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Supporting Communities, Ensuring Equity

In July 2025, Banner – University Family Care/ACC (B – UFC/ACC) received the Health Equity accreditation. This gives us a framework for improving and prioritizing better health care results for B – UFC/ACC members. You can expect a better experience focused on your needs and having access to the right care to meet those needs. We will work on understanding barriers to care and helping to overcome those obstacles.

How are we going to do this? We are going to:

- Collect and review data to find barriers.
- Involve you and your provider in building solutions to remove barriers.
- Develop business and community partnerships, when needed, to remove barriers.

Through this approach, we will build trust with everyone invested, help reduce risks and apply practices to create better processes. We are looking out for you and doing our best to meet your needs.

About Your Health Plan

Social Media for Better Health Tips, trends and trust

We're committed to supporting you and your health journey every single day of the year through our social media community.

Why follow us?

- **Daily health tips:** Get simple health advice that works with your busy life. We share easy workout ideas and healthy food swaps. We share practical tips that you can start right away.
- **Health reminders:** Stay ahead of flu season, learn about allergy management or discover ways to maintain your mental health during stressful times. Our timely posts help you prepare for whatever the year brings.
- **Expert help:** Get useful information from sources and health experts you can trust.

Ready to get started?

Your path to better health is just one follow away. Take charge of your well-being, one post at a time.

Follow us on  Instagram and  Facebook. Search for us as Banner Health Plans.

Meet Your Personal Nutrition Expert

As a B-UFC/ACC member, you have access to nutrition coaching with a registered dietitian to work on specific health goals all at no cost to you. Get started today and set yourself up for better health.

Whether you need help managing your weight, supporting chronic conditions or promoting general wellness, your nutrition coach can help you create a plan that works with your current routine. Take charge of your health today.

Learn more at www.foodsmart.com/members/banner-health.

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:

- Wellness Within Reach
- Arm Yourself Against the Flu: Protection for You and Baby
- Prevention From Head to Toe
- Every Breath Counts: Protecting Your Baby From RSV
- Smile With Confidence
- Vision Care That Sees You First
- Fuel Your Pregnancy Journey
- And More!



Updated Member Handbook and Provider Directories

Now available

We are excited to be your partner on your health care journey. Your well-being is at the center of everything we do, and we want to make sure you have the resources and support you need. That is why we produced the 2026 Member Handbook for you. Please visit us online for quick access at www.BannerHealth.com/ACC-MemberHandbook.

Our provider directories are here to help you. The providers are committed to understanding your medical history and partnering with you. You can find pharmacy, dental and network providers near you. Check out our most current versions online at www.BannerHealth.com/ACC-FindCare.

For assistance in identifying a provider who is right for you or to request a printed copy of the Member Handbook or a provider directory, please call our Customer Care Center at 800-582-8686, TTY 711. You can get printed copies mailed to you at no cost.



We sometimes update our handbook. Make sure you have the latest information and resources by checking out the online version.

Keep Your Coverage Going Strong

Have you received a letter from AHCCCS asking you to renew? We can help.

As approved Community Assistors with AHCCCS, we can now help you:

- Apply for or renew your AHCCCS benefits.
- Check your application status and guide you on next steps.
- Help gather and submit required documents to AHCCCS.
- Expedite applications for individuals who are hospitalized.
- File an appeal if your application is denied.
- Report changes (*address, income, household updates*).
- And more!

To connect with a Community Assistor, call our Customer Care Center at 800-582-8686, TTY 711.

There's Snow Way You'll Find Them All!

Spot the seven differences in these winter images. Results will be posted on social media in February.

