

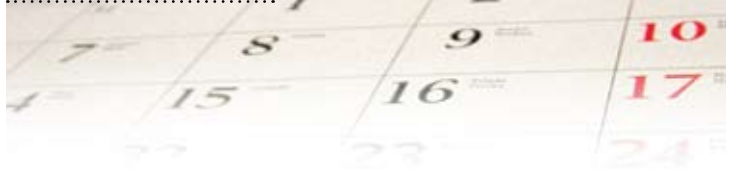
If you need to receive this newsletter in a different format (such as another language, large print, Braille or audio tapes), please call the Member Helpline at 1-800-348-4058.



### RED FLAGS

**The Red Flags Rule says that health care providers need to help prevent medical identity theft.** They must make sure patients are who they say they are. They want to make sure someone else isn't using your health plan ID card. This means your provider might ask for your driver's license or other photo ID. Be sure to take your ID with you when you get health care.

### ▼ ABOUT YOUR PLAN

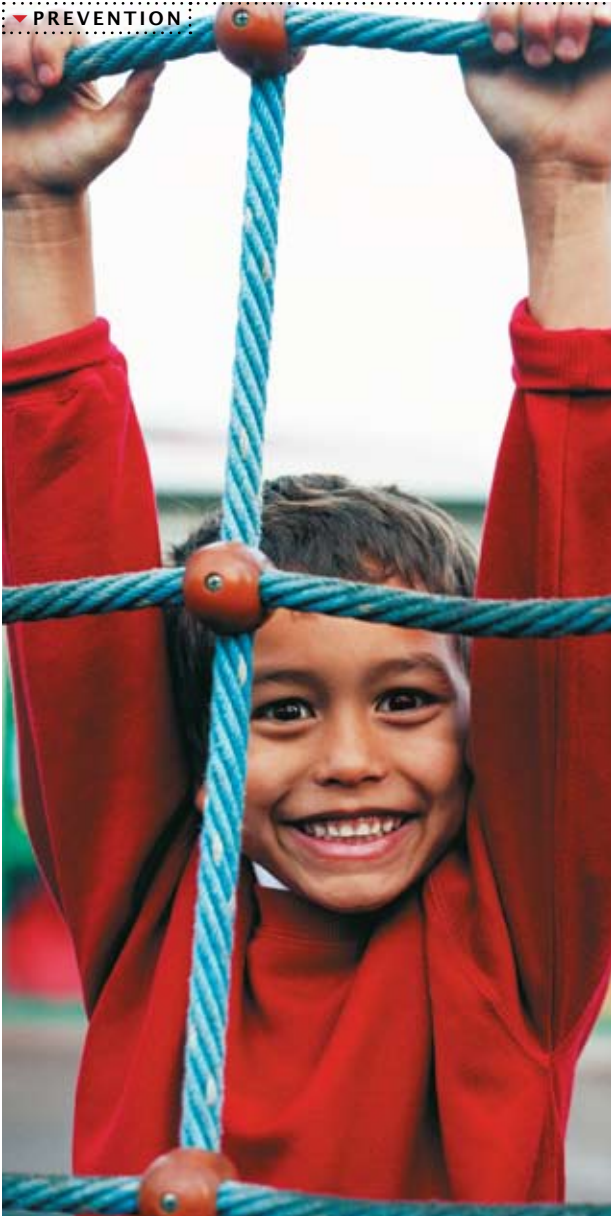


## it's <sup>A</sup>date

### DON'T MISS YOUR DOCTOR APPOINTMENTS

**APIPA would like to remind you that it is important to keep your appointments.** If you can't get to your appointment, you must call your doctor's office to cancel or reschedule at least 24 hours before your appointment. This is helpful to your doctor's office.

- This will allow the office to see someone who may be ill or need treatment right away.
- The doctor can't see other patients when you don't show up for your appointment. Remember, this time has been scheduled for you.
- Always remember to take your AHCCCS ID card to every appointment.



# TAKE your BEST shot

## IMMUNIZATION UPDATES FOR KIDS AND TEENS

**Years ago, many children died from common diseases.**

Today, these diseases are very rare. This is because children now get vaccines to protect them from getting sick.

