

Health CONNECTION



Banner
University Family Care

Time to Renew!

What is the Public Health Emergency (PHE)?

When the COVID-19 pandemic started, the federal government announced a Public Health Emergency (PHE). This meant that anyone with AHCCCS or KidsCare would remain eligible for Medicaid during the PHE regardless of any other eligibility requirements.

Why is this important?

When the PHE ends, you may need to renew your AHCCCS eligibility. If you don't renew, you may be at risk of losing your coverage.

How will I know when the PHE has ended?

We don't really know when the pandemic 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.



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Latinos and Stress: *Mind/Body Health*

Nearly all Americans experience stress, and many engage in unhealthy behaviors such as comfort eating, poor diet choices, smoking and inactivity to cope with their stress and other emotions, according to a 2006 national survey conducted by the American Psychological Association (APA) and released in partnership with the National Alliance for Hispanic Health and the National Women's Health Resource Center. Yet compared to the general population, Latinos are more likely to engage in healthy behaviors, such as exercising and spending time with friends and family, to manage stress. Unfortunately, stress is still a major health concern for Latinos with more than half reporting that they are worried about stress in their daily lives.

What you can do: Stressors arise simultaneously and without warning. Often these strains are linked to family, personal health and financial concerns. Learning to deal with stress effectively is a worthwhile effort.

Define stress: How do you experience stress? Different people experience stress differently. How do you know when you are stressed?

Identify stressors in your life: What events or situations trigger stressful feelings? Are they related to work, home, relationships, or something else?

Identify coping mechanisms: What do you do specifically to deal with stress? Is it healthy behavior such as exercise or an unhealthy behavior such as smoking?

Change your behavior: Determine if you are relying on unhealthy behaviors. Like smoking or eating to manage stress. If so, you'll want to change these behaviors to healthier ways of coping such as exercising. Do not try to change more than one behavior at a time.

Have a plan and take decisive actions: Act on adverse situations as much as you can. Make decisions about your actions, rather than detaching from problems and stresses and wishing they would go away.

Take care of yourself: Taking care of yourself helps to keep your mind and body primed to deal with stress. Pay attention to your own needs and feelings. Engage in activities that you enjoy and find relaxing. Exercise regularly. Eat healthy. Make sure you get enough rest and sleep. Consider yourself capable of handling anything life sends your way.

Get support: Maintaining strong relationships with close family members, friends or others is important. Accepting help and support from those who care about you and will listen, strengthens the ability to manage stress. If you feel overwhelmed, or if the reasons behind stress are emotional, consider seeking professional help.

It's okay to ask for help in dealing with stress.

If you or a family member continues to experience stress, asking for help can be one of the quickest ways to recover a sense of control and balance. For many people, using the skills of stress management will help. Behavioral Health providers in our network are here for you and your family.

For additional information and assistance contact our Customer Care Center at (833) 318-4146, TTY 711.



Identity Theft – *What are the Warning Signs*

Identity theft is on the rise. Here are some clues that someone has stolen your information.

- There is money taken out of your bank account that you do not know about
- You stop getting bills or other mail
- Stores refuse to accept your cards or checks
- Debt Collectors call you about money you owe that is not something you know about
- When you run a credit report there are accounts or charges that are not yours
- Medical providers send you a bill for services they did not provide to you
- Your medical records show a condition or disease that you do not have
- The Internal Revenue Service lets you know that more than one tax return was filed in your name
- You get a notice from a company letting you know your information was breached but you have never used that company
- You get an appointment reminder from a provider you have never used

If this happens to you, visit www.IdentityTheft.gov.

Government resources can assist you with how to report an identity theft. They also help you get a recovery plan.

Understanding Phishing

Email senders pretend to be a known business or person. They try to trick you into giving them personal information that they can use. This would include passwords, credit card numbers or clicking onto links. The links would infect your device. The goal of a phishing attachment is to trick you into opening an attachment, clicking a link, or giving out sensitive information. That way the criminal can use your information for their gain.

Phishing through text messaging is called smishing. Voice phishing over the telephone is called vishing. The idea is for the criminal to gain access to your information.

