

BEWELL

Tips and resources to support a healthy lifestyle | Volume 3 – 2021



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FLU THIS
SEASON

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VACCINES: WHAT SHOULD PARENTS KNOW?























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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:
Maricopa: **1-602-222-9444** or **1-800-631-1314**
(TTY **1-800-327-9254**)
Pima and Pinal: **1-866-495-6735 (TTY 711)**
Apache, Coconino, Gila, Mohave, Navajo and Yavapai:
1-877-756-4090 (TTY 1-800-327-9254)
-  Visit: **www.care1staz.com**

Sudoku Answer Key
(from page 10)

Getting Back to Regular **DOCTOR VISITS**



1 in 3 people didn't see the doctor last year because of COVID-19. Maybe you are one of them.

But not getting routine checkups and screenings can be dangerous. If you have a chronic condition like diabetes, high blood pressure or lung disease, you are especially at risk if you delay care.

Virtual Medical Visits

Most issues that come up during annual checkups can be covered through a virtual visit. This is known as telehealth. The visit could take place with your doctor through a phone call or video chat on your phone or computer.

Consider telehealth for care such as:

- Annual wellness exams
- Prescriptions
- Behavioral health counseling
- Minor rashes, pain or infections

During the telehealth visit, you and your doctor can decide if an in-person visit for a physical exam or other tests are needed.

SOURCES: Centers for Disease Control & Prevention, "Delay or Avoidance of Medical Care Because of COVID-19–Related Concerns — United States, June 2020," retrieved from: <https://www.cdc.gov/mmwr/volumes/69/wr/mm6936a4.htm>; Health Resources & Services Administration, "What is telehealth?" retrieved from: <https://www.telehealth.hhs.gov/patients/understanding-telehealth/>



HELP PREVENT FLU THIS SEASON

It's always advised to get a flu vaccine. But it's even more important during the COVID-19 crisis. When you get vaccinated, you:

- Reduce the risk of sickness and death from flu
- Stay out of the hospital due to flu, saving resources for those with COVID-19
- Reduce the risk of serious complications due to chronic health conditions
- Help protect babies and other people who can't get vaccinated

The flu vaccine can't prevent you from catching COVID-19. But research suggests that the flu shot can reduce a COVID-19 patient's chances of severe complications.

Everyone 6 months and older should get a flu shot every year.

Children 6 months to 18 years old should get their flu shot from a primary care doctor. Members older than 18 can get the shot from their doctor or Care1st network pharmacy (you don't need a prescription).

Stop the spread of disease:

- Wash your hands often with soap and water
- Cover your nose and mouth with a tissue when you cough or sneeze
- Clean frequently-touched surfaces and objects

SOURCES: Centers for Disease Control and Prevention, "What are the benefits of flu vaccination?" retrieved from: <https://www.cdc.gov/flu/prevent/vaccine-benefits.htm> and "Preventive Steps," retrieved from: <https://www.cdc.gov/flu/prevent/prevention.htm>; American Journal of Infection Control, "Impact of the influenza vaccine on COVID-19 infection rates and severity," retrieved from: [https://www.ajicjournal.org/article/S0196-6553\(21\)00089-4/fulltext](https://www.ajicjournal.org/article/S0196-6553(21)00089-4/fulltext)



VACCINES: What Should Parents Know?

Vaccines (shots) starting at 2 months of age help protect children from potentially deadly diseases.

GET ALL THE FACTS

Fact: Most vaccine side effects are minor, such as a sore arm or mild fever, and don't last long. The risk of a harmful side effect is tiny compared to serious disease if your child is not vaccinated.

Fact: Many scientific studies have found no link between vaccines and autism.

Fact: Vaccines given together have no greater risk of side effects. Ask your child's doctor for a combination vaccine to reduce the number of shots your child will need.

Before you decide to delay or refuse shots because of something you've heard or read, talk with your doctor.

Is your child up to date on all vaccines?

Now is the time to see the doctor and get caught up. It's not too late!

SOURCES: Centers for Disease Control and Prevention, "Growing Up with Vaccines: What Should Parents Know?" retrieved from: <https://www.cdc.gov/vaccines/growing/images/global/CDC-Growing-Up-with-Vaccines.pdf> and "Common Questions About Vaccines," retrieved from: <https://www.cdc.gov/vaccines/parents/parent-questions.html>



Even if your child or teen doesn't seem to have health problems, he or she should see the doctor for regular well visits. The earlier any problems are found, the easier it is to treat them. Well visits also let you ask questions and get advice from your doctor.

A well visit is called an Early and Periodic Screening, Diagnostic and Treatment (EPSDT) visit.

