

BEWELL

Tips and resources to support a healthy lifestyle | Volume 1 – 2022



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NEED HELP COPING?







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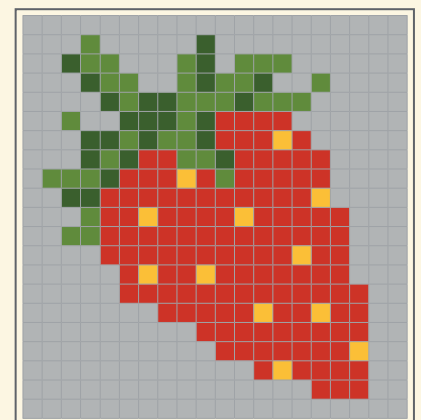
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NUMBERS TO KNOW

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)
-  **24-Hour Behavioral Health Suicide and Crisis Hotline information by county:**
Apache, Coconino, Gila, Mohave, Navajo and Yavapai: **1-877-756-4090 (TTY 1-800-327-9254)**
-  Community Connections Help Line:
1-866-775-2192 (TTY 711)

Visit: www.care1staz.com



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Taking Your Medications: Why It Matters

Your medications help keep you healthy. Even if you don't feel sick, it's important to keep taking your medications as your doctor instructs. When taken as prescribed, they can help keep your conditions from getting worse.

Talk to your doctor if you're not sure how to take your medications or if you have questions about your treatment plan. Together you can create a medication routine that works for you and your health. When you talk to your doctor, be sure to bring up any questions or concerns you may have.

Tips to help you stick to your medication routine:

- Set an alarm for when to take your medications
- Use a pillbox with labels for time of day and day of the week
- Ask your doctor or pharmacist for a 90-day prescription



Make sure you always have your medicine on hand.

Refill your medications before you run out. You may also find it helpful to have your prescriptions delivered to your home with a mail-order pharmacy.

SOURCES: Million Hearts, "Medication Adherence: Action Steps for Public Health Practitioners," retrieved from: <https://millionhearts.hhs.gov/files/Medication-Adherence-Action-Guide-for-PHPs.pdf>; U.S. Food & Drug Administration, "Why You Need to Take Your Medications as Prescribed or Instructed," retrieved from: <https://www.fda.gov/drugs/special-features/why-you-need-to-take-your-medications-prescribed-or-instructed>

SICK? Here's Where You Should Go

Most of the time, you should call your primary care physician (PCP). This is the doctor who knows you and your medical history best.

See your PCP for things like:

- Colds and flu
- Sore throat
- Earache
- Other minor problems

Go to **Urgent Care** when you need care the same day but your doctor's office is closed.



For an emergency, call 911 or go to the nearest ER. Call your PCP the next day and schedule a follow-up visit. Tell your PCP about any instructions or medicine you were given at the ER.



Call our 24-hour Nurse Advice Line at 1-800-746-3163. You will talk to a nurse who will help you decide what to do next to get the care you need.



Need help scheduling an appointment? Call 1-866-560-4042 (TTY 711).

SOURCE: Scripps, "Should You Go to the Emergency Room or Urgent Care?" retrieved from: https://www.scripps.org/news_items/4231-should-you-goto-the-emergency-room-or-urgent-care

WELCOME CARE1ST MEMBERS

Want to learn more about your health plan? Attend a **Member Orientation**. Learn about:

- Covered health benefits
- How to find a provider
- Nurse Advice Line
- Telehealth
- Healthy Rewards Program
- Advocacy and educational opportunities
- Member Services
- Community resources

Sign up today:

For online or in-person meetings:

- Email advocates@care1staz.com
- Visit the Care1st member website: https://care1staz.com/az/members/Member_Orientation.asp

Virtual meetings are held monthly on the third Wednesday at 5:30 p.m. and the third Thursday at noon.



If you need help, our staff is here for you.

Call Customer Service: **1-866-560-4042 (TTY 711)**

NEED HELP COPING?