Knowing how to identify a “phish” is the first step to protecting your information. First, check the email address – they often are similar but different than the correct email. Look for a general greeting – like Dear

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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 Maricopa County:
(602) 417-4045

Outside of Maricopa County:
(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 Maricopa County:
(602) 417-4193

Outside of Maricopa County:
(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

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Understanding Phishing

Customer. Check for spelling and grammar errors. Be cautious if it is an attempt to get you to do something urgently. Look for unusual links and attachments. Be careful of anything that seems too good to be true.

If you know about FWA or non-compliance issues, please contact Banner – University Family Care/ALTCS at any of the following:

Customer Care Center: (833) 318-4146, TTY 711

Medicaid Compliance Officer: (520) 548-7862

Fax: (520) 874-7072

Email: BHPCompliance@bannerhealth.com

Mail: Banner – University Family Care/ALTCS
Compliance Department
2701 E. Elvira Road
Tucson, AZ 85756

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

Pyx Health App Helping You Feel Better

Make your life easier with Banner's on-the-go mobile app! When you download the app, Pyxir – Pyx's intelligent robot – will be with you at every step. Pyxir can help you:

- **Laugh, feel less lonely and be a friend whenever you need it.**
- **Connect with your family and friends to give you support.**
- **Find a provider.**
- **Connect you to local resources for food, housing, employment, and financial assistance.**



Thank you for allowing us to be your partner in health and wellbeing!

Find other ways to stay connected at www.BannerUFC.com/ALTCS

NEW MEMBER HANDBOOK

If you are currently enrolled as a member of B – UFC/ALTCS, you should have received your Member Handbook.

You may access the electronic version of the 2021/2022 Member Handbook on our website at www.BannerUFC.com/ALTCS, or you may request a hard copy by contacting our Customer Care Center at (833) 318-4146, TTY 711.

MOVING TO A NEW ADDRESS

As your health plan, we send you information in the mail and it is important we have the right address. Before you move, call our Customer Care Center to update your address. You should also notify the following:

- PCP and other providers or other doctors
- The SSI office, if you are getting SSI benefits
- KidsCare and DES, please contact Health-e-Arizona PLUS

You can reach our Customer Care Center at (833) 318-4146 and Health-e-Arizona PLUS at (855) 432-7587 (HEA-PLUS).

Or create an account at www.healthearizonaplus.gov.

What is Prenatal Care and Why is it Important?

Prenatal care is medical care you get during pregnancy. At each prenatal care visit, your provider checks on you and your baby. Your provider can make sure you are healthy. Your doctor can also find out when your baby is due. Call your provider to schedule a prenatal checkup.

Early and regular prenatal care helps you have a healthier pregnancy, delivery, and baby. It is best to have your first prenatal visit as soon as you know you are pregnant. Be sure to go to all your prenatal checkups, even if you are feeling fine.

How often do you go for prenatal care checkups?

Most pregnant women can follow a schedule like this:

- **Weeks 4 to 28 of pregnancy:** One checkup every 4 weeks (once a month)
- **Weeks 28 to 36 of pregnancy:** One checkup every 2 weeks (twice a month)
- **Weeks 36 to delivery:** One checkup every week (once a week)

Your provider may want to see you more often if there are any concerns. If you are pregnant and need help finding a provider, call our Customer Care Center at (833) 318-4146, TTY 711. We also have care managers here to help answer your pregnancy questions.

Keeping Moms Healthy After Pregnancy

B - UFC/ALTCS wants to make sure you stay healthy after your baby is born. Its very important to schedule and go to your follow-up visits after childbirth. A postpartum visit can help prevent or treat serious and even life-threatening complications in the days to weeks after your baby arrives.

See your primary care provider if you have any concerns. If you see any other doctor, urgent care, or ER, let them know that you had a baby within the last year.

If you have any signs of postpartum depression, get help right away.

Signs include:

- Excessive crying
- Mood swings
- Sleeping too much or not sleeping
- Difficulty bonding with your baby

For help with postpartum depression, call your doctor or Postpartum Support International (PSI) at (800) 944-4773.

IF YOU HAVE THOUGHTS OF HARMING YOURSELF OR YOUR BABY, CALL 911.

