug plans have a list of covered medicines, called formularies. When you

use the plan, you may only have to pay a small amount for these covered drugs. Each Medicare drug plan is different. You will want to choose a Part D drug plan that covers the medicines you need.

Go to **medicare.gov** to learn more, or call **1-800-MEDICARE (1-800-633-4227)**.

Sources: American Academy of Family Physicians; American Cancer Society; Medicare.gov

Language and interpretation services

Mercy Care 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** or **1-800-624-3879 (TTY/TDD 711)**.

PCMH Corner

Developmental monitoring and your PCMH

It is important to track your child's growth and development. But you don't have to do this alone. Your child's doctor is there for you. During well-child visits, the doctor looks for delays in your child's growth or other health problems. Looking for healthy growth means watching for signs related to your child's physical, mental, social and emotional well-being.

Is your child's doctor part of a patient-centered medical home (PCMH)? PCMH doctors can provide family-centered, complete and coordinated care. As a part of a PCMH, you and your family can work closely with all the people who are caring for your child.



For more information about PCMHs, call Mercy Care Member Services at **602-263-3000** or **1-800-624-3879 (TTY/TDD 711)**.

**Health-e-Arizona Plus:
Need to update your
address or information?**
You can do that today at
www.healtharizonaplus.gov.

Fraud and abuse

Mercy Care takes fraud and abuse seriously. Protecting against fraud and abuse is everyone's responsibility. If you suspect fraud or abuse related to your Mercy Care benefits, you can report it in one of the ways listed below:

- Call our Special Investigations Unit hotline: **1-800-338-6361**.
- Call the Mercy Care Fraud Hotline: **1-800-810-6544**.
- Call the AHCCCS Fraud Reporting: **602-417-4193** or **1-888-487-6686**.
- Use the fraud and abuse reporting form available at **www.MercyCareAZ.org**. Include as much information as you can. Note: Even if you provide your contact information, your identity will be kept confidential.

HIV and pregnancy Why testing matters

Are you thinking about having a baby? Are you pregnant now? Be sure to get tested for HIV. That's the virus that causes AIDS.

A woman who has HIV can pass the virus on to her child. This can happen while she is pregnant. It can also happen when she is giving birth.

If a woman knows she is infected, she can take steps to keep her baby — and herself — well. Special medicines can help her avoid passing the virus to the baby.

These medicines work best if you start them early. But if you can't, they can still help if used before labor begins and the baby is born.

Testing is encouraged for all pregnant women, even those who don't think they have HIV. People who have HIV may not have any symptoms for years at a time.

Learning your HIV status will help ensure you and your baby are healthy. Ask your doctor about how to get tested. If you test positive for any STD or HIV, your doctor can give you medication and help you find counseling. Testing, medication and counseling are provided at no cost to you.

Source: Centers for Disease Control and Prevention



Mercy Care member experience surveys

We want to know what you think about your behavioral health care services and experiences. Your voice matters to us. That's why we hired an outside company to send out a survey to some of our members.

The surveys are anonymous, confidential and random. That means we won't know who gets them. There aren't any names connected to the responses. And, not everyone is going to get one.

If you do get a survey, it's important that you fill it out and mail it back. If you need help with the survey, you can reach out to your behavioral health provider. Or, ask your peer support specialist for help.

Your answers will help us make sure all of our members are getting the best care possible. It will also help us know where we need to make things better.

Remember, your name will not be connected to your answers to the survey.

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Be safe — get your flu shot every year

Adults: Lead the way, and get your shot today

Because flu viruses change all the time, you need to get a shot every year. If you have a serious health condition, it's even more important. Plan to get your shot every fall.

Protect your children: It's very important they get shots too

Every child 6 months of age and older should get a flu shot. Your child may need two doses the first

time. Ask your doctor what's best for your child.

Over 65? You may need a pneumonia shot as well

This shot is important, especially if you have a chronic condition. There are two types of pneumonia shots. You can talk to your doctor about what's best for you.

Source: Centers for Disease Control and Prevention



Opioids: Avoiding that first pill

Vicodin. Percocet. Oxycodone. Oxycontin. Heroin (yes, heroin). These are some of the names of drugs called opioids.

There is no evidence that opioids work better than ibuprofen (Advil, Motrin, etc.) plus acetaminophen (Tylenol) for either new (acute) or ongoing (chronic) pain.^{[1] [2]}

Many people who end up becoming dependent or addicted to opioids say it all started with that first pill. Sometimes they got the drug from a doctor. Sometimes they got it from a friend or at a party. After that, they wanted more. Before they knew it, they had much bigger problems because they couldn't stop. Most people who overdose on drugs do it on someone else's prescription leftovers.

So why start? You are in charge of your body, and it has to last a lifetime. Treat it with respect. If you go to the dentist and have a tooth pulled or to the ER after spraining your ankle and you are given a prescription for opioids for your pain, ask why you can't just use ibuprofen plus Tylenol. Tell your doctor that you know what the evidence shows.

^[1]“Opioids not better than non-opioid medication,” *Strategies for Prescribing Analgesics Comparative Effectiveness Trial (SPACE)*, U.S. Department of Veterans Affairs, 16 May 2017

^[2]Chang A, Bijur P, Esses D, Barnaby D, Baer J, “Effect of a Single Dose of Oral Opioid and Nonopioid Analgesics on Acute Extremity Pain in the Emergency Department,” *JAMA* 2017; 318 (17): 1661-1667

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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.

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