

Staying Healthy Newsletter

Working together for healthier families

Prenatal and postpartum care visits

It is important that you go to all of your prenatal care visits, even if you feel fine. Prenatal visits happen during your pregnancy. It's also important to go to your postpartum care visits, which happen after you deliver your baby. These visits will benefit both you and your baby. They're also the best way to keep your unborn baby healthy. There is no copayment or other charge for covered pregnancy-related services.

Make an appointment with your provider as soon as you think you might be pregnant. To find a provider, you can use the "Find a provider" directory at www.MercyCareAZ.org.

First prenatal visit

Your first visit is very important. The doctor will

examine you and your growing baby to make sure everything is all right. They will do:

- A complete checkup of your physical and emotional well-being.
- Blood tests and a urine test.
- They will also check you for infections such as sexually transmitted infections (STIs) and HIV

(the virus that causes AIDS). These tests are covered at no cost to you.

- If you test positive for any STI or HIV, you can get treatment and counseling at no cost to you.

Based on your health and other factors, your

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Assistance with scheduling of appointments or transportation

If you need help making an appointment or if you need a ride to an appointment, you can call Member Services for help. Call Mercy Care Member Services at **602-263-3000** or **1-800-624-3879** (TTY **711**). Members with a SMI designation can call Member Services at **602-586-1841** or **1-800-564-5465** (TTY **711**).



Caring for yourself and your baby

Postpartum (after you have your baby)

All women need care after giving birth. It is important to schedule and go to all of your visits, even if you feel fine. You should see your doctor within 7-84 days of having your baby. Your doctor may want to see you more than once. This is to make sure you are healing properly, to discuss how you are feeling, and to answer any of your questions.

These are warning signs that you should call your doctor right away. These can happen up to a year after having your baby:

- Headache that won't go away or gets worse over time
- Dizziness or fainting
- Thoughts about hurting yourself or baby
- Changes in your vision
- Fever of 100.4F or higher
- Trouble breathing or fast-beating heart
- Chest pain
- Severe belly pain and/or nausea
- Heavy bleeding (more than one pad/hour)
- Severe swelling, redness or pain in your leg or arm

If you feel like something just isn't right, or aren't sure if it's serious, call your doctor. Be sure to tell them you were pregnant in the last year. If you are having a medical emergency, call **911**.

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Prenatal and postpartum care visits

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doctor will decide how often you should be seen. Be sure to follow your doctor's advice. You may also get a special case manager or care manager who will help you while you are pregnant. Any time you have concerns about your pregnancy, be sure to call your doctor.

Appointment Schedules

You should be able to get an appointment within these time frames:

- First trimester (weeks 1-12 or months 1-3)- You should be seen within 14 calendar days of calling the doctor.
- Second trimester (weeks 13-27 or months 4-6)- You should be seen within seven (7) calendar days of calling the doctor.
- Third trimester (weeks 28-40 or months 7-9)- You should be seen within three (3) business days of calling the doctor.
- High risk pregnancies are as soon as your

health requires and no later than (3) three business days of identification of high risk or immediately if an emergency exists.

After your first visit, a common schedule is:

- Weeks 4-28: Visit at least every 4 weeks
- Weeks 29-36: Visit at least every 2 weeks
- Weeks 37-40: Visit at least every week



Keep you and baby healthy

Pregnancy and risky behaviors

You should tell your doctor about all medications you take, as some may affect the health of your baby. You should not smoke (including e-cigarettes and vaping), drink alcohol, or use illegal drugs. Smoking, drinking alcohol, and using street drugs can cause problems during pregnancy for a woman and her baby. This includes premature birth, birth defects, and infant death.

Neonatal abstinence syndrome (NAS) happens when you use certain drugs during pregnancy. Your baby can go through drug withdrawal after birth. NAS can also occur when you take opioids while pregnant. Opioids help take pain away and are sometimes prescribed by a doctor after an injury or surgery. Tell your provider if you are taking any medicine for pain, even if it is prescribed by another doctor. Babies born with NAS are more likely to have a low birth weight, breathing and feeding problems, and seizures. If you are pregnant and drink alcohol, smoke, use street drugs or take opioids, talk to your doctor, or seek help from a local treatment center before quitting. If you do not feel comfortable talking to your doctor about your problem, you can call Member Services for help.

