

¡VOLTEE PARA ESPAÑOL!

If you need to receive this newsletter in a different format (such as another language, large print, Braille or audio tapes), please call the Member Helpline at **1-800-348-4058**.



WHERE TO GET BEHAVIORAL HEALTH SERVICES IN ARIZONA

**MARICOPA
COUNTY**
Magellan
Health Services
1-800-564-5465

**GILA, LA PAZ,
PINAL AND YUMA
COUNTIES**
Cenpatico
1-866-495-6738

**COCHISE, GRAHAM,
GREENLEE, PIMA AND
SANTA CRUZ COUNTIES**
Community Partnership
of Southern Arizona
1-800-771-9889

**APACHE, COCONINO,
MOHAVE, NAVAJO
AND YAVAPAI COUNTIES**
Northern Arizona
Behavioral Health
1-800-640-2123

▼ HEALTH CONSUMER

PLANS FOR THE future



ADVANCE DIRECTIVES FOR PHYSICAL AND MENTAL HEALTH

What would happen if you were unable to make your own healthcare decisions? Do you have written instructions? Have you chosen a family member to decide for you? This is called an advance directive.

It's a good idea for anyone to have an advance directive for medical care. If you have a mental illness, you may want an advance directive for mental healthcare, too.

There are several ways to make your wishes known in advance. You can give your doctor the name of someone you trust. This is called a durable power of attorney. You can also write your wishes down. This is called a living will. There are forms you can use to make this easy and official.

WRITE IT DOWN Ask your doctor, clinic or hospital for an advance directive form. Questions? Call Member Services at **1-800-348-4058** (TTY 1-800-367-8939).

▼ EMERGENCY CARE



is it an emergency?

KNOW THE DIFFERENCE
TO GET THE RIGHT CARE
AT THE RIGHT PLACE

More than one-third of emergency room visits are unnecessary. Do you know when to go to the emergency room and when not to go?

An emergency is an illness or injury that starts suddenly. It is very serious. If you don't get help right away, you could die or suffer other harm. Examples of emergencies include:

- signs of a heart attack or stroke.
- bleeding that won't stop, a broken bone or a bad burn.
- trouble breathing or loss of consciousness.
- you feel you might hurt yourself or others.
- signs that something is wrong with a pregnancy, like pain or bleeding.

In a true medical emergency, you should go right to the nearest hospital emergency room or call 911.

Sometimes you have an illness or injury that is not an emergency, but you do need to see a doctor soon. This is called urgent care. It's usually best to see your primary care provider (PCP) for urgent care.

 **UNSURE?** If you're not sure what to do, call your PCP. Or, call Member Services at 1-800-348-4058 (TTY 1-800-367-8939) for advice.

▼ SICK DAYS

allergies AND asthma

4 STEPS TO FEELING BETTER

If you have allergies or asthma, join the club.

About 20 million people in the U.S. have asthma.

Allergies affect more than 50 million people.

Allergies happen when your body overreacts to something. It thinks something you eat, breathe or get on your skin is dangerous. Common causes are pollen, molds, animal dander and certain foods. In some people, allergies lead to asthma attacks.

Many allergies can be treated at home. You can avoid some triggers. Over-the-counter medicines can help. See your doctor if your allergies are bad, last a long time or cause asthma symptoms.

ALLERGY SYMPTOMS

- itchy, watery eyes
- sneezing, or a stuffy or runny nose
- coughing or wheezing
- rash, hives or inflamed skin

ASTHMA SYMPTOMS

- wheezing or coughing
- difficulty breathing
- tightness in the chest

4 TIPS

Steps toward controlling your allergies and asthma

- 1 Find out what your triggers are.
- 2 Avoid known allergens (things that cause allergies).
- 3 Pay attention to how you feel.
- 4 Take your medicine.



BREATHE EASIER If you have asthma, APIPA has a case management program that can help you. Call 1-800-348-4058 (TTY 1-800-367-8939) to find out more. Or, ask your PCP to refer you to the APIPA case management program.



1 OUT OF 4
PEOPLE HAVE
ALLERGIES OR
ASTHMA.

▼ BABY BASICS

Healthy First Steps

protect your baby

If you have HIV, you could pass the virus to your baby during pregnancy, labor or breastfeeding. There are steps you can take to reduce the risk of infecting your baby with HIV. There are medications that may prevent HIV from being passed from mother to baby. Once the baby is born, it is safer for HIV-positive mothers to bottle feed instead of breastfeeding.