  **Banner Health Plans**



Connected in Culture, Supported by Resources

B – UFC/ACC works with Arizona tribal partners to make sure you can get mental health care services. You have options about where you get care. If you or a family member need help finding services, there are many resources available to you:

- **B – UFC/ACC Customer Care Center**
800-582-8686, TTY 711
- **Indian Health Service (IHS)**
 - » Navajo Nation: 928-871-4811
 - » Phoenix: 602-263-1200
 - » Tucson: 520-295-2405
- **Tribal Regional Behavioral Health Authority (TRBHA)**
 - » Gila River: 888-484-8526, ext. 7100
 - » Navajo Nation: 866-841-0277
 - » Pascua Yaqui: 520-879-6060
 - » White Mountain Apache: 928-338-4811
- **Urban Indian Health Program**
(if you reside in a city and there is not an IHS in your area)
 - » Flagstaff: Native Americans for Community Action: 928-526-2968
 - » Tucson: Tucson Indian Center: 520-884-7131
 - » Phoenix: Native American Connections: 602-254-3247
 - » Phoenix: Native Health: 602-279-5262



Continuous Health Care Before, during and after incarceration

Your AHCCCS benefits are paused if you go to jail or prison. Before you leave, ask a caseworker or reentry staff to help you restart your AHCCCS benefits. You can do this up to 30 days before your release.

After release:

- Make sure AHCCCS has your new address and phone number.
- Apply online at www.healtharizonaplus.gov.
- Call 855-432-7587.
- Visit a local Department of Economic Security (DES) office.

Restarting your benefits means you can see a provider, get medicine and talk to someone about your mental health as soon as you are released. AHCCCS can also help with housing, job training, and counseling.

Your health is important. We are here to help you every step of the way.

Your Bridge From Hospital to Home

Discharge planning is important and prepares you for health care needs after leaving the hospital. It should be done in a plain, simple and clear way to improve understanding. Discharge planning ensures that all services needed are in place.

Discharge planning includes:

- An awareness and respect for your culture so appropriate resources and education can be given (*i.e., translator, the use of traditional healers*).
- You, your guardian or identified representative participation.
- A written discharge plan, instructions and recommendations.
- Resources and referrals to meet needs after discharge.
- A follow-up call three days post-discharge.

Below are some tips to ensure a successful discharge plan:

- Invite a family member or friend to join the discharge planning discussions and to be present at discharge to ensure that important details are not missed or forgotten.
- Talk with your care manager or hospital social worker about the discharge plan.
- Confirm your understanding of the discharge plan before signing it.
 - » Where am I being discharged to? Another placement? Home?
 - » When is my first appointment after discharge? With whom?
 - » What medications should I take? How do I take them? Where will I get them?
- Always ask for a copy of the discharge plan before leaving the hospital.
- During the post-discharge follow-up call, ask questions and talk about any problems.
 - » I did not get all my prescribed medications, so what do I need to do to get these?
 - » Can you confirm when my follow-up appointment is again?

For more information on hospital discharge planning:

OIFA empowerment tools: www.azahcccs.gov/AHCCCS/Downloads/HospitalDischargeFlyer.pdf

OIFA empowerment tools: www.azahcccs.gov/AHCCCS/Downloads/SPANISH-HospitalDischargeFlyer.pdf

A successful discharge plan is just one important piece to support your return to good health after a hospitalization. B – UFC/ACC is here to support you with any additional questions by contacting:

- Customer Care 800-582-8686, TTY 711
- Your B – UFC/ACC care manager
- OIFA Team oifateam@bannerhealth.com

Employment Resources and Supports

Having a job is a big part of life. It helps people earn money, learn new skills and feel proud of what they do. Jobs are important for adults, but it's also good for kids to understand why work matters and how people can get help when they need it.

Do you need help finding a job?

Finding a job can be challenging. But there are resources and people who can help:

- **AZ@WORK**
A state-wide organization that can help you find employment opportunities through one-on-one support, job fairs, training and more. For AZ@WORK locations, visit arizonaatwork.com/locations.
- **Behavioral health providers**
If you receive behavioral health services, your provider may be able to assist you in finding work. Learn more at www.bannerhealth.com/medicaid/acc/resources/employment/employment-providers.
- **Local resources**
Many of our communities have resources local to you. Check out a Goodwill Connection Center near you at goodwillsouthernaz.org/career-centers/, or visit your local library.
- **Online job websites**
Websites like Indeed, LinkedIn and PipelineAZ show job listings and let people apply online.