Nutrition and healthy eating while pregnant

Eating right is always good, but it's extra important when you are pregnant. When your baby gets the right vitamins, they are more likely to be born healthy. Follow these simple healthy eating tips:

- Drink at least 6 to 8 glasses of water each day.
- Eat healthy snacks and meals.
- Avoid foods with no or low nutritional value such as fried, fatty, and sugary foods.
- Avoid foods that could make you or your baby sick such as raw fish, raw or undercooked meat and eggs, soft cheeses, unpasteurized milk and juices, and raw sprouts.

Pregnancy and family planning services and supplies

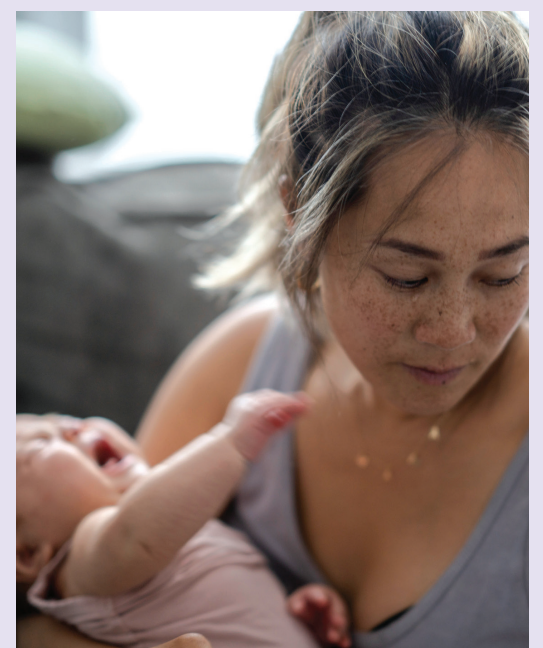
Ask your doctor about options for LARC (long-acting reversible contraceptives) and IPLARC (immediate postpartum long-acting reversible contraceptives) before going home with your new baby. These types of IUDs and implants are convenient, effective, and can help avoid unintended pregnancy. They can usually be done before you leave the hospital. While there are some risks, such as the IUD coming out of the uterus, pelvic inflammatory disease (PID), and the possibility of pregnancy, these are very rare.

Prenatal or Postpartum Depression (PPD)

If you have feelings of sadness that last a long time, are severe and cause you to have problems doing normal daily activities, call your doctor right away. They will figure out if your symptoms are caused by prenatal depression or postpartum depression (PPD). PPD is more than "feeling down" or having the "blues." It is an illness and needs treatment to get better. If you need to talk to someone because you have troubling thoughts, contact your doctor or nurse right away. Do not wait to get help.

Mental Health Resources

- Maternal Mental Health Hotline: **1-833-9 HELP4MOMS (1-833-943-5746)**
- Suicide Prevention and Crisis Line: **988**
- Postpartum Support International Warmline: **1-800-944-4773**
- For all emergencies, please dial **911**.



Tips for better sleep

- Reduce noise
- Exercise
- Keep your room dark
- Keep a consistent schedule
- Limit your caffeine intake

Signs of active labor

If you think you are in labor or if you think you may have a problem with your pregnancy, call your doctor immediately. Your doctor should see you within three (3) business days of your call or right away if it is an emergency. These are important symptoms that you should pay attention to. Call your doctor immediately if you have any of these symptoms and don't wait for them to go away.

- Discharge, blood or water leaking from the vagina
- Low, dull backache
- Feel like you're going to start your period (period-like cramping)
- Pelvic pressure (like the baby is pushing down)
- Stomach cramps (you may or may not have diarrhea with this)
- Regular contractions that last for over an hour

Labor

If you are in labor and need a ride to the hospital, call **911**.

