



HEALTH MATTERS

Fall/Winter 2024

Key vaccines to get this fall

The flu shot isn't the only vaccine that can help keep you and your family healthy this winter. These four routine vaccines are all important — and all covered by Mercy Care.

Flu

Everyone 6 months and older should get a flu shot every year. It's best to get this shot in the fall before flu season is in full swing.

Pneumonia

Pneumonia is a lung infection that can cause serious illness in young children

and older adults. All children under 5 and adults over 65 should get the vaccine. Others with certain medical conditions may need it, too. Ask a provider if the child should get it.

COVID-19

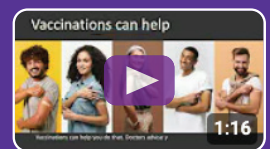
As the virus changes, new vaccines can protect against the

latest strains. Ask your provider if a new vaccine is available, and if the child should get it.

Respiratory Syncytial Virus (RSV)

RSV is a common virus that can cause cold-like symptoms. Ask a provider if it's right for the child in your care.

WATCH:
What vaccines should adults get?



What vaccines should children get?





Ask the pediatrician

How might a cold/the flu/COVID affect a child's asthma?

Getting sick is no picnic for anyone. But it can be downright dangerous for kids with asthma. Research shows that kids with lung diseases, such as asthma, are more likely to have serious problems from colds or the flu.

“Any respiratory virus, including COVID, can make asthma symptoms worse,” says Dr. Theresa Guilbert, MD. She’s the director of the asthma center at Cincinnati Children’s Hospital Medical Center. She’s also a spokesperson for the American Academy of Pediatrics. “It’s the most common trigger for an asthma attack.”

Kids with asthma already have inflamed airways and lungs. And the fevers and coughs that

come with respiratory illnesses put even more stress on those airways. Other kids may shake off a cold more easily. But kids with asthma are more likely to have serious problems, including pneumonia.

When it comes to protecting kids with asthma, preventing illness is key, says Dr. Guilbert. Try these tips:

- Get vaccines for the flu and COVID-19.
- Teach kids to wash their hands often. And teach them to avoid touching their eyes, nose and mouth.
- Make sure the child follows their daily care plan. The best way to avoid potential problems is to help them keep their asthma under control.

Need help managing a condition?

A care manager can tell you more about the child’s condition. They can connect you with a provider too. This is a covered service for Mercy Care DCS CHP members.

Visit mercycareaz.org/dcschp/care-management to see if Care Management is the right step to help you manage the health of the child in your care.

Depression signs through the ages

Depression can happen to anyone. It's also highly treatable. But some symptoms vary between age groups. Here's what to watch for at different life stages.

Adults

- Often annoyed, frustrated, irritable and/or angry
- Loss of interest in socializing and hobbies
- Restless, agitated or sluggish
- Feeling worthless or very guilty
- Hard time concentrating, remembering and making decisions
- Older adults may also be anxious, confused, helpless or quick to cry

New mothers (called postpartum depression)

- Feeling overwhelmed or "empty"
- Detachment from baby
- Panic attacks
- Tired
- Decreased interest in activities
- Self-doubt, guilt, anger
- Changes in sleep or eating
- Thinking of harming themselves or their baby

Children

- More argumentative, grouchy or annoyed
- Often tired or agitated
- Problems concentrating in school
- Feeling inadequate, guilty or worthless
- Self-injury or self-destructive behaviors
- Angry outbursts or tantrums

Teenagers

- Doing poorly in school
- Often restless or agitated
- Overreacting to criticism
- Lacking energy, motivation or enthusiasm
- Using substances like alcohol or drugs
- Poor self-esteem
- Not taking care of appearance

Children and teens in out-of-home placement may also have trouble sleeping caused by stressors such as separation

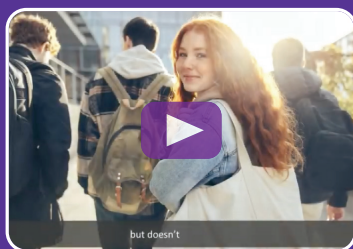


from parents, trust issues, new surroundings or trauma experienced around bedtime.

If you see any of these signs in a loved one or yourself, reach out to your primary care provider (PCP) or the child's Behavioral Health (BH) provider. If you need help finding a BH provider, call Mercy Care DCS CHP Member Services.

WATCH:

How do I talk to someone about suicide?



Trialta for caregivers

Do you care for an aging family member, child or person with disabilities at home? Get no-cost training and resources to help build caregiving skills at home. Improve confidence, reduce stress and prevent burnout by learning care skills. Create an online account to read articles and watch webinars and videos about caring for your loved one. Register at mercycare.trialta.com.

