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Investing in You

As a locally-based, nonprofit organization, we are deeply rooted in the communities we serve. This is why we give back to you through our Community Reinvestment program.



Since 2020, Banner – University Family Care has funded over 200 programs and awarded over \$22 million. Every year, we receive over 100 applications from community partners looking to fund their programs. Funding is awarded based on how well the program serves our members and impacts our community.

We focus on reducing gaps and promoting health equity. Priority is given to programs serving specific populations:

- Native American
- Transition-aged youth
- Maternal and child health
- Justice-involved individuals
- Older adults

We want to keep you at the heart of everything we do.

Learn more at www.BannerHealth.com/ACC-CommunityReinvestment.

About Your Health Plan

Update Your Address Before You Move

Don't let your mail go on an adventure without you. Update your address before you move. We use your address to send you important information in the mail. Before you move, call our Customer Care Center to update your address.

You should also notify the following:

- Primary care provider and other providers
- The SSI office if you are getting SSI benefits
- KidsCare and DES
(contact *Health-e-Arizona PLUS*)

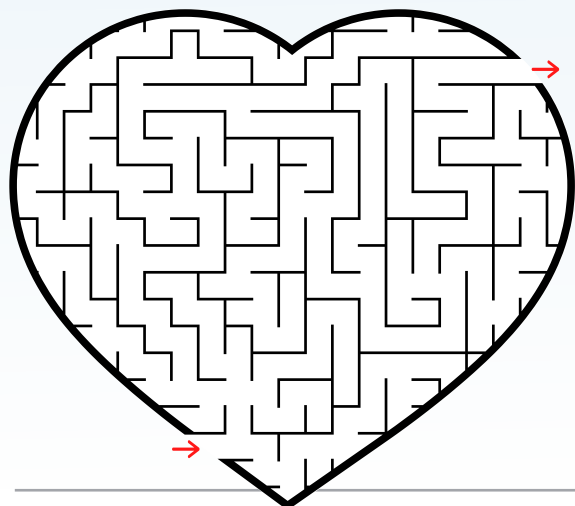
You can reach our Customer Care Center at 800-582-8686, TTY 711 and Health-e-Arizona PLUS at 855-432-7587 (855-HEA-PLUS). Or you can create an account at www.healtharizonaplus.gov.

Stay Connected

We want to help support you and your health all year long. Stay connected with us on social media for info and resources that can improve your well-being.

Follow us

@ Banner Health Plans



Growing Together: The Parenting Connection

Are you pregnant or looking for parenting advice and other useful resources? Let us help.

Visit www.BannerHealth.com/ACC-Newsletters to read more about common pregnancy and parenting topics:

- A Healthy Pregnancy Starts With You
- WIC Arizona
- Supporting You Beyond Birth
- Nourish With Love, Feed With Confidence
- Know When To Get Help
- Well-Child Visits, Bright Futures
- Vaccines: The Best School Supply
- Helping Little Lungs Breathe Easy
- A Lead-Safe Life Begins at Home
- The Head Start Advantage
- Your Community, Your Resources
- And more!



Scan here

Swipe, Click, Read

Your Digital Newsletter Awaits

Your B-UFC/ACC newsletter is always available at your fingertips.

A Community Assistor

Your helping hand

Do you need help renewing or applying for AHCCCS? We can help.

As an approved Community Assistor with AHCCCS, we can:

- Help you apply for or renew your AHCCCS benefits.
- Check your application status and guide you on the next steps.
- Assist with gathering and submitting required documents.
- Expedite applications for those who are hospitalized.
- File an appeal if your application is denied.
- Report changes like address, income or household updates.
- And more!

Call our Customer Care Center at 800-582-8686, TTY 711 and ask for a Banner – University Family Care/ACC (B – UFC/ACC) Community Assistor.

Visit www.BannerHealth.com/acc-timetorenew to connect with one of our B – UFC/ACC assistors.



Customer Care Center 800-582-8686, TTY 711

Protect Yourself From Marketplace Scams

The Health Insurance Marketplace has seen an increase in suspicious activity by some agents and brokers. This means people are being signed up for health plans without knowing or getting switched to a new plan without permission.

