

House Call

www.BannerUFC.com/ACC

**WINTER
2022 -2023**



**Banner
University Family Care**

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What To Know About Respiratory Syncytial Virus (RSV)

RSV is a common respiratory illness. It has symptoms like a cold, and most people get better within a week or two. But RSV can be very serious for babies and older adults. Every year in the United States, about 58,000 children younger than 5 years old are hospitalized for RSV. Those who are most likely to get very sick from RSV are:

- Babies born early.
- Babies 6 months or younger.
- Children younger than 2 years old who have lung or heart disease since birth.
- Children with weakened immune systems.
- Children who have trouble swallowing because of muscle problems.

Early RSV symptoms

People who get RSV will not be very sick when it first starts. Almost all children get RSV by the time they are 2 years old. Most of the time it feels like a cold. Other times, it can turn into serious illnesses like bronchiolitis (lung inflammation) or pneumonia (lung infection).



Continues on page 15

CULTURAL CORNER

My Journey and Experience With Homelessness: *You Do Not Have To Be Alone*

The following article was written by a Banner – University Family Care/ACC (B – UFC/ACC) member who participates in the Cultural Competency Committee.

It's important to know that even if you are going through homelessness, which is scary all by itself, you can still be supported with healthcare services. As someone who has been on the streets homeless myself, I've found that I did not have to give up on taking care of my health as long as I was proactive.

I had access to:

- *Medical professionals*
- *Medications*
- *Peer support groups*
- *Transportation*

With that said, medical transportation only works out when you have a steady working cell phone number. You can get a phone through the Obama phone or the lifeline landing program.

Another place for some great resources is the homeless shelter. You get a meal, shower and a change of clothes, and at some you can see a medical provider. For example, at Sister Jose's Women's Center in Tucson, a medical provider from El Rio comes in on-site every week.

You don't have to be alone. You have the means and resources to push through. You have the ability to hang tough especially while going through something truly devastating. Your local shelter or homeless center is linked into the most current housing programs. Some provide case management to help you get off the street.

For the medical or behavioral health providers, it would help for real sensitivity to take place. When you have a traveling nomad in your presence please refrain from trivial, light-hearted comments about your weekend or small problems with your nurses or co-workers. It just makes your patient feel invisible. Imagine the problems your patients are facing. The least they want to hear is about everyday privileges taken for granted.

There are still a lot of stigmas surrounding being homeless, so try to listen to the person and remain unbiased. Compassion is the concern being expressed on the streets around physicians. And one last thing, as a patient of any status you have the right to change from any provider whom you are not satisfied with. You have rights and they are in your Member Handbook.

Please be safe, take care and be well.

Our B – UFC/ACC website has resources for Emergency Shelters and Housing Instability. You can find those resources under the Unhoused Emergency Shelters and Housing Instability tabs: www.BannerUFC.com/ACC/plan-information/health-and-wellness.



Office of the Inspector General Fraud Alert on Telemedicine

In July 2022, the Office of the Inspector General (OIG) sent out a fraud alert. The alert was about recent telemedicine schemes. The OIG has had dozens of cases looking into telemedicine companies. These include telehealth, telemedicine or telemarketing services. Some of these companies have given money to providers to write orders or prescriptions. These are for items or services that were not needed for the members. These include items like:

- Durable medical equipment (*wheelchairs, walkers, braces, oxygen tanks, etc.*).
- Wound care items.
- Genetic testing.
- Prescription medications for something the member did not need.

Calls may come from unknown providers or telemedicine companies. They may be trying to get you to agree to an item or prescription. If so, please refer to one or more of the following:

- Compliance Department
- The Arizona Attorney General's Office
- AHCCCS
- Medicare

The providers could be trying to get money that they are not supposed to receive. The prescriptions could cause harm if used when unnecessary.

If you know about fraud, waste and abuse (FWA) or non-compliance issues, please contact B - UFC/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
2701 E. Elvira Road
Tucson, AZ 85756

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
(ITS-NOT-OK)

Or by accessing the AHCCCS website directly at:
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
(ITS-NOT-OK)

Or by accessing the AHCCCS website directly at:
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

ABOUT YOUR HEALTH PLAN

Public Health Emergency (PHE)

When the COVID-19 pandemic started, the federal government announced a Public Health Emergency (PHE). This means that anyone with AHCCCS or KidsCare would remain eligible for Medicaid during the PHE regardless of other eligibility requirements. We don't really know when the PHE will end. The Department of Health and Human Services has extended the PHE every 90 days since March 2020. The PHE may be extended again. Or it may expire in the upcoming months. It all depends on the status of the pandemic.