Sometimes there are changes to who should get certain shots or when they should get them. Here are two newer vaccines that recently changed.

### HUMAN PAPILLOMAVIRUS (HPV)

**WHAT:** HPV is very common. You get it from unprotected sex. About half of all sexually active people will get it at some point. It usually has no symptoms. But it can cause cervical and other cancers. There is now a vaccine for HPV.

**WHEN:** The vaccine is given in a series of three shots. It is recommended for 11- and 12-year-old girls. But it can now be given to both females and males up to age 21. Ask your doctor what's best for your child.

### CHICKEN POX

**WHAT:** Most of the time, chicken pox is not serious. But it can sometimes be dangerous. It can cause skin infections and pneumonia. Some kids die from it. A vaccine has been available since 1995.

**WHEN:** The first vaccine is given at age 12-15 months. A second dose should be given at age 4-6 years. The shot is now also available combined with the MMR. MMR stands for measles, mumps and rubella. The combination shot is called MMRV (measles, mumps, rubella and varicella).



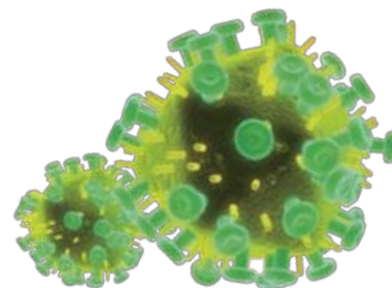
**SCHOOL'S OUT!** Enjoy your summer. But start planning for the fall now. Call your child's primary care provider (PCP) today. Make an appointment for a school checkup. Collect school and sports forms you need ahead of time. Beat the rush! Need help scheduling an appointment? Call us at 1-888-664-2777.

## get tested

### LIFE GOES ON WITH HIV

**HIV is the virus that causes AIDS.** It is spread through blood, semen and other body fluids. Certain people are at higher risk for getting HIV. Having unprotected sex with multiple partners raises your risk. So does injecting illegal drugs.

There is no cure for HIV. But drug therapy is helping infected people live longer, healthier lives. This is why it is so important to get tested. People with HIV who take medicine for it can keep from getting AIDS for a long time. They can be careful about not spreading the virus.



**AT RISK?** Ask your doctor for an HIV test. Or, text your zip code to **KNOWIT (566948)** to find a free testing clinic near you.



# calling ALL teens

## HAVE YOU HAD A WELL EXAM THIS YEAR?

**Doctor visits aren't just for when you are sick.** All pre-teens, teens and young adults should see a doctor once a year for a regular exam. As you get older, your body changes. Going to the doctor will give you a chance to ask questions about those changes. You can talk about any other concerns you may have. At your visit, your doctor will:

- do a physical exam.
- check your weight and height.
- give you any needed immunizations.
- talk to you about changes in your body.
- give you information about staying healthy and safe.
- address your questions and concerns.

Taking control of your health as a pre-teen, teen and young adult will help you get on the path to knowing your body. You'll learn to make good choices for yourself.

**QUESTIONS?** Need help setting up your adolescent well care visit? Please call us at 1-888-664-2777.

## eye spy

### DON'T LET DIABETES TAKE YOUR SIGHT

**Diabetic retinopathy is the main cause of blindness in the U.S.** It is a common complication of diabetes. It damages the blood vessels in the eye. Most of the time, symptoms do not start until the damage is bad.

Laser surgery can stop diabetic retinopathy from getting worse. But it can't reverse the vision loss that already happened. That's why it is so important to have a diabetic eye exam every year. It can catch diabetic retinopathy before you have symptoms.

The eye doctor will dilate your pupils with eye drops. Then he or she will take a look inside your eye. The test is quick and painless.



**WE CARE** If you have diabetes, APIPA has a program that can help you. You can talk to a nurse who can help you understand your disease. We will send you reminders about important tests. Call 1-800-348-4058 (TTY 1-800-367-8939 or 711) to find out how you can join.