Note: This community resource gives general advice which is not all specific to caring for children in foster care.

How do I talk to someone about suicide?

Sometimes when a loved one is struggling in their life, they may be considering suicide. It's important to know the warning signs and to seek help. They may say they want to die or talk about feeling hopeless, having no purpose or being a burden to others. Listen to them carefully. Let them know you are there for them. Get them connected to resources.

Other times a loved one is thinking about suicide but doesn't tell anyone. Look for warning signs such as them being withdrawn, sleeping too much or not enough, increasing drug or alcohol use, or being anxious, agitated or reckless. For children and teens, other warning signs may be losing interest in usual activities, unexplained school absences, declining grades or sudden changes in appearance. Ask them if they are considering suicide. Let them know that suicide is a serious matter. Connect them to resources.

The Suicide & Crisis Lifeline is a no cost, national service. Trained counselors are available 24 hours a day, 7 days a week. They offer support in English and Spanish. Call or text the lifeline at **988** or visit [988lifeline.org](https://www.988lifeline.org) to chat.

More resources:

- [save.org](https://www.save.org)
- [988lifeline.org/help-someone-else/](https://www.988lifeline.org/help-someone-else/)
- [bethe1to.com/bethe1to-steps-evidence/](https://www.bethe1to.com/bethe1to-steps-evidence/)
- [mercyareaz.org/crisis-services](https://www.mercycareaz.org/crisis-services)
- The Trevor Project LGBTQ+ 24-hour crisis line: call **1-866-488-7386**, text **678-678** or chat at [thetrevorproject.org](https://www.thetrevorproject.org).

Help for a behavioral health crisis

Mercy Care DCS CHP members and caregivers can call the **Arizona Behavioral Health Crisis Line** 24 hours a day, 7 days a week. Call **1-844-534-HOPE (4673)** or text HOPE to **4HOPE (44673)**. Chat support is available at [crisis.solari-inc.org/start-a-chat](https://www.crisis.solari-inc.org/start-a-chat).

The Crisis Line staff can help:

- Provide crisis support over the phone
- Dispatch a crisis mobile team to support you
- Arrange transportation to take you somewhere safe
- Help you arrange counseling or a connection to your outpatient provider
- Provide options for dealing with urgent situations
- If you feel unsafe at home

Tribal crisis lines:

- San Carlos Apache Reservation: **1-866-495-6735**
- Gila River and Ak-Chin Indian Communities: **1-800-259-3449**
- Salt River Pima Maricopa Indian Community: **1-855-331-6432**
- Fort McDowell Yavapai Nation: **480-461-8888**
- San Lucy District of the Tohono O'odham Nation: **480-461-8888**
- Tohono O'odham Nation: **1-844-423-8759**
- Pascua Yaqui Tribe: Tucson **520-591-7206**; Guadalupe **480-736-4943**
- White Mountain Apache Tribe: **928-338-4811**
- Navajo Nation: **928-551-0508**

Veterans Crisis Line: 988, press 1

988 Suicide & Crisis Lifeline: 988

National crisis text line: Text HOME to **741741**. Chat support is available at [crisistextline.org/text-us](https://www.crisistextline.org/text-us).

Teen Lifeline: Call or text **602-248-TEEN (8336)**

If you need someone to talk to, call the Warm Line at **602-347-1100**. Get 24/7 support from trained Peer Support Specialists. *Always call **911** in life-threatening situations.*

Know the dangers of fentanyl and other opioids

Fentanyl is a man-made opioid used to treat severe pain. It's 50 to 100 times more potent than similarly used drugs such as morphine. Fentanyl use is a crisis in Arizona, accounting for most opioid overdoses, according to the Substance Abuse Coalition Leaders of Arizona.

Teens as young as 14 have died from fentanyl overdose. Toddlers and children have been poisoned by accidental fentanyl exposure. Talk to the children in your care about staying away from medicines or drugs that are not prescribed.

What to do in case of an overdose

If you suspect the youth in your care is overdosing, call **911** right away. You can also administer naloxone, an overdose reversal drug, to provide life-saving treatment. Visit drugfree.org/article/overdose-response-treatment/ for more details on naloxone.

Licensed Caregivers of youth 12 and older are required to have Naloxone to be able to use in case of an emergency. Naloxone is a covered benefit through the health plan and can be obtained with or without a prescription from the pharmacy.

Notify DCS within two hours after a child suffers serious illness or injury requiring hospitalization, urgent care or ER treatment.



Treating opioid addiction

Long term options may be needed to treat opioid addiction. It involves using approved medicines and behavioral therapies, like counseling, to treat substance use disorders. When people misuse opioids, their bodies can become addicted or dependent on them. If they don't have opioids in their system, they can feel opioid withdrawal. The symptoms of opioid withdrawal can include

diarrhea, abdominal cramping, nausea, vomiting, rapid heartbeat and intense cravings.