How to stay safe

- Agents and brokers must ask for your permission before signing you up or making changes.
- Be careful with health insurance ads, especially on social media. If they offer cash, gifts or rewards, they could be scams. Never share personal information with people you do not trust.
- Use trusted sources for help. Visit HealthCare.gov and click "Find Local Help" or call the Marketplace Call Center at 800-318-2596, TTY: 855-889-4325.

What to do if something seems wrong

If you get mail, phone calls or have trouble using your insurance, someone may have changed your plan without asking you. Call 800-318-2596, TTY: 855-889-4325 right away for help.

How the Marketplace can help you

- Cancel plans you did not sign up for
- Put you back in the plan you picked
- Help you get refunds for wrong charges
- Fix tax forms if needed

Stay alert and report any suspicious activity. If you know about Fraud, Waste and Abuse (FWA) or non-compliance issues, please contact B – UFC/ACC Compliance at any of the following:


B – UFC/ACC

 Customer Care Center: 800-582-8686, TTY 711

 Compliance Officer: 520-548-7862

 Fax: 520-874-7072

 Email: BHPCompliance@bannerhealth.com

 Mail: Banner – University Family Care/ACC Compliance Department
5255 E Williams Circle, Ste 2050
Tucson, AZ 85711

 **Confidential and Anonymous Compliance (ComplyLine) Hotline: 888-747-7989**

Fraud, Waste and Abuse

Instances of suspected FWA shall be reported to AHCCCS (OIG) directly at:

Provider fraud

To report suspected fraud by a medical provider, please call the number below:

- In Arizona: 602-417-4045
- Outside of Arizona only: 888-ITS-NOT-OK or 888-487-6686
- 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-ITS-NOT-OK or 888-487-6686
- 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





Bridging Gaps and Transforming Your Care

B – UFC/ACC is always working to learn more about you and how we can better help you. We are focusing on two groups this year: transition-aged youth and newly resettled people. We also started a workgroup to improve your ability to find and understand information and to make health related decisions for yourself and others.

New and improved

- We've added content on our website. Check out www.bannerhealth.com/medicaid-heresources to learn more.
- You'll also find:
 - » Tools for finding health information online.
 - » Tools for newly resettled people.
 - » Focus groups for transition-aged youth.

Employment for Transition-Aged Youth

What did you want to be when you were growing up? It's a common question, and there is good reason behind it. Having a job is a big part of who we are and how we feel about ourselves. Working makes us feel good and helps us to connect with people around us. Working as a young person also leads to more success in the future.

For youth and young adults, working can also teach you about:

- Responsibility.
- Organization.
- Time management.
- Good work habits.
- Money management.

Teenagers and young adults can get help from professionals with learning skills to:

- Find a job.
- Keep a job.
- Live independently.
- Cope with challenges and changes.

If you are interested in getting connected to organizations that provide this type of support, check out the resources below or contact healthplanemployment@bannerhealth.com.

Resources

des.az.gov/services/employment/rehabilitation-services/vocational-rehabilitation/pre-employment-transition

B – UFC/ACC Employment Services: www.BannerHealth.com/ACC-Employment

www.BannerHealth.com/Plans-TAY

www.azahcccs.gov/AHCCCS/HealthcareAdvocacy/TransitionAgeYouth.html



Your B – UFC/ACC Portal

[Log into your Member Portal to easily manage your account](#)

Everything you need all in one place, including your member ID card, member materials and more.

Banner's Got Your 6!

B – UFC/ACC proudly supports our veterans, military service members and their families through our Banner's Got Your 6! campaign. We provide resources, assistance and a strong community connection to help those who have served and their loved ones.

A large piece of the Banner's Got Your 6! campaign is to lead by example. We value connecting with community and engaging with those who have served and their families.

This is why we participate in the Veterans Day parade. We have fun while showing our support and appreciation for our veterans, military service members and their families. We believe in honoring their sacrifice and creating a community through active involvement and celebration. In 2023, B – UFC/ACC took second place in the float contest, and in 2024, we took first place.