## prescription for health

MEDICARE PART D 2010 UPDATE AND CHANGES

**If you have APIPA Personal Care Plus Part D**, there are some changes to your prescription drug benefits.

- Additional drugs have been added.
- A new “find-a-drug” feature has been added to the member section of [www.myapipa.com](http://www.myapipa.com). Use this feature to see if drugs you are taking are covered.
- Copayments for 2010 range from \$1.10 to \$6.30 per prescription, depending on whether the drug is brand-name or generic. On March 1, 2009, AHCCCS stopped paying for copayments through Medicaid managed care plans.
- A 90-day supply of maintenance drugs is now available from Prescription Solutions Mail Service Pharmacy. You can contact Prescription Solutions to start mail service by calling 1-888-658-0539 (TTY 711), 24 hours a day, seven days a week. Please have your medication name and physician’s telephone number ready when you call.



### POSTPARTUM DEPRESSION IS TREATABLE

**After giving birth, women can have many different feelings. Bringing home a new baby can be a joyful time.** But for some moms, it is not. Taking care of newborns is a lot of work!

Moms go through a lot of emotions. You might feel happy and excited, worried, sad, tired, crabby or stressed. Going through this rollercoaster of feelings is common for a short time. If the ups and downs continue, it can be a more serious concern called postpartum depression. You might have postpartum depression if you:

- can't sleep or eat enough.
- are very irritable.
- feel guilty or think you are a bad parent.
- don't want to take care of the baby.

**KNOW THE SIGNS** If you or a loved one show these signs, it is important to get help right away. Call your doctor or the local Regional Behavioral Health Authority (RBHA) near you. The RBHA numbers are listed in the chart on the next page.

▼ ABOUT YOUR PLAN ▼



# making changes?

TELL US ABOUT CHANGES IN INFORMATION

**Please let AHCCCS and APIPA know if there are any changes to your family or contact information.** We need this information to make sure you get the information we send. We also need to make sure everyone in your family who is eligible for benefits gets them. Changes to tell us about include:

- birth or death
- marriage or divorce
- adoption or guardianship
- a new address
- an out-of-state move
- a different phone number

**? MAKE A REPORT**

To report any changes, call AHCCCS at 1-800-962-6690 (in Maricopa county, call 602-417-7100). Also call APIPA at 1-800-348-4058. If you are a DDD/ALTCs member, call your DDD Support Coordinator or DDD Member Services at 602-542-0419 in Maricopa County, all others 1-866-229-5553.

▼ BEHAVIORAL HEALTH ▼



# help is here

HOW TO USE YOUR BEHAVIORAL HEALTH BENEFITS

**Did you know that your behavioral health benefits include therapy and counseling?** You can get help in individual, group and family settings. You do not have to go through tough times alone.

Your Regional Behavioral Health Authority (RBHA) can help. To learn more about your behavioral health benefits and/or to enroll with an RBHA, please contact the RBHA in your county:

COUNTY	RBHA	INFORMATION OR ENROLLMENT	24-HOUR CRISIS LINE
Maricopa	Magellan	1-800-564-5465	602-222-9444
Pima	Community Partnership Southern Arizona (CPSA)	1-800-771-9889	520-622-6000
Cochise, Gila, Graham, Greenlee, La Paz, Pinal, Santa Cruz and Yuma	Cenpatico	1-866-495-6738	1-866-496-6735
Apache, Coconino, Mojave, Navajo and Yavapai	Northern Arizona Behavioral Health Authority (NARBHA)	1-800-640-2123	1-877-756-4090