Whether you need help or you know someone who does, talk about it.
Suicide ranks #10 in the top causes of death in the U.S.

Are you or someone you know at risk? It can help to know the warning signs. These signs might include:

- Wanting to be alone
- Not wanting to do things you like
- Not taking care of how you look
- Sleeping too little or too much
- Eating very little
- Having feelings that are very strong
- Thinking or talking about wanting to die or not be a burden

There's hope!

If you or someone you know is thinking about suicide, get help. One simple way to help is to talk about it. Take the time to reach out and talk about what is bothering you or someone else.

If you are having thoughts about hurting yourself or know of someone who is, call the National Suicide Prevention Lifeline. They are open 24 hours a day, 7 days a week. The call is free and private.



Call **1-800-273-TALK (8255)**

SOURCES: Centers for Disease Control and Prevention, "Facts About Suicide," retrieved from: <https://www.cdc.gov/suicide/facts/index.html>; National Suicide Prevention Lifeline, "We Can All Prevent Suicide," retrieved from: <https://suicidepreventionlifeline.org/how-we-can-all-prevent-suicide/>



HOW TO HANDLE **BULLYING & SOCIAL MEDIA**

All of us – including kids – seem to be spending more time online these days. No matter your age, an online presence comes with the risk of cyberbullying and other online crimes. That’s why it’s important to teach your kids to be smart about social media.

When teens post photos of themselves, use their real names and birthdates, and share their school name or town, it can make them easy targets for online predators.

It can also be harmful for kids to spend too much time on social media. Too much screen time can lead to kids unfairly comparing themselves to others. That may trigger feelings that make kids feel bad about themselves.

HOW CAN YOU HELP?

First, it's important to be aware of what your kids do online. Respect their privacy, but also make sure they're safe.

Follow these 3 tips for a safe online presence:

1 Think about your post.

- Don't share anything you wouldn't want your teacher or grandma to see.
- Be nice to others online. Don't say things that embarrass or hurt other people's feelings.
- Don't post your location, phone number or event details.

2 Discuss passwords & privacy settings.

- Review privacy settings with kids to make sure they understand them.
- It's important to keep passwords secret. Remind kids not to share passwords with friends.
- Only "friend" people you actually know.

3 Set limits on media use.

- Establish a reasonable amount of screen time per day.
- Keep computers in the office, living room or kitchen, where everyone can see them.

Ask kids to tell you if anyone is harassing or bullying them online or in person.

SOURCE: Nemours KidsHealth, "Teaching Kids to Be Smart About Social Media," retrieved from: <https://kidshealth.org/en/parents/social-media-smarts.html?ref=search>

MEDICARE PRESCRIPTION BASICS


There are 3 types of Medicare:

- 1 Medicare part A** covers hospital stays.
- 2 Medicare part B** covers visits to the doctor's office.
- 3 Medicare part D** covers part of your prescription drug costs at the pharmacy. Medicare part D plans do not pay for all prescription drugs at the pharmacy. Check your Medicare part D plan's drug list to see which drugs are covered.

You may have both Medicare and Medicaid. Medicaid may pay for drugs that are not covered by your Medicare part D plan. If you have questions about which drugs are covered at the pharmacy, you can call us.

 Call Care1st Customer Service:
1-866-560-4042 (TTY 711)

We want you to get the most out of your benefits. Most drugs are available as a 3-month or 90-day supply. Ask your doctor or pharmacist for a 90-day prescription. When you get more medication at a time, it can save you time and money. You can use our convenient mail order service for prescriptions. Just give CVS Caremark a call to sign up.

 Call CVS Caremark: **1-866-808-7471**

SOURCE: Medicare.gov, "What's Medicare?" retrieved from: <https://www.medicare.gov/what-medicare-covers/your-medicare-coverage-choices/whats-medicare>



It's Not Too Late to Get Your **FLU SHOT**

Call us to find a doctor or pharmacy where you can get your shot.

