



HEALTH MATTERS

Fall/Winter 2025

Stay safe this flu season

The flu is a virus that spreads easily and can make you feel very sick. It can be very serious for older adults, people with a chronic condition and infants. For them, the flu can lead to a hospital stay — or worse.

A flu shot is the best way to protect yourself and the youth in your care. It helps the body build up immunity to the flu virus. That means you're less likely to catch the flu, or

less likely to get really sick if you do catch it. It also means you're less likely to spread the flu to others.

Each year, the flu shot is custom-made to protect against that year's strain of the virus. That's why it's so important to get a flu shot every year. For the best protection, everyone should get the shot early in the fall, before flu season starts.

Here are other simple

things you can do to stay healthy this flu season:

- Stay away from people who are sick
- Wear a mask when you're in crowded places, especially if you are sick
- Wash your hands often with soap and water
- Try not to touch your eyes, nose or mouth
- Keep your body strong by eating healthy, getting enough sleep and staying active
- Clean things you touch often, like phones and doorknobs

WATCH:

What vaccines should adults get?



What vaccines should children get?



Managing diabetes



Diabetes is a condition that affects tens of millions of people in the U.S. People with diabetes cannot regulate blood glucose, a simple sugar the body uses for the energy it needs.

There are two main types of diabetes: type 1 and type 2.

Type 1 diabetes is usually diagnosed in children. It's a lifelong condition where the body doesn't produce enough insulin. (Insulin is the hormone that helps your body use blood glucose). People with type 1 diabetes may need to take insulin daily.

Type 2 diabetes is a chronic condition where the body may have enough insulin, but isn't able to use it as well.

The good news is people with diabetes can manage it through healthy habits. Here are some

ways to help manage diabetes:

- Eat healthy foods like vegetables, whole grains and lean proteins and avoiding high-sugar foods. Mercy Care covers the cost of nutrition counseling.

- Exercise regularly. It helps the body use insulin more effectively.
- Keep a healthy weight, It can improve overall health.
- Take medications to regulate blood sugar as directed.
- Regularly test blood sugar levels. Mercy Care covers the cost for members to receive a blood sugar testing device.
- Work closely with the child's primary care provider to manage their diabetes and their overall health.

We have special programs that may help you successfully manage diabetes or other health needs.

Contact Mercy Care DCS CHP Member Services to find out about Care Management and other wellness programs. Or go to mercycares.org/dcschp/care-management.html for more info.

Smartphones at no cost to you

You may be able to get cell service plus a smartphone at no cost to you through Assurance Wireless. Go to mercycares.org/lifeline to apply.

If you don't have access to the internet, or if you need help filling out the form, you can call Member Services to help you.

You will have to show proof of eligibility to enroll into the Assurance Wireless phone program.

Assurance Wireless service includes:

- Data each month
- Voice minutes each month
- Unlimited text messages
- Android smartphone

For more information, call Mercy Care DCS CHP Member Services at **602-212-4983** or **1-833-711-0776** (TTY: **711**).

How do I talk to someone about suicide?

Sometimes when a loved one is struggling in their life, they may be considering suicide. It's important to know the warning signs and to seek help. They may say they want to die or talk about feeling hopeless, having no purpose or being a burden to others. Listen to them carefully. Let them know you are there for them. Get them connected to resources.

Other times a loved one is thinking about suicide but doesn't tell anyone. Look for warning signs such as:

- Being withdrawn
- Sleeping too much or not enough
- Increasing drug or alcohol use
- Being anxious, agitated or reckless

For children and teens, other warning signs may be:

- Losing interest in usual activities
- Unexplained school absences
- Declining grades
- Sudden changes in appearance

Ask them if they are considering suicide. Let them know that suicide is a serious matter. Connect them to resources.

The Suicide & Crisis Lifeline is a no cost, national service. Trained counselors are available 24 hours a day, 7 days a week. They offer support in English and Spanish. Call or text the lifeline at **988** or visit **988lifeline.org** to chat.