▼ DENTAL CARE ▼

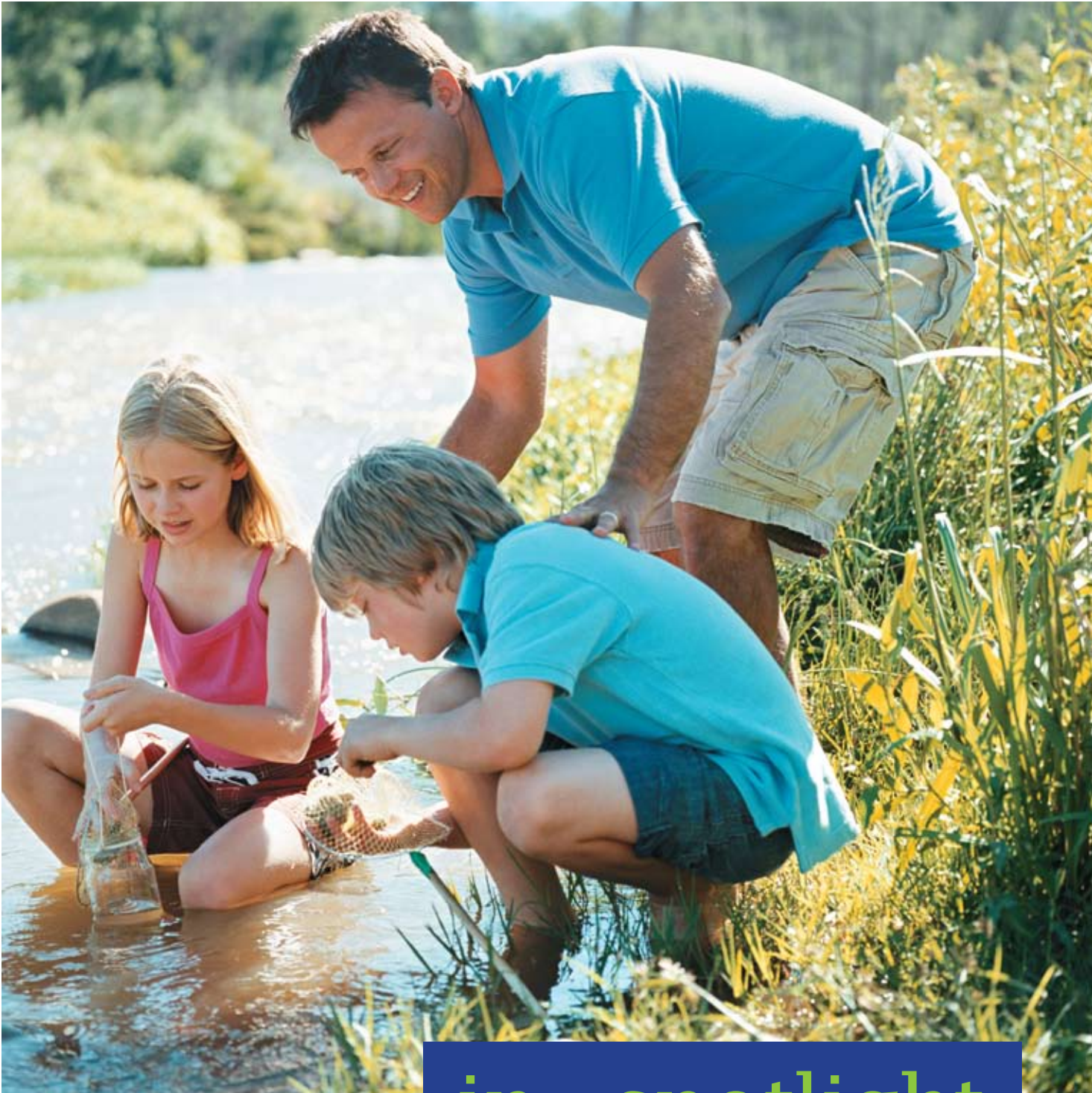
# smile!

**All children ages 1 up to 21 should have a dental visit every six months.**

If you visit an APIPA dentist, there is no charge for members up to age 21 for checkups. Please make an appointment with your child's dentist today.



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# in<sup>THE</sup>spotlight

## SPOTLIGHT GROUPS OF THE QUARTER

Here is a small sampling of the providers that we have available in our network. These APIPA practices are recognized for their commitment to improving the quality of care of our members, creating a “Medical Home” where you can go for all your health care needs. Please contact Member Services at 1-800-348-4058 to ask specific questions or to change your PCP.