Veterans Day focuses on celebrating our living heroes, all who have served in the U.S. Armed Forces, whether in time of war or peace. It is not just a holiday. It is a heartfelt tribute to those who have given so much for our country. Communities come together to express their gratitude. These celebrations give a sense of unity and pride, reminding us of the strength and determination of our veterans.

B – UFC/ACC encourages you to continue to honor, support and advocate for our veterans, not just on Veterans Day, but every day. Sometimes the best support you can offer a veteran is connection.

Together, Banner's Got Your 6!

To access our list of resources, please go to www.BannerHealth.com/ACC-MilitaryVeterans.



Opening Doors to Stable Housing

The AHCCCS Housing and Health Opportunities (H2O) Program helps Medicaid members who have a Serious Mental Illness and are experiencing homelessness or struggling to keep stable housing. To qualify, members must also have a chronic health condition or have been involved with the justice system in the past 90 days. The program provides both housing support and supportive services for those who are eligible.

The H2O Program provides the following services if eligible:

- Transitional housing assistance and rental assistance for up to six months
- Help with moving costs, past-due utility bills and security deposits
- Home modifications for medical needs
- Supportive services with finding and keeping housing
- Outreach and education to help with member engagement and connection to other benefit programs

B – UFC/ACC is committed to helping eligible H2O members receive covered H2O services through the contracted network of H2O providers through Solari Inc. We also help coordinate care between H2O providers and members' behavioral health teams. Each eligible member will have a designated contact person to make sure they receive timely support and quality care.

[Learn more](#)

AHCCCS

www.azahcccs.gov/Resources/Federal/HousingWaiverRequest.html

Solari Inc.

community.solari-inc.org/h2o/

Mental Health Awareness


Finding help

There are several national hotlines available to address the different forms of gender-based violence.

Sexual violence

 [National Sexual Assault Hotline](https://www.rainn.org/resources)
800-656-4673

 www.rainn.org/resources


 [Department of Defense \(DOD\)
Safe Helpline for Sexual Assault](https://www.safehelpline.org)
877-995-5247

 www.safehelpline.org

Domestic violence

 [National Domestic
Violence Hotline](https://www.thehotline.org)
800-799-SAFE
TTY: 800-787-3224

 [Text: "START" to 88788
www.thehotline.org](https://www.thehotline.org)

 [National Teen Dating
Abuse Hotline](https://www.loveisrespect.org)
866-331-9474
Text: 22522

 www.loveisrespect.org

 [StrongHearts Native Helpline](https://www.strongheartshelpline.org)
844-762-8483


 www.strongheartshelpline.org

Stalking

 [National Domestic Violence
Hotline](https://www.thehotline.org)
800-799-SAFE
TTY: 800-787-3224

 www.thehotline.org

Human trafficking

 [National Human Trafficking
Hotline](https://www.humantraffickinghotline.org)
888-373-7888
Text: 233733

 www.humantraffickinghotline.org

Ending Gender-Based Violence

Gender-based violence is often not discussed or understood. According to the 2023 U.S. National Plan to End Gender-Based Violence, more than half of women (54.3%) and one-third of men (31%) reported gender-based violence, which be in the form of sexual violence, intimate partner violence (*domestic violence*), stalking and other forms of coercive control with violence. Those experiencing gender-based violence and those who are survivors of gender-based violence experience higher risk for depression, anxiety, substance misuse disorders, posttraumatic stress disorder and suicide attempts. Anyone can be at risk of being a victim of gender-based violence.

Because anyone can be at risk for experiencing gender-based violence, it's important to know the resources and how to partner with agencies that specialize in gender-based violence within Arizona.

Source: The White House. U.S. National Plan to End Gender-Based Violence: Strategies for Action. May 2023.

Your Life Matters

You are not alone, and reaching out for help is a sign of strength. Please do not hesitate to pick up the phone and dial 988. It can be the first step toward healing and finding the support you need. You deserve to feel better and have support on your journey.

Arizona has a crisis service network available to anyone in Arizona. Phone lines are open 24 hours a day, 365 days a year.



Mental Health Awareness

Real Support From Real People

Peer Support and Family Support Services

Did you know that family members of AHCCCS members can receive a supportive behavioral health service known as Parent/Family Support Services?

