

Molina Complete Care Member Newsletter Fall 2022

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
- The 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

If you ever have questions or need information, please call Member Services at **(800) 424-5891 (TTY/TDD: 711)** Monday-Friday from 8 a.m. to 6 p.m. or visit our website at www.MCCofAZ.com. Please keep this information handy!



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!

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 encourage 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 is 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 from 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.



How to find a doctor or provider

We work with different doctors and providers. As an MCC member, you can choose the providers you see from the list of providers we work with. This is called “in-network.”

Our list of the providers is called the provider directory. This lists all of the providers, hospitals, urgent care centers and pharmacies that work with MCC.

You'll need to see providers who work with MCC. If you don't, your visit may not be covered. If you have any questions, call Member Services at (800) 424-5891 (TTY/TDD: 711).



How to get care from out-of-network providers:

Molina Complete Care is a managed care plan. You should use the providers in our network. To see if a provider is in our network, you can call Member Services at (800) 424-5891 (TTY/TDD: 711) You can call Monday-Friday 8 a.m. to 6 p.m. MST.

We do not pay for out-of-network care, except for:

- Emergency care
- Family planning services
- When you are coming from another health plan
- When there are no providers close to you

If you cannot get the care you need from a specialist in our network, you can see a specialist outside of our network. You can ask your PCP to submit an authorization to see an out-of-network provider.

An out-of-network provider can also ask for a prior authorization to treat you. If this request is approved, you can see the out-of-network provider.

If you go to a non-contracted provider, please call Member Services at (800) 424-5891 (TTY/TDD: 711). We can help you find an in-network provider.

Getting help using our provider network:

We can help you get the care you need and use our provider network. If you have certain illnesses or use services regularly, a care manager may call you. He or she will help meet your needs. They can help you find a provider in our network, if needed. You can also get help by calling Member Services at (800) 424-5891 (TTY/TDD: 711). We'll have a care manager call you back right away or regularly.

How to get a provider directory:

To get a provider directory at no cost:

- Go to our website at www.MCCofAZ.com
- Call us at (800) 424-5891 (TTY/TDD: 711) and ask us to mail you a printed copy at no cost

We're making some changes, so keep an eye out

You'll notice things look a little different when you get information from us.

Starting January 1, 2023, Molina Complete Care is getting a new name and a new logo. Soon, we'll be called Molina Healthcare.

You may see some materials with the old logo and some with the new one for a short time while we work hard to switch to the new look. But, don't worry! You'll still get the same great benefits you've come to know.

New name. New logo. **Same great plan.**

Learn more at MCCofAZ.com



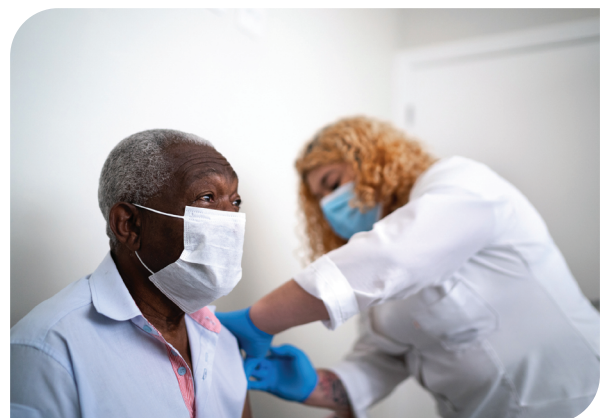
Make sure you get your flu shot!

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

New for this season: For people 65 years and older, there are three flu vaccines that are preferentially recommended over standard-dose, unadjuvanted flu vaccines. More information is available at [Flu and People 65 Years and Older](#).

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 at no cost.



Allergies, Asthma and Winter Holidays

With the arrival of winter, seasonal allergy and asthma sufferers can breathe relief as most outdoor allergens disappear until spring. But holiday gatherings and spending more time indoors exposes many people to different allergen triggers.

Food Allergies During the Holidays:

Food plays a central role in many events. If you have a food allergy, these functions can be difficult to navigate. Be sure to ask about the ingredients used to make each dish. Be aware that cross-contamination can occur during preparation. If you think the foods served pose too much risk, or if you just don't feel comfortable eating foods provided by others, you don't have to. Bring your own snacks or eat before you arrive.

Even if you take every precaution, there's still a slim chance of an allergic reaction. Have your autoinjectable epinephrine at-hand just in case.

Other Holiday Triggers:

Holiday decorations, travel and stress can all present challenges for people with allergies and asthma. Here are some of the most common triggers to be on the lookout for:

- Does your Christmas tree make you sneeze or cause shortness of breath? It's unlikely that you are allergic to the tree itself, but the fragrance may be irritating. Some trees may also be home to microscopic mold spores that trigger asthma or allergies, causing symptoms like sneezing or an itchy nose. Use an artificial tree or, if you must have the real thing, hose down live trees before bringing them in the house. Mold spores thrive on moisture so be sure to thoroughly dry the tree by leaving it in the sun or by using a leaf blower or air compressor before bringing it inside.
- Follow directions carefully when spraying artificial snow or flocking. Inhaling these sprays can irritate your lungs and trigger asthma symptoms.



- If you leave your pet behind when traveling for the holidays, you may experience allergy or asthma symptoms on your return home. Called the “Thanksgiving Effect” this phenomenon occurs when a person loses tolerance to her own pet after being away for a few days.
- Be aware that stress can lead to asthma attacks. Chemicals released by the body during stressful times can cause the muscles around your airways to tighten, making it difficult to breathe.



Non-emergency medical transportation

Do you need a ride to a medical appointment?

MCC partners with Veyo to provide you with NON-emergency medical transportation services.