**MARICOPA COUNTY**

**PHOENIX PEDIATRICS** is made up of eight pediatricians and two nurse practitioners. The group works closely with APIPA to make the practice a true Medical Home for its patients. The office provides general pediatric services and also treats a large population of children with special health care needs. The Central office recently moved. Learn more at [www.PhoenixPediatrics.com](http://www.PhoenixPediatrics.com).

LOCATION	HOURS	PHONE
Central Office 4434 N. 12th St. Phoenix	Monday-Friday 8 a.m.-5 p.m.	602-242-5121
Desert Ridge Office 4735 E. Union Hills Dr. Phoenix	Monday-Friday 8 a.m.-5 p.m.	602-971-5121



**MARICOPA INTEGRATED HEALTH SYSTEM (MIHS)** has 11 Family Health Centers (FHC) in the valley and a comprehensive health center and women's clinic on the Maricopa Medical Center campus. Special programs are available to refugees and victims of domestic violence. MIHS has Family Learning Centers at the Comprehensive Health Center and the 7th Ave. FHC. Physicians specialize in family medicine, internal medicine, pediatrics, and obstetrics and gynecology. Learn more about MIHS at [www.MIHS.org](http://www.MIHS.org).

LOCATION	HOURS	PHONE
Comprehensive Health Center 2525 E. Roosevelt St. Phoenix	Monday-Friday 8 a.m.-5 p.m.	602-344-5407
Avondale FHC 950 E. Van Buren Avondale	Monday-Friday 8 a.m.-5 p.m.	623-344-6800
Chandler FHC 811 S. Hamilton Chandler	Monday-Friday 7:30 a.m.-4:30 p.m.	480-344-6100
El Mirage FHC 12428 W. Thunderbird El Mirage	Monday-Friday 8 a.m.-5 p.m.	623-344-6500
Glendale FHC 5141 W. Lamar Glendale	Monday-Friday 8 a.m.-9 p.m.	623-344-6700
Guadalupe FHC 5825 E. Calle Guadalupe Guadalupe	Monday-Friday 7:30 a.m.-4:30 p.m.	480-344-6000
Maryvale FHC 4011 N. 51st Ave. Phoenix	Monday-Friday 7 a.m.-4:30 p.m.	623-344-6900
Mesa FHC 59 S. Hibbert Mesa	Monday-Friday 8 a.m.-5 p.m.	480-344-6200
7th Ave. FHC 1205 S. 7th Ave. Phoenix	Monday-Friday 8 a.m.-5 p.m.	602-344-6600
South Central FHC 33 W. Tamarisk Phoenix	Monday-Friday 8 a.m.-5 p.m.	602-344-6400
Sunnyslope FHC 934 W. Hatcher Phoenix	Monday-Friday 8 a.m.-5 p.m.	602-344-6300
7th Ave. Walk-in Clinic 1201 S. 7th Ave. Phoenix	7 days a week 7 a.m.-11 p.m.	602-344-6655



AZ-CAID

## PIMA COUNTY

**EL RIO HEALTH CENTER** provides quality health care in an environment of respect and dignity. The providers focus on developing long-term relationships with their patients. They want to make a difference in each patient's overall health. El Rio offers programs such as asthma intervention, dental, diabetes and women's wellness. Members can select a PCP from a variety of clinic locations. Same day appointments are also available for urgent matters.



LOCATION	HOURS	PHONE
Birth & Women's Center 2595 N. Wyatt Dr. Tucson	Monday-Friday 8 a.m.-4:30 p.m.	520-795-9912
Broadway Clinic 1101 E. Broadway Tucson	Monday, Tuesday, Thursday, Friday 8 a.m.-5 p.m. Wednesday 9 a.m.-5 p.m.	520-624-7750
Congress Medical/Dental Clinic 839 W. Congress St. Tucson	Monday-Friday 8 a.m.-5 p.m.	520-792-9890
El Pueblo Clinic 101 W. Irvington Rd. Tucson	Monday-Friday 8 a.m.-5 p.m.	520-573-0096
Northwest Clinic 320 W. Prince Rd. Tucson	Monday-Friday 8 a.m.-5 p.m.	520-309-2289
Pascua Yaqui Clinic 7490 S. Camino de Oeste Tucson	Monday-Friday 8 a.m.-5 p.m.	520-879-6225
Southeast Clinic — New! 6950 E. Golf Links Tucson	Monday-Friday 7:30 a.m.-4 p.m.	520-670-3909
Southwest Pediatrics Clinic 1500 W. Commerce Ct. Tucson	Monday-Friday 8 a.m.-5 p.m.	520-792-9890