You do not need a referral from the child's primary care provider (PCP) for behavioral health or substance use services. Call the behavioral health or substance use provider directly to set up an appointment. You can also call Mercy Care DCS CHP Member Services at **602-212-4983** or **1-833-711-0776 (TTY 711)** for help with finding a behavioral health provider.

Community Resources

As the saying goes, “It takes a village to raise a child.” Several organizations state-wide work for the betterment of children in child welfare and their caregivers. Visit [mercycareaz.org/community-resource-guide](https://www.mercycareaz.org/community-resource-guide) for more resources.

AHCCCS

Resources for Foster/Kinship/Adoptive Families
[azahcccs.gov/foster](https://www.azahcccs.gov/foster)

Arizona Friends of Foster Children Foundation

Grant awards for children who have been adjudicated dependent wards of the court in Arizona.
[affcf.org/awards](https://www.affcf.org/awards)

A Mighty Change of Heart

Personalized duffle bags for children in Arizona entering child welfare. [amchaz.org](https://www.amchaz.org)

Arizona Helping Hands

Essential needs for children in child welfare.
[azhelpinghands.org](https://www.azhelpinghands.org)

Helen’s Hope Chest

Essential needs for children in child welfare.
[helenshopechest.org](https://www.helenshopechest.org)

Jose’s Closet

Essential needs for children in child welfare.
[josescloset.org](https://www.josescloset.org)

Strong Families AZ

A network of free home-visiting programs.
[strongfamiliesaz.com](https://www.strongfamiliesaz.com)

Raising Special Kids

To improve the lives of children with disabilities.
[raisingpecialkids.org](https://www.raisingpecialkids.org)

Family Involvement Center

Support for securing emotional, physical and behavioral health care in Arizona.
[familyinvolvementcenter.org](https://www.familyinvolvementcenter.org)

Safe to Sleep

U.S. Department of Health and Human Services’ public education on infant sleep safety.
[nichd.nih.gov/sts](https://www.nichd.nih.gov/sts)

Centers for Disease Control and Prevention

Health information for children, teens and pregnant women. [cdc.gov/parents](https://www.cdc.gov/parents)

Milestone Tracker app

Track your child’s developmental milestones and share them with your pediatrician.
[cdc.gov/ncbddd/actearly/milestones-app.html](https://www.cdc.gov/ncbddd/actearly/milestones-app.html)

First Things First

Committed to the healthy development and learning of young children from birth to age 5.
[firstthingsfirst.org](https://www.firstthingsfirst.org)

Safe Kids Worldwide

Working to help families and communities keep kids safe from injuries. [safekids.org](https://www.safekids.org)

Sesame Workshop

Activities and tips for the challenges and joys of ensuring a child’s healthy development.
[sesameworkshop.org](https://www.sesameworkshop.org)

Southwest Human Development

Strengthens the foundation that Arizona’s children need for a great start in life. [swhd.org](https://www.swhd.org)



Measuring cultural competency

We're committed to our members and their care. It's very important to us. That's why we spend a lot of time and effort making sure cultural competency is part of everything we do. This means being respectful to your beliefs and your culture. It also means understanding your language needs.

We require our providers to support members with culturally sensitive services. They use the Culturally and Linguistically Appropriate Services (CLAS) standards as a guide. These standards make sure that services are respectful to your culture and language needs.

We have two departments at Mercy Care DCS CHP that keep an eye on how providers are doing. They are Cultural Competency and Quality Management. They offer support to providers. They make sure members are getting services in the right way. And that helps to make sure we are always improving services sensitive to your culture and way of life.

For no-cost language services, call **1-800-385-4104** (TTY **711**).



HEALTH MATTERS is published for the members of Mercy Care DCS CHP.

4750 S. 44th Place, Suite 150,
Phoenix, AZ 85040.

This is general health information and should not replace the advice or care you get from your provider. Always ask your provider about your own health care needs.

Mercy Care is administered by Aetna Medicaid Administrators, LLC, an Aetna company.

Call Mercy Care DCS CHP Member Services Monday through Friday, 8 AM to 5 PM, at **602-212-4983** or **1-833-711-0776** (TTY **711**). Or call the 24-hour nurse line: **602-212-4983** or **1-833-711-0776**.

MercyCareAZ.org

Member Handbook

You can get this year's Member Handbook from Mercy Care DCS CHP Member Services at no cost to you. We can also send you a copy of the Provider Directory at no cost to you.

Or go to **MercyCareAZ.org** to view both resources. Just select the child's plan and click on "Forms and Materials."

