



# House CALL

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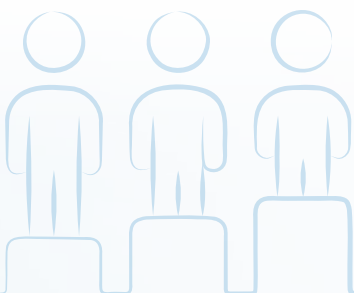
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## Health Equity and You

Banner – University Family Care/ACC (B – UFC/ACC) gives back to the community through funds to local programs. These funds go toward job training, food and meals, housing and so much more, but we do not want to stop there. We are working to bring you even better care and services by following health equity standards. Health Equity means increasing the chance for everyone to live the healthiest life they can – no matter who they are, where they live or how much money they make. You should have received your Health Risk Assessment (HRA) last fall. If you need additional forms, please reach out to our Customer Care Center at (800) 582-8686, TTY 711. Your feedback helps us to better understand and serve you better.

For more information on Community Support:  
[www.BannerHealth.com/ACC-ProgramsandSupport](http://www.BannerHealth.com/ACC-ProgramsandSupport)





## New Member Handbook and Provider Directories Now available

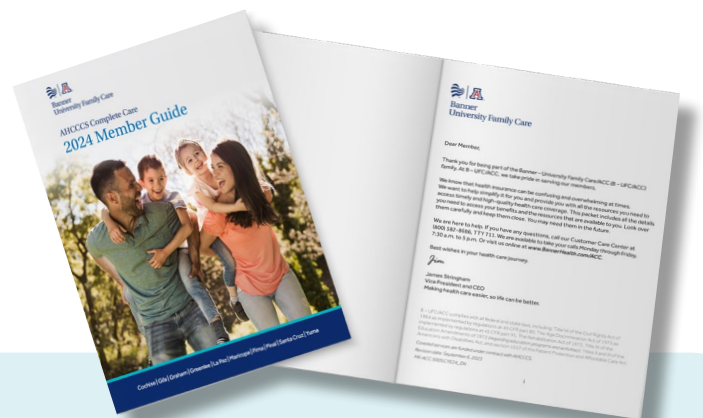
We know that health insurance can be confusing. And it can be overwhelming at times. We want to help simplify it for you. That is why we have the 2024 Member Handbook for you. We can help provide you with all the resources you need. Please visit us online for quick access. If you prefer, you can get a copy mailed to you at no cost. To request the Member Handbook or for more information, please call our Customer Care Center at (800) 582-8686, TTY 711. Or visit our website at [www.BannerHealth.com/ACC](http://www.BannerHealth.com/ACC).

Our provider directories are here to help you. The providers are committed to understanding your medical history and partnering with you. You can find network providers near you. You can find our most current pharmacy directory. You can even find a dental provider near you. Check out our most current versions online. Or give us a call if you would like the current directory mailed to you at no cost. For assistance in identifying a provider who is right for you, please call our Customer Care Center at (800) 582-8686, TTY 711. Or visit our website at [www.BannerHealth.com/ACC](http://www.BannerHealth.com/ACC).

## Member ID Card

You should have received a member identification card (ID) when you became a member of B – UFC/ACC. This card is important because it has your member ID number, pharmacy information and our telephone number. You will show this ID card when you visit your providers. This helps providers know what health plan you have and the best way to coordinate your care. If you lose your card, please call our Customer Care Center, and you will receive a new card within five days of your request.

If you feel like someone is using your ID number or your card, call us right away. We will create a note in your account and review your concern. Please keep your ID card in safe place. It is important you do not lend, sell, throw away or allow anyone else to use your card. We want to make sure we get the right information for the right person.



## WIC Arizona

The Arizona Woman, Infants and Children (WIC) program provides nutrition education, breast feeding support services, supplemental nutritious foods and referrals to health and social services. Call WIC at (800) 252-5942.

## Spread the Word

### AHCCCS and KidsCare have returned to regular renewals

#### What steps should I take to renew?

Make sure your contact information is correct so AHCCCS can send updates when your renewal month arrives. This includes your mailing address, phone number and email address. You can update your contact information by logging in to [www.healtharizonaplus.gov](http://www.healtharizonaplus.gov). Or you can call Health-e-Arizona Plus at (855) 432-7587, Monday through Friday from 8 a.m. to 5 p.m.

#### How do I know I need to renew?

You will receive a renewal letter in the mail. The letter will tell you if you've been automatically renewed, disenrolled or if you need to respond with more information. If you're asked to respond, please respond right away.