## YUMA COUNTY

**SAN LUIS WALK-IN CLINIC** offers same-day appointments, extended hours and two locations. The clinic hosts educational services and support groups including cooking classes, asthma camp for kids and sessions on diabetes and cholesterol prevention and control.

LOCATION	HOURS	PHONE
214 W. Main St. Somerton	Monday-Friday 8 a.m.-5 p.m.	928-627-1120
1896 E. Babbit Ln., Ste. B-D San Luis	Monday-Thursday 7 a.m.-6 p.m.	928-722-6112

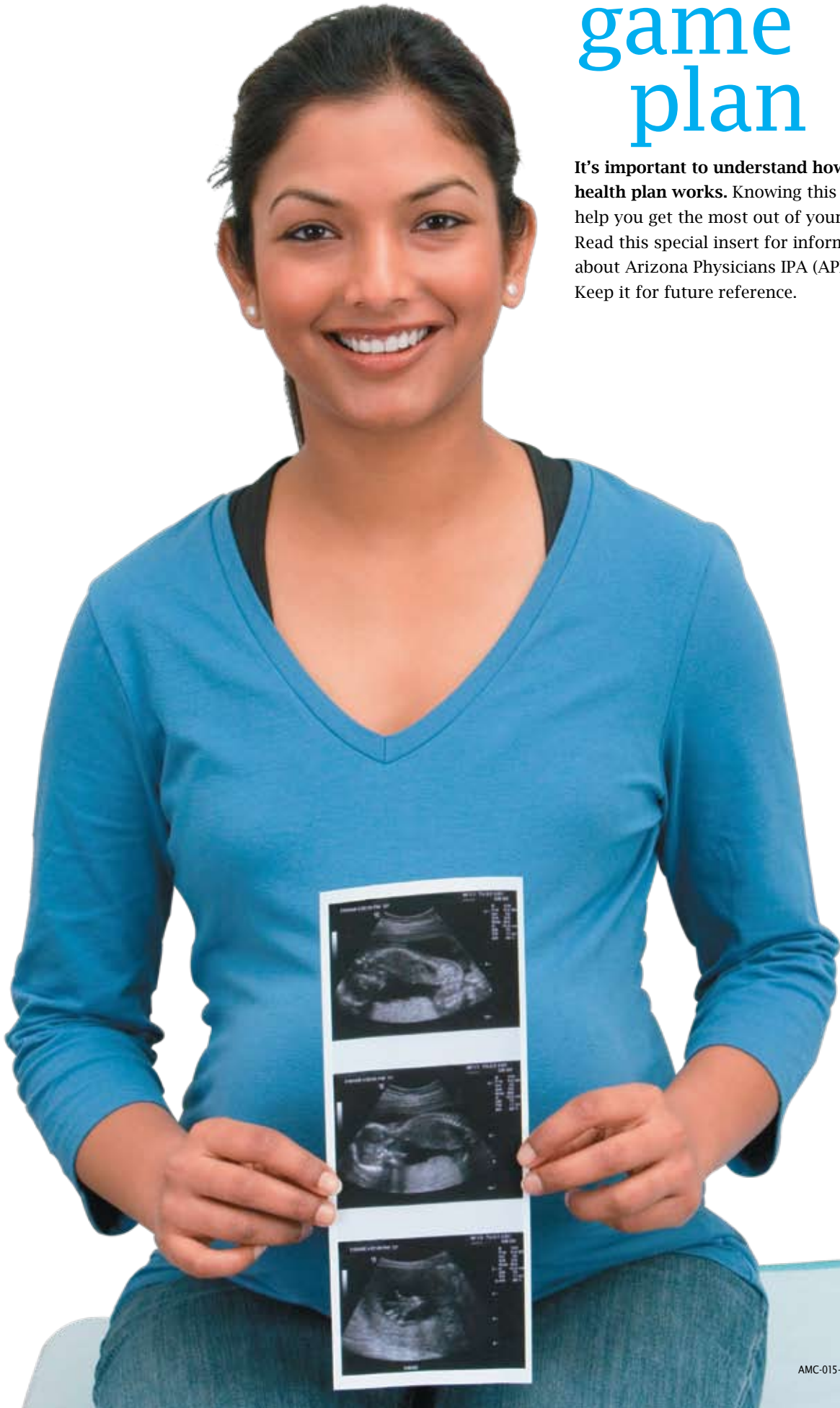
**SUNSET COMMUNITY HEALTH CENTER** provides a comprehensive array of primary care and preventive services in four offices. Care is accessible to all, with a sliding fee scale, a prenatal plan and a dental plan available. Education about nutrition, exercise and maintaining a healthy weight, diabetes and cardiovascular disease is provided. Services are also offered in Spanish.