How can I avoid losing healthcare coverage when the PHE ends?

- B – UFC/ACC can assist you in submitting your renewal application. Contact us at (833) 907-0885 Monday through Friday, 8 a.m. to 5 p.m.
- For more information and resources, you can visit our website at www.BannerUFC.com/ACC/time-to-renew.
- You may also visit the Department of Economic Security website to submit your application and to update your contact information at www.healthearizonaplus.gov or call (855) HEAPLUS (432-7587).

Stay Connected

We want to give you the resources you need to take charge of your health. Social media is one way we can connect with you in your everyday lives. Stay up to date on health tips, initiatives and community events!

Follow us @BannerUHP



NEW MEMBER HANDBOOK AND PROVIDER DIRECTORIES – NOW AVAILABLE

We know that health insurance can be confusing. And it can be overwhelming at times. That is why we have the Member Handbook for you. We want to help simplify it for you. We can help provide you with all the resources you need. Please visit us online for quick access. Or call to get a copy. For information, please call our Customer Care Center at (800) 582-8686, TTY 711.

Or visit our website at www.BannerUFC.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 last directory mailed to you. Do you need assistance identifying a provider who is right for you? For information, please call our Customer Care Center at (800) 582-8686, TTY 711. Or visit our website at www.BannerUFC.com/ACC or you may request a hard copy by contacting our Customer Care Center at (800) 582-8686, TTY 711.

HIV Testing and Care in Pregnancy

The Human Immunodeficiency Virus (HIV) virus causes the disease Acquired Immunodeficiency Syndrome (AIDS). HIV affects the body's immune system. This makes the body less able to fight infection and illness. HIV can enter the bloodstream through different ways. This includes sexual contact, contact with body fluids, such as 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 you and in your baby.

- Use condoms every time you have sex.
- Never share drug needles.
- Ask any partner to be tested BEFORE you have sex.
- All pregnant women, or any woman planning to get 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 or pump and feed with breast milk.

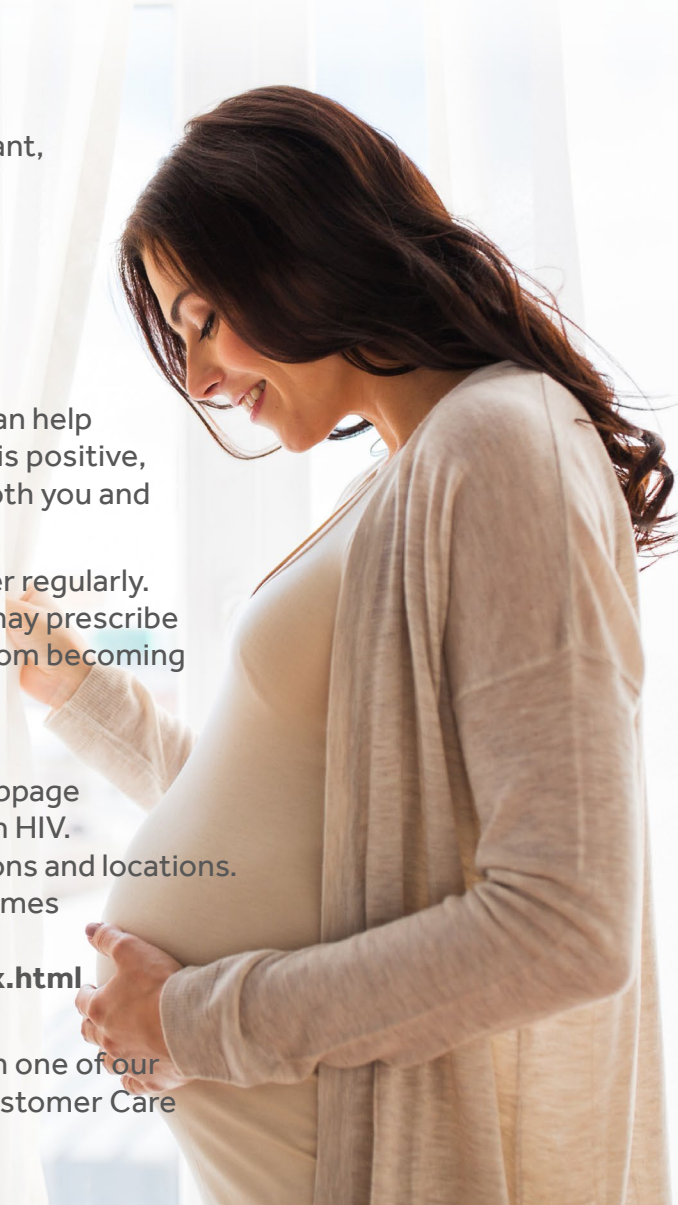
There is no cure for HIV. But early diagnosis and treatment can help people with HIV stay healthy for many years. If your HIV test is positive, counseling and treatment are available. This will help keep both you and your baby as healthy as possible.