#### What if I miss my renewal date?

If you miss your renewal date, there is a chance your benefits might end. That's why it's important to get your renewal done as soon as possible. If you need assistance with the application process, contact BeneLynk. We are partnering with them to assist you with this process. BeneLynk is a community assistant local to Arizona. You can reach them at (833) 907-0885, Monday through Friday from 8 a.m. to 5 p.m.

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## Stay Connected

We want to help support you and your health all year long. Social media is one way we can connect you to information and resources that can improve your well-being.

Keep an eye out for these upcoming campaigns.



#### January

##### *No Flu for You*

Learn how to stay protected from the seasonal flu.

#### February

##### *American Heart Month*

Learn how to stay heart healthy!

##### *Black History Month*

Honor the contributions of Black and African Americans. Get resources that promote wellness amongst this population.

#### March

##### *National Nutrition Month*

Learn about healthy eating and habits.

##### *International Women's Day*

Celebrate the many of achievements of women. Get resources that promote wellness amongst this population.

Follow us @ Banner Health Plans

# Compliance Watch

If you know about FWA or non-compliance issues, please contact Banner – University Family Care/ ACC at any of the following:



**Customer Care Center**  
(800) 582-8686, TTY 711

**Medicaid Compliance Officer**  
(520) 548-7862



**Fax**  
(520) 874-7072



**Email**  
BHPCompliance@bannerhealth.com



**Mail**  
Banner – University Family Care/ACC  
Compliance Department  
5255 E Williams Circle, Suite 2050  
Tucson, AZ 85711



**Confidential and Anonymous Compliance (ComplyLine) Hotline**  
(888) 747-7989

**Instances of suspected FWA shall be reported to AHCCCS OIG directly at:**

## Provider Fraud

To report suspected fraud by medical provider, please call the number below:

- In Arizona: (602) 417-4045
- Outside of Arizona Only:  
(888) 487-6686 or (ITS-NOT-OK)
- Or by accessing the AHCCCS website directly at: [www.azahcccs.gov/Fraud/ReportFraud/](http://www.azahcccs.gov/Fraud/ReportFraud/)

## Member Fraud

To report suspected fraud by an AHCCCS member, please call the number below:

- In Arizona: (602) 417-4193
- Outside of Arizona Only:  
(888) 487-6686 or (ITS-NOT-OK)
- Or by accessing the AHCCCS website directly at: [www.azahcccs.gov/Fraud/ReportFraud/](http://www.azahcccs.gov/Fraud/ReportFraud/)

## Questions

If you have questions about AHCCCS fraud, abuse of the program or abuse of a member, please contact the AHCCCS OIG.

- Email: [AHCCCSFraud@azahcccs.gov](mailto:AHCCCSFraud@azahcccs.gov)

# Fraud, Waste and Abuse

## What is Fraud, Waste and Abuse (FWA)?

- Fraud is purposely giving wrong or misleading information in order to get a benefit or some type of service.
- Waste is overusing services or misusing resources or practices.
- Abuse of the program includes provider practices or member practices. This results in an unnecessary cost to the AHCCCS or Medicare program.

## Examples of Fraud

- Your health plan is billed for services or equipment you never got.
- You get a call, and a vendor provides you with a knee brace or back brace you do not need and your provider did not order.
- Someone uses your health plan card (*Medicare or Medicaid*)
- A provider bills your health plan for services that would not be true – like they provided over 100 appointments in a day.
- Your identity or your condition or problem are misrepresented.
- You fail to report you moved out of area and still receive benefits.
- You do not report an income change which makes you not eligible.



## Hospital Discharge Planning

Discharge planning is important and prepares you for health care needs after leaving the hospital. It should be done in a plain, simple and clear way to improve understanding. Discharge planning ensures that all services needed are in place.

### Discharge planning includes:

- An awareness and respect for your culture so appropriate resources and education can be given (*i.e., translator, the use of traditional healers*).
- You, your guardian or identified representative participation.
- A written discharge plan, instructions and recommendations.
- Resources and referrals to meet needs after discharge.
- A follow-up call three days post-discharge.

### Discharge planning could include:

- Community supports.
- Medications.
- Personal health care products (*i.e., bandages, briefs*).
- Home care assistance (*i.e., medical, non-medical or both*).
- In-home medical equipment (*i.e., walker, hospital bed*).

