



# Member Newsletter

Working together for a healthier you

## Snapshots of success – Jesse Yazzie and the Hope Lives mural

For Jesse Yazzie, recovery hasn't been a straight line. Like his art, it's been formed by many curved paths, shaped by good and negative experiences, colored by friends and family, and has taken him through times of light and shadows.

Jesse just completed work on the mural outside of the Hope Lives Phoenix location near 15th Avenue and Van Buren Street. Hope Lives is a community service agency whose purpose is to address the growing barriers to care for underserved populations and communities.

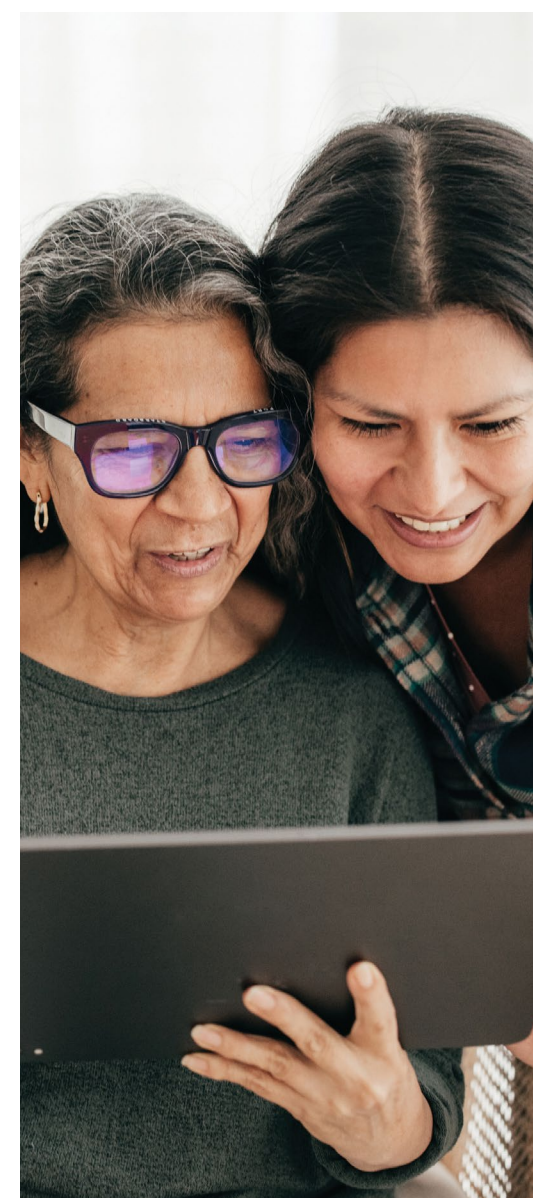
Jesse believes the mural will inspire others going through recovery. The Hope Lives mission is important to him because he's had family and friends experience substance use, incarceration and homelessness.

*continued on page 2*



### Introducing Mercy Care Health Assistant

Mercy Care Health Assistant offers helpful tools for managing your health in your daily life. You can use these resources through your computer, tablet or phone. Get personalized health plans to meet your needs and track your progress. Earn rewards for completing healthy activities. Browse the library of articles, videos and decision tools. Learn more at [mercyar.es/healthasst](https://mercyar.es/healthasst).



### Family of Choice—a guide to supporting someone living with a serious mental illness



Scan the QR code or go to [mercyar.es/familyofchoice](https://mercyar.es/familyofchoice) for a guide that provides an overview of Mercy Care's adult behavioral health system of care in Maricopa, Gila and Pinal counties. It can help you support your loved ones reach their resiliency and recovery goals.



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## Peer and family supports lend a helping hand

Trained peer support specialists assist members with their mental health recovery. These are mentors who can relate to your loved one. The peer support specialist can help families and their loved one address the member's social needs.

Peer support provides members:

- Resources to connect with the community
- Tools to use in times of crisis
- Help with treatment and wellness plans
- An advocate who will work with their clinical team

There are also family support specialists that educate and guide members and their families through the behavioral health system. A family support specialist is an advocate. Family support specialists help give a voice to the members and their family of choice. They give people the chance to explain their unique family situation. Also, they can connect members and their family with Mercy Care's other community partners that can provide services such as employment and housing support for members. These community partners are part of the treatment team that interact with members and their families. View the list of peer and family support providers at [mercyar.es/peersupport](https://mercyar.es/peersupport).

Peers and families play an important role in helping members be as healthy as possible. That is why Mercy Care works with the Arizona Peer and Family Coalition, an organization of peer and family member advocates. The coalition makes sure individuals and families have a say in the behavioral health policy decisions that affect their community. Want to learn more about how to get involved? Or, about peer and family support resources? Contact the Peer and Family Referral Center at [referralhelp.org](https://referralhelp.org) or email the Office of Individual and Family Affairs at [OIFATeam@mercycaresaz.org](mailto:OIFATeam@mercycaresaz.org).

## Snapshots of success – Jesse Yazzie and the Hope Lives mural *continued from page 1*

Jesse says the message on the wall, "Hope Lives Here – it's real. Recovery is a transformation process that can take place. There's no excuses. I did it. You don't have to feel ashamed. You can live if you want to."