Health equity in focus

Mercy Care DCS CHP's mission is to help our members live a healthier life and achieve their fullest potential. One way we do that is by focusing on health equity which ensures the care they receive is just, accessible and person-centered to fit their needs.

There are societal factors, called Social Determinants of Health, that play a big part in the child's well-being. Some of those factors may include access to healthy food, housing, education and other social needs.

You can ask the child's DCS CHP Specialist, a Mercy Care Care Manager or other member of their care team for help.

Nondiscrimination Notice

Mercy Care complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Mercy Care does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Mercy Care:

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

If you need a qualified interpreter, written information in other formats, translation or other services, call the number on your ID card or **1-800-385-4104 (TTY:711)**.

If you believe that Mercy Care has 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 our Civil Rights Coordinator at:

Address: Attn: Civil Rights Coordinator
 4570 S. 44th Place, Ste. 150
 Phoenix, AZ 85040
Telephone: **1-888-234-7358 (TTY 711)**
Email: MedicaidCRCoordinator@MercyCareAZ.org

You can file a grievance in person or by mail or email. If you need help filing a grievance, our Civil Rights Coordinator is available to help you.

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

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

Multi-language Interpreter Services

ENGLISH: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call the number on the back of your ID card or **1-800-385-4104** (TTY: **711**).

SPANISH: ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al número que aparece en el reverso de su tarjeta de identificación o al **1-800-385-4104** (TTY: **711**).

Navajo: Díí baa akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiił'eh, éí ná hóló, koojı' hódıılłnih **1-800-385-4104** (TTY **711**).

CHINESE: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電您的ID卡背面的電話號碼或 **1-800-385-4104** (TTY: **711**)。

VIETNAMESE: CHÚ Ý: nếu bạn nói tiếng việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Hãy gọi số có ở mặt sau thẻ id của bạn hoặc **1-800-385-4104** (TTY: **711**).

ARABIC: ملحوظة: إذا كنت تتحدث باللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل على الرقم الموجود خلف بطاقتك الشخصية أو على **1-800-385-4104** (للصم والبكم: **711**).

TAGALOG: PAUNAWA: Kung nagsasalita ka ng wikang Tagalog, mayroon kang magagamit na mga libreng serbisyo para sa tulong sa wika. Tumawag sa numero na nasa likod ng iyong ID card o sa **1-800-385-4104** (TTY: **711**).

KOREAN: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 귀하의 ID 카드 뒷면에 있는 번호로나 **1-800-385-4104** (TTY: **711**) 번으로 연락해 주십시오.

FRENCH: ATTENTION: si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le numéro indiqué au verso de votre carte d'identité ou le **1-800-385-4104** (ATS: **711**).

GERMAN: ACHTUNG: Wenn Sie deutschen sprechen, können Sie unseren kostenlosen Sprachservice nutzen. Rufen Sie die Nummer auf der Rückseite Ihrer ID-Karte oder **1-800-385-4104** (TTY: **711**) an.

RUSSIAN: ВНИМАНИЕ: если вы говорите на русском языке, вам могут предоставить бесплатные услуги перевода. Позвоните по номеру, указанному на обратной стороне вашей идентификационной карточки, или по номеру **1-800-385-4104** (TTY: **711**).

JAPANESE: 注意事項:日本語をお話になる方は、無料で言語サポートのサービスをご利用いただけます。IDカード裏面の電話番号、または**1-800-385-4104** (TTY: **711**)までご連絡ください。

PERSIAN: اگر به زبان فارسی صحبت می کنید، به صورت رایگان می توانید به خدمات کمک زبانی دسترسی داشته باشید. با شماره درج شده در پشت کارت شناسایی یا با شماره **1-800-385-4104** (TTY: **711**) تماس بگیرید.

SYRIAC: حەمەنێهێتێنێتێt

SERBO-CROATIAN: OBAVEŠTENJE: Ako govorite srpski, usluge jezičke pomoći dostupne su vam besplatno. Pozovite broj na poledini vaše identifikacione kartice ili broj **1-800-385-4104** (TTY – telefon za osobe sa oštećenim govorom ili sluhom: **711**).

SOMALI: FEEJIGNAAN: Haddii af-Soomaali aad ku hadasho, adeegyada gargaarka luqadda, oo bilaash ah, ayaad heli kartaa. Wac lambarka ku qoran dhabarka dambe ee kaarkaaga aqoonsiga ama **1-800-385-4104** (Kuwa Maqalka ku Adag **711**).

THAI: ข้อควรระวัง: ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทรติดต่อหมายเลขที่อยู่ด้านหลังบัตร ID ของคุณ หรือหมายเลข **1-800-385-4104** (TTY: **711**)