### Below are some tips to ensure a successful discharge plan:

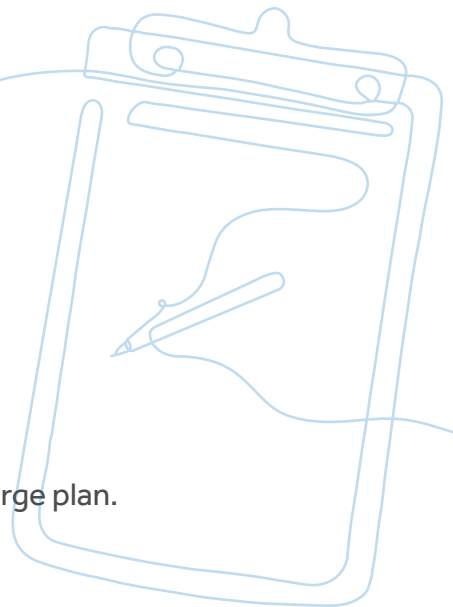
- Speak up and ask questions about the progress of the discharge plan.
- Talk with your care manager or hospital social worker about the discharge plan.
- Confirm understanding the discharge plan before signing it.
  - » Where am I being discharge to? Another placement? Home?
  - » When is my first appointment after discharge? With whom?
  - » What medications should I take? How do I take them? Where will I get them?
- Always ask for a copy of the discharge plan before leaving the hospital.
- During the post-discharge follow-up call, ask questions and talk about any problems.
  - » I did not get all my prescribed medications, so what do I need to do to get these?
  - » Can you confirm when my follow-up appointment is again?

### For more information on hospital discharge planning:

- [www.azahcccs.gov/AHCCCS/Downloads/HospitalDischargeFlyer.pdf](http://www.azahcccs.gov/AHCCCS/Downloads/HospitalDischargeFlyer.pdf)

A successful discharge plan is just one important piece to support your return to good health after a hospitalization. B – UFC/ACC is here to support you with any additional questions by contacting:

- Customer Care (800) 582-8686, TTY 711
- Your B – UFC/ACC care manager
- OIFA Team [oifateam@bannerhealth.com](mailto:oifateam@bannerhealth.com)





## Working to Build Your Future

### Are you thinking about work, but need help getting started?

As a B – UFC/ACC member, there are programs that can assist you with finding a job. Whether you want to work full time or just a few hours a week, there are options and services to help you explore the possibilities. If you need help developing a resume, fine-tuning skills or practicing for an interview, we've got you covered.

#### Would you like more information?

Check out the Employment Services page on our website:

[www.BannerHealth.com/ACC-Employment](http://www.BannerHealth.com/ACC-Employment).

Here you will find helpful links, resources and provider listings by county. Don't wait — a new job could be in your future.

## Transition Aged Youth Preparing for adulthood

Teens turning 16 start looking toward adulthood. Older teens are learning what resources they will use as an adult to live on their own. B – UFC/ACC members who receive behavioral health services, have resources that will help with planning for adulthood.

Our Child Family Team helps teens and their families prepare for adulthood. They may:

- Treat teens and their families with respect and let them direct their own lives.
- Make sure that services are in line with the family's culture and beliefs.
- Encourage the use of Family Support and Peer Support Services.
- Include friends or family members.

Teens can learn to manage their own health. Caregivers can help teens take care of their own health by:

- Listening to what your teen wants during Child and Family Team meetings.
- Teaching teens to make and keep their health appointments.
- Asking teens to learn the names and purpose of their medications.
- Helping teens understand the role of the health providers.

Teens can learn new skills that will help them be an independent adult.

- Life skills
- Social skills
- Job skills
- Education plans
- Plans for adult health and mental health supports

For additional support, call our Customer Care Center at (800) 582-8686, TTY 711.

## Mental Health Crisis Services

Mental Health Crisis services are available to anyone. If you or a loved one is in a mental health crisis or you believe you might hurt yourself or others, you can contact the crisis line.

### What is a mental health crisis?

Any situation when you believe you might hurt yourself or someone else is a mental health crisis. This may be because of your mood or thinking.

### Examples of Mental Health Crisis:

- Rapid mood changes
- Agitation
- Aggressive behavior
- Confused thinking or irrational thoughts
- Someone stating or writing that they hurt themselves or someone else
- Talking about death or dying
- Energy changes
- Difficulty completing daily tasks

Arizona has a crisis service network available to anyone in Arizona. Phone lines are open 24 hours a day, 365 days a year.