The Mental Health Awareness Coalition (MHAC) sponsored the mural. Hope Lives staff asked members for ideas about what to include on the mural. The MHAC sent out a request for artists to submit their interest and artwork.

Jesse found out about the mural project from a friend with whom he served time in prison. Jesse said while in prison, it took him 3 to 4 years to clear his mind of drugs. During that time, he reinvented himself through his art. He would sell artwork like tattoos, portraits and birthday cards to inmates and staff.

Of prison, Jesse says "It left a huge scar. It gets lonely out here [after prison] and easy to revert back to old habits."

He's stayed in recovery by visualizing this creative future and making it happen for himself. He's fueled by the support and belief of others in him.

Jesse says, "Recovery's my life now. It's everything. It's art. It's as important as life and death. It's like becoming alive for the first time."

Debra Kurkoski, CEO of Hope Lives, was inspired to see the mural turn into a community project with members and others helping Jesse paint his design. People are sharing photos of the mural on social media.

She says, "Every time someone sees it, it's a constant reminder of recovery."

For more information on Hope Lives, visit [www.hopelivesaz.org](https://www.hopelivesaz.org).





## 2024 Connections Conference: Celebrating resilience—Connecting to what matters to you

Mercy Care, with support from AHCCCS, held the annual Connections Conference on April 11-12. It was hosted at the Double Tree Resort in Tempe.

The conference was very successful. More than 550 people attended. Attendees enjoyed educational sessions on celebrating resilience, connecting to resources and creating new paths to recovery. Conference materials are on the Community Events section of our website at [www.mercycareaz.org/events.html](http://www.mercycareaz.org/events.html).

Thank you to all the conference presenters and vendors! Most of all, thank you to members, families and supporters who participated! As we plan for next year, we want feedback from members about improving this event. If you have an idea for the conference, email the Mercy Care OIFA Team at [OIFATeam@mercycareaz.org](mailto:OIFATeam@mercycareaz.org).

## Personal Medicine

Mercy Care is adding Personal Medicine as a treatment to help our members find success in recovery. Personal Medicine is not a pill or a prescribed drug—it is a practice. It empowers people to connect with their inner resilience and play an active role in their recovery.

Personal Medicine is led by Patricia E. Deegan, Ph.D., the founder of Pat Deegan & Associates (PDA). With over 30 years of experience as a leader and innovator in the field of behavioral health recovery, Dr. Deegan has spent her life revolutionizing the way we approach mental health treatment.

“Illnesses don’t recover; people do,” says Dr. Deegan.

Diagnosed with schizophrenia as a teenager, Dr. Deegan defied expectations and earned a doctorate in clinical psychology. Today, she leads PDA, a company run by and for people in recovery. PDA has trained thousands of individuals worldwide as Certified Personal Medicine Coaches (CPMCs), empowering them to support others on their healing journeys.

Research on Personal Medicine has shown this program works to help people find success in recovery. Those who participate in Personal Medicine report higher engagement in their own care, leading to better health. Adding this practice into behavioral health treatment can empower people to take control of their life and well-being.

Mercy Care is working with ACC-RBHA Behavioral Health Home providers to certify all Rehabilitation Specialists as CPMCs.

Mercy Care believes in the power of Personal Medicine. We are committed to promoting this practice and creating a supportive environment where individuals can claim their own healing journey.



Want to learn more about Personal Medicine? Watch this short video.

## September is Suicide Prevention Awareness Month

Help keep loved ones safe from suicide by following **T-A-S-C**.

**T**une-In – Notice changes in behavior or warning signs.

**A**sk about suicide

**S**tate the seriousness of suicide thoughts

**C**onnect to helping resources

### Some warning signs

**Body language:** being withdrawn, sleeping too much or not enough, increasing drug or alcohol use, anxious, agitated or reckless

**Speech:** talking about wanting to die, feeling hopeless, having no purpose or being a burden to others.

Suicide and Crisis Lifeline: **988**

Hours: Available 24 hours to call or text.

Languages: English, Spanish.

Source: [www.livingworks.net](http://www.livingworks.net) and [www.save.org](http://www.save.org)

## Get Involved

We’re looking for interested Mercy Care members, peers, youth and their family to serve on our committees. All committee members play an important role in guiding how we serve the community and how we provide care. You will also help us come up with ways to improve services for our members.

Contact [OIFATeam@MercyCareAZ.org](mailto:OIFATeam@MercyCareAZ.org) for details or apply at [www.mercycareaz.org/committees.html](http://www.mercycareaz.org/committees.html).



Find more ways to get involved by joining the AHCCCS OIFA mailing list.

## Check out our Young Adult Health Services Video series

These engaging videos are focused on Mercy Care members ages 16 to 25. This series has health living tips for people of all ages though. These short videos give information on mental health services and suicide prevention. They also cover preventative care topics such as eating healthy and exercising. Visit [mercycar.es/healthservices](http://mercycar.es/healthservices) or scan the QR code to start watching.



