

WHOLE you



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2024 EPSDT Special Edition Newsletter

YOUR HEALTHY SOURCE FOR LIVING WELL

Welcome to the 2024 Early and Periodic Screening Diagnostic and Treatment (EPSDT) Newsletter. This newsletter is for parents of EPSDT-age children and for young adults up to 21 years of age.

At Care1st Health Plan Arizona, we understand how important your health care is to you and your family. We hope that you find the information included in this newsletter to be helpful. It can assist you in helping to know your benefits and resources available to you.

We want to thank you for being a member of Care1st Health Plan Arizona.



Stay Connected!



Have you changed your contact information in the last two years? It is important to let us know if you have. You could be at risk of losing your Medicaid benefits if we cannot reach you.

Why else would we need to call you? We call you to offer services or assistance. We may also call you with important updates to your benefits.

AHCCCS also needs your current mailing address, phone number and email address. This will make sure you get important notifications when your renewal is due.

You can update your mailing address by visiting **HealthEArizonaPlus.gov** or call 1-855-HEAPLUS (432-7587) to stay enrolled.



Contact Member Services with questions or to update your contact information at 1-866-560-4042 (TTY/TDD:711)

Hours of Operation: Monday-Friday 8 a.m. to 5 p.m. (AZ Local time)



Medicaid Member Survey

Your voice is important! Help Care1st Health Plan Arizona to improve healthcare by telling us how we are doing. Every spring, some members receive the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. This survey is a chance for you to tell us how your healthcare is. Care1st Health Plan Arizona values your opinion. Your opinion helps us to improve services to our members, like you!



Know Where to Go for Care

You want to take good care of yourself and your family. Part of this is knowing where to go for care when one of you is hurt or sick. Read on to learn more about where to go for treatment for different issues. This way, you can get the right care at the right place and the right time.

Primary Care Provider (PCP)

A PCP is a person’s main doctor. This provider is for non-emergency care. See a PCP when you or your child need a vaccine, a yearly checkup or help with a cold or the flu. They can also help with health issues like asthma or diabetes.

When making an appointment, you should expect to see your PCP within 21 days for routine care and 2 business days for urgent appointments. To find a PCP, use the **Find a Doctor** tool to search our directory of in-network PCPs, physicians, hospitals, drug stores and other healthcare providers who can help you or your child achieve healthcare goals.

24/7 Nurse Advice Line

Medical experts can answer health questions about you or your child and help set up doctor visits. Use this option if you need help caring for a sick child or to know if you should see your PCP. Call 1-877-236-0375 (TTY/TDD 711).

24/7 Telehealth Services

Get expert care by phone or video. Use anytime and anywhere for less severe health issues such as sinus

problems, colds, skin problems or the flu. Check with your or your child’s PCP on available telehealth services. You can also use our Teladoc program to connect with in-network providers at any time. Call Teladoc at 1-800-835-2362 (TTY/TDD: 711) or go to www.teladoc.com/care1staz/.

In-Network Urgent Care Center

If your PCP’s office is closed, you or your child can visit an urgent care center to get care for a health issue that is not critical. This includes flu symptoms with vomiting, ear infections, high fevers, and sprains.

Emergency Room (ER)

Consider all the options when choosing where to go for medical care. Many people are surprised to learn that this is often not the ER. The ER is for issues that are life threatening. This includes:

- Severe headache or vomiting, especially following a head injury.
- Bleeding that does not stop.
- Inability to stand up or unsteady walking.
- Unconsciousness.
- Abnormal or difficult breathing.
- Skin or lips that look blue, purple, or gray.
- Feeding or eating difficulties.
- Suicidal or homicidal feelings.
- Increasing or severe, persistent pain.
- Gun or knife wounds.

- Chest pains or heart attack symptoms.
- Fever accompanied by change in behavior (especially with a severe, sudden headache accompanied by mental changes, neck/back stiffness).
- Any significant change from normal behavior:
 - Confusion or delirium.
 - Decreasing responsiveness or alertness.
 - Excessive sleepiness.
 - Irritability.
 - Seizure.
 - Strange or withdrawn behavior.
 - Lethargy.