### Crisis Hotlines

#### Arizona Statewide Crisis Line

Phone: (844) 534-HOPE (4673)

Text: 4HOPE (44673)

Chat: [crisis.solari-inc.org/start-a-chat](https://crisis.solari-inc.org/start-a-chat)

#### National 24-Hour Crisis Hotline

Dial 988 or (800) 273-8255

National crisis text line:

TEXT "HOME" to 741741

#### Teen Lifeline

Call or text: 602-248-TEEN (8336)

#### Veteran

Veteran Crisis Line: Dial 988 (Press 1)

Be Connected: 1-866-4AZ-VETS (429-8387)

### County, Tribal Suicide and Crisis Hotlines

#### County

Apache, Cochise, Graham, Greenlee, La Paz, Pima, Pinal, Santa Cruz, Yuma  
(866) 495-6735

Coconino, Mohave, Navajo, Yavapai  
(877) 756-4090

Gila, Maricopa  
(800) 631-1314

#### Tribal Community

Ak-Chin Indian Community  
Gila River Indian Community  
(800) 259-3449

Salt River Pima Maricopa  
Indian Community  
(855) 331-6432

Tohono O'odham Nation  
(844) 423-8759



# Mental Health Awareness

## How to Locate Opioid Use Disorder Treatment

Opioid Use Disorder (OUD) is a problem caused by drug use that leads to difficulty or distress. Signs of OUD include needing more drugs to feel the same effect, wanting opioids all the time and not being able to control your use. We want to help you find treatment for OUD when you need help.

OUD treatment can involve a team of professionals like social workers, doctors, nurse practitioners and other people who can help with your behavioral health. Medication Assisted Treatment (MAT) can prevent returning to use. Also, MAT can help control symptoms and reduce cravings. To start treatment, you will need to meet with a behavioral health provider to help you decide which treatment options will be best for you.

You and your family can find Opioid Use Disorder (OUD) providers near you. Go to [opioidservicelocator.azahcccs.gov](http://opioidservicelocator.azahcccs.gov) and enter your zip code.

There are also four places called Access Points. Access Points have opioid treatment services 24/7.

### Access Point Locations and Contact Information

#### **CODAC Health, Recovery and Wellness**

380 E Ft Lowell Rd  
Tucson, AZ 85705  
(520) 202-1786

#### **Community Bridges**

##### **East Valley Addiction Recovery Center**

560 S Bellview  
Mesa, AZ 85204  
(480) 461-1711

#### **Community Medical Services**

2806 W Cactus Rd  
Phoenix, AZ 85029  
(602) 607-7000

#### **Intensive Treatment Systems, West Clinic**

4136 N 75th Ave #116  
Phoenix, AZ 85033  
(623) 247-1234

If you have any questions or need support searching for OUD Treatment, please contact our Customer Care Center at (800) 582-8686, TTY 711.



## What Is Trauma-Informed Care?

All people experience negative events. Another word for negative events is “trauma.” When a person has trauma in their life, it can change how they think and feel. The trauma can add up and change how a person acts. Trauma can even change your physical health.

The people who are helping you should understand how trauma has impacted your life. The Integrated Care Team knows that trauma can change your feelings and actions. No matter what you have gone through, you deserve to be treated with kindness and respect. You should feel safe and supported when you go to services. You have the right to feel safe and to be treated with kindness and respect. This is called trauma-informed care. To learn more about trauma-informed care, go to the Governor’s website: [www.goyff.az.gov/TIC](http://www.goyff.az.gov/TIC).



## What Is Integrated Care Management?

B – UFC/ACC offers Integrated Care Management to help you and your family have the best health outcomes. Our integrated care management teams include a doctor, nurses and behavioral health partners. They all work together to help you and your family stay as healthy as possible.

B – UFC/ACC offers integrated care management for all members, including moms, dads and children.

- **Healthy pregnancy and support for new moms:** We connect you with the right medical and behavioral health care providers, community agencies and support groups for both you and your baby.
- **Children's health:** We are here to help your child can get all the right checkups, screenings, vaccines and other services needed. This helps make sure your child is growing and developing as expected. It also helps them avoid many preventable illnesses.
- **Parental support:** Being a parent can be tough. The care management teams have many resources to help you become more confident in taking care of yourself and your child. They can advise you on everything from feeding yo ur baby to managing stress.
- **Easy communication:** Our care management teams can help you talk with different health care providers who are all working together to support your family's health.
- **Behavioral health co-care management:** Our behavioral health care managers can help with all your mental health needs. This includes postpartum depression, anxiety and substance use or misuse referrals. Behavioral health care managers partner closely with OB and pediatric care managers to give you the most complete support possible.