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. This will help protect your baby from becoming HIV positive.

For more information

- The Centers for Disease Control and Prevention (CDC) webpage www.cdc.gov/hiv/default.html has a lot of information on HIV. There is also information on risk, prevention, testing options and locations.
- Fast-Facts on early testing and treatment improves outcomes for mothers and babies: 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.



Neonatal Abstinence Syndrome: *What You Need To Know About Drugs or Medications in Pregnancy*

Neonatal Abstinence Syndrome (NAS) happens when newborn babies withdraw from drugs they were exposed to in the womb. Exposure during pregnancy can be from prescription medications. Exposure can also be from illicit drugs or medication-assisted treatment (MAT) of an Opioid Use Disorder.

When a pregnant woman uses drugs or takes prescription medications, she can pass those substances to her growing baby. At birth, the baby is cut off from the substances in the mother's body. The baby may show signs of withdrawal within a few days. This is NAS.

Risks to your baby:

Drug and alcohol use during pregnancy can lead to many health problems for your baby. Problems include:

- Birth defects
- Low birth weight
- Premature birth
- Small head circumference
- Developmental delays or learning difficulties

Where to go for help:

Talk to your maternity care provider. Tell your provider about all medications or drugs you are using. An early response for NAS risk is very important. This will help keep your baby healthy after delivery. If you have concerns about your pregnancy or baby, call our Customer Care Center at (800) 582-8686. Ask to speak with an OB Care Manager.

For more information and resources on substance use or medication misuse:

SAMHSA Treatment Referral Facility Locator Hotline at (800) 662-HELP (4357)

Statewide website www.SubstanceAbuse.AZ.gov to locate Arizona behavioral health providers in your community. National Council on Alcoholism and Drug Dependence helpline at (800) 622-2255.

For more information go to

www.SubstanceAbuse.AZ.gov
www.RethinkRxabuse.org
www.cdc.gov/treatingfortwo
www.mothers-to-baby.org
www.azprenatal.wixsite.com/taskforce
www.azdhs.gov/prevention/womens-childrens-health



Reasons To Schedule a Well-Woman Preventative Visit

A well-woman preventive care visit is covered every year. Annual well-woman preventive care visits help spot risk factors for disease. Visits can also find existing health problems. A well-woman visit builds healthy lifestyle habits. This can help prevent illness and disease.

Your well-woman preventive care visit should include:

- Physical exam that checks overall health.
- Clinical breast exam.
- Pelvic exam as needed or recommended.
- Review and administration of recommended vaccines, screenings and testing. This is based on your age and your risk factors.
- Screening and counseling on a variety of topics. These will focus on keeping a healthy lifestyle and minimizing health risks. This includes:
 - » Proper nutrition, physical activity and obesity risks.
 - » Tobacco or substance use, abuse or dependency.
 - » Interpersonal and domestic violence screening, that includes counseling involving elicitation of information from women and adolescents about current/past violence and abuse, in a culturally sensitive and supportive manner to address current health concerns about safety and other current or future health problems.
 - » Sexually Transmitted Infections (STIs) and Human Immunodeficiency Virus (HIV).
- Family planning services and supplies.
 - » Pre-pregnancy or preconception counseling. This includes discussion about a healthy lifestyle before and between pregnancies.
- Providing any referrals. This is when further evaluation, diagnosis or treatment is needed.

Female members (*or members assigned female at birth*) have direct access to preventive and well-care services. These include, but are not limited to, network gynecologists or maternity care providers. No referral is needed. There is no copayment or cost to you for these services.

If you need help scheduling a visit or need transportation, we can help. Please call our Customer Care Center at (800) 582-8686, TTY 711.

WIC Arizona

WIC is the Arizona supplemental nutrition program for women, infants and children. WIC is a no-cost program that will help you and your family get healthy foods. WIC focuses on good nutrition during and after pregnancy. It can also help while breastfeeding and during early childhood.

Who is WIC for?

- **Infants and children** – up to 5 years of age
- **Pregnant women** – sign up as soon as you find out you are pregnant
- **Women whose pregnancy ended less than six months ago**
- **Breastfeeding women** – until the infant's first birthday

For more information

Call your local WIC clinic at (800) 252-5942 for an appointment.