Please call Veyo at least 3 business days before your appointment and have the following information ready:

- Your AHCCCS ID number
- Your appointment date and time
- Your medical provider’s name and address
- Your pick-up address
- The type of vehicle you need (standard/ambulatory, wheelchair, stretcher)
- Are additional passengers are traveling with you? One additional passenger is permitted.

To book your ride, call Veyo at (833) 474-5060 Monday-Friday between 8 a.m. - 6 p.m.

If you have questions, call MCC Member Services at (800) 424-5891.

View the [list of covered transportation services](#) prior to booking your ride.

Please note:

- Be ready 30 minutes before your scheduled pickup time.
- Urgent trips will be handled same day and are subject to a 1-hour service window from the time of your reservation.
 - Urgent trips include:
 - Discharges
 - Dialysis
 - Urgent care
 - Cancer treatment
 - Pre/post-surgery
 - Surgery
 - Wound care
 - Same-day mental health - Member Services will call in to request these trips.
 - Same-day pain management visits when your provider confirms you cannot wait to be seen within the normal 72-hour reservation notice.
 - Same day doctor visits when you are sick and your physician confirms you cannot wait to be seen within the normal 72-hour reservation notice.

- Members under 18 years of age must be accompanied by an adult at least 21 years or older.
- You are required to provide all necessary child-safety/booster seats and durable medical equipment (wheelchair, scooters, canes, etc.).
- Reservations can be made for trips occurring in the current or following month
- For a return ride when you are not sure how long your appointment will last:
 - Call Veyo at (833) 474-5060.
 - Veyo has up to 60 minutes from the time of your call to pick you up



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.

Arizona Statewide Crisis Line:

- (844) 534-4673 (HOPE)

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:

- 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:** 988 (call or text)
- **The National Substance Use and Disorder Issues Referral and Treatment Hotline:** (800) 662-HELP (4357)



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.



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:

- A coach to talk to you about quitting tobacco
 - Access to online resources
 - 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 at no cost. Your primary care provider (PCP) can prescribe these medicines to you.



Here's what to do:

- o You must talk to your PCP first. They will find the right medicine for you.
- o Your PCP will prescribe the medicine they want you to use.
- o To get your medicine covered, you must have a prescription from your PCP.
- o 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.

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



EPSDT Vision Services

Early Periodic Screening, Diagnostic and Treatment (EPSDT) is a comprehensive child health program of prevention and treatment, correction, and improvement of physical and behavioral health conditions for AHCCCS members under the age of 21.

The purpose of EPSDT is to ensure the availability and accessibility of health care resources, as well as to assist Medicaid recipients in effectively utilizing these resources.

As part of EPSDT, eyeglasses and other vision services, including replacement and repair of eyeglasses, for members under the age of 21 years are covered by AHCCCS. MCC places no restrictions for members for replacement and repair of eyeglasses, when medically necessary for vision correction. This includes, but is not limited to, loss, breakage, or change in prescription. To receive eyeglass replacement or repair, EPSDT members do not need to wait for their next scheduled EPSDT well child visit.



Community resources to help you and your family

MCC is committed to helping our members live healthier lives. That's why we've created a [Community Resource Guide](#). The community organizations in this guide provide you with information on programs, services and resources to help you with your health and well-being.

You can access our new Community Resource Guide at www.MCCofAZ.com.

Would you like a printed copy of this guide? Just call Member Services and we'll mail a copy to your home.

Did you recently move? Don't forget to update your address

Although we don't know exactly when the pandemic will end, you can prepare for it now. Make sure we have your correct mailing address so we can send renewal information if needed. Log into healthearizonaplus.gov or call 1-855-HEAPLUS (432-7587). The fastest way to update your information is online at healthearizonaplus.gov. You can also visit healthearizonaplus.gov to find a Community Assistor organization who can help you update your phone number and mailing address, and complete your Medicaid renewal.





Fall Pumpkin Chili Recipe

This Healthy Fall Pumpkin Chili is an autumn favorite. It's loaded with healthy ingredients and bold flavors. Comforting, cozy, and deliciously savory.

Ingredients:

- 2 TB olive oil
- 1 onion, diced
- 7 cloves garlic, chopped
- 1 tsp sugar
- 1 TB chili powder
- 1 TB ground cumin
- 1 tsp pumpkin pie spice
- 2 tsp oregano
- 2 tsp ground coriander
- 1 lb ground turkey
- 3 TB tomato paste
- 2 green + 1 orange/yellow bell pepper, seeded and chopped
- 2 cans, 14.5 oz each fire-roasted tomatoes, with juices
- 3 cups chicken or turkey broth
- 2 14 oz each cans black beans, rinsed well and drained
- ½ cup pure pumpkin puree
- kosher salt and freshly ground black pepper
- shredded cheddar cheese for topping, optional



Instructions:

In a large heavy pot or Dutch oven, heat olive oil until hot. Add onion and garlic, stirring until fragrant, about 30 seconds. Add sugar, chili powder, cumin, pumpkin pie spice, oregano, and coriander. Stir to combine, 10 seconds.

Add ground turkey to pot and sprinkle 1 tsp salt over it; cook/stir to break up into small pieces. When turkey is cooked through, add tomato paste and stir 30 seconds.

Add bell peppers, fire-roasted tomatoes with juices, and broth. Scrape bottom of pan while stirring. Bring chili to a simmer; simmer covered for 20 minutes. Add beans and pumpkin puree. Bring chili back to a simmer for 15-20 min or until heated through. Remove from heat. Add additional kosher salt and freshly ground black pepper to taste. Serve warm, with shredded cheddar cheese if desired.

Notes:

Chili keeps well; simply cover and chill in fridge. Reheat by bringing back to simmer on stovetop. Make it meatless by using veggie broth and omitting turkey.