If you would like more information about working with our integrated care team, please call our Customer Care Center at (800) 582-8686, TTY 711.



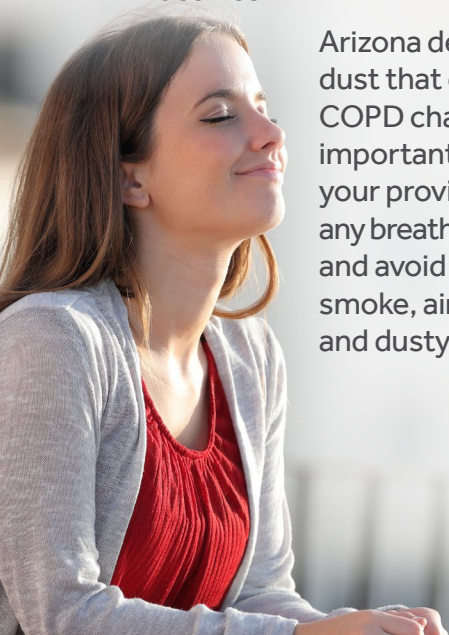
## Breathing Is Life

### Act early for COPD

Chronic Obstructive Pulmonary Disease or COPD refers to a group of breathing related problems. COPD includes emphysema and chronic bronchitis. Many people suffer from COPD but have not been diagnosed. Although there is no cure, COPD can be treated and improve quality of life. Symptoms include shortness of breath or trouble taking a deep breath. Other symptoms can be frequent cough or wheezing. COPD is diagnosed with a simple breathing test. If you have these symptoms or have smoked your provider can order the test.

Treatment can include pulmonary rehabilitation. This is a program to help you learn how to manage COPD. Medications and oxygen can be used to treat COPD. It is important to avoid smoke and other air pollution. Lung infections are one complication of COPD. Certain vaccines, such as flu and pneumonia can help prevent lung infections. It is important to talk to your provider about vaccines.

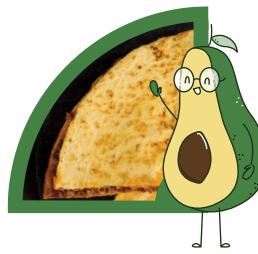
Arizona deserts cause dust that can increase COPD chances. It is important to talk to your provider about any breathing problems, and avoid secondhand smoke, air pollution and dusty days.



## Break the Diet Mindset

Do you ever deprive yourself of 'forbidden' foods, beat yourself up for eating too much, or feel anxious when you see a higher number on the scale? If so, you may be stuck in a diet mindset. Fortunately, with the right mindset, you can break the cycle and create healthy eating habits you can maintain for the long term.

### Black Bean Quesadillas With Spicy Charred Broccoli



#### Ingredients

- ½ cup shredded Monterey Jack cheese
- 4 (8-inch) whole wheat tortillas
- ½ cup prepared fresh salsa
- 1 lb black beans (1 can)
- 2 tsp canola oil
- 1 ripe avocado

#### Instructions

1. Combine beans, cheese and ¼ cup salsa in a medium bowl. Place tortillas on a work surface. Spread ½ cup filling on half of each tortilla. Fold tortillas in half, pressing gently to flatten.
2. Heat 1 teaspoon oil in a large nonstick skillet over medium heat. Add 2 quesadillas and cook, turning once, until golden on both sides, 2 to 4 minutes total. Transfer to a cutting board and tent with foil to keep warm. Repeat with the remaining 1 teaspoon oil and quesadillas. Serve the quesadillas with avocado and the remaining salsa.



#### Ingredients

- 1 head broccoli
- 2 Tbsp olive oil
- ½ tsp kosher salt
- ¼ tsp red pepper flakes
- ½ lemon

#### Instructions

1. Trim the broccoli stem, cut off about 1 inch from the crown and peel and slice into rounds. Cut the crown into bite-sized pieces. Toss the broccoli with the oil, salt and pepper flakes.
2. Place a cast-iron skillet or heavy-bottomed pan over high heat until very hot. Add the broccoli, cut-side down, in the pan. Cook until deeply browned on the bottom, about 2 minutes.
3. Toss and continue to cook until the broccoli is crisp tender and charred in spots, about 5 minutes more.
4. Remove from the heat, squeeze the lemon over the top of the broccoli and serve.

## Teen Talk

### Living a smoke-free life

Did you know that many adults started smoking before they were 18 years old? Some even started smoking before high school.