Call: **1-866-560-4042 (TTY 711)**,
Monday–Friday from 8 a.m. to 5 p.m.

BE MOUTH HEALTHY FOR LIFE



By age 5, 1 in every 2 kids in Arizona has tooth decay (cavities). It especially affects kids from low-income families as well as Native American and Hispanic children. That's why it's important to help kids form good dental habits when they're young. They'll be on track to have a healthy mouth and teeth for life.

Follow the American Dental Association's guidelines for better oral health:

Brush: Brush twice a day for 2 minutes. Replace your toothbrush every 3–4 months.

Fluoride: Brush with fluoride toothpaste. Fluoride helps protect your teeth from cavities.

Floss: Don't forget to floss every day to remove food from in between your teeth.

Sealants: Have a thin, protective coating called sealants placed on teeth starting at age 6.

Want to have a great smile?

See a dentist every 6 months. Children who have good oral hygiene are more likely to have:

- Healthier teeth
- Fewer dental problems
- Good breath

SOURCES: Mouth Healthy, "New Year, Healthier Mouth," retrieved from: <https://www.mouthhealthy.org/en/az-topics/h/holiday-ideas> and "Sealants," retrieved from: <https://www.mouthhealthy.org/en/az-topics/s/sealants>; Arizona Department of Health Services, "Finding the Keys to Arizona's Oral Health Issues," retrieved from: <https://www.azdhs.gov/documents/prevention/womens-childrens-health/oral-health/2019-2022-state-oral-health-plan.pdf>; U.S. Department of Health and Human Services, "Take Care of Your Child's Teeth," retrieved from: <https://health.gov/myhealthfinder/topics/doctor-visits/regular-checkups/take-care-your-childs-teeth#panel-1>

COLOR BY NUMBER

Color the numbers to reveal the perfect springtime snack. This fruit is sweet, juicy and bursting with flavor. Plus, it's a great source of vitamin C. It's important to get enough Vitamin C each day for your health.

-  1 - GRAY
-  2 - GREEN
-  3 - DARK GREEN
-  4 - RED
-  5 - YELLOW

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SOURCE: U.S. National Library of Medicine, "Vitamin C," retrieved from: <https://medlineplus.gov/ency/article/002404.htm>

NATIVE PEOPLES: Protect Yourself, Your Family & Your Community

Native Americans want to protect their community and preserve cultural ways. That's why 75% say they plan to get the COVID-19 vaccine.

The vaccine can help slow the spread of COVID-19. It makes it safer for Native peoples to be with extended family and protect Elders.

Do your part to protect your community's future: get the vaccine as soon as you are able. Keep wearing a mask, wash your hands and practice social distancing.



Call your tribal or county health department to find out where you can get the vaccine.

SOURCE: Urban Indian Health Institute, "Strengthening Vaccine Efforts in Indian Country," retrieved from: <https://www.uihi.org/projects/strengthening-vaccine-efforts-in-indian-country/>



CARE1ST CENTERS OF EXCELLENCE

Care1st wants to make sure all members have access to high quality services.

Care1st is offering Centers of Excellence (COE) that have been chosen because of the great care they provide to members. A COE shows high levels of good leadership, quality and service.

COEs partner with your doctors and specialists to get great health results. They do this by talking with each other about what you need and making sure you are happy with the services you receive.

Care1st chooses COEs based on 3 things: quality of services, volume of membership, and creative practices and services.

As a valued member, you will soon be able to get these services. It is important that you have the right care in place to help you be successful.

Be on the lookout for more news about these COEs and how to get these services. As we get new information, we will post it on our website.

Visit this link for additional information and updates:

<https://care1staz.com/az/providers/network.asp>

We are excited to bring these important services to you soon!



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.



Care1st Health Plan Arizona
1870 West Rio Salado Parkway
Tempe, AZ 85281

Health and wellness or prevention information

BEWELL

Care1st Health Plan Arizona, Inc. (Care1st) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

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**).