If you are pregnant and have HIV, APIPA has a program called Healthy First Steps (HFS) that can help you. HFS case managers can guide you through your pregnancy and postpartum period to help you have a healthy baby.



WE CAN HELP APIPA has Level 3 case managers available to answer any of your questions about HIV. To find out more, call Member Services at 1-800-348-4058.

▼ SEXUAL HEALTH

check it out

CHLAMYDIA IS EASY TO GET, EASY TO DETECT, EASY TO TREAT

Chlamydia can cause serious problems in men and women. It can make women unable to get pregnant. It can also affect newborn babies of infected mothers.

Most people with chlamydia have no symptoms. The best way to see if you have it is to get tested. The test is done on urine and is fast, easy and painless. All sexually active women should get tested each year. It's even more important for women under 25.

Chlamydia is treated with antibiotics. It's important to take all the medicine. If you don't, the infection may come back. Your partner should also get tested, and treated if necessary.

To prevent chlamydia, use a condom every time you have sex.



OK FOR OB Annual OB/GYN checkups are a covered benefit. Call your health plan if you need to find a provider.

▼ BABY BASICS

baby^{BE} well

Your child should have at least 10 well-baby visits in the first two years. These visits are called well child checkups or Early and Periodic Screening, Diagnostic and Treatment (EPSDT) visits. They make sure your baby is growing and developing well. If your baby has any problems, they can be caught early. Your baby can get the shots and tests he or she needs on time. These visits let you get to know the doctor well. You can get help with your questions and concerns.



WHEN TO TAKE YOUR BABY TO THE DOCTOR

- | | |
|--------------------------------------|---|
| <input type="checkbox"/> newborn | <input type="checkbox"/> 3 years |
| <input type="checkbox"/> 2 to 4 days | <input type="checkbox"/> 4 years |
| <input type="checkbox"/> 1 month | <input type="checkbox"/> 5 years |
| <input type="checkbox"/> 2 months | <input type="checkbox"/> 6 years |
| <input type="checkbox"/> 4 months | <input type="checkbox"/> 8 years |
| <input type="checkbox"/> 6 months | <input type="checkbox"/> 10–20 years, take your child to the doctor for a checkup every year. |
| <input type="checkbox"/> 9 months | |
| <input type="checkbox"/> 12 months | |
| <input type="checkbox"/> 15 months | |
| <input type="checkbox"/> 18 months | |
| <input type="checkbox"/> 24 months | |



FIRST STEPS If you need help scheduling an appointment, please call APIPA at 1-888-664-2777.

▼ YOU AND YOUR DOCTOR



FINDING doctor right

MAKE YOUR PCP YOUR PARTNER IN HEALTH

When you joined your health plan, you chose a primary care provider (PCP). Your PCP will provide or coordinate all your health care. If you need tests or treatments that your PCP can't provide, he or she will give you a referral.

You should feel comfortable with your PCP. If you are not, contact your health plan to choose a new one. Think about what you want in a PCP. You may prefer a PCP who is male or female. You might want one who speaks your language or shares your culture. You might want one with weekend hours, or one located near public transportation.

There are different types of doctors who are PCPs.

- **FAMILY PRACTITIONERS** treat the whole family. They may also provide women's healthcare.
- **INTERNISTS** treat adults only.
- **PEDIATRICIANS** treat children from birth through the teen years.
- **OB/GYNs** provide women's health care. Women can choose one in addition to their PCP. They provide birth control and STD testing. They also provide prenatal care and deliver babies.

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WHAT'S YOUR TYPE? To see a list of participating providers, see www.myapipa.com. Or call 1-800-348-4058 (TTY 1-800-367-8939) to ask for a provider directory at no cost to you.

▼ ABOUT YOUR PLAN

shine arizona

WE'RE COMING TO YOUR TOWN

Join us for Shine Arizona's Health on Wheels Tour, brought to you by Arizona Physicians IPA. Take advantage of no-cost screenings and cooking demonstrations. Test your skills with boxing, bowling, tennis and Dance Dance Revolution on the Nintendo Wii. Shoot hoops, jump rope, be healthy and much more.



WE'RE HERE Call 1-888-96-SHINE or visit www.ShineArizona.com to learn when, where and who will be joining Shine Arizona's Health on Wheels visits in your community. We're helping ALL Arizonans Be Healthy, Be Strong, Shine!