Having a job is an opportunity to grow, connect with others and discover your potential while earning a living. You can make a meaningful impact while supporting your family and community. Whether it's helping customers, solving problems or being part of a team, you can achieve great things together.

Need more help?

Visit the B – UFC/ACC employment services website. www.BannerHealth.com/medicaid/acc/resources/employment

Do you have a documented disability?

Vocational Rehabilitation can help you find a job. des.az.gov/services/employment/rehabilitation-services/vocational-rehabilitation-vr



Therapy That Speaks Their Language

Taking care of children can be hard. It is normal to need help and support. You are not alone.

If your child is feeling sad, stressed out, lonely or using drugs, we can work with you to find help.

B – UFC/ACC works with many types of providers. This means you and your child can get help when and where you need it. Services could include.

- Counseling
- Groups
- Skills training
- Parent support
- Respite

If you or a family member needs help finding services or resources, you can contact our Customer Care Center at 800-582-8686, TTY 711 or visit www.BannerHealth.com/ACC-bh.

If you or a loved one is having suicidal thoughts, do not wait to seek help. Call or text the 988 Suicide and Crisis Lifeline for immediate support.



Mental Health Awareness

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

800-662-4357 (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

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

480-850-9230

Tohono O'odham Nation

844-423-8759

Other Resources Available

National Suicide Prevention Lifeline

800-273-8255

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)

How to Spot Signs of Serious Mental Illness (SMI)

It's important to know when someone might need help with their mental health. Here are some signs to look for:

- Feeling very sad or worried for a long time
- Big changes in mood, like feeling super happy then very angry or sad
- Talking or thinking in a way that doesn't make sense
- Seeing or hearing things that aren't really there
- Staying away from friends and family
- Not taking care of themselves, like not bathing or eating
- Trouble at work, school or home

Getting help early can make a big difference. Mental health matters. Everyone deserves support and care.

If these symptoms are severe, last for a long time or cause the person to be unsafe, they may need to be assessed for Serious Mental Illness (SMI). Help and support are available for people identified as SMI.

If you see signs that someone needs help with mental illness, encourage them to talk to a provider.

Bridging Mental Health and Court-Ordered Care

A person might be too sick to understand they need help, or they may say no to treatment when they really need it. A judge can order a person to get a mental health checkup if they are concerned the person:

- Might hurt themselves.
- Might hurt other people.
- Cannot take care of basic things like eating or staying safe.

When this happens, it is called Title 36 Court Ordered Evaluation (COE).

During this time, a provider will decide if the person is able and willing to get treatment on their own, and the provider will notify the judge. The judge can make the person get treatment for up to one year. This is called Court-Ordered Treatment (COT). COT means that the person must take their medicine as told by the provider, see a provider regularly and go to therapy.



Mental Health Awareness



Moving Forward: A Path to Recovery

Opioid Use Disorder (OUD) is a health problem that happens when a person has trouble stopping the use of drugs called opioids. People with OUD may:

- Need more of the drug to feel the same effect.
- Think about opioids all the time.
- Find it hard to stop using them.

If this sounds like you or someone you know, **you're not alone, and help is available.**

Medication for Opioid Use Disorder (MOUD) is a proven way to treat OUD. MOUD uses medicine along with counseling and support. MOUD can:

- Lower the chance of overdose.
- Help people maintain sobriety and live healthier lives.

Find help near you

You can find Opioid Use Disorder (OUD) providers near you. Visit opioidservicelocator.azahcccs.gov/ and enter your zip code.

There are also four places in Arizona called Access Points. Access Points have opioid treatment services 24 hours a day, every day of the week. Here are Access Point locations and contact information.