At least 39 weeks of pregnancy gives your baby the time they need to grow before being born. If you have your baby too early, they might miss an important stage of development. Scheduling a C-section or inducing your baby before 39 weeks without a medical need can be dangerous for you and your baby. Your provider will talk to you if there is a medical need for you to have your baby early.

A birth plan is how you share what you want for your baby's birth. A plan makes it easier for your provider to support you. It is recommended that if you are low-risk, you may benefit from:

- One-on-one emotional care such as a doula (someone trained to help you during labor)
- Relaxation techniques such as massage and spending time in water in early labor
- Moving freely throughout labor
- Pushing in a comfortable position

Be sure to talk to your provider about what's best for you and your baby. You can also sign up for birthing classes around week 28 of your pregnancy. Just call the hospital where you will have your baby to find out when classes are and to sign up. Classes are available at no cost. Mercy Care can help schedule a ride to your classes if you cannot find one.

Source: "Approaches to Limit Intervention During Labor and Birth" from ACOG

Provider and treatment options when pregnant

If you are a newly assigned pregnant member or getting care from a provider that does not work with Mercy Care, we'll help you continue to receive the care you need. If you transition to Mercy Care in the last trimester of pregnancy, you may choose to continue with the maternity provider and/or delivery site that you are already using until your treatment is complete, or you can switch to a Mercy Care maternity provider.

If you choose to go with a provider that works with Mercy Care, you do not need to see or ask your Primary Care Provider (PCP) first. You can go directly to a Mercy Care Primary Care Obstetrician (OB/GYN) for care. The OB/GYN will manage your pregnancy care. Your PCP will manage your routine health care. You may also choose to have an OB/GYN as your PCP during your pregnancy.



Family planning services & supplies

Did you know Mercy Care covers birth control at no cost for men and women of reproductive age? These services and supplies help protect against pregnancy. Some also help protect against sexually transmitted infections (STIs). Covered services and supplies include:

- Natural family planning and contraceptive counseling
- Birth control pills
- Emergency oral contraceptives within 72 hours after unprotected sexual intercourse (mifepristone, also known as Mifeprex or RU-486, is not post-coital emergency oral contraception), and
- Injectable contraceptives
- Intrauterine devices (IUDs)
- LARC (long-acting reversible contraceptives)
- IPLARC (immediate postpartum long-acting reversible contraception)
- Vaginal rings
- Subdermal implantable contraceptive (implanted under the skin)
- Foams and suppositories
- Condoms
- Diaphragms
- Male and female sterilization (must be 21 or older for tubal ligations and vasectomies)
- Hysteroscopic tubal sterilization/vasectomy (this is not effective immediately therefore during the first three months you must continue to use another form of birth control to prevent pregnancy). At the end of three months, it is expected that a sperm count or hysterosalpingogram will be performed to confirm that the member is sterile.
- Testing and treatment for sexually transmitted infections (STIs)
- Pregnancy testing
- Medical and lab exams, including x-rays and ultrasounds related to family planning
- Treatment of complications resulting from contraceptive use, including emergency treatment

Ask your doctor about options for LARC (long-acting reversible contraceptives) and IPLARC (immediate postpartum long-acting reversible contraception). You can choose to get family planning services and supplies from any appropriate Mercy Care provider, whether they work for Mercy Care or not. No referral is needed, and there is no charge for family planning services and supplies.

Assistance with scheduling of appointments or transportation

If you need help making a family planning visit appointment, please call Mercy Care Member Services at **602-263-3000** or **1-800-624-3879 (TTY 711)**. Members with a SMI designation can call Member Services at **602-586-1841** or **1-800-564-5465 (TTY 711)**. Member Services can also help you schedule a ride to your appointment if you need one.

Community resources

2-1-1 Arizona

Community Information and Referral Services transforms lives by linking individuals and families to vital community services throughout Arizona. Dial **2-1-1** or <https://211arizona.org/>.

Arizona Early Intervention Program (AZEIP)

AZEIP helps families of children with disabilities or developmental delays age birth to three years old. They provide support and can work with their natural ability to learn. To get help call Mercy Care Member Services or visit www.azdes.gov/azeip or **602-532-9960**.