You can also find WIC on the web at www.azwic.gov or search "EzWIC" in the Apple Store or Google Play.



Maternity Care Before and After Pregnancy

B – UFC/ACC offers a full lineup of maternity care services. We are here for you.

We want you to have the best possible pregnancy experience. Our health plan will help you get early and regular prenatal care. You will also get care for pregnancy related conditions, delivery services and postpartum care. There is no copayment or other cost for your covered maternity care.

Prenatal Care: Starting your prenatal care as early as possible, with a qualified maternity care provider, is very important. B – UFC/ACC has maternity care providers and midwives available in our network. If you think you could be pregnant, call your provider for a test. Regular pregnancy checkups are also very important. They help you have a healthier pregnancy and baby. Our OB nurse care managers can answer any questions you have. And they can also help coordinate your prenatal care.

Postpartum Care: After you have a baby, it is important to take care of yourself. You should have your first follow-up visit within three weeks of delivery. The visit should be even earlier if you had a cesarean section. You should make and keep any additional recommended visits.

At these visits, your provider will check to make sure you are healing properly. Your provider will talk to you about postpartum depression and help you with family planning options. Your postpartum care should finish with a full visit no later than 12 weeks after having your baby.

We can help.

- Do you need help arranging an appointment for pregnancy testing, prenatal or postpartum care visits?
- Do you need help setting up transportation to your appointment?
- Please call our Customer Care Center at (800) 582-8686, TTY 711.
- Visit our website at www.BannerUFC.com/ACC.
- You can also ask to speak with one of our OB Nurse Care Managers at any time during or after your pregnancy.



Respite for Your Child Means a Break for You

Resting and taking breaks is good for your health and lowers stress.

Taking a break when you are a parent is hard. Children who have behavioral health issues can get a service called respite. Respite is when the child is supervised by other adults so the parents can take a break. The respite can happen in a family's home or at a facility. Respite can be during the day for a few hours. Respite can also be for a few days at a time. Each child can use up to 600 hours of respite each year.

Do you need a break?

Talk to your case manager or call our Customer Care Center at (800) 582-8686, TTY 711.

WELLNESS CORNER



Living with Chronic Kidney Disease

Kidneys that function properly are important to maintaining good health. Unfortunately, more than one in seven American adults have chronic kidney disease (CKD). Your kidneys are about the size of a computer mouse. They filter the blood in your body every 30 minutes. Your kidneys remove wastes, toxins and extra fluid from your blood. They also help control blood pressure, cause red blood cell production and regulate blood chemicals.

CKD happens when your kidneys are damaged and cannot filter blood as well as they should. This causes excess fluid and waste from blood to stay in your body. This can cause other health problems, such as heart disease and stroke.

Other health problems that are caused by CKD are anemia, increased infections, loss of appetite and depression.

There are different levels of seriousness of CKD. There are treatments that help slow it down. If left untreated, CKD can turn into kidney failure, which requires dialysis or transplant to survive.

Not all patients with CKD progress to kidney failure. The patient will not feel symptoms. It is important to see your provider regularly.

These are some kidney friendly tips:

- » Keep your blood pressure below 140/90 or the target given to you by your provider.
- » If diabetic, keep your blood sugar in target range.
- » Lose weight if needed.
- » Get tested if you have risk factors.
- » Meet with a dietician for kidney healthy diet planning if you have CKD.
- » Take medications as ordered.
- » Quit smoking.
- » See a kidney doctor if you have CKD.
- » See your doctor if you have any questions about your kidney function.



Source: www.cdc.gov/kidneydisease

What To Know About Head Start

Head Start programs are family-centered, early childhood education programs. They are offered at no cost. These programs can help with building social, emotional and learning skills. These skills will help children get ready for kindergarten.

Who is eligible for Head Start?

- Families with children ages birth to 5 who are income-eligible
- Children with diagnosed disabilities
- Children in foster care
- Families experiencing homelessness
- Pregnant women
- Families receiving SSI and TANF

How can you enroll your child in Head Start?

- Talk with your child's provider about a head start referral.
- Visit the Head Start site at www.azheadstart.org.
- Call the Arizona Head Start Association at (602) 338-0449.
- Contact our Customer Care Center at (800) 582-8686. Ask to speak to a Pediatric Care Manager.



How Parents Can Support Teens With Epilepsy

Being a teenager is hard. Parenting a teenager is hard. Parenting a teen diagnosed with epilepsy can be even harder. The Centers for Disease Control and Prevention (CDC) has a Parent Toolkit with ideas about how to help your teen.