More resources:

- [save.org](https://www.save.org)
- 988lifeline.org/help-someone-else/
- bethe1to.com/bethe1to-steps-evidence/
- mercycares.org/crisis-services
- The Trevor Project LGBTQ+ 24-hour crisis line: call **1-866-488-7386**, text **678-678** or chat at thetrevorproject.org

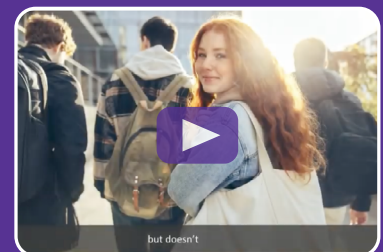


Trualta for caregivers

Do you care for an aging family member, child or person with disabilities at home? Get no-cost training and resources to help build caregiving skills at home.

Improve confidence, reduce stress and prevent burnout by learning care skills. Create an online account to read articles and watch webinars and videos about caring for your loved one. Register at mercycares.trualta.com.

Note: This community resource gives general advice which is not all specific to caring for children in foster care.



WATCH:
How do I talk
to someone
about suicide?

Why therapy is good for everyone

In both good times and bad, seeing a therapist can lead to a happier, healthier life. Here's how.

✔ It can improve your relationships

We have all sorts of relationships — with our partner, children, parents and coworkers. Misunderstandings and rough patches are a normal part of relationships. A therapist can help you find ways to understand other's emotions and communicate better.

✔ It can help you manage health issues

Depression and anxiety are common in people with chronic conditions. And, poor mental health can make it harder to manage your illness. Talking to a therapist can help you:

- Stay on track with treatment
- Ask for help
- Focus on self-care
- Stay away from unhealthy coping habits like smoking, alcohol or emotional eating

✔ It can help you reach your goals

We all have dreams and goals. If you're feeling stuck, a therapist can help you break old patterns and habits that are holding you back. They can help you create a plan for going after your goals. And they can share tips for staying motivated. That's something we all need at different times in life.

Help for a behavioral health crisis

Mercy Care DCS CHP members can call the **Arizona Behavioral Health Crisis Line** 24 hours a day, 7 days a week. Call **1-844-534-HOPE (4673)** or text HOPE to **4HOPE (44673)**. Chat support is available at crisis.solari-inc.org/start-a-chat.

The Crisis Line staff can help:

- Provide crisis support over the phone
- Dispatch a crisis mobile team to support you
- Arrange transportation to take you somewhere safe
- Help you arrange counseling or a connection to your outpatient provider
- Provide options for dealing with urgent situations
- If you feel unsafe at home

Tribal crisis lines:

- San Carlos Apache Reservation: **1-866-495-6735**
- Gila River and Ak-Chin Indian Communities: **1-800-259-3449**
- Salt River Pima Maricopa Indian Community: **480-850-9230**
- Fort McDowell Yavapai Nation: **480-461-8888**
- San Lucy District of the Tohono O'odham Nation: **480-461-8888**
- Tohono O'odham Nation: **1-844-423-8759**
- Pascua Yaqui Tribe: Tucson **520-591-7206**; Guadalupe **480-736-4943**
- White Mountain Apache Tribe: **928-338-4811**
- Navajo Nation: **928-551-0508**

Veterans Crisis Line: 988, press 1

988 Suicide & Crisis Lifeline: 988

National crisis text line: Text HOME to **741741**
Chat support is available at crisistextline.org/text-us.

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

If you need someone to talk to, call the Warm Line at **602-347-1100**. Get 24/7 support from trained Peer Support Specialists.

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



Measuring cultural competency

We're committed to our members and their care. It's very important to us. That's why we spend a lot of time and effort making sure cultural competency is part of everything we do. This means being respectful to your beliefs and your culture. It also means understanding your language needs.

We require our providers to support members with culturally sensitive services. They use the Culturally and Linguistically Appropriate Services (CLAS) standards as a guide. These standards make sure that services are respectful to your culture and language needs.

We have two departments at Mercy Care DCS CHP that keep an eye on how providers are doing. They are Cultural Competency and Quality Management. These departments offer support to providers. They make sure members are getting services in the right way. And that helps to make sure we are always improving services that are sensitive to your culture and way of life.

For no-cost language services call **1-800-385-4104** (TTY: **711**).