For more information about pregnancy or postpartum resources, call our Customer Care Center at (833) 318-4146, TTY 711. Ask for an OB Care Manager. You can also visit www.cdc.gov/hearher/pregnant-postpartum-women/index.html.



Are You Planning to Breastfeed?

Breast pumps are one of the many benefits available to you through your health plan. It is easy to order, and you have many options to choose from. Call our Customer Care Center at (833) 318-4146, TTY 711 for information on how to order a breast pump.

Breastfeeding experts are ready to answer your questions 24/7. Call the 24-Hour Breastfeeding Hotline (Arizona Department of Health Services) at (800) 833-4642.



The Birth To Five Helpline

The birth to five helpline is a helpline for parents and care givers

Child development specialists are available Monday through Friday, from 8:00 a.m. to 8:00 p.m. You can also leave a message after-hours, or submit a question online any time. The Birth to Five Helpline can answer questions about children from birth to 5 years old on topics like:

- Sleep
- Child Development
- Fussiness / Colic
- Challenging Behaviors
- Parenting
- Feeding / Nutrition
- Community Resources and Support
- CALL (887) 705-5437 (KIDS) or visit www.birthtofivehelpline.org

Assistance from the Health Plan is available to support all members under 21 years of age. Call our Customer Care Center at (833) 318-4146, TTY 711. Ask to speak with a Pediatric Care Manager.

WIC Program

What is WIC:

The Arizona Supplemental Nutrition Program for Women, Infants, and Children. WIC has experts in nutrition. They focus on nutrition in pregnancy, breastfeeding, and childhood. WIC also helps you get healthy food for you and your family.

Who is WIC for?

- Infants
- Children up to five years of age
- Pregnant women (*sign up as soon as you find out your pregnant*)
- Breastfeeding women, until the infant's first birthday
- Women whose pregnancy ended less than six months ago



How to contact WIC

(800) 252-5942
www.azwic.gov
Search "EzWIC" in the App Store or Google Play



Medication & Drug Use in Pregnancy

There are risks to taking certain medications or drugs while pregnant. Things like opioids, heroin or methadone can pass to your baby. They may affect your baby before or after birth. They can lead to problems like Neonatal Abstinence Syndrome (NAS) and make your baby very sick. It is very important to start prenatal care as soon as you know you are pregnant. Tell your doctor about all medication or substance use.

Ask your medical provider before taking:

- Over the counter medications
- Prescription drugs
- Sleep aides
- Herbal remedies including marijuana
- Energy drinks
- Any illicit drugs

Where to go for help:

Arizona Opioid Assistance and Referral (OAR) line
(888) 688-4222

SAMHSA Treatment Referral Hotline
(800) 662-4357 (HELP) | www.SubstanceAbuse.az.gov

NAS Clinics and Support Service for Families
(480) 628-7500 | www.HushabyeNursery.org
(480) 398-7373 | www.JacobsHopeAZ.org

If you need help finding a maternity care provider, please call our Customer Care Center at (833) 318-4146, TTY 711.



Immunizations

Babies, children, and teens need different vaccines to protect them from illness. The recommended vaccine schedule is provided by the CDC. Needed vaccines are covered as part of the well-child visit. Not getting all vaccine doses, leaves our kids at risk for disease. Plus, most schools require vaccines for entrance.

Talk with your child's doctor if you have questions about the vaccines or any of your child's needs.



What to Expect from your Child and Family Team?

After enrolling your child in behavioral health services, a care manager is assigned. The care manager is often your first point of contact. They help you navigate services and serve as the facilitator for your team. Your assigned care manager will help you understand the CFT process.

What is a Child and Family Team?

The CFT is a group of people brought together to support you and your child. The CFT helps your child meet their treatment goals. You can decide who is part of the team. Meetings happen as often as needed.

Team members can include:

- Guardian/caregiver
- Child
- Family and friends
- Service providers
- Physical health staff
- School staff
- Juvenile Probation Officers
- Other agencies working with the child

What happens during a CFT?

All people involved in the CFT play a role in supporting your family. Team members may be assigned tasks to help your child meet his/her/their goals. Decisions should be made as a team to support you and your child. Changes to the team and frequency of meetings can be made when needed.