Teens with epilepsy may feel nervous, angry, sad or confused. Parents can help teens deal with their feelings and stress. One thing a parent can do to help their teen is to talk to them about their feelings. Don't be afraid to have hard conversations. It is important for teens to know they are not alone.

Teenagers need to see that people care about them. Parents can talk to teachers, friends and family members about epilepsy. Sharing information about epilepsy will help others feel more comfortable.

Parents need to take care of themselves too. To help your teen manage feelings, you must manage your own feelings. Talking to a counselor or going to a support group can help parents.

The Parent Toolkit shares how to:

- Talk to your teen
- Pass information to others
- Find support

For more information, go to www.cdc.gov/epilepsy/toolkit/index.htm.

A 504 Plan Helps Children With Diabetes

Did you know that children with diabetes can get a 504 Plan?

This plan can help them at school. A 504 Plan helps students in class and during activities. Teachers and parents work together to make the plan.

A school can help a child with diabetes through:

- Training teachers, coaches and bus drivers.
- Looking for signs of high and low blood sugar.
- Checking blood sugar.
- Helping diabetic children who don't feel well.
- Allowing extra trips to the bathroom.
- Changing schoolwork if class is missed because of diabetes.

Does your child need a 504 Plan? A teacher or school counselor can help you. You can also call Raising Special Kids at (800) 237-3007.



Let's Play

Games are important for health and wellness. For those of you who want to give your brain an extra challenge, this game is for you. Words are written in straight lines forwards, backwards, up, down and diagonally. Good luck on your search!

CARE
RESPITE
MEMBER
INTEGRATED
WORK
HEALTH
SUPPORT

PLAN
GRANT
NUTRITION
TREATMENT
CHECKUP
SCREENING

Y Q T B O X W R D Y O I K Z I Q K G S L
 N C E D E V O K K K I F V H Z L Y P D L
 S B T X K C Z S O C A P F T U L G B Y D
 O S H U Q F P L J G R P D L P N K W L A
 D F N M C U Z D R R S C R E E N I N G M
 K Q M A K F B A V C I G Y E V Q E Y G F
 U Y R C J L N W I Q L H O N B T A F F U
 J E E P D T N A L P C N S T I M N N S K
 X H Q B G Z K N X P C S T P R U E E V C
 C N F V Y R H Z W B D Z S T Q Q S M Y K
 P U X W O J U E I B H E G D N D G A W T
 V T Z W I E O S A Y R P E E L T X T N O
 C R G K M R P B U L I Y C T O N C E P L
 V I P P L P D N E P T N X A E T M I I P
 A T Q S X Z J S L Y P H J R T T K M B O
 L I C V T O T T U Q B O R G A S G T E P
 D O O P R G V J F Z Y Y R E B S K M V B
 H N J W L D O D N D Y J R T G R X H S C
 X X C N L Y Q L T A U T C N Y M C M F V
 H P E U N O L P P R Y N Y I J Z S U K P



LET'S PREVENT IT!

Stopping the Growth of Childhood Obesity

People who are overweight have a high body mass index (BMI). Children with a high BMI are more likely to have health problems. They may develop problems like type 2 diabetes, high blood pressure and high cholesterol. Stopping children from being overweight means making healthy choices. Families can make healthy choices with how they eat, exercise and spend time together. Helping children with healthy choices begins with parents. Parents can lead by example.

AHCCCS approved source, Nemours KidsHealth, makes the following recommendations:

- **Birth to age 1:** Besides its many other health benefits, breastfeeding may help prevent excessive weight gain. Follow your provider's recommendations about when to introduce solid foods.
- **Ages 1 to 5:** Start good habits early. Help shape food preferences by offering a variety of healthy foods. Encourage kids' natural tendency to be active and help them build on developing skills.
- **Ages 6 to 12:** Encourage kids to be physically active every day. Organized sports teams or just being active during recess are good options. Keep your kids active at home with everyday activities like playing outside or going for a family walk. Teach them to make good food choices and get them involved in preparing food, such as packing a healthy, balanced lunch.
- **Ages 13 to 18:** Teach teens how to prepare healthy meals and snacks at home. Encourage them to make healthy choices when outside the home and to be active every day.
- **All ages:** Cut down on TV, phone, computer, and video game time and discourage eating in front of a screen (TV or otherwise). Serve a variety of healthy foods and eat family meals together as often as possible. Encourage kids to eat breakfast every day; have at least five servings of fruits and vegetables daily; and limit sugar-sweetened beverages, like soda, juice and sports drinks. Make sure they get enough sleep.

