

# BEWELL

Tips and resources to support a healthy lifestyle | Volume 4 – 2022



## THE BENEFITS OF GETTING A FLU SHOT

HOW TO TALK WITH  
YOUR DOCTOR

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## HOW TO TALK WITH YOUR DOCTOR









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### NUMBERS TO KNOW

#### We're just a phone call (or click) away!

-  Customer Service:  
**1-866-560-4042 (TTY 711)**  
(Monday–Friday, 8 a.m. to 5 p.m. MST)
-  Nurse Advice Line:  
**1-800-746-3163**  
(24 hours a day/7 days a week)
-  Visit: **[www.care1staz.com](http://www.care1staz.com)**
-  24-hour Behavioral Health, Suicide and Crisis Hotline information:  
**1-877-756-4090 (TTY 1-800-327-9254)**
-  Statewide Crisis Line:  
**1-844-534-4673 or 1-844-534-HOPE**
-  Community Connections Helpline:  
**1-866-775-2192 (TTY 711)**

# The Benefits of Getting a **FLU SHOT**

**Want to reduce your risk of getting the flu this year? It's simple: get a flu shot.**

The flu vaccine helps to:

- Lower your risk of going to the hospital due to the flu
- Lower kids' risk of death from the flu
- Protect pregnant women and their babies from the flu
- Protect those around you from the flu



Though the effectiveness varies from year to year, the flu vaccine can reduce your risk of getting the flu by up to 60%.

**Get the vaccine once a year. It's the best way to protect against the flu.**

*SOURCE: Centers for Disease Control and Prevention, "What are the benefits of flu vaccination?" retrieved from: <https://www.cdc.gov/flu/prevent/vaccine-benefits.htm>*

## **BLOOD PRESSURE AND CHOLESTEROL: Maintain Control**

**High blood pressure and cholesterol can lead to heart disease and stroke.**

These and other blood vessel diseases are some of the leading causes of death in the U.S. But you can help prevent them with a healthy lifestyle.

**Take steps to gain control:**

- Check your levels
- Follow doctor's orders
- Stay on your medications
- Eat a healthy diet:
  - Low in salt and saturated fat
  - More fresh fruits and vegetables
- Take a brisk 10-minute walk 3 times a day, 5 days a week
- Quit smoking

*SOURCE: Centers for Disease Control and Prevention, "High Blood Pressure and Cholesterol," retrieved from: <https://www.cdc.gov/vitalsigns/cardiovascular-disease/index.html>*



## Even if You Don't Qualify for Medicaid, Some Services are Offered

**Did you know that AHCCCS offers some services, even if you don't qualify for Medicaid?** You or your loved ones might be able to receive services through state funding. Here are some of the services:

- Auricular acupuncture (a type of acupuncture done on the ears)
- Traditional healing
- Supported housing
- Room and board when in a behavioral health residential facility setting
- Childcare might be covered for members with substance use disorder
- Prevention and treatment of substance use disorders and opioid use disorders
- Early intervention services for HIV and tuberculosis disease
- Mental health services for adults with serious mental illness (SMI) or children with serious emotional disturbance (SED)

It is important to know about these options. However, they are not an entitlement. This means that because funds are limited, the services mentioned are based on availability.



Go here to learn more about grant-funded services provided by AHCCCS:

<https://www.azahcccs.gov/Resources/Grants/SABG/>

<https://www.azahcccs.gov/Resources/Grants/MHBG/>

# HOW TO TALK WITH YOUR DOCTOR



It's important to have a good relationship with your doctor. You should feel comfortable talking openly about your health. Make sure to tell your doctor about your lifestyle, your family history and your concerns.

## **BEFORE** your appointment:

- **Prepare:** Make a list of everything you want to talk about. This includes:
  - Any health problems or symptoms
  - Any new medications, supplements or side effects
  - Any questions or concerns

## **DURING** your appointment:

- **Communicate:** Bring your list with you, and go over everything on it.
- **Get personal:** Some topics can be hard to discuss, but keep in mind that your doctor is there to help you.
- **Bring a friend:** You may want to ask a friend or family member to go with you. This person can help you understand your doctor's advice or ask questions you haven't thought of.
- **Ask questions:** If anything is unclear, just ask. You might want to know:
  - Where you can go to learn more about a diagnosis
  - When to schedule a follow-up visit
  - How to access your health records

## **AFTER** your appointment:

- **Clarify:** Call or email your doctor if you're unsure about anything you discussed.

*SOURCE: National Institutes of Health: News in Health, "Talking With Your Doctor," retrieved from: <https://newsinhealth.nih.gov/2015/06/talking-your-doctor/>*





# THE FIVE DS OF QUITTING SMOKING

Stopping smoking is one of the best things you can do for your health. However, it can also be very challenging. Many people try many times before they finally quit for good. If you have tried to quit before, try again! Your doctor can provide you with support and resources to make a new quit plan.