Access Points	Location	Phone
CODAC Health Recovery and Wellness	380 E Ft Lowell Rd Tucson, AZ 85705	520-202-1786
Community Bridges East Valley Addiction Recovery Center	560 S Bellview Mesa, AZ 85204	480-461-1711
Community Medical Services	2806 W Cactus Rd Phoenix, AZ 85029	602-607-7000
Intensive Treatment Systems, West Clinic	4136 N 75th Ave #116 Phoenix, AZ 85033	623-247-1234

If you have any questions or need support searching for OUD Treatment, please contact our Customer Care Center at 800-582-8686, TTY 711.

Understanding Your Rights in Behavioral Health Residential Facilities

If you are staying at a Behavioral Health Residential Facility (BHRF) and taking medicine for opioid use (*called MOUD*):

- You cannot be turned away because you are using MOUD.
- You can keep taking your medicine while you are getting care at the BHRF.

BHRFs and MOUD providers work as a team to help you:

- If the BHRF gives MOUD, you can choose to get your medicine there.
- If you get MOUD from another provider, the BHRF will work with them to support you. You do not have to switch MOUD providers if you do not want to.
- You can try other treatments if you want, but you do not have to stop MOUD.
- You need to agree to any changes to your MOUD.

For more information, call our Customer Care Center at 800-582-8686, TTY 711.



Your B – UFC/ACC Portal

Your Member Portal gives you access to your information, including your member ID card, member materials and more.



Wellness Starts Here

Join our Wellness Academy

The Wellness Academy is a program designed to educate you on important health topics. It offers a variety of virtual and in-person sessions. Learn about healthy eating, stress management, fitness, cooking and more from expert professionals. Connect with your community and other health plan members. Ask questions and access helpful resources to take simple steps toward a healthier lifestyle. All are welcome to participate, so invite your family and friends.

Interested in joining?

Contact our Customer Care Center at 800-582-8686, TTY 711 or visit www.BannerHealth.com/ACC-wellnessacademy to register for upcoming events.

Stay Strong, Stay in Rhythm

Atrial fibrillation, also known as AFib, is an irregular heartbeat. AFib is the most common type of irregular heart rhythm. What happens during AFib? The upper chambers of the heart beat irregularly. Not enough blood is being pumped out of the atria. This can lead to blood clots and stroke. AFib can also lead to heart failure and other heart complications.

Common symptoms of AFib are:

- Feeling of a quivering heart
- Irregular heartbeat
- General tiredness
- Dizziness
- Shortness of breath
- Fatigue with exercise
- Sweating

It is important to talk to your health care provider if you have these symptoms. 12-20% of people with AFib will have a stroke. It is very important to report your symptoms.

Treatment includes:

- Medication to slow your heart rate
- Medication to prevent blood clots and stroke
- A healthy diet
- Regular activity
- Limiting alcohol and caffeine
- No smoking

Most importantly, talk to your provider and follow their advice.

Quit Today, Thrive Tomorrow

Why quit tobacco?

Smoking and using tobacco hurts your health and can be expensive. When you quit, you can:

- Breathe easier.
- Have more energy.
- Save hundreds of dollars each year.
- Protect your family from secondhand smoke.
- Lower your risk of heart disease and cancer.

We can help you quit

As a B – UFC/ACC member, you have access to no-cost help to quit tobacco:

- Ask your provider or pharmacist for nicotine patches, gum and lozenges. You can also ask for prescription medications. Most are covered.
- Talk to trained coaches or counselors and get support when you need it most. You can also call the Arizona Smokers' Helpline at 800-556-6222.

Ready to start?

Many people need several tries before they quit for good. Don't give up. Each time you try, you learn what works best for you. Talk to your provider at your next visit. They will help you make a plan that works for you.

Remember, quitting tobacco is one of the best things you can do for your health and your wallet.