Health equity in focus

Mercy Care DCS CHP's mission is to help our members live a healthier life and achieve their fullest potential. One way we do that is by focusing on health equity, which ensures the care they receive is just, accessible and person-centered to fit their needs.

There are societal factors, called Social Determinants of Health, that play a big part in a child's well-being. Some of those factors may include access to healthy food, housing, education and other social needs.

You can ask the child's DCS Specialist, a Mercy Care Care Manager or other member of their care team for help with these social needs.

Know the dangers of fentanyl and other opioids

Fentanyl is a man-made opioid used to treat severe pain. It's 50 to 100 times more potent than similarly used drugs such as morphine. Fentanyl use is a crisis in Arizona, accounting for most opioid overdoses, according to the Substance Abuse Coalition Leaders of Arizona.

Toddlers and children have been poisoned by accidental exposure to fentanyl. Children and teens have died from fentanyl overdose.

Talk to the children in your care about staying away from medicines or drugs that are not prescribed.

What to do in case of an overdose

If you suspect the youth in your care is overdosing, call **911** right away. You can also administer Naloxone, an overdose reversal drug, to provide life-saving treatment. Visit drugfree.org/article/overdose-response-treatment/ for more details on Naloxone.

Licensed Caregivers of youth 12 and older are required to have Naloxone to be able to use in case of an emergency. Naloxone is a covered benefit through the health plan and can be obtained with or without a prescription from the pharmacy.

Notify DCS within two hours after a child suffers serious illness or injury requiring hospitalization, urgent care or ER treatment.



Treating opioid addiction

Long term options may be needed to treat opioid addiction. It involves using approved medicines and behavioral therapies, like counseling, to treat substance use disorders. When people misuse opioids, their bodies can become addicted or dependent on them. If they don't have opioids in their system, they can feel opioid withdrawal. The symptoms of opioid withdrawal can include

diarrhea, abdominal cramping, nausea, vomiting, rapid heartbeat and intense cravings.

You do not need a referral from the child's primary care provider (PCP) for behavioral health or substance use services. Call the behavioral health or substance use provider directly to set up an appointment. You can also call Mercy Care DCS CHP Member Services at **602-212-4983** or **1-833-711-0776** (TTY: **711**) for help with finding a behavioral health provider.



Improving your care

Mercy Care DCS CHP has a Quality Improvement (QI) program that sets goals to improve your health and the quality of your care. Mercy Care DCS CHP uses data to see if we have met the goals.

It's important to us that members can access care easily. If you're having trouble with your health care, please call and let us know. We want to make sure you get the highest quality health care possible!

2024 Strengths:

- Helping members who have diabetes with their blood sugar levels
- Helping members who have high blood pressure to keep it in the right range
- Getting children a well visit at least once a year
- Making sure that members are satisfied with Mercy Care
- Making sure that adolescents have all required vaccines before their thirteenth birthday

2025 Opportunities:

- Making sure that children have all required vaccines before their second birthday
- Helping female members have well-woman exams
- Making sure that members who delivered a baby complete postpartum care

You can call the phone number on the back of the child's ID card to learn more. We can also help you get a copy of this information in writing.

HEALTH MATTERS is published for the members of Mercy Care DCS CHP.

4750 S. 44th Place, Suite 150,
Phoenix, AZ 85040.

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 DCS CHP Member Services Monday through Friday, 8 AM to 5 PM, at **602-212-4983** or **1-833-711-0776 (TTY 711)**. Or call the 24-hour nurse line: **602-212-4983** or **1-833-711-0776**.

MercyCareAZ.org

Member Handbook

You can get this year's Member Handbook from Mercy Care DCS CHP Member Services at no cost to you. We can also send you a copy of the Provider Directory at no cost to you.

Or go to **MercyCareAZ.org** to view both resources. Just select the child's plan and click on "Forms and Materials."

Nondiscrimination Notice

Mercy Care DCS CHP complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Mercy Care DCS CHP does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, health status or need for health care services.

Mercy Care DCS CHP:

- Provides no-cost aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides no-cost language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need a qualified interpreter, written information in other formats, translation or other services, call the number on the member's ID card or **1-800-385-4104 (TTY:711)**.