Most younger kids say they never tried smoking. But they might change their minds when they get older. This is because tobacco companies make smokers look fun, sexy and cool. This causes kids to try smoking. They want to look like the people in the ads. Kids do not know that it can take as little as 100 cigarettes to become addicted.

**What else makes kids pick up that first cigarette? Some reasons are:**

- Their parents are smokers.
- Their friends talk them into smoking.
- Teens cannot think about the future problems that smoking will cause.
- Some places have lower tobacco taxes. This makes it easier for kids to buy cigarettes.

**Parents are the most important people for kids to talk to about not smoking. Here are some helpful tips for talking to them:**

- Be honest. Tell your kids you do not want them to smoke cigarettes.
- Talk to them about the many kinds of tobacco. This includes e-cigarettes and vaping.
- Tell them how tobacco can harm their body.
- Be a good example. It is best to not smoke.
- If you do smoke, the best thing you can do is quit. This will also show your kids that smoking is bad for them.
- Be calm. If you catch your kid smoking or vaping, try not to yell.
- Try not to threaten them to quit. It is best to talk about what they can change in their life to help them quit.

The American Lung Association Not-On-Tobacco (NOT) program can help teens quit.

Please call the American Lung Association at (800) 586-4872. You can also send your questions to [NOT@lung.org](mailto:NOT@lung.org).

If you need help quitting tobacco, resources are available at no cost to you. Please call the ASHLine at (800) 556-6222.

You can also visit their website at [www.ashline.org](http://www.ashline.org).

Source: American Lung Association [www.lung.org/quit-smoking/helping-teens-quit/why-kids-start-smoking](http://www.lung.org/quit-smoking/helping-teens-quit/why-kids-start-smoking)



## Let's Prevent It!

### End Childhood Lead Poisoning

Lead is a toxic metal used in a variety of products. Lead can get into your body when you unknowingly swallow or breathe in lead fumes or lead dust. Young children are most at risk because they are still developing and absorb lead more easily. High lead levels in children can cause developmental delays, learning or behavior problems. It can also cause hearing loss or damage to the brain, liver and kidneys. Severe lead poisoning can lead to convulsions or even death.

#### Lead can be found in many places we may not think of:

- Certain work areas (*construction sites, mechanical or welding, mining, shooting ranges*).
- Imported or homemade pottery.
- Soil (*kids may accidentally swallow or bring soil containing lead into the home*).
- Certain home remedies, candy or spices (*Azarcon, Greta*).
- Hobbies (*making ceramics, stained glass or reloading bullets*).
- Homes built before 1978 (*old peeling, cracked or chipped paint*).

Children with lead poisoning might look and feel healthy. But they still need to be treated. The only way to detect lead poisoning is with a simple blood test. Your provider can order this test. All children should be tested at 12 and 24 months of age. Blood lead testing is also needed for any child 2 to 6 years old, if they missed earlier tests, or if they show a medical need for the test.

#### Ways to prevent or reduce blood lead levels:

- Good nutrition (*diets high in iron, calcium and vitamin C can minimize lead absorption*).
- Good housekeeping (*wet wipe, vacuum or mop rather than dry dusting or sweeping*).
- Wash your hands and your children's hands often.
- Do not use clay pottery to cook or store food.
- Do not use home remedies that could contain lead.
- Do not sand or scrape old paint when remodeling.

For more information on preventing lead exposure, call the Arizona Department of Health Services at (602) 364-3118, or visit [www.AZHealth.gov/Lead](http://www.AZHealth.gov/Lead). You can also call our Customer Care Center at (800) 582-8686, TTY 711 and ask to speak to a pediatric nurse care manager.





## Mom Talk

### Sexually Transmitted Diseases and Infections

These are diseases passed from one person to another through sexual contact.

These include:

- Chlamydia
- Gonorrhea
- Genital herpes
- Human papillomavirus (HPV)
- Syphilis
- HIV

Many STDs do not show symptoms for a long time after the infection starts. The only way to know for sure if you have a sexually transmitted infection or disease is to get tested. People who are sexually active should be tested regularly. This can prevent health problems and avoid spreading infection to others. You can also ask about testing and treatment for your partner.

Sexually transmitted infections or diseases like chlamydia and syphilis can be passed to the baby during birth. Without treatment, this can cause serious health problems. Some babies can even die from these infections. Because of these risks, testing is done in early pregnancy.

Your provider can give you medicine to treat most sexually transmitted infections or diseases. It is very important to finish all the medications your provider prescribes.