LOCATION	HOURS	PHONE
815 E. Juan Sanchez Blvd. San Luis	Monday-Friday 8 a.m.-5 p.m.	928-627-3822
115 N. Somerton Somerton	Monday-Friday 8 a.m.-5 p.m.	928-627-2051
2060 W. 24th St. Yuma	Monday-Friday 8 a.m.-5 p.m.	928-344-4216
10425 Williams St. Wellton	Monday-Friday 8 a.m.-5 p.m.	928-785-3256



# game plan

**It's important to understand how your health plan works.** Knowing this can help you get the most out of your benefits. Read this special insert for information about Arizona Physicians IPA (APIPA). Keep it for future reference.



# MEMBER **rights** AND **responsibilities**

## YOU HAVE THE RIGHT TO:

### RESPECT AND DIGNITY

- **be treated with respect** and dignity by APIPA staff and health care providers.
- **receive covered benefits** and services regardless of race, color, gender, religion, age, national origin, ability to speak English, handicap, ability to pay, marital status, sexual preference, genetic information or physical or mental handicap.
- **have services given in a way that respects your culture**, language, background and abilities.
- **know the languages** spoken by each contracted APIPA doctor.
- **receive interpreter services** free of charge.
- **get this information** in a language or format that you understand, including sign language or Braille.
- **be free from any form of restraint** or seclusion used as a means of coercion, discipline, convenience or retaliation.


### CONFIDENTIALITY AND PRIVACY

- **privacy** during medical visits, appointments and treatments.
- **privacy and protection** of your health information.
- **access to your medical records** or child's medical records as allowed by law. This request may be denied if the information is psychotherapy notes; collected for a civil, criminal or administrative action; protected health information subject to the Federal Clinical Laboratory Improvements Amendments of 1988 or exempt pursuant to 42 CFR 493.3(a)(2).

- **request a copy** of your medical records at no cost to you, be told how long it will take APIPA to get the record to you and/or what to do if your record request is denied by APIPA.
- **correct your medical record** as allowed by law.
- **change your doctor** that is contracted with APIPA, up to three times per year.
- **refuse care**, or refuse care from certain doctors.
- **know the professional background** of any person involved in your care.
- **know the name of your doctor.**

### TREATMENT DECISIONS

- **talk to your doctor** about your health care and how to get covered services. Call Member Services if you have questions that your doctor did not answer.
- **get information on available treatments**, treatment options and the right to refuse treatment, appropriate to your condition, in language that you understand.
- **be involved in decisions** about your health care or have a representative facilitate care or help make decisions if you are not able to do so.
- **request a second opinion** from a qualified health care professional within APIPA's network at no cost to you. A second opinion may be received from an out-of-network provider, at no cost to you, if there is no in-network coverage.
- **get information on how to get mental health care**, substance abuse services or a referral for specialty services not provided by your PCP.