And did you know that AHCCCS members navigating the behavioral health system can get peer support services from someone who has also navigated the behavioral health system?

Family Support

Parent/Family Support is a covered service available to primary caregivers of AHCCCS-eligible children and natural supports of AHCCCS-eligible adults. These supportive services can help people understand and advocate for the rights of their loved ones, gain a better understanding of behavioral health disorders and learn about navigating the public health system.

Information about Family Support can be found at www.azahcccs.gov/AHCCCS/HealthcareAdvocacy/OIFA/familysupport.html

Peer Support

Peer Support is a service available to AHCCCS members who may benefit from the non-clinical, inclusive support of someone who has hiked the recovery trail.

Peer and Recovery Support Specialists (PRSS) understand the challenges of behavioral health recovery and use their lived experience to help the people they serve identify and build on their strengths while supporting them in accomplishing goals that bring them personal satisfaction and fulfillment.

Information about Peer Support services can be found at www.azahcccs.gov/AHCCCS/HealthcareAdvocacy/OIFA/peersupport.html.

To request Peer Support or Family Support services, you can contact your behavioral health case manager.

For other questions, contact the B – UFC/ACC Office of Individual and Family Affairs (OIFA) at OIFATeam@bannerhealth.com.

B – UFC/ACC works with providers and community partners to ensure Peer Support and Family Support services are available to you and your family.



Help Is Just a Call or Text Away

For emergencies, call or text 911.

988 Suicide & Crisis Lifeline

Call or text 988.

Chat: chat.988lifeline.org

The National Substance Use and Disorders Referral and Treatment Hotline

800-622-4357 (HELP)

Arizona Statewide Crisis Hotline

844-534-4673 (HOPE)

or text 44673 (4HOPE)

Chat: crisis.solari-inc.org/start-a-chat/

Suicide and Crisis Hotlines by Counties and Tribal Nation

Central Region

Gila, Maricopa and Pinal Counties

800-631-1314

Southern Region

Cochise, Graham, Greenlee, La Paz,
Pima, Santa Cruz and Yuma Counties

866-495-6735

Tribal Nation

Ak-Chin Indian Community

800-259-3449

Gila River Indian Community

800-259-3449

Salt River Pima Maricopa

Indian Community

855-259-3449

Tohono O'odham Nation

844-423-8759

Other Resources Available

Teen Lifeline phone or text

602-248-8336 (TEEN)

Veteran Crisis Line

988 (press 1)

Be Connected

866-429-8387 (4AZ-VETS)

DeafLEAD

321-800-3323

(videophone for ASL users)

Mental Health Awareness



Building Bridges to Recovery

Navigating Substance Use and Behavioral Health

You can get mental health services through B – UFC/ACC. There are other services open to Medicaid members through the Regional Behavioral Health Agreement (ACC-RBHA) in your area. This includes Non-Title XIX/XXI services and services provided through Mental Health Block Grants (MHBG). You can receive services by calling the ACC-RBHA directly or calling our Customer Care Center at 800-582-8686, TTY 711.

Non-Title XIX/XXI Services

- Room and board are available for NTXIX/XXI
- Ear acupuncture (*as funds are available*)
- Child care: Substance use or opioid use disorder (*as funds are available*)
- Mental health and traditional healing (*other funds for special circumstances as funds are available*)

Substance Use Block Grant

The Substance Use Block Grant (SUBG) is a grant funded by the federal government. It is available for drug treatment. The ACC-RBHA manages SUBG services to provide access to treatment.

Priority populations have access to these services:

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

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

Regional Behavioral Health Authorities

- Maricopa
Mercy Care
800-624-3879
- Southern Counties
Arizona Complete Health
888-788-4408



How To Support a Friend in Need

Sometimes friends might not say they are struggling. Look for changes like:

- Not wanting to hang out with friends anymore.
- Being grumpy or upset all the time.
- Talking about feeling worthless or hopeless.

What can you do to help?