For more information, visit:

[www.cdc.gov/std/healthcomm/the-facts.htm](http://www.cdc.gov/std/healthcomm/the-facts.htm).

We are here to help keep you healthy. You can call our Customer Care Center at (800) 582-8686, TTY 711 if you need help scheduling a preventive care or other health care visit.

### Women's Health

#### Annual visits and preventative care

We care about women's health. We recommend screening and testing for cancers and sexually transmitted infections or diseases (*STIs or STDs*) during annual wellness visits.

#### Cervical Cancer

The most important thing you can do to help prevent cervical cancer is to have regular screening tests. It is also important to get the HPV (*Human Papillomavirus*) vaccine. The HPV vaccine can stop some HPV infections that can cause cancer. B – UFC/ACC covers the HPV vaccine.

The cervical cancer screening is called a Papanicolaou (*Pap*) test. A Pap test should be done annually. This test looks for changes in the cervix, which can lead to cancer. After three normal Pap tests, you can ask for less testing.

Regular screenings help find pre-cancerous cells before they can turn into cancer. Women who have cervical cancer or pre-cancer should follow special screening directions from their providers

For more information, visit: [www.cdc.gov/cancer/cervical/basic\\_info/screening.htm](http://www.cdc.gov/cancer/cervical/basic_info/screening.htm).

#### Breast Cancer

Breast cancer screenings can help find breast cancer. If cancer is found early, it can be easier to treat. Talk to your provider about which breast cancer screening test is right for you.

For more information, visit: [www.cdc.gov/cancer/breast/basic\\_info/screening.htm](http://www.cdc.gov/cancer/breast/basic_info/screening.htm).

## HIV Testing and Care in Pregnancy

The Human Immunodeficiency Virus (HIV) virus causes the disease Acquired Immunodeficiency Syndrome (AIDS). HIV can affect the body's immune system. It weakens your ability to fend off illness and infection. HIV can enter the bloodstream through sexual contact, contact with body fluids like blood or semen or by sharing needles.

HIV can pass from mother to baby at any time during pregnancy, childbirth or through breast milk.

### You can help prevent HIV infection in both you and your baby.

- Use condoms every time you have sex.
- Never share drug needles.
- Ask any partner to be HIV tested before having sex.
- All pregnant women, or any woman planning to become pregnant, should get a voluntary HIV test as soon as possible (*available at no cost*).
- If you have HIV and are pregnant:
  - » See your provider regularly.
  - » Take your HIV medicines as instructed.
  - » Do not breastfeed, pump and feed with breast milk.

There is no cure for HIV. But early diagnosis and treatment can help keep the virus under control. This helps people with HIV stay healthy. If your HIV test is positive, counseling and treatment are available at no cost to you. Proper treatment will help keep both you and your baby as healthy as possible.

Babies born to HIV positive mothers should see their provider regularly. Your baby will be tested for HIV several times. The provider may prescribe medications for your baby to help keep them from becoming HIV positive.

### For more information:

- The Center for Disease Control (CDC) webpage [www.cdc.gov/hiv/default.html](http://www.cdc.gov/hiv/default.html) has more information on HIV risk, prevention, testing options and testing locations.
- Fast-Facts on early testing and treatment to improve outcomes for mothers and babies: [www.cdc.gov/hiv/group/gender/pregnantwomen/index.html](http://www.cdc.gov/hiv/group/gender/pregnantwomen/index.html)
- You can also call the CDC Hotline at (800) CDC-INFO.

If you need help finding a provider or would like to speak with one of our Maternal and Child Health care managers, please call our Customer Care Center at (800) 582-8686, TTY 711.



## Services for Your Developing Child

Did you know that there are services for babies and young children to help with their development? Babies and young children do better when they are healthy and happy. These services for babies and children help them and their family to:

- Build healthy relationships.
- Improve behavior.
- Learn in school.
- Work on social skills.
- Connect to resources.