If you are worried about your child's weight, make an appointment with your child's provider. Tell the provider about diet and activity. The provider may have ideas on how to make healthy lifestyle changes. The provider may also order tests. These tests will check for medical problems linked to obesity.

For more information, visit:

www.kidshealth.org/en/parents/overweight-obesity.html



The Importance of Well-Child Visits

It is important for your child to get regular well-child checkups. These visits are also called Early and Periodic Screening, Diagnostic and Treatment (EPSDT) visits or well exams. They are complete health checks for members under 21 years old.

EPSDT visits include:

- A medical history
- Physical exam
- Screenings
- Health counseling
- Vaccines
- Medical treatment
- Follow-up care for physical and behavioral health problems

EPSDT/well-child visits should be done at the following ages:

- 3-5 days old
- 1 month old
- 2 months old
- 4 months old
- 6 months old
- 9 months old
- 12 months old
- 15 months old
- 18 months old
- 24 months old
- 30 months old
- Every year from age 3 through age 20

Your child's provider may suggest further well-child visits. There is no copay or other charges to you for EPSDT/well-child visits.

Remember, EPSDT/well-child visits help keep your child well. Seeing the doctor when healthy can help stop problems and illness later.

Our Customer Care Center can help with scheduling or transportation. Please call (800) 582-8686, TTY 711.



What Is Smoker's Cough?

Tobacco smoke has many chemicals that can bother a person's airways and lungs. When a person smokes, the body tries to get rid of irritants by making mucus. The body also has small hairs called cilia to help sweep out these chemicals. When a person smokes, the sweeping slows down. This causes some of the mucus and chemicals to stay in the lungs and airways.

While the person sleeps, the cilia start working again. After waking up, the person coughs. This is because the lungs are trying to get rid of the chemicals and mucus from the day before. This causes "smoker's cough."

When burned, cigarettes make more than 7,000 chemicals. At least 69 of these chemicals are known to cause cancer. Many of them are toxic and found in cleaning or pest control products. These products have warning labels about these poisons, but cigarettes do not.

Here are some of the chemicals in tobacco smoke and the other places they are found:

- Propylene glycol – this is used to make items like antifreeze, paint solvent and fake smoke in fog machines.
- Acetone – this is found in nail polish remover.
- Naphthalene – this is a chemical used in mothballs.
- Arsenic – this is a chemical used in rat poison.
- Acrolein – this is a chemical used to kill weeds. It can cause damage to your lungs that cannot be healed.
- Diethylene glycol – this is a chemical used in antifreeze that causes lung disease.
- Benzene – this is a chemical found in car exhaust.

The harm to your body and lungs can be stopped or prevented if you quit smoking. Ask your provider about ways to help you quit. You can also call the Arizona Smoker's Helpline (ASH Line) for help at (800) 556-6222.

Source: *American Lung Association*

LET'S PREVENT IT!

Mpox: *Signs, Symptoms and Treatment*

Mpox (formerly known as monkeypox) is a rare disease caused by the mpox virus. It is like smallpox. But mpox is milder than smallpox and rarely fatal. Currently, there is an outbreak in several countries and some cases in Arizona. Mpox starts as a rash on hands, feet, chest, face, mouth or private areas. The rash may look like pimples or blisters. They may be painful or itchy. The rash will form scabs before healing. Other symptoms may be fever, chills, feeling tired, muscle aches, headache or cold symptoms. People may get the rash first or the symptoms first. Some people have the rash without the other symptoms.

Mpox is transmitted by close personal, often skin-to-skin contact. Mpox can be spread by touching the rash, scabs or body fluids of someone with the virus. It can be sexually transmissible. It can also be spread by hugging, kissing or massage. Even touching fabrics used by the person with mpox can spread the disease.

There is a vaccine for mpox, but it is only recommended if you have been exposed. If you have a rash or other symptoms, you should see your healthcare provider. The treatment for mpox is the same as smallpox. The treatment is antiviral medications. Treatment is not usually necessary. It is only used in people with weak immune systems or skin conditions.

The best way to protect yourself is to avoid contact with anyone who has been exposed or has an unidentified rash. Wash your hands with soap.

Further information can be found on the CDC website: www.cdc.gov/poxvirus/monkeypox.

Prevention of Mpox virus



Wash your hands often with soap and water or use an alcohol-based hand sanitizer.

Wash



Avoid



Avoid close, skin-to-skin contact with people who have a rash that looks like mpox.