Arizona Head Start

Early Head Start/Head Start is a great program that gets preschoolers ready for kindergarten. They offer services at no cost to you. Call **602-262-4040** or visit www.azheadstart.org.

ADHS Health Start

Uses community health workers to provide education, support and advocacy services to pregnant and postpartum women and their families.

602-542-1025

www.azdhs.gov/prevention/womens-childrens-health/womens-health/index.php#health-start-home

ADHS Pregnancy and Breastfeeding Hotline

A 24-hour, 7 days a week hotline answered by an International Board-Certified Lactation Consultant RN, just call **1-800-833-4642**.

Arizona and Drug Information Center

No-cost, confidential, 24 hours a day, 7 days a week
1-800-222-1222 or visit <http://www.azpoison.com/>

Arizona Opioid Assistance & Referral (OAR) Line

A no-cost, confidential hotline offers opioid advice, resources and referrals 24 hours a day, 7 days a week. This Hotline is staffed with local medical experts at the Arizona and Banner Poison & Drug Information Centers who offer patients, family members or providers valuable opioid information. Call **1-888-688-4222** or visit <https://www.azdhs.gov/oarline>.

Arizona Postpartum Warm Line

Offer's support for families dealing with "postpartum depression, postpartum anxiety and other mood disorders associated with pregnancy and postpartum. This is a volunteer, peer support warm line. They help families dealing with postpartum.

800-944-4773 or www.psiarizona.org

ARIZONA@WORK

ARIZONA@WORK provides comprehensive statewide and locally-based workforce solutions for job seekers and employers.

<https://arizonaatwork.com>

Arizona Smokers Helpline ASHLine

This program is available to help people quit smoking and to get coaching to help them through the process. It also gives information on how to protect people from secondhand smoke. There are several no cost resources available, including Quit Coaching. Call **1-800-QUIT-NOW (1-800-784-8669)** or **1-855-DEJELO-YA (1-855-335-3569)** or visit <https://www.azdhs.gov/ashline/>. Information on how to quit vaping: <https://www.azdhs.gov/prevention/tobacco-chronic-disease/unvape/index.php>

Birth to 5 Helpline

Free service available to all Arizona families with young children, as well as parents-to-be, with questions or concerns about their infants, toddlers, and preschoolers. Call Monday through Friday from 8:00 a.m. to 8:00 p.m.

877-705-KIDS or <https://www.swhd.org/programs/health-and-development/birth-to-five-helpline/>

CPLC Parenting Arizona

Offers positive parenting education to all Arizona families by empowering parents with the skills to raise healthy and successful children. More information, call **602-248-0428** or www.cplc.org.

Dump the Drugs

General and Public information: **602-542-1025**

Find drop box locations to dispose unused or unwanted prescription drugs. This application displays all drop off locations in Arizona and enables the user to enter their address to receive directions to the location closest to them.

<https://azdhs.gov/gis/dump-the-drugs-az>



Staying healthy between pregnancies

It is important to stay healthy between pregnancies. If you have recently had a baby you may want to think about birth spacing. Birth spacing is the time between pregnancies. After having a baby, it is good to wait at least 18 months before your next pregnancy. Waiting 18 months can reduce the risk for low birth weight or having a premature baby. Babies who have a low birth weight or are premature may have other health problems such as asthma, developmental delay, or hearing and vision loss. Birth spacing is good for you, your body and it's good for your baby.

9 things to do before getting pregnant

1. Plan when you want to have your baby
2. Use birth control until you're ready to get pregnant
3. Take a multivitamin that contains 400 micrograms of folic acid every day
4. Get help to stop smoking, drinking alcohol and abusing drugs
5. Get a checkup
6. Eat healthy and get to a healthy weight
7. Do something active every day
8. Avoid exposure to chemicals and other harmful substances at work and at home
9. Learn to lower your stress

Thinking about becoming pregnant again? Talk to your doctor about birth spacing.

Sources: "Birth Spacing and Birth Outcomes" from the March of Dimes. "9 Things to Do Before Getting Pregnant" from the March of Dimes.