A common side effect of quitting smoking is cravings. These cravings can be strong and come on fast. It is important to have a plan to help if you do have a craving. The 5 Ds of quitting can be a great way to remember what you can do if you have a craving.

- 1 DELAY:** If you can get through a few minutes' delay without smoking, the craving may go away. Say to yourself, "I am not going to smoke for the next 5 minutes."
- 2 DRINK WATER:** Get a drink of water as soon as the craving starts.
- 3 DISTRACT YOURSELF:** Try to get your mind off smoking. Distract yourself by reading a book, doing the dishes or taking a walk.
- 4 DEEP BREATHING:** Take deep breaths to help you stay calm during the craving.
- 5 DISCUSS:** Talk to a friend or family member about how you are feeling.



## Did you know the Arizona Smokers' Helpline (ASH Line) can also help you to stop smoking?

Call them at **1-800-55-66-222**. The ASH Line is private and offered at no cost. Plus, you can work with an experienced Quit Coach to help you develop a Quit Plan. AHCCCS members can receive 2 weeks of Nicotine Replace Therapy (NRT) from the ASH Line at no cost. NRTs can also help you to deal with the cravings that come with quitting tobacco.

*SOURCES: American Cancer Society, "Help for Cravings and Tough Situations While You're Quitting Tobacco," retrieved from: <https://www.cancer.org/healthy/stay-away-from-tobacco/guide-quit-smoking/quit-smoking-help-for-cravings-and-tough-situations.html>; Verywell Mind, "The 5Ds for Smoking Cessation," retrieved from: <https://www.verywellmind.com/memorize-the-5-ds-to-beat-smoking-urges-2825310>*

# MEMBER EMPOWERMENT

## Join our Member Advocacy Council!

Do you have ideas about making health care better for you and your community? If so, think about joining the Care1st Member Advocacy Council (MAC).

Council members share ideas about:

- Improving member satisfaction
- Health care policies and programs
- Access to health care services
- Community resources
- And more

The council is a great way to learn more about health care advocacy.

## Office of Individual and Family Affairs (OIFA):

Feedback from our members and families is important to us! Your participation on decision making committees lets us hear directly from those that are getting behavioral health services.

**Do you have ideas that can make your services better?** Reach out to OIFA to find out more.

### Care1st OIFA Team:

You can learn more about the Care1st OIFA team and what we do by reaching out to [OIFA@care1staz.com](mailto:OIFA@care1staz.com) or calling our department directly at **1-480-205-2305**.

## Some Helpful Resources

- **AHCCCS OIFA:** On this webpage you will find upcoming OIFA Events and OIFA's Empowerment Tools, one-page fliers that can help you navigate our system.
- **Northern Arizona Peer & Family Coalition (NAPFC)**
- **National Alliance on Mental Illness (NAMI)**



# SEASONAL DEPRESSION

## SAD stands for Seasonal Affective Disorder

SAD is a type of depression that typically gets worse during the winter months.

### Symptoms include:

- Loss of energy
- Feeling sad or hopeless
- Eating or sleeping more than usual
- Thoughts of death or suicide

### Treatment options include:

- Light therapy
- Counseling
- Medication

**Talk to your doctor if you think you might have SAD.**



### We're just a phone call away!

- 24-hour Behavioral Health, Suicide and Crisis Hotline information:  
**1-877-756-4090**  
(TTY 1-800-327-9254)
- Nurse Advise Line:  
**1-800-746-3163**  
(24 hours a day/ 7 days a week)

*SOURCE: National Institute of Mental Health, "Seasonal Affective Disorder," retrieved from: <https://www.nimh.nih.gov/health/topics/seasonal-affective-disorder/index.shtml>*