For help finding a PCP who is right for you or your child, call Care1st Health Plan Arizona Monday- Friday from 8AM to 5PM at 1-866-560-4042 (TTY/TDD:711).



To learn what to expect if you think your child may need emergency care, visit **10 Things for Parents to Know Before Heading to the ER.**

Source: American College of Emergency Physicians and American Academy of Pediatrics



Teens Listen



You may wonder if talking to teens is worth the effort. It may seem like your words go in one ear and right out the other. Your kids are listening. Talking to them about important issues is one of the best ways to guide them as they journey into adulthood.

Teens face a lot of pressure. They may be dealing with risky behaviors personally and with their peers, such as:

- Social media use and bullying.
- Self-injury and other violence.
- Drug and alcohol use.
- Unprotected sexual intercourse or other risky sexual behavior.

Be open to talking with your teen about these kinds of problems. Let them know that you are there to listen to what they have to say. Together, you can come up with ideas for making good choices. Be alert for signs your teen is having problems. You might notice:

- A sudden drop in grades.
- Loss of interest in school and activities.
- Unexplained bruises, cuts, or other injuries.
- Sleeping much more than usual.
- Sudden weight loss.
- Extreme moodiness or anger.
- Feelings of worthlessness or hopelessness.

If you think your teen needs help, talk to them. You can be involved by:

- Showing interest in your teenager’s activities and friends.
- Talking openly, honestly, and respectfully with your teenager.
- Setting clear limits and expectations.
- Knowing what is going on at school and after school.
- Teaching your teenager how to safely avoid violence.

For more information and talking points to guide your conversation with your teen, visit the American Academy of Pediatrics “Talking with Your Teen: Tips for Parents” guide at:

Talking with Your Teen

Source: American Academy of Pediatrics, National Institutes of Health



Confidential Crisis Services

Crisis hotlines offer help all year round. Crisis lines are available 24 hours a day, 7 days a week, 365 days a year. Crisis lines are available to anyone. Insurance coverage does not matter.

If you, or someone you know is in a crisis, here are some resources.

Crisis Hotlines

Arizona Statewide

Crisis Hotline:

Phone: 1-844-534-4673 or

1-844-534-HOPE

Text: 4HOPE(44673)

Chat with a Crisis Specialist

crisis.solari-inc.org/start-a-chat

National 24-Hour Crisis Hotlines

988 Suicide & Crisis Lifeline: 988 (call or text)

National Substance Use and Disorder Issues Referral and Treatment Hotline:

1-800-662-HELP (4357)

Tribal Warm Line number is:

1-855-728-8630

For Teens: 602-248-TEEN (8336) (call or text)



Breathing Easy

Is your child experiencing asthma symptoms? Signs of asthma include wheezing, coughing, and sneezing. People may have pain in their chest and difficulty breathing while others will only have a chronic cough. Asthma is a common disease affecting children. If you have a concern about your child's breathing, speak with your child's doctor. Knowing if it is asthma and what the signs are is the best way to manage it.

Here are things you can do to help your child breathe easier.

Have an action plan and stick to it.

- Talk to your child's doctor when making a plan.
- Know how and when to take asthma medications.
- Include what triggers an attack and what you can do to stop it.

- Teach your child to listen to their body and ask for help when needed.
- Communicate this plan with others like your child's school.

Take medications as prescribed.

Most kids with asthma need to take medications. These can be daily medications or medications taken only when there is a flare up. Medications for asthma can be in a pill, a liquid, or an inhaler. Keep a list of what medications to take and when to take them.

Identify and avoid triggers.

Triggers are what bother your child's breathing and lead to a flare-up. Common triggers are mold, pets, weather changes and even the common cold. Knowing your child's triggers can help you avoid them when possible. Recognizing the start of a flare-up allows you to treat them faster.