Your child or teen needs to be seen by your primary care provider (PCP) for a well (EPSDT) visit at the following ages:

Newborn	6 months	18 months
3-5 days	9 months	24 months (2 years)
By 1 month	12 months (1 year)	30 months
2 months	15 months	Every year from 3 – 20 years
4 months		

SOURCES: American Academy of Pediatrics, "Parent Plus: Importance of routine pediatrician visits" retrieved from: <https://www.aappublications.org/news/2015/12/15/WellChild121515#:~:text=Here%20are%20some%20of%20the%20benefits%20of%20well-child,3%20Raising%20concerns.%20...%204%20Team%20approach.%20>; Arizona Health Care Cost Containment System, "Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) Services," retrieved from: <https://www.azahcccs.gov/shared/Downloads/MedicalPolicyManual/400/430.pdf>

WELL VISITS

HELP KEEP YOUR CHILD HEALTHY

10 Things an EPSDT Visit Includes:

- 1 A complete physical exam
- 2 Health and developmental history and screening
- 3 Nutrition screening
- 4 Oral health (dental) screening
- 5 Social-emotional health screening
- 6 Shots (Immunizations)
- 7 Speech, hearing and eye exams
- 8 Lab tests, such as blood lead screening and testing for anemia
- 9 Other lab tests that may be needed, such as testing for tuberculosis (TB) or sickle cell disease
- 10 Education about your child's health, nutrition, behavior, weight and preventing injuries

Need to get in touch with your doctor or need a ride to your visit? We can help!

Call Customer Service: **1-866-560-4042**

DEVELOPMENTAL SCREENINGS ARE IMPORTANT

1 in 4 kids ages 0–5 is at risk for developmental delays.

Developmental screenings check for things like how your child talks, moves and plays with others.

Milestones Checklist

Milestones are things most kids can do by a certain age. Use this checklist to track your child's development. Then share the list at your child's next doctor visit.

6 months

- Copies sounds
- Sits without support

1 year

- Copies gestures
- Stands

1 ½ years

- Knows common objects
- Says several words

2 years

- Says simple sentences
- Kicks a ball

3 years

- Climbs
- Shows affection

4 years

- Tells stories
- Can stand on one foot

SOURCE: Centers for Disease Control and Prevention, "Milestone Checklist," retrieved from: https://www.cdc.gov/ncbddd/actearly/pdf/checklists/Checklists-with-Tips_Reader_508.pdf

5 THINGS TO KNOW ABOUT STIs

If you are sexually active, getting tested for sexually transmitted infections (STIs) is one of the most important things you can do to protect your health. If you are pregnant, these infections can hurt both you and your baby.

- 1 In every 5 people has an STI right now.
- 2 Human papillomavirus (HPV) is the most common STI in the U.S. It can cause cervical cancer.
- 3 Other Common STIs include chlamydia, gonorrhea and syphilis – all of which can have serious effects if not treated.
- 4 Some untreated STIs can result in your inability to get pregnant.
- 5 Many STIs don't cause symptoms – but they are treatable. Get tested, and follow through with the treatment.



Talk to your doctor about getting tested at your next exam.

WHICH TESTS SHOULD I GET?

Sexually active women, including adolescents, and women with new or multiple sex partners	Every year: get tested for gonorrhea and chlamydia
Adults and teens ages 13-64	At least once: get tested for HIV
Pregnant women	Early in pregnancy: get tested for syphilis, HIV and hepatitis B; ask your doctor if you should also be tested for chlamydia and gonorrhea

SOURCES: Centers for Disease Control and Prevention, “Diseases & Related Conditions,” retrieved from: <https://www.cdc.gov/std/general/default.htm> and “Which STD Tests Should I Get?” retrieved from: <https://www.cdc.gov/std/prevention/screeningreccs.htm> and “Sexually Transmitted Infections Prevalence, Incidence, and Cost Estimates in the United States,” retrieved from: <https://www.cdc.gov/std/statistics/prevalence-2020-at-a-glance.htm>

MEMBER HANDBOOKS AND PROVIDER LISTINGS

Do you still have a copy of the Care1st Member Handbook? Do you want an updated Provider Listing?

Member Handbooks and updated Provider Listings are always available to our members at no charge. You can see both of these items on our website. Or, call or write to us and ask for a new copy.

Visit: **www.care1staz.com**

Call Customer Service toll-free: **1-866-560-4042**

Write: Care1st Health Plan of Arizona

Attn: Customer Service

1870 W. Rio Salado Pkwy.

Tempe, AZ 85281-2695

You can easily look up Care1st providers when you visit our website, **www.care1staz.com**, and use the online provider search option. Give it a try!

If you have any questions, just call Customer Service. We are happy to help you.

PREGNANT?

Call our Maternity Coordinator Monday–Friday at the number below.

We can help you find an obstetrical (OB) doctor if you don't have one. If you are seeing a doctor who is not part of the Care1st network, you may be able to keep seeing him or her. You also can change health plans.