If you believe that Mercy Care DCS CHP has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with our Civil Rights Coordinator at:

Address: Attn: Civil Rights Coordinator
 4750 S. 44th Place, Ste. 150
 Phoenix, AZ 85040
Telephone: **1-888-234-7358 (TTY 711)**
Email: MedicaidCRCoordinator@MercyCareAZ.org

You can file a grievance in person or by mail or email. If you need help filing a grievance, our Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building, Washington, D.C. 20201, 1-800-368-1019, 1-800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

This notice is available on the Mercy Care website at

<https://www.mercvcareaz.org/content/dam/mercvcare/pdf/MercvCare-1557-Notice-16Tags-020421-ua1.pdf>.

Multi-language Interpreter Services

ENGLISH: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call the number on the back of your ID card or **1-800-385-4104** (TTY: **711**).

SPANISH: ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al número que aparece en el reverso de su tarjeta de identificación o al **1-800-385-4104** (TTY: **711**).

Navajo: Díí baa akó nínízin. Díí saad bee yánífti'go Diné Bizaad, saad bee áká'ánida'áwo'déé', t'áá jiik'eh, éí ná hóló, kojí' hódíílnih **1-800-385-4104 (TTY 711)**.

CHINESE: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電您的 ID 卡背面的電話號碼或 1-800-385-4104 (TTY: 711)。

VIETNAMESE: CHÚ Ý: nếu bạn nói tiếng việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Hãy gọi số có ở mặt sau thẻ id của bạn hoặc **1-800-385-4104 (TTY: 711)**.

ARABIC: ملحوظة: إذا كنت تتحدث باللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل على الرقم الموجود خلف بطاقتك الشخصية أو على 1-800-385-4104 (للصم والبكم: 711).

TAGALOG: PAUNAWA: Kung nagsasalita ka ng wikang Tagalog, mayroon kang magagamit na mga libreng serbisyo para sa tulong sa wika. Tumawag sa numero na nasa likod ng iyong ID card o sa **1-800-385-4104 (TTY: 711)**.

KOREAN: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 귀하의 ID 카드 뒷면에 있는 번호로나 **1-800-385-4104 (TTY: 711)** 번으로 연락해 주십시오.

FRENCH: ATTENTION: si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le numéro indiqué au verso de votre carte d'identité ou le **1-800-385-4104 (ATS: 711)**.

GERMAN: ACHTUNG: Wenn Sie deutschen sprechen, können Sie unseren kostenlosen Sprachservice nutzen. Rufen Sie die Nummer auf der Rückseite Ihrer ID-Karte oder **1-800-385-4104** (TTY: **711**) an.

RUSSIAN: ВНИМАНИЕ: если вы говорите на русском языке, вам могут предоставить бесплатные услуги перевода. Позвоните по номеру, указанному на обратной стороне вашей идентификационной карточки, или по номеру **1-800-385-4104** (TTY: 711).

JAPANESE: 注意事項:日本語をお話になる方は、無料で言語サポートのサービスをご利用いただけます。IDカード裏面の電話番号、または**1-800-385-4104 (TTY: 711)**までご連絡ください。

PERSIAN: اگر به زبان فارسی صحبت می کنید، به صورت رایگان می توانید به خدمات کمک زبانی دسترسی داشته باشید. با شماره 1-800-385-4104 (TTY: 711) تماس بگیرید.

[illegible]

SERBO-CROATIAN: OBAVEŠTENJE: Ako govorite srpski, usluge jezičke pomoći dostupne su vam besplatno. Pozovite broj na poledini vaše identifikacione kartice ili broj **1-800-385-4104** (TTY – telefon za osobe sa oštećenim govorom ili sluhom: **711**).

SOMALI: FEEJIGNAAN: Haddii af-Soomaali aad ku hadasho, adeegyada gargaarka luqadda, oo bilaash ah, ayaad heli kartaa. Wac lambarka ku qoran dhabarka dambe ee kaarkaaga aqoonsiga ama **1-800-385-4104** (Kuwa Magalka ku Adag **711**).

THAI: ข้อควรระวัง: ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี
โทรติดต่อหมายเลขที่อยู่อันหลังบัตร ID ของคุณ หรือหมายเลข **1-800-385-4104 (TTY: 711)**