Stay active. Exercise and physical activity are important for overall health and lung health. Daily exercise helps to improve your lung's ability. Encourage your child to start with a warmup and slowly start working harder. Let your child know if they feel short of breath or have chest pain, to stop doing the activity. Your child's doctor can help you with creating a good exercise plan that would fit your child's needs.

Take control of your child's asthma instead of letting it control you.

To learn more about the Arizona Complete Health-Complete Care Plan Disease Management Program, call 1-866-560-4042 (TTY/TDD: 711) Hours of Operation: Monday-Friday 8 a.m. to 5 p.m. (AZ local time).

Sources: American Academy of Allergy, Asthma, and Immunology and American Lung Association



Signs of Depression

Depression can happen at any age. Everyone feels sad sometimes. But it usually fades after a few days. Depression is more serious. But almost everyone who has it can get better.

Who is at risk? Anyone can get depression. It is a common illness. You or your child may be depressed if there are 5 or more of these signs for 2 weeks or more:

- Feeling hopeless.
- Lost interest in things you used to enjoy.
- Sleeping too much or too little.
- Eating too much or too little.

- Feeling tired or helpless.
- Thoughts of death or suicide.
- Trouble with your memory.

If you think you or your child might have depression, tell your child's doctor. Medication and counseling can help. Help for depression or other behavioral health concerns are available through Care1st Health Plan Arizona. Call Member Services at 1-866-560-4042 (TTY/TDD:711).

Hours of Operation: Monday-Friday
8 a.m. to 5 p.m. (AZ Local time)



Resources to Help with Social Determinants of Health

Social Determinants of Health (SDOH) are factors that can affect health outcomes. They are conditions in which people live, work, learn and grow. They can impact our general health and wellbeing.

Examples of SDOH include:

- Safe housing and transportation
- Access to healthy food

- A safe place for physical activity
- Education
- Job opportunities

Care1st Health Plan Arizona Plan supports our members health and well-being. Our Community Resources guide can help if any of these SDOH factors affect you or your family. You can access the guide by visiting:

<https://www.care1staz.com/members/medicaid/resources/community-resources.html>

Questions or need more help?

Contact Member Services at 1-866-560-4042 (TTY/TDD:711)

Hours of Operation: Monday-Friday
8 a.m. to 5 p.m. (AZ local time)

Source: Centers for Disease Control

Healthy Smiles, Healthy Bodies

According to the Arizona Department of Health Services, more than half of Arizona kindergarten children and two out of three third-graders have had tooth decay (cavities).

Healthy mouths are linked to healthy bodies. Dental services are a benefit for Care1st Health Plan Arizona members up to the age of 21. Each member is assigned a dental home at the age of 6 months. New members are assigned when they enroll. A dental home is a dental office for all of your child's dental needs.

Here are some things you can do to keep your child's mouth healthy:

- Wipe gums twice a day for infants with no teeth.
- Brush teeth twice a day using fluoride toothpaste.
- Floss every day.
- Limit sugary foods and sugary drinks, such as juice.
- Take your child to the dentist when you see their first tooth.
- Ask about a dental guard if your child plays sports.
- Ask your dentist about fluoride and sealants.
- Don't let babies sleep with a bottle in their mouth.

Fluoride – Extra protection for teeth.

Fluoride helps make teeth stronger and helps protect teeth from cavities. You may be asked about this at your child's doctor visit. Fluoride can be

applied every three months between the ages of 6 months and 5 years. A PCP (Primary Care Physician) or dentist can apply fluoride varnish.

Dentists can also apply fluoride varnish at a preventive dental visit every six months for members 12 months up to 21 years of age. Talk to you or your child's dentist about other sources of fluoride!

Sealants – Extra protection for back teeth.

Dental sealants are thin coatings that when painted on the chewing

surfaces of the back teeth (molars) can prevent cavities for many years.

Need help getting to the doctor or dentist?

Care1st Health Plan Arizona can provide that to you at no cost.

For questions, call Care1st Health Plan Arizona Member Services at 1-866-560-4042 (TTY/TDD: 711) Monday-Friday 8 a.m. to 5 p.m. (AZ local time).