- **Listen:** If your friend needs to talk, listen without judging them. Let them know that it is okay to share their feelings.
- **Ask what they need:** Ask what kind of support they need from you. Ask how you can best help them.
- **Encourage them to get help:** Suggest that they talk to someone they trust, like a friend or a family member. You can even offer to talk to them.
- **Stay close:** Keep inviting them to do fun things, even if they say no. Just knowing that you care can help.
- **Reach out for help yourself:** If you are really worried about a friend or family member, talk to someone. They can help your friend get the support they need.

Consider calling a helpline

- Call or text the 988 Suicide and Crisis Lifeline at 988.
- Call the National Domestic Violence Hotline at 800-799-7233 (SAFE).
- Call the National Runaway Safeline at 800-786-2929 (800-RUNAWAY).

Together we can make a difference

Being a good friend and supporting each other, we can help prevent suicide and create a caring environment.

SAMHSA: Substance Abuse and Mental Health Services Administration www.samhsa.gov/mental-health/suicidal-behavior/warning-signs

Affordable Prescriptions, Better Health

If you are a dual member, Medicare Part D is your prescription drug coverage. It is offered by private companies that are approved by Medicare. To enroll in a separate Medicare Part D, you must have Original Medicare or a Medicare Advantage Plan that does not include coverage for prescription drugs.

What does Medicare Part D cover?

Medicare Part D covers (*pays for*) brand and generic drugs. It also covers vaccines.

Each plan has a list of the drugs that they cover. This is a formulary. Some drugs have extra rules:

- Your provider may need approval (*prior authorization*) from your plan before your prescription is filled.
- There may be limits on the amount of a drug the plan will pay for. Or the plan might limit how much they will cover in a set time period. These are quantity limits.
- You may be asked to try certain drugs first before the plan will cover a different drug for your condition. This is called step therapy.

You have options if your medicine is not on the formulary. Your provider may be able to find a different drug that will work just as well. Or they can ask for an exception if they believe a specific drug is important to your health.

Learn more

www.BannerHealth.com/Medicare/Advantage

www.BannerHealth.com/Medicare/Advantage/find-provider-or-rx



Get Well Together

B – UFC/ACC is bringing a wide variety of classes right into your home. Join us as experts present on topics, such as meal planning on a budget, health and wellness for our veterans, nutrition for cancer prevention and holiday cooking. All classes are virtual and available in English and Spanish.

Learn more at www.BannerHealth.com/ACC-WellnessEvents.



ATTENTION: If you speak English, language assistance services are available at no cost to you.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

注意: 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電。

B – UFC/ACC 800-582-8686, TTY 711.

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Wellness Checkpoint

Colorectal Cancer Screenings

Colorectal cancer can be a dangerous disease. The good news is that it can be found early with regular screenings. Screenings are tests that can help find cancer or small growths (*polyps*). Polyps can be removed before they can turn into cancer.

Screenings include colonoscopies, stool tests and CT scans. Doctors say most people should start screenings at age 45. Some people may need to start sooner because they have risk factors. Risk factors are things about a person's life that can increase the chance of getting cancer. This can include a family history of the disease. Other risk factors are smoking or being overweight.

Colorectal cancer often has no symptoms in its early stages. This is why screenings are so important. When symptoms happen, they can include the following:

- Changes in bowels
- Bloody stools
- Stomach pain
- Weight loss

Regular screenings can help prevent cancer or catch it early. Taking care of your health by scheduling a screening can save your life. Talk to your provider about the best screening choice for you.

If you need help scheduling a screening, please call our Customer Care Center at 800-582-8686, TTY 711.

Protecting Smiles for Better Health

Fluoride is a natural mineral that may be found in many water sources. It helps keep teeth strong and healthy by making the outer surface of your teeth even harder. This helps prevent the acid in the foods and beverages we eat and drink from causing cavities. Fluoride can also help repair weakened tooth structure before cavities can form in both children and adults.

Healthy smile tips

- Brush your teeth twice a day with a fluoride toothpaste.
- Clean between your teeth daily with floss.
- Eat a healthy diet that limits sugary beverages and snacks.
- See your dentist at least twice a year for prevention and treatment of oral disease.

Learn more

www.BannerHealth.com/acc-waterflouridation