.....  
**WE WANT TO HAVE A GOOD RELATIONSHIP WITH YOU. FOR THIS TO HAPPEN, YOU NEED TO KNOW YOUR RIGHTS AND RESPONSIBILITIES.**  
.....

- **know how APIPA evaluates** new technology and decides to cover new treatments.

### OTHER

- **receive emergency care** without approval from your doctor or APIPA.
- **know if you need insurance** for very large claims (stop-loss insurance).
- **request information** on whether or not APIPA has physician incentive plans that affect the use of referral services.
- **know how APIPA compensates** doctors.
- **receive a summary** of member survey results.
- **request information** about grievances, appeals and requests for hearings.
- **request information** about getting services outside APIPA's contracted service area.



## YOU HAVE THE RESPONSIBILITY TO:

### RESPECT

- **read and follow** the APIPA member handbook.
- **treat** all APIPA staff and health care providers with respect and dignity.
- **protect your ID card** and show it before you get services. Do not throw your card away.

### FOLLOW INSTRUCTIONS

- **know the name** of your Primary Care Physician (PCP). Your PCP is your doctor that coordinates your health care needs.
- **see your PCP** for your health care needs.
- **use the emergency room** for life-threatening care only. Go to your PCP or urgent care centers for all other care.

- **follow your doctor's instructions** and treatment plan and tell your doctor if their explanations are not clear.
- **bring your child's immunization records** with you to appointments until the child is 18 years old.

### APPOINTMENTS

- **make an appointment** before you visit your PCP or any other APIPA health care provider.
- **schedule appointments** during office hours instead of using urgent care or emergency rooms.
- **if you need a ride**, call APIPA at **1-888-700-6822** at least three days before your appointment.
- **arrive on time** for appointments.

- **please call the office** at least one day in advance if you must cancel an appointment.
- **if you cancel** your appointments, be sure to cancel your transportation at **1-888-700-6822**.

### SHARE INFORMATION

- **be honest and direct** with your PCP. Give them health history on you or your child.
- **call AHCCCS** if you have changes in address or family size or questions about eligibility.
- **tell your doctor**, AHCCCS and APIPA if you have other insurance, such as Medicare.
- **give a copy** of your living will to your PCP.



# THE waiting GAME

## HOW LONG YOU SHOULD WAIT FOR AN APPOINTMENT

**No one likes waiting.** Especially when you don't feel well. That's why we ask doctors who participate in Arizona Physicians IPA (APIPA) to see patients on time. How fast they should see you depends on why you need the appointment.

To make an appointment, just call your primary care provider (PCP). Tell them why you want to see the doctor. If you don't know who your PCP is, call Member Services at 1-800-348-4058. We ask providers to see you within the following time frames:

TYPE OF APPOINTMENT	EXAMPLES	APPOINTMENT STANDARDS
Emergency	Chest pain, asthma attack, serious injury	Immediately
Urgent	Rash, flu	48 hours
Emergent	Stomach pain, ear infection	Same day
Routine and preventive	Checkup, sports physical, follow-up visit	3 weeks

If your doctor is not meeting these appointment standards, tell us. Call 1-800-348-4058 (TTY 1-800-367-8939 or 711) 24 hours a day, seven days a week. Already have an appointment? Don't forget to go. *If you need to change or cancel an appointment, call the doctor's office. Try to call at least one day before the appointment.*

## BY THE BOOK

### CHECK OUT YOUR MEMBER HANDBOOK

#### Have you read your member handbook?

It is a great source of information. It tells you how to use your plan. It explains:

- the benefits and services you have.
- the benefits and services you don't have (exclusions).
- your copayments.
- what to do if you need care when you are out of town.
- how to find out about participating providers.
- when and how to get routine, after-hours, specialty and emergency care.
- how to voice a complaint or appeal a coverage decision.

### GET SMART

You can read the member handbook online at [www.myapipa.com](http://www.myapipa.com). Or, call 1-800-348-4058 (TTY 1-800-367-8939 or 711) 24 hours a day, seven days a week. Ask to have a copy mailed to you.