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Dangers of lead exposure

Lead in a person's blood can cause serious health problems. Lead poisoning is caused by breathing in or swallowing lead.

Lead can be found in:

- Paint and dust in older homes, especially dust from renovation or repairs
- Candy, makeup, toys, jewelry, glazed pots, and traditional medicines made in other countries
- Work like auto refinishing, construction, and plumbing
- Soil and tap water
- Spices, herbal remedies and ceremonial powders

Lead exposure during pregnancy

If you are pregnant, it's especially important to avoid exposure to lead. Lead can pass from a mother to her unborn baby. Too much lead in the body can:

- Put you at risk of miscarriage
- Cause a baby to be born too early or too small
- Hurt a baby's brain, kidneys and nervous system
- Cause a child to have learning or behavior problems

Dangers to children

Lead exposure in children can cause:

- Damage to the brain and nervous system
- Slowed growth and development
- Learning and behavior problems
- Hearing and speech problems

It's hard to tell if a child has been exposed to lead because no symptoms may be present. The best way to check for lead poisoning is by giving the child a blood lead test. Check with the child's Primary Care Provider (PCP) about testing.

Lead poisoning can be prevented. The key is to keep children from coming in contact with lead. If children are poisoned by lead, they must be treated. Learn how to prevent exposure to lead. To find more information about lead poisoning, you can visit <https://www.cdc.gov/nceh/lead/>.



Community resources

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First Things First

Partners with families and communities to help our state's young children be ready for success in kindergarten and beyond.

602-771-5100 or **877-803-7234** or <https://www.firstthingsfirst.org/>

Fussy Baby Program

Fussy Baby program is a component of the Birth to Five Helpline and gives support for parents who are concerned about their baby's temperament or behavior during the first year of life.

1-877-705-KIDS or <https://www.swhd.org/programs/health-and-development/fussy-baby>

Healthy Families Arizona

A home visiting program where a community health worker will go to the pregnant member's home to help with any concerns and to give information. The program starts while the member is pregnant and can continue through the time that the baby is 2 years old!

<https://strongfamiliesaz.com/program/healthy-families-arizona>

Hushabye Nursery

Provides short-term medical care to infants with Neonatal Abstinence Syndrome (NAS). Offers non-judgmental support, education and counseling to families and caregivers.

Call **480-628-7500** or online at www.hushabyenursery.org

Jacob's Hope

Jacob's Hope is a clinic for newborns who are suffering with withdrawals from prenatal exposure to drugs. Their medically nurturing facility cares for these infants in a home-like environment until they are ready for discharge.

480-398-7373 or <https://jacobshopeaz.org/>

La Leche League of Arizona

La Leche League gives free support for women who choose to breastfeed through the Valley Help Line and support groups. Call **602-234-1956** or **1-800-525-3243**, or www.llofaz.org.

Mercy Care Health & Wellness

We understand that everyone has different needs. You can work with us to help you reach your health goals. We are focused on making sure you get the health care you need. Our health and wellness page has resources for all types of topics such as Back to School information, Behavioral Health Services, Crisis Services, Substance Use Disorder services, and Women's Health services including information on pregnancy.

<https://www.mercycareaz.org/wellness>

Nurse-Family Partnership

Offers help for first-time mothers who are less than 28-weeks pregnant in Maricopa or Pima County. A specially trained nurse will visit you in your home to help you have a healthier pregnancy and can continue to visit until your baby is 2 years old. This is at no cost to you. Call **602-224-1740** or online at www.nursefamilypartnership.org/locations/Arizona

Opioid Assistance and Referral Line

Local medical experts offer patients, providers, and family members opioid information, resources, and referral 24/7. Translation services available.

1-888-688-4222

<https://www.azdhs.gov/oarline/>

Power Me A2Z

Provides free vitamins from the Arizona Department of Health Services, which is important for women's health. There are no hidden costs.