Sources: Centers for Disease Control and Prevention, Arizona Department of Health Services, American Academy of Pediatrics





Fight the Flu

The Flu is a respiratory illness caused by a virus called Influenza. The flu can be passed easily from one person to another and can be serious. People over the age of 65 and children under 5 are at a higher risk of complications from the flu. Those who have chronic medical conditions are also at a higher risk of complications of the flu.

Symptoms of the flu include fever, chills and cough. Some people may have upset stomach, headaches and body aches. Complications of the flu can include worsening medical conditions and even death.

Flu shots are best to get in September or October. Flu season peaks in the cold months and will benefit you most if you get it early. The best way to protect yourself and loved ones from the flu is to get a flu shot. The flu shot is approved for people older than 6 months. When you get a shot, you are keeping your community safe.

Source: Center for Disease Control and Prevention



Talk to your healthcare provider if you have questions or need more information. Wash your hands often and stay home if you are sick. You too can fight the flu!



Don't Wait, Vaccinate!

Vaccines protect people from disease. Vaccinating your child protects them and those who are around your child from getting sick. The Centers for Disease Control and Prevention (CDC) and The American Academy of Pediatrics (AAP) recommend that children get immunized early to protect them from diseases.

Here are some benefits of vaccinating you and your child:

- Vaccines are safe. Vaccines are tested before they are approved to be given to children and adolescents.
- Vaccines mean fewer sick days and less missed school or work days.
- Vaccines work. There are less diseases that can make you sick today than there were before vaccines were available.
- When you vaccinate your child, you are protecting them as well as others in your community.



Questions about vaccines for your child or why they should get them?

Ask your child's doctor. Most vaccines are given at these ages:

- Pregnancy
- Newborns
- 1 to 2 months
- 4 months
- 6 months
- 7 to 11 months
- 12 to 23 months
- 2 to 3 years
- 4 to 6 years
- 7 to 10 years
- 11 to 12 years
- 13 to 18 years
- 9 to 21 years

For more information visit
<https://www.cdc.gov/vaccines/index.html>

Battling Obesity: Understanding Healthy Weight

Childhood obesity is a big problem in the United States and can lead to serious health problems. Overweight kids are at a higher risk for developing health problems. Health problems can include diabetes, high blood pressure and heart problems. Understanding your child's weight is one thing you can do to help your child maintain a healthy weight.

Body Mass Index (BMI) is a tool to calculate a person's body fat. BMI uses the weight and height of a person to determine the BMI. As your child grows, their BMI will change often. Tracking growth patterns for your child helps to make sure your child is maintaining a healthy weight. BMI, family history, eating patterns and physical activity level are all related to weight. Here are some more things you can do to ensure your child is at a healthy weight.

- Ensure your child is engaging in physical activity
 - Older kids and teens should get 1 hour a day of activity
 - Young kids aged 3-5 should be active for at least three hours a day
- Eat a healthy diet
 - Limit fast food, processed food and prepackaged meals and snacks
 - Encourage fruits and vegetables at every meal and for snack
- Regular check-ups with your child's doctor
 - Ensures your child is developing appropriately
 - You can discuss any concerns you may have



Being active can be anything from running around and playing, swimming, to taking a brisk walk.

Talk to your kids about the importance of a healthy weight. Model a healthy lifestyle by staying active and eating well. Make healthy habits a family affair and everyone will benefit.

Lead Poisoning

Exposure to too much lead can harm anyone.

Health problems caused by lead include:

- Kidney damage
- High blood pressure
- Anemia
- Slow reflexes
- Brain and nervous system damage

You and your family are at risk for lead poisoning if:

- You live in or often visit a home that may have been built before 1978.
- You sand or strip old paint, or refinish old furniture.
- You live with someone who works where lead is found (car repair, construction, mining, welding or plumbing).
- You use imported pottery, traditional medicine or cosmetics, or Asian, Hispanic or Indian spices.
- You buy candies from Mexico.



Pregnant women and children should be extra careful around lead.

Exposure to lead during pregnancy can harm you and your unborn baby. Lead can affect a child's IQ and attention span long-term. Young children are most at risk because they put things in their mouths.