Empowering Families With Care and Choice

Learn more about your family planning and supply benefit

Family planning services are available for members of reproductive age (12 to 55 years of age) regardless of gender, who voluntarily chose to delay or prevent pregnancy. Family planning services and supplies are available at no cost. They are available through any appropriate provider, regardless of the provider's network status. Family planning providers can help you review and choose the best birth control method for you.

Referrals are not needed when choosing a family planning provider. There is no prior authorization requirement. And there is no copayment or other charge for family planning services or supplies. If you have questions or need help with any family planning service or supply, talk with your provider or call our Customer Care Center at 800-582-8686, TTY 711.

For a full list of covered family planning services as well as limitations, please review the section titled "Family Planning" in your *Member Handbook*.



Together for Better Health

At B – UFC/ACC, we care about your health. We work hard to make sure you get safe, high-quality care. Our quality improvement team looks at how you receive care and finds ways to make it better.

Want to learn more about how we make care better?

Visit our website to explore our Quality Management Program at www.BannerHealth.com/ACC-QIProgram.

Be Your Own Health Hero at Home

We want to help you stay out of the hospital and support your health journey. Staying healthy at home can include taking medicine as your provider suggests, keeping up with provider visits, eating well, drinking water, getting rest and reaching out for support when needed.

Call your provider if you feel worse, have new problems or have questions about your medicine. Don't wait until you feel really sick. Call early for help. Small steps every day keep you healthy and home. Your care team is here for you. We can answer questions and help you find what you need.

Not sure what level of care you need? Call Nurse on Call at 888-747-7990 to get help or find an urgent care near you.

A Flu Shot Today Keeps the Virus Away

Flu season comes every year, and the best way to protect yourself is by getting a flu shot. Everyone 6 months and older should get one each year, ideally by the end of October. If you get a flu shot past October, it can still help protect you for the rest of the season. The flu shot is a covered benefit for B – UFC/ACC members.

Some people are more likely to get very sick from the flu. This includes babies, older adults, pregnant women and people with health problems like asthma or diabetes. If you care for someone at high risk, getting vaccinated helps protect them, too.

Besides getting the flu shot, there are other ways to stay healthy. Wash your hands often with soap and water. Cover your mouth with a tissue when you cough or sneeze. Stay away from people who are sick, and stay home if you are sick.

If you do get the flu, your provider might give you medicine called antiviral drugs. These can help you feel better faster and keep you from getting worse. Per the CDC, antiviral drugs work best when started one to two days after flu symptoms begin.

By taking these steps, you can help stop the flu from spreading while keeping yourself and others safe. Talk to your provider if you have questions about the flu vaccine. You can also visit the CDC webpage for more tips: www.cdc.gov/flu/prevention/?CDC_AAref_Val=.

Protecting Your AHCCCS Benefits

How to spot fraud

Your AHCCCS health benefits help you stay healthy. But sometimes, people try to cheat the system. This is called fraud, and it can hurt you and others who need care. You can help stop it.

What is Fraud, Waste and Abuse?

- **Fraud** is when someone knowingly lies to get health care or money they shouldn't have.
- **Waste** is when people use more services than they need.
- **Abuse** is when someone doesn't follow the rules, and it costs more money.

Examples of fraud

- A provider bills AHCCCS for a visit you didn't have.
- Someone uses your AHCCCS ID card to get care.
- A person offers you money or gifts for your AHCCCS number.
- A pharmacy gives you more medicine than your provider ordered.

Why it matters

Fraud can:

- Take away care from people who really need it.
- Use up your benefits.
- Put your personal information at risk.

How you can help

You can protect your benefits by:

- Checking your health care bills or letters to make sure they are right.
- Never sharing your AHCCCS ID card or number with anyone except your provider or clinic.
- Reporting anything that seems wrong or strange.

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How to report fraud

If you think something is wrong, you can report it. You don't have to give your name.

Instances of suspected FWA shall be reported to AHCCCS (OIG) and B – UFC/ACC 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: 888-487-6686
- 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: 888-487-6686
- 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


Reporting to 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



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.