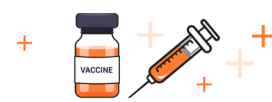
IF YOU ARE SICK WITH
MPOX

Isolate at home



If you have an active rash or other symptoms, stay in a separate room or area away from people or pets you live with, when possible.

Vaccination



CDC recommends vaccination for people who have been exposed to mpox and people who are at higher risk of being exposed to mpox

Winter Emoji Pictionary Quiz

Guess the winter terms using the emoji hints.











Answers: Fruit Cake, Snowball Fight, Hot Chocolate, Ice Skating, Snowman

Take Action To Prevent Flu

You can reduce your risk from flu. Flu can cause serious problems. To prevent flu, get vaccinated every year.

Everyone 6 months and older should get the flu vaccine.

The flu shot is covered by your insurance and is available in many places.

If you need information or assistance scheduling an appointment, please call our Customer Care Center at (800) 582-8686, TTY 711.

Continues from cover page

What To Know About Respiratory Syncytial Virus (RSV)

What you can do if your child is at risk for a severe RSV infection

RSV season happens every year during the fall, winter and spring. There is no vaccine yet, but scientists are working on making one. Until then, there is a medicine that can help protect some babies who are at risk for getting very sick from RSV. This medicine is called palivizumab. Healthcare workers give this medicine to babies who were born early and to young children with certain heart and lung diseases. These are given as monthly shots during RSV season.

If you are around a baby or a young child who was born early or has heart or lung diseases, you should do the following to keep that child healthy:

- Wash your hands with soap and water for at least 20 seconds. Help young children do the same. You can also use hand sanitizer.
- Don't touch your face. Try not to touch your eyes, nose and mouth with unwashed hands. Germs spread this way.
- Stay away from sick people. Stay far or away from people who have symptoms like a cold.
- Cover your coughs and sneezes. Use a tissue or your upper shirt sleeve when you cough or sneeze. Be sure to throw away the tissue.
- Clean and disinfect surfaces and objects that people often use or touch. This may include toys, doorknobs or smart phones. When people infected with RSV touch these, they leave germs behind.

If you are concerned about your child's risk for a severe RSV infection, talk to your child's provider.

Source: *Centers for Disease Control and Prevention RSV in Infants and Young Children | CDC*



MENTAL HEALTH AWARENESS

Arizona Warm Lines for Peers and Families

Peer and Family Warm Lines are one way people who are not in a crisis can seek the care they need.

Peer and Family Warm Lines:

- Are at no cost and confidential.
- Are peer and/or family-run.
- Promote peer and family values.
- Offer social support, guidance and someone to talk with.
- Provide supportive listening and problem solving.
- Typically do not have clinical screening, assessments or protocols.
- May refer people in crisis to other services.
- Usually work with people pre and post crisis.
- Often involve follow-up and/or a call back.

Arizona Peer Warm Lines are run by peer support specialists who have lived through similar behavioral health experiences.

Central Arizona

Crisis Response Network Warm Line
(peer to peer)
(602) 347-1100

10 a.m. to 10 p.m., seven days a week
(some hold time when at high volume)

Southern Arizona

HOPE, Inc. Warm Line *(peer to peer)*
Pima County: (520) 770-9909
All other Southern AZ Counties: (844) 733-9912
8 a.m. to 10 p.m., seven days a week
(recorded message asks for name/number and peer will return call)

Northern Arizona

NAZCARE Warm Line *(peer to peer)*
(888) 404-5530
4 p.m. to 10 p.m., Monday-Thursday
3 p.m. to 10:30 p.m., Friday-Sunday
(recorded message asks for name/number and peer will return call)

Arizona Family Warm Lines are staffed by family support partners. They can support family members dealing with a loved one's behavioral health challenges.

Statewide (all counties) in Arizona

Family Involvement Center (FIC) Warm Line
(877) 568-8468
8 a.m. to 6 p.m., Monday-Friday (weekdays)
8 a.m. to 12 p.m. (noon), Saturday-Sunday (weekends)

Additional Questions?

Contact B – UFC/ACC OIFA Team at
oifateam@bannerhealth.com



What Is a Behavioral Health Emergency?

A behavioral health emergency is when you feel you are having a crisis.

Or it is any situation where you believe you might hurt yourself or someone else. This may be because of your mood or thinking.

Someone's thinking may change quickly. The person may not be able to see reality from fantasy. Sometimes the person does not know what is happening. Or the person may not want help.

Arizona Statewide Crisis Line

Arizona Statewide Crisis Line provides immediate and confidential support to anybody facing a personal crisis.