The team meets to:

- Identify needs and strengths for the child and family
- Create treatment goals
- Find helpful services
- Create a plan
- Talk about progress
- Discuss next steps for transition

What if I need more help?

B – UFC/ALTCS has internal teams that can support your healthcare journey. You can call our customer care center if you need more support. They can connect you with the right team to help meet your needs. Call our Customer Care Center at (833) 318-4146, TTY 711.



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Long COVID

Most people who have COVID-19 get better within a few weeks. Unfortunately, some people continue to have symptoms for weeks or a few months after having COVID-19. These symptoms are called Long COVID or post-COVID-19 conditions. You can develop Long COVID symptoms even if your COVID-19 illness was mild or had no symptoms at first.

People with Long COVID may experience one or more of these Long COVID symptoms:

- Tiredness or fatigue
- Difficulty breathing
- Fever
- Trouble thinking or concentrating (brain fog)
- Pain in the chest, stomach, muscles, or joints
- Sleep problems
- Changes in smell or taste
- Dizziness, trouble sleeping, mood changes
- Pins and needles feelings

It is not clear what is causing Long COVID. Research is being done to help understand the cause and to find treatments. It is important to see your health care provider. Be sure to tell them about these symptoms. Do not assume you are having Long COVID

symptoms. Your PCP will want to determine if it is Long COVID or something else.

Treatment depends on the symptoms and the person experiencing them. Each situation is treated separately addressing your own symptoms.

The best way to prevent Long COVID is to never get COVID-19 and help protect those around you. Vaccination is the best way to prevent COVID-19. Continue to social distance. Wash or sanitize your hands. Wear a mask where required or if you are more comfortable.



We Cover Eyeglasses & Replacements for Members Under Age 21!



Banner – University Family Care/ALTCS covers eye exams and vision care for all members under 21 years old. This includes new eyeglasses as well as updates to your glasses.

Did your glasses get broken or lost?

There are no restrictions for fixing or replacing them. If you are under 21 and your prescribed eyeglasses are lost or broken, call our Customer Care Center for help. We will help find the next available vision appointment. You do not need to wait until the next planned vision screening.

For help making an eye care appointment, call our Customer Care Center at (833) 318-4146, TTY 711.

LET'S PREVENT IT!

Asthma Care

Asthma is a very common, long-term lung disease. It affects both children and adults. Asthma can cause wheezing, shortness of breath, and coughing at night or early in the morning. If you have asthma, you have it all the time. But you will only have an asthma attack when something triggers or bothers your lungs. Common triggers are things like pollen, dust, tobacco smoke, pet dander, pests, or pollution. An asthma attack can make you cough or wheeze and can lead to an emergency if not treated quickly.

To help prevent an asthma attack, it is important to:

- See the doctor on a regular basis
- Take all your asthma medications exactly as your doctor tells you
- Have an Asthma Action Plan ready and know how to use it
- Know your or your child's triggers and avoid them
- Make sure everyone caring for your child knows how to manage their asthma

B – UFC/ALTCS has nurse casere managers available to help you learn more about asthma care and asthma medications. We can also assist with your other health care needs. We can even help you connect with a doctor. Call our Customer Care Center at (833) 318-4146. TTY 711 Monday through Friday 8 a.m. to 5 p.m. to request a case manager.



Regular Dental Checkups

For members 12 months to 21 years of age

Did you know that you should be seeing your dentist for regular checkups twice a year? Here are some healthy oral tips to keep you on task:

- Brush your teeth at least twice a day.
- Practice proper brushing, including the use of a soft-bristled toothbrush.
- Brush with toothpaste that contains fluoride to help strengthen teeth.
- Clean between your teeth daily with floss. This helps remove food that your toothbrush cannot reach.
- Limit sugary food and drinks, such as soda and hard candy.
- Eat a healthy and balanced diet.
- If your mouth is constantly dry, see your dentist. Your mouth needs saliva to limit the growth of bacteria.

According to the Arizona Dental Association, www.azda.org, a dentist can help identify health issues like the below before they become serious:

- Cardiovascular Disease
- Diabetes
- Oral Diseases.
- Gum Disease
- Tooth Decay (Cavities)
- Oral Cancer