For more information on services available and support, visit:

[Arizona Early Intervention Program \(AzEIP\)](https://des.az.gov/azeip)  
[des.az.gov/azeip](https://des.az.gov/azeip)

[Arizona Step and Smart Support](https://www.swhd.org/training/smart-support/)  
[www.swhd.org/training/smart-support/](https://www.swhd.org/training/smart-support/)

[First Things First](https://www.firstthingsfirst.org/)  
[www.firstthingsfirst.org/](https://www.firstthingsfirst.org/)

[Healthy Families](https://dcs.az.gov/services/prevention/healthy-families-arizona)  
[dcs.az.gov/services/prevention/healthy-families-arizona](https://dcs.az.gov/services/prevention/healthy-families-arizona)

[Nurse Family Partnership](https://www.nursefamilypartnership.org/locations/arizona/)  
[www.nursefamilypartnership.org/locations/arizona/](https://www.nursefamilypartnership.org/locations/arizona/)

[Raising Special Kids](https://raisingspecialkids.org)  
[raisingspecialkids.org](https://raisingspecialkids.org)

For help finding services, call our Customer Care Center at (800) 582-8686, TTY 711.

## Children's Rehabilitative Services

If your child has a health issue that needs regular visits with different providers, they might qualify for Children's Rehabilitative Services (CRS). CRS is for members under 21 years of age with certain medical conditions. These members can use special clinics called Multispecialty Interdisciplinary Clinics (MSICs). These special clinics provide family centered care. They support your child's medical and mental health needs all in one place. MSICs partner with community agencies to help provide whole health support of all members and family needs.

Our care management team is looking out for your child's health. They work with you to keep your child healthy, catch problems early and makes sure they have the best care possible. To request care manager assistance, contact our Customer Care Center at (800) 582-8686, TTY 711.

## A Healthier You: Care During Pregnancy and After Birth

Early and regular prenatal care is vital step to having a healthy baby. See your provider as soon as you think you might be pregnant. Our Customer Care Center can help you choose a provider near you. They can also help you schedule a visit or arrange transportation.

OB nurse care managers are also available for you to talk with. They can share key information about pregnancy and having a healthy baby. They can also connect you to other resources in your community. Call our Customer Care Center at (800) 582-8686, TTY 711 if you need to speak to a nurse care manager.

After you give birth, you need to see your provider for an initial postpartum visit within three weeks of child birth. This will be sooner if you had a C-section. Your provider may recommend other visits based on your specific needs. You should finish with a full, comprehensive visit no more than 12 weeks after your delivery.

Planning your next pregnancy. Your body needs time to fully recover from your last pregnancy before it is ready for your next pregnancy. Having at least 18 months between pregnancies may help reduce your risk for premature birth in your next pregnancy. Talk to your health care provider about ways you can help reduce your risk. To learn more, go to [www.marchofdimes.org/sites/default/files/2023-04/MOD-birth-spacing-health-action-sheet-bilingual-041423.pdf](https://www.marchofdimes.org/sites/default/files/2023-04/MOD-birth-spacing-health-action-sheet-bilingual-041423.pdf).

ATTENTION: If you speak English, language assistance services are available at no cost to you. Call (800) 582-8686, TTY 711. Español (Spanish) - ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (800) 582-8686, TTY 711. 繁體中文 (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 (800) 582-8686, TTY 711. Contract services are funded under contract with the State of Arizona.

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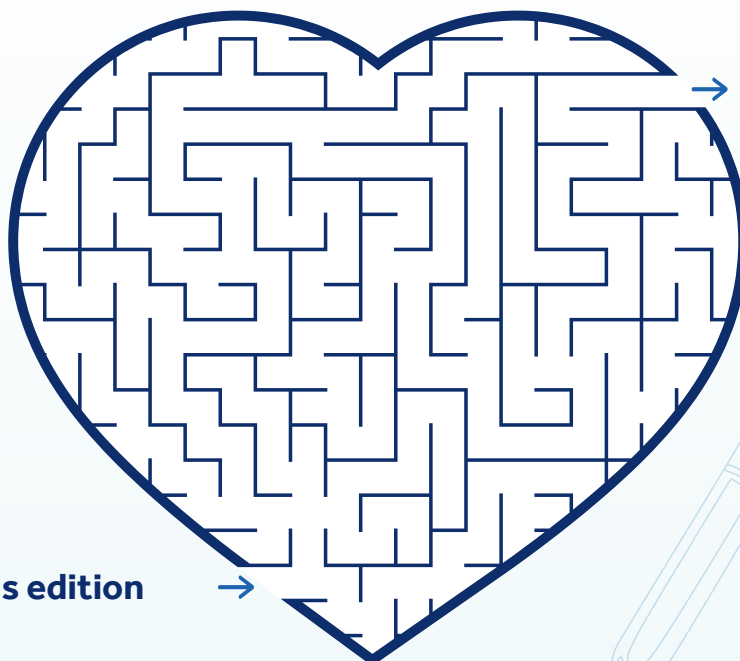
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