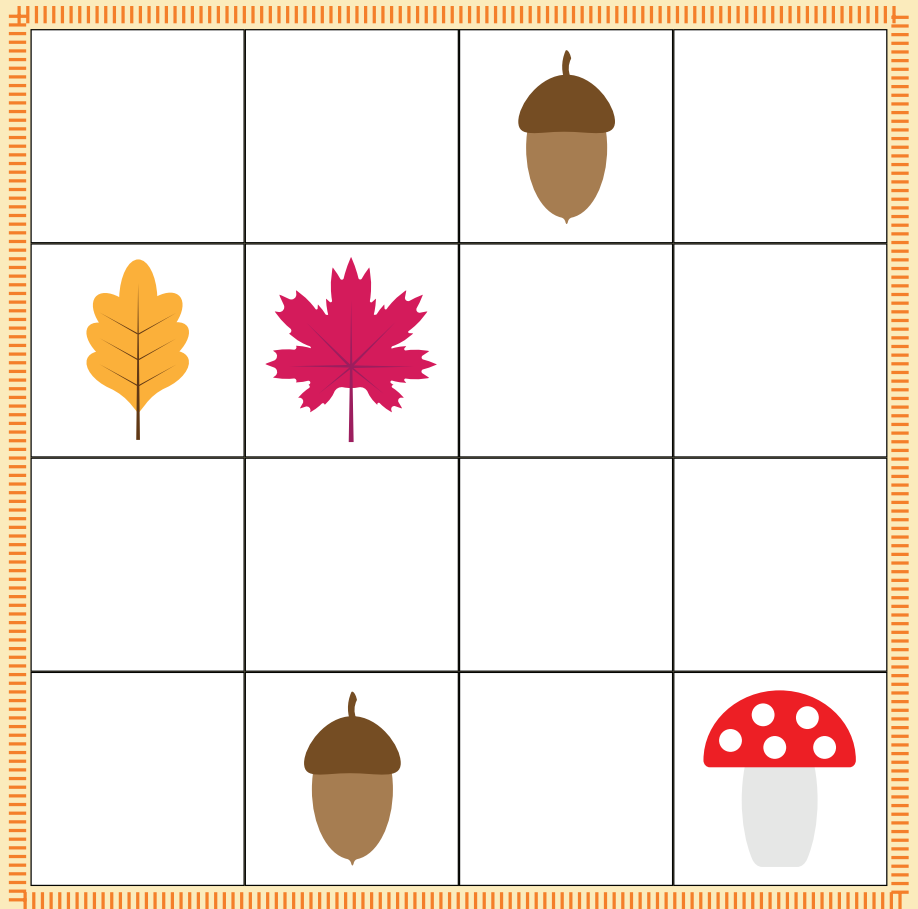
Call: **1-866-560-4042**, ext. **8336** (or **1-602-778-8336**)





PICTURE SUDOKU

Fill in the blanks using the 4 images shown by drawing the shape that goes in each empty square. When complete, each image should appear only once per row and once per column. Need help? The answer key is on page 2.



DO YOU HAVE A GRIEVANCE OR COMPLAINT?

We want to know if you have a complaint or problem with your health care services. This is also called a grievance.

TO FILE A COMPLAINT:

- Call Customer Service: **1-866-560-4042**
- Mail your written complaint to:
Care1st Health Plan of Arizona
Attn: Grievances Department
1870 W. Rio Salado Pkwy.
Tempe, AZ 85281-2695

We will resolve your complaint within 10 business days of receipt unless there are extraordinary circumstances. All grievances will be resolved within 90 days of receipt of your grievance.

You also have the right to contact AHCCCS if we do not resolve the issue for you.

REGULAR SCREENING

Prevents Cervical
Cancer and Saves Lives



More than 14,000 cases of cervical cancer will be diagnosed this year. Nearly 4,300 women will die from it this year.

The best way to find and treat cervical cancer is with regular screening tests. There are two tests for cervical cancer screening:

- 1 The Pap test** can find cell changes called pre-cancers years before they become cancer. These pre-cancers can be treated to prevent cancer from developing.
- 2 The HPV test** looks for the virus that causes most cervical cancers. Anyone up to age 26 can get a vaccine to help prevent HPV.

Ask your doctor which test is right for you. He or she may recommend one or both tests. Make sure to get screened regularly. Early detection greatly increases the chance of successful treatment.

SOURCES: American Cancer Society, "What Is Cervical Cancer?" retrieved from: <https://www.cancer.org/cancer/cervical-cancer/about/what-is-cervical-cancer.html> and "Key Statistics for Cervical Cancer," retrieved from: <https://www.cancer.org/cancer/cervical-cancer/about/key-statistics.html> and "Can Cervical Cancer Be Prevented?" retrieved from: <https://www.cancer.org/cancer/cervical-cancer/causes-risks-prevention/prevention.html>; Centers for Disease Control and Prevention, "When to Get HPV Vaccine," retrieved from: <https://www.cdc.gov/hpv/parents/vaccine.html>



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

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**).