## 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.

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Call Mercy Care RBHA Member Services at **602-586-1841** or **1-800-564-5465**; (TTY/TDD **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](http://www.MercyCareAZ.org)

## For a behavioral health crisis

Crisis Line staff can help:

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

Mercy Care members can call the **Arizona Behavioral Health Crisis Line** 24 hours a day, 7 days a week: **1-844-534-4673** or **1-844-534-HOPE** or **Text HOPE to 4HOPE (44673)**

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

### Tribal Crisis Lines

San Carlos Apache Reservation: **1-866-495-6735**

Gila River and Ak-Chin Indian Communities: **1-800-259-3449**

Salt River Pima Maricopa Indian Community: **1-855-331-6432**

Fort McDowell Yavapai Nation: **480-461-8888**

San Lucy District of the Tohono O'odham Nation: **480-461-8888**

Tohono O'odham Nation: **1-844-423-8759**

Pascua Yaqui Tribe: Tucson **520-591-7206**; Guadalupe **480-736-4943**

White Mountain Apache Tribe: **928-338-4811**

Navajo Nation: **928-551-0508**

Veterans Crisis Line: **988, press 1**

988 Suicide & Crisis Lifeline: **988**

National crisis text line: **Text HOME to 741741**

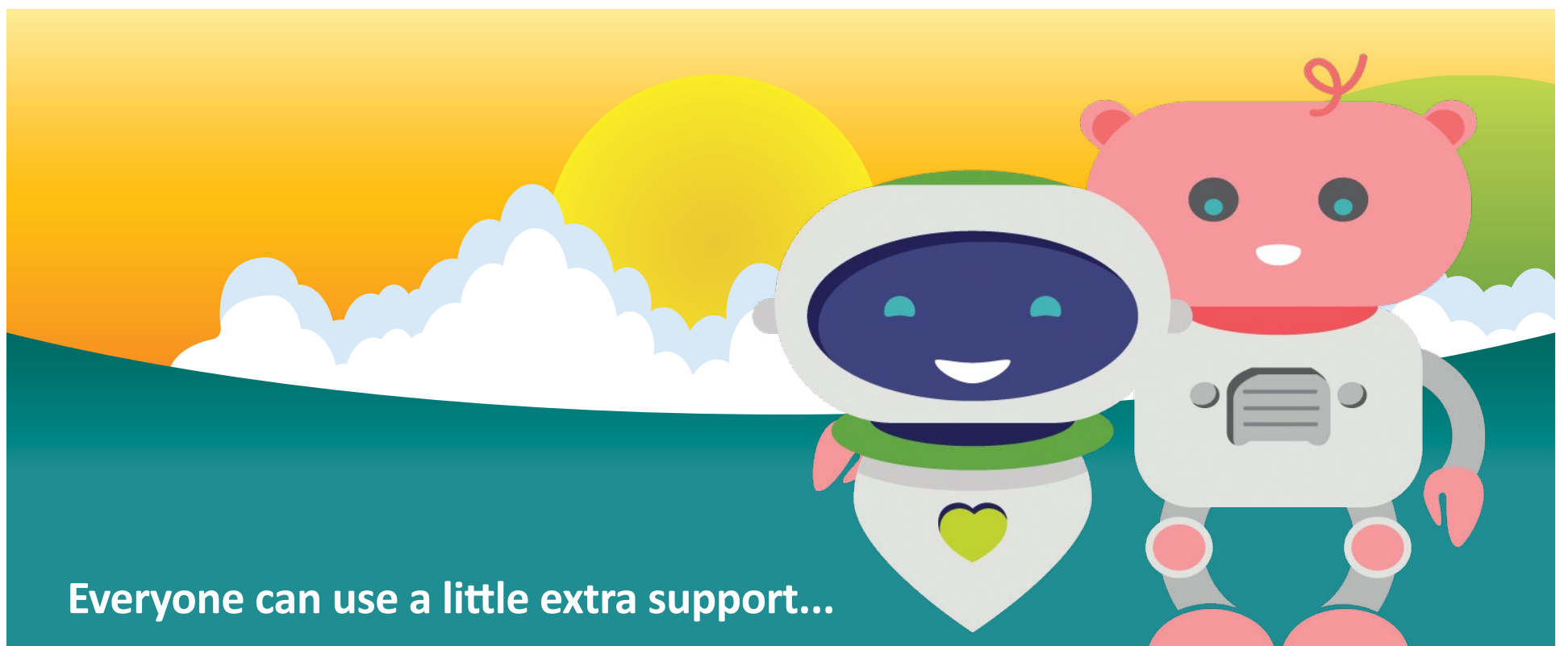
Chat support is available at <https://www.crisistextline.org/text-us/>

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

### If you need someone to talk to

Call the Warm Line at **602-347-1100**. Get 24/7 support from trained Peer Support Specialists.


*Always call 911 in life-threatening situations.*



## Everyone can use a little extra support...

Sign up for the Pyx Health app to:

- Find resources to support your physical and mental health.
- Connect with compassionate humans for a friendly chat or help with resources.
- Feel better each day with companionship and humor.



Simply search 'Pyx Health' in the Apple or Google Play stores or use your smartphone and go to [www.HiPyx.com](http://www.HiPyx.com) to get the app.