<https://www.powermea2z.org/>

Raising Special Kids

Raising Special Kids exists to improve the lives of children with the full range of disabilities, from birth to age 26, by providing support, training, information, and individual assistance so families can become effective advocates for their children.

www.raisingpecialkids.org

Phoenix- **602-242-4366** or **1-800-237-3007**

Southern Arizona- Tucson **520-441-4007**

Southern Arizona- Yuma **928-444-8803**

SNAP (Supplemental Nutrition Assistance Program)

Nutrition Assistance supports families to prevent under-nutrition in Arizona. Call **1-855-432-7587** or visit <https://des.az.gov/services/basic-needs/food-assistance>.

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Dental care and dental home

Dental services for members under 21 years of age

Two (2) routine preventive dental visits and two (2) cleanings/fluoride treatments are covered per year. Visits to the dentist must take place within six months and one day after the previous visit. Your child should have their first dental visit by one year of age or when the first tooth shows. Members under 21 years of age do not need a referral for dental care and there is no copayment or other charge for routine preventive dental care.

Poor dental health can cause health problems. Some of these are:

- Cavities (decay) and gum disease can lead to illnesses such as heart disease or diabetes.
- Gum disease can cause tooth loss and can affect your ability to eat and speak.

If you're pregnant, poor oral health may cause your baby to be premature and underweight.

To prevent tooth decay:

- Brush your teeth at least twice a day with toothpaste that has fluoride
- Clean between your teeth daily with dental floss
- Eat nutritious and balanced meals
- Drink fluoridated water
- Visit your dentist regularly for cleanings and an oral exam

Dental homes for members under 21 years of age

Mercy Care assigns all members under 21 years of age to a dental home. A dental home is where you and a dentist work together to best meet dental health needs. Having a dental home builds trust between you and the dentist. It is a place where you can get regular, ongoing care, not just a place to go when you have a dental problem. A "dental home" may be an office or facility where all dental services are provided in one place. You can choose or change your assigned dental provider by calling Member Services.

\$1,000 emergency dental benefit for members 21 years of age or older

Routine dental services are not covered for members 21 years of age or older. Covered dental services include examining the mouth, x-rays, care of fractures of the jaw or mouth, giving anesthesia and pain medication and/or antibiotics. There are exceptions to these limitations of service; certain pre-transplant services, prophylactic extraction of teeth in preparation for radiation treatment of cancer of the jaw, neck or head, and cleanings for members who are in an inpatient hospital setting and are placed on a ventilator are also covered.

**LTC and DDD members over 21 may receive medically necessary dental benefits up to \$1000 per contract year.*

Making and changing appointments

If you need to change or cancel your dental appointment or your child's dental appointment, please call your dental provider 24-48 hours in advance. Mercy Care is also here to help you. We can help you get a ride to the appointment if it is needed. Call Member Services at **602-263-3000** or **1-800-624-3879** (TTY **711**). Members with a SMI designation can call Member Services at **602-586-1841** or **1-800-564-5465** (TTY **711**).

Community resources

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Strong Families AZ

A network of free home visiting programs that helps families raise healthy children ready to succeed in school and life. The programs focus on pregnant woman and families with children birth to age 5. Visit <https://strongfamiliesaz.com/> to find programs in your area.

text4baby

Free text message service that sends you important information about prenatal care, safety and your baby's growth. To sign up, text "Baby" to **511411**. Enter your baby's due date and your zip code. And then wait for your texts. You can also sign up online at www.text4baby.org.

WIC

WIC (Women, Infants, & Children) offers healthy foods for moms and their babies. You can also get help with breastfeeding. Call **1-800-252-5942** to apply or visit www.azdhs.gov/azwic.



mercy care

Mercy Care

4500 E. Cotton Center Blvd
Phoenix, AZ 85040

Contract services are funded under contract with AHCCCS. 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.

@MercyCareAZ



Call Mercy Care Member Services. For ACC, DDD and LTC members, call **602-263-3000** or **1-800-624-3879** (TTY **711**) Monday through Friday, 7 a.m. to 6 p.m.

Call Mercy Care RBHA Member Services at **602-586-1841** or **1-800-564-5465**; (TTY **711**). We're available 24 hours a day, 7 days a week.

24-hour nurse line: **602-586-1841** or **1-800-564-5465**.

www.MercyCareAZ.org