Your doctor will:

- Ask questions to see if you or your child is at risk for lead poisoning.
- Order a routine blood lead test on your child at 12 and 24 months of age, or at other times if there is a risk of lead poisoning.



Early & Periodic Screening, Diagnostic, & Treatment (EPSDT) Program



What is the EPSDT Program?

Early – Finding problems early

Periodic – Checking health at regular well visits – Offering physical, mental, oral health, hearing, vision, and other well checks

Diagnostic – Run tests when a problem is found

Treatment – Treat, fix, or reduce health problems

EPSDT is a wellness program for members up to the age of 21. The EPSDT visit is the same as a well child visit. The program helps children receive services they need. It includes preventive, oral health, dental, mental health, developmental, and specialty services at no cost to you.

EPSDT* Wellness Program covers:

- wellness visits
- inpatient and outpatient/hospital services
- laboratory and x-ray services
- physician services including naturopathic services, and nurse practitioner services
- medications
- dental services
- therapy services
- behavioral health services
- medical equipment

- medical appliances and medical supplies
- orthotics (for foot and ankle concerns)
- prosthetic devices
- eyeglasses
- transportation
- family planning services and supplies
- well woman preventive care services
- maternity care services

*EPSDT also includes diagnostic, screening, preventive, and rehabilitative services

Well Child visits

Each child and family are unique. It is important to attend EPSDT visits as recommended in the table located in this article. Well child visits are recommended once per year with more frequent visits prior to 3 years. Make sure to talk with your primary care provider about a schedule for well child visits.

Your child’s well visit will include:

- Health and growth history
- Unclothed physical exam
- Review of diet and nutrition
- Developmental assessment
- Behavioral health screening and services
- Oral health screening
- Vision testing

- Hearing and speech evaluation
- Assessment for vaccines as appropriate for age and health history
- Laboratory testing as needed
- Tobacco/substance use, and/or dependency services
- Referral for additional services if needed for further diagnosis and treatment

Well Child visit schedule checklist

- Newborn
- 3 to 5 days
- 1 month
- 2 months
- 4 months
- 6 months
- 9 months - includes a General Developmental Screening
- 12 months - includes a Blood Lead Screening
- 15 months
- 18 months - includes a General Developmental Screening & Autism Spectrum Disorder Screening
- 24 months - includes a General Developmental Screening & Autism Spectrum Disorder Screening, and a Blood Lead Screening
- 30 months - includes a Developmental Screening

For children ages 3 up to 21 years, well visits are recommended once per year.

(continued)

Dental visits are recommended twice per year. Dental visits include:

- Examination of the mouth
- X-Rays
- Check for cavities
- Evaluate the need for extra fluoride (Fluoride helps prevent cavities)
- Check oral hygiene (go over brushing and flossing if needed)
- Evaluate diet and nutrition
- Counseling for non-nutritive habits
- Counseling for injury prevention
- Substance use counseling
- Counseling for piercings in and/or around the mouth
- Evaluate for dental sealants (sealants are a protective coating applied to the tooth)
- Cleaning and apply fluoride to teeth

Dental visit schedule

- First dental visit by 12 Months
- Every 6 months after first visit up to 21 years

Vision health

Going to the doctor, going to the dentist — all part of taking care of your child's health. But going to the eye doctor? Also important! Eye exams at every age and life stage can help keep your child's vision strong.

Did you know that the EPSDT vision coverage also includes yearly eye exams and glasses? It does! It also covers repair or replacement of broken or lost glasses. And if the child's prescription has changed, they are eligible for replacement glasses too.

When should your child's vision be checked? Your child should be checked for vision problems during their well child visit. Their doctor may recommend and refer your

child to get additional testing by an ophthalmologist or optometrist. Having your child's vision checked is especially important if someone in your family has had vision problems. Some signs of vision loss are:

- close or cover one eye
- squint the eyes or frown
- complain that things are blurry or hard to see
- have trouble reading or doing other close-up work, or hold objects close to eyes in order to see
- blink more than usual or seem cranky when doing close-up work (like looking at books)

Get tips on protecting your child's vision at **Keep an Eye on Your Child's Vision**.

