



Spring/Summer 2019

### It's time to quit tobacco

If you use tobacco, quitting is one of the best things that you can do for your health. If you get medication and coaching, you can double your chance for successfully quitting tobacco. You can get help or coaching through group education, over the phone and by text messaging. You can get medication from your doctor. Your doctor can also refer you to the Arizona Smokers Helpline (ASHLine) for coaching and resources to help quit tobacco. You do not need a referral to the ASHLine. The ASHLine also offers information to help protect you and your loved

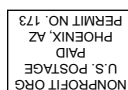
ones from secondhand smoke. Many people have quit smoking and stopped tobacco use through programs offered by the ASHLine. If you want more information to help you or someone you know quit tobacco, you have choices; you can call:

1. Mercy Care Member Services.
2. If you are part of Mercy Care Care Management program, talk to your Case Manager.
3. Talk to your doctor.
4. Call the Arizona Smokers Helpline (ASHLine) directly at **1-800-556-6222**, or visit **www.ashline.org**.

In addition to the ASHLine, there are other resources

available for you. For more information on quitting tobacco, go to Tobacco Free Arizona at **<http://bit.ly/2M2FHj6>**. Tobacco Free Arizona is a program to help Arizonans know the risks of tobacco use and resources for quitting.

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## 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, visit **dispatchhealth.com** or download their mobile app from the Google Play Store or Apple's App Store.

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## Breastfeeding protects baby and mother

The cells, hormones and antibodies in breastmilk protect babies from illness. This protection is unique and changes to meet your baby's needs. And breastfeeding can help you, too, by lowering your risk of type 2 diabetes, certain types of breast cancer and ovarian cancer. Breastfeeding may also help you lose pregnancy weight.

Learning to breastfeed takes time, practice and patience. A good latch is important for your baby to breastfeed correctly and for your comfort. During the early days of breastfeeding, it can take time for your baby to latch on well.

You can tell whether your baby is getting plenty of milk. He or she will be mostly content and will gain weight steadily after the first week of age. If you worry that your baby is not getting enough milk, talk to your baby's doctor.

You can take certain medicines while breastfeeding, but not all. Always talk to your doctor or pharmacist about medicines you are using and ask before you start using new medicines. This includes prescription and over-the-counter drugs, vitamins, and dietary or herbal supplements.

You can still breastfeed even after you return to work or school. Planning ahead for your return to work can help ease the transition. Talk with your employer about your options.

### Resources for you

The Arizona Women, Infants, and Children (WIC) program offers food, nutrition counseling, and access to health services for women, infants and children. Breastfeeding mothers

supported by WIC may receive peer counselor support, an enhanced food package, breast pumps, and other supplies. Call WIC at **1-800-252-5942** to see if you qualify.

For help and information, you can call the Arizona Department of Health Services Breastfeeding Hotline at **1-800-833-4642**, 24 hours a day, 7 days a week. Also, La Leche League of Arizona offers mother-to-mother support for women who choose to breastfeed. Call **602-234-1956**, or visit **www.llofaz.org**.

*Source: "Your Guide to Breastfeeding" from CDC (Centers for Disease Control and Prevention) Office on Women's Health*

## For a behavioral health crisis

Mercy Care members can call the Behavioral Health Crisis Line 24 hours a day, 7 days a week.

- Maricopa County: **602-222-9444**
- Pima and Pinal counties:  
**1-866-495-6735**
- Gila County: **1-877-756-4090**

Crisis Line staff can help:

- Meet you in the community
- Take you somewhere safe
- You identify your resources for care

- You arrange counseling
- Provide options for dealing with other urgent situations

Always call **911** in life-threatening situations.

### If you need someone to talk to

Call the Warm Line, **602-347-1100**. The support line operated by credentialed peer support specialists.

Available 24 hours a day, 7 days a week.

## 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)**.

## Type 2 diabetes: Know the symptoms, know your risk

Type 2 diabetes is a disease of high blood sugar and is the most common form of diabetes. It usually starts when the body has trouble using insulin, a hormone that helps glucose (also called blood sugar) enter the body's cells. When glucose can't move into cells, it builds up in the bloodstream.

Over time, a high glucose level in the blood can damage the body, increasing the chances for health problems such as heart, eye and kidney disease, and nerve damage. Many people with the disease have no symptoms. That's why it's important to know your



risk factors. Your doctor may test you for it if you're at risk even if you don't have symptoms.

Some people are more at risk for developing type 2 diabetes than others. Higher-risk people include those who:

- Are 45 years or older
- Are overweight or obese
- Are sedentary
- Have a family history of diabetes
- Are African American, Alaska Native, American Indian, Asian American, Hispanic/Latino, Native Hawaiian or Pacific Islander

- Have a history of gestational diabetes or of giving birth to a baby weighing 9 pounds or more

### What are the symptoms?

Some signs and symptoms of type 2 diabetes include:

- Urinating a lot
- Feeling very thirsty, tired or hungry (even though you're eating)
- Having blurred vision
- Having slow-healing cuts or bruises
- Having numbness, pain or tingling in your feet or hands

If you have symptoms like these, tell your doctor. He or she will most likely check your blood to see if you have diabetes.

Sources: *American Diabetes Association; National Institute of Diabetes and Digestive and Kidney Diseases*

## Have you been screened for colorectal cancer?

Colorectal cancer screenings typically start at age 50. Your risk of colorectal cancer increases with age. You can reduce your risk by getting regular screenings. With screening, colorectal cancer can be found when small and treatable.

Beginning in June 2019, Mercy Care will partner with primary care doctors to help members get screened for colorectal cancer. You may receive a call from your doctor or from Mercy Care to help you get screened. You may have the option to get a Fecal Immunochemical Test (FIT) sent directly

to your home. The FIT screening is done yearly. It's one of the least invasive screening methods.

There are different types of colorectal cancer screenings. Talk with your doctor to find the right one for you. It might just save your life!



## HIV testing? Why it matters

Getting tested for HIV — the virus that causes AIDS — can be scary.

But if there's any chance you're infected, it's important to find out. Here's why:

**HIV can be successfully controlled with treatment.** In fact, starting treatment early — before symptoms appear — can greatly reduce the risk of AIDS ever developing. AIDS is the final stage of an HIV infection. If you have HIV, early treatment can help you lead a healthy, full life.

**You can protect other people.** If you're infected, finding out and getting treated reduces your risk of spreading the virus to somebody else.

**If you're pregnant, you can protect your baby.** Treating pregnant women who have HIV greatly reduces the risk that they'll pass on the virus to their babies.

So ask your doctor if you should be tested. And — if so — follow through. Testing is especially important if you're at an increased risk of HIV. Those at very high risk include men who have sex with men and people who inject drugs. Having unprotected sex also raises risk.

*Sources: National Institutes of Health; U.S. Preventive Services Task Force*

## 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)**.

HEALTH MATTERS is published for the members of Mercy Care. 4755 S. 44th Place, Phoenix, AZ 85040.

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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.

Call Mercy Care Member Services Monday through Friday, 7 a.m. to 6 p.m., at **602-263-3000** or **1-800-624-3879 (TTY/TDD 711)**. 24-hour nurse line: **602-263-3000** or **1-800-624-3879**. **[www.MercyCareAZ.org](http://www.MercyCareAZ.org)**

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