# SHARED DECISION-MAKING

## What is shared decision-making?

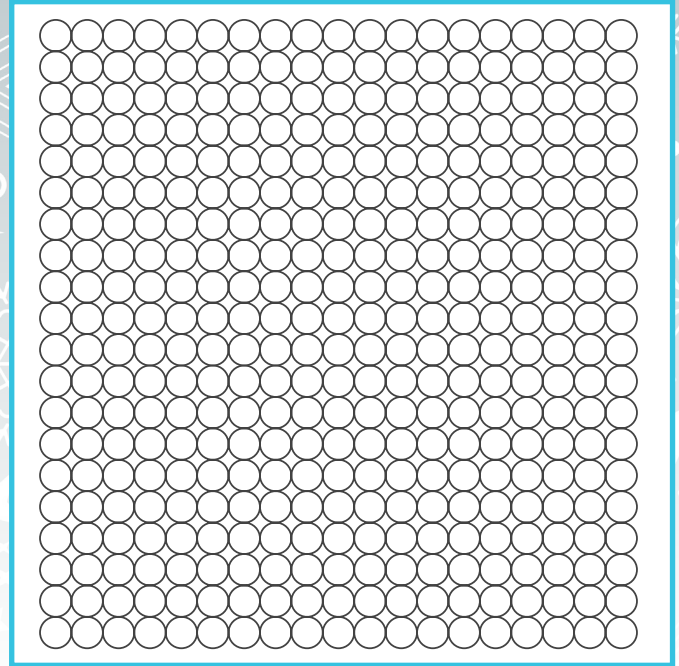
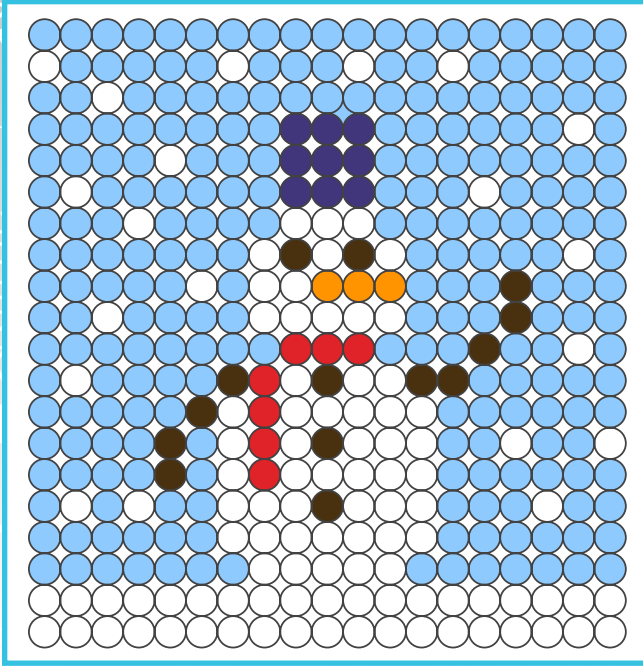
Shared decision-making is when you choose a plan for your health care as a team. It is important to choose the plan that will work for you, your caregiver, care manager and your doctor(s).

Your doctor knows which care options are right for you. You know which care options will work best for you. Share your preferences and opinions with your care team to get the best health outcome.

*SOURCE: HealthIT.gov, "Fact Sheet: Shared Decision Making," retrieved from: [https://www.healthit.gov/sites/default/files/nlc\\_shared\\_decision\\_making\\_fact\\_sheet.pdf](https://www.healthit.gov/sites/default/files/nlc_shared_decision_making_fact_sheet.pdf)*

# PIXEL PUZZLE

Copy the picture onto the blank grid using markers, colored pens or crayons. It's harder than it looks! Hint: it may help to start at one end and go circle by circle and line by line.



## CAR SEAT SAFETY DURING WINTER

**Did you know that it is actually unsafe to let a child wear a bulky winter coat or snowsuit while in a car seat?**

That's because extra layers can make it tough to properly tighten the car seat's harness. If the harness isn't tight enough in a car accident, it may not secure the child in the seat. This ups the risk of injury.

### **What to Do:**

Buckle your child into his or her car seat as normal. Then place a coat or a blanket around your child. Leave your child's face and neck uncovered.

*SOURCE: American Academy of Pediatrics, "Car Seats: Information for Families," retrieved from: <https://healthychildren.org/English/safety-prevention/on-the-go/Pages/Car-Safety-Seats-Information-for-Families.aspx>*

# IMPORTANT INFORMATION

## for Medicaid Members

During the pandemic, AHCCCS members have been able to stay covered, regardless of income eligibility changes. When the pandemic ends, be sure AHCCCS can contact you to confirm your continued eligibility.

Log into [www.healtharizonaplus.gov](http://www.healtharizonaplus.gov) to update your address, or call **1-855-HEAPLUS (432-7587)**.

The fastest way to update your information is online at [www.healtharizonaplus.gov](http://www.healtharizonaplus.gov).

### Questions?

Do you need help updating your contact information with AHCCCS? Find a Community Assister on the [www.healtharizonaplus.gov](http://www.healtharizonaplus.gov) website who can help you update your phone number and mailing address, and complete your Medicaid renewal. If you are no longer eligible for Medicaid, there may be other health care coverage options. You can explore the other options that Arizona Complete Health has to offer (Care1st is part of Arizona Complete Health). For information on Ambetter from Arizona Complete Health (Marketplace), visit <https://ambetter.azcompletehealth.com/> or call **1-855-346-6805 (TTY/TTD 711)**. For information on Wellcare by Allwell (Medicare), visit <https://wellcare.azcompletehealth.com/> or call **1-800-977-7522 (TTY/TDD 711)**.



For additional support, contact Care1st Customer Service at **1-866-560-4042 (TTY/TDD 711)**



### ALWAYS TALK WITH YOUR DOCTOR

This material is for informational purposes only and is not to be taken as medical advice or guarantee of coverage of any service by Care1st.





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Health and wellness or prevention information

# BEWELL

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**ATTENTION:** If you speak English, language assistance services are available to you at no cost. Call **1-866-560-4042** (TTY: **711**).

**ATENCIÓN:** Si habla español, tiene a su disposición servicios de asistencia lingüística sin ningún costo. Llame al **1-866-560-4042** (TTY: **711**).