- (844) 534-HOPE (4673)
- 988: Suicide and Crisis Lifeline

What you should know about the mental health emergency number:

Everyone has felt overwhelmed and hopeless at times. Maybe that person did not want to live anymore. Sometimes it's because people don't have enough money or a safe place to stay. Or they struggle with alcohol or drugs. Sometimes they need someone to talk to even if it's in the middle of the night.

Dial 988. It's just like calling for an ambulance and using 911. This new number will get you help for an emotional crisis right away.



Help Is Available: *Grant Funds for Recovery Services*

If you have no health insurance or may be experiencing drug use or abuse, it is important to get help early.

The Substance Abuse Block Grant (SABG) is a federal grant funded by the federal government. It is available for drug treatment. The Regional Behavioral Health Agreements (RBHA) manage SABG services to provide access to treatment.

Priority populations have access to these services:

- Pregnant women/teenagers who use drugs by injection
- Pregnant women/teenagers who use substances
- Other individuals who use drugs by injection
- Substance using women/teenagers with dependent children and their families, including women who are attempting to regain custody of their children
- As funding is available – all other individuals with a substance use disorder (SUD), regardless of gender or route of use

Regional Behavioral Health Agreements (RBHA)

Maricopa: Mercy Care (800) 624-3879

Southern Counties: Arizona Complete Health (888) 788-4408

Northern Counties: Care1st (866) 560-4042

MENTAL HEALTH AWARENESS

How Working Works for You

Social Determinants of Health (SDOH) are the conditions you live, learn and work in. Working is an important SDOH. It has an impact on your general health and wellbeing.

What Working Can Do

When you were young, maybe you thought about what you'd like to be when you grew up. Maybe you wanted to be a police officer, teacher or veterinarian. These goals gave you things to dream about. But what does work actually do for you? Below are just three of the many reasons that working can help you balance your life.

Stability

When personal life is hectic, work can help provide a consistent routine. For example, getting up and ready for work, doing your tasks and being with others is part of a routine.

Self-Esteem

When work is going well, it gives you the chance to use your skills. This can improve your mood. Having extra money can also help you afford the activities in life that make you feel good, which is another mood booster.

Community

Meeting new people at work is a good way to make friends. Studies show that having social relationships can help people be healthier and live longer.

Source:

Holt-Lunstad J, Smith TB, Layton JB (2010) Social Relationships and Mortality Risk: A Meta-analytic Review. PLoS Med 7(7): e1000316. <https://doi.org/10.1371/journal.pmed.1000316>
www.psychologytoday.com/us/blog/in-practice/201908/what-psychological-benefits-do-you-get-work

What Is Integrated Care?

B – UFC/ACC wants to make health care easier, so your life can be better. One way to make health care easier is to provide Integrated Care. Integrated Care means a person can get their physical health care and behavioral health care in one place.

B – UFC/ACC contracts with clinics that provide this kind of care.

At an Integrated Clinic you can expect:

- Help for physical health and emotional health needs.
- Providers who talk to one another more easily.
- Different services in one place.

You can find more information on how to find an integrated clinic near you. Go to B – UFC:

www.BannerUFC.com/ACC/resources/integrated-care-clinics.

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





ASK YOUR PHARMACIST

Keeping Children and Youth Safe From Fentanyl

In 2021 fentanyl was the leading cause of death for children ages 1 to 19 in the United States. Fentanyl is 50 times stronger than heroin. Fentanyl is especially dangerous when it is made or used illegally.

Help prevent an overdose:

- **Look for pills.** Fake fentanyl pills are usually blue, green or white but can come in many colors. Some pills are stamped with M30, K9, A215 or V48.
- **It's not candy.** Fentanyl can look like candy. Children should never take a pill unless it is prescribed.
- **Watch for drug use.** Fentanyl can cause changes in sleep, eating and behavior.
- **Talk to your kids about fentanyl.** Teach you kids that fentanyl is dangerous and even one pill can kill them.
- **Recognize overdose.** Overdose can look like slow or no breathing, snoring, extreme sleepiness, pale skin, cool skin or blue lips. Do not allow children to sleep it off. If you think someone has overdosed, call 911.
- **Carry naloxone or Narcan.** Naloxone and Narcan can reverse an overdose. You can get naloxone at your local pharmacy.

For more information, please visit www.webcms.pima.gov/UserFiles/Servers/Server_6/File/Health/Alerts/Fentanyl_Warning_Letter_09192022.pdf.

If you suspect someone is experiencing an overdose, call 911 immediately.



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MKT-BUFC/ACC-1000.v23



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