For more information on the recommended vision screening periodicity schedule, visit the **American Academy of Pediatrics**.

Sources: American Academy of Pediatrics, Centers for Disease Control and Prevention





Discrimination is Against the Law

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

Care1st:

- Provides aids and services, at no cost, 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 language services, at no cost, to people whose primary language is not English, such as: qualified interpreters and information written in other languages

If you need these services, contact Member Services at:

Care1st: **1-866-560-4042** (TTY/TDD 711), Monday — Friday, 8 a.m. to 5 p.m.

If you believe that Care1st 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 the plan. You can file a grievance in person, by mail, fax, or email. Your grievance must be in writing and must be submitted within 180 days of the date that the person filing the grievance becomes aware of what is believed to be discrimination.

Submit your grievance to:

Care1st Health Plan

Attn: Grievance Coordinator

1850 W Rio Salado Parkway, Suite 211, Tempe, AZ 85281

Email via: <https://care1staz.com/az/aboutus/contact.asp>

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 at U.S. Department of Health and Human Services; 200 Independence Avenue, SW; Room 509F, HHH Building; Washington, D.C. 20201; or by phone: **1-800-368-1019**, **1-800-537-7697** (TTY).

Complaint forms are available at <https://www.hhs.gov/ocr/complaints/index.html>



La Discriminación es un Delito

Care1st Health Plan Arizona (Care1st) cumple con las leyes federales vigentes sobre derechos civiles y no discrimina por raza, color, nacionalidad, origen, edad, discapacidad o sexo. Care1st no excluye a las personas ni las trata de manera diferente debido a su raza, color, nacionalidad, origen, edad, discapacidad o sexo.

Care1st:

- Proporciona asistencia y servicios gratuitos a personas con discapacidades para que se comuniquen de manera eficaz con nosotros, como los siguientes: intérpretes calificados de lengua de señas
- Información escrita en otros formatos (letra grande, audio, formatos electrónicos accesibles, otros formatos)
- Proporciona servicios lingüísticos gratuitos a personas cuyo idioma principal no es el inglés, tales como intérpretes calificados e información escrita en otros idiomas

Si necesita estos servicios, llame a Servicios para Miembros al siguiente número:

Care1st: **1-866-560-4042** (TTY/TDD 711), de lunes a viernes de 8 a.m. a 5 p.m.

Si considera que Care1st no le ha brindado estos servicios o lo ha discriminado de otra manera por motivos de raza, color, nacionalidad, origen, edad, discapacidad o sexo, puede presentar una queja ante el plan. Puede presentar una queja en persona, por correo, fax o correo electrónico. Su queja se debe realizar por escrito y se debe enviar en un plazo de 180 días a partir de la fecha en que la persona que presenta la queja toma conocimiento de lo que se considera como discriminación.

Envíe su queja a la siguiente dirección:

Care1st Health Plan

Attn: Grievance Coordinator

1850 W Rio Salado Parkway, Suite 211, Tempe, AZ 85281

Correo electrónico: <https://care1staz.com/az/aboutus/contact.asp>

También puede presentar una queja con respecto a los derechos civiles ante la Oficina de Derechos Civiles del Departamento de Salud y Servicios Humanos de EE. UU. de manera electrónica a través del Portal de Quejas de la Oficina de Derechos Civiles, disponible en <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> o por correo postal a: U.S. Department of Health and Human Services; 200 Independence Avenue, SW; Room 509F, HHH Building; Washington D. C. 20201. Asimismo, puede presentar dicha queja por teléfono llamando al **1-800-368-1019**, **1-800-537-7697** (TTY).

Los formularios de queja están disponibles en <https://www.hhs.gov/ocr/complaints/index.html>



Attention: If you speak a language other than English, oral interpretation and written translation are available to you, at no cost, to understand the information provided. Call **1-866-560-4042** (TTY/TDD **711**).

Spanish	Si habla español, contamos con servicios de interpretación oral y traducción escrita, disponibles para usted de manera gratuita, para que pueda comprender la información. Llame al 1-866-560-4042 (TTY/TDD 711).
Navajo	Dine k'ehji yanilti go ata' hane' ná hólo doo naaltsoos t'aa Dine k'ehji bee bik'e'ashchiigo nich" adoolniilgo bee haz'a aldo ako dii t'a at'e t'aajjik'e kot'eegol nich" sa'até. Koji holne 1-866-560-4042 (TTY/TDD 711).
Chinese (Mandarin)	若您讲中文, 我们会免费为您提供口译和笔译服务。请致电 1-866-560-4042 (TTY/TDD 711)。
Chinese (Cantonese)	我們為中文使用者免費提供口譯和筆譯。請致電 1-866-560-4042 (TTY/TDD 711)。
Vietnamese	Nếu quý vị nói tiếng Việt, quý vị được cung cấp dịch vụ phiên dịch và biên dịch, miễn phí, để quý vị hiểu được thông tin. Hãy gọi 1-866-560-4042 (TTY/TDD 711).
Arabic	إذا كنت تتحدث لغة غير الإنكليزية، تتوفر لك ترجمة شفوية وترجمة كتابية مجاناً لكي تفهم المعلومات الموفرة. اتصل على الرقم 1-866-560-4042 (TTY/TDD 711).
Tagalog	Kung ikaw ay nagsasalita ng Tagalog, may oral na interpretasyon at nakasulat na pagsasalina na maaari mong gamitin nang wala kang babayaran para maunawaan ang impormasyong ibinigay. Tumawag sa 1-866-560-4042 (TTY/TDD 711).
Korean	한국어를 하실 경우, 제공된 정보의 이해를 위한 구두 통역 및 서면 번역 서비스를 무료로 제공해드릴 수 있습니다. 1-866-560-4042 (TTY/TDD 711) 번으로 전화하십시오.
French	Si vous parlez français, vous disposez, sans frais, d'une interprétation orale et d'une traduction écrite pour pouvoir comprendre les informations fournies. Appelez le 1-866-560-4042 (TTY/TDD 711).
German	Für alle, die Deutsch sprechen, stehen kostenlose Dolmetscher- und Übersetzungsservices zur Verfügung. Telefon: 1-866-560-4042 (TTY/TDD 711).
Russian	Если вы говорите по-русски, вам бесплатно доступны услуги устного и письменного перевода предоставляемой информации. Звоните по телефону 1-866-560-4042 (TTY/TDD 711).
Japanese	日本語を話される方は、提供された情報を理解するための通訳（口頭）および翻訳（筆記）を無料でご利用いただけます。電話番号 1-866-560-4042 (TTY/TDD 711)。
Persian (Farsi)	اگر به زبان انگلیسی صحبت نمیکنید، ترجمه شفاهی و کتبی به صورت رایگان برای شما در دسترس است تا بتوانید اطلاعات ارائه شده را متوجه شوید. با شماره 1-866-560-4042 (TTY/TDD 711) تماس بگیرید.
Syriac	ܟܝ ܚܢܒܚܝܢܘܢ ܚܘܒܝܚܝܢܘܢ، ܡܝܗܘܢ ܚܘܒܝܢܘܢ ܟܝܢܝܘܢ ܘܥܘܕܝܢܘܢ ܚܘܒܝܚܝܢܘܢ ܡܝܗܘܢ ܚܘܒܝܢܘܢ ܡܝܗܘܢ ܚܘܒܝܢܘܢ. (TTY/TDD 711) 1-866-560-4042
Serbo-Croatian	Ako govorite srpski ili hrvatski, usmeno i pismeno prevođenje vam je dostupno besplatno. Nazovite 1-866-560-4042 (TTY/TDD 711).
Thai	หากคุณพูดภาษาไทย เรามีบริการล่ามและแปลเอกสาร โดยไม่มีโทรศัพท์ 1-866-560-4042 (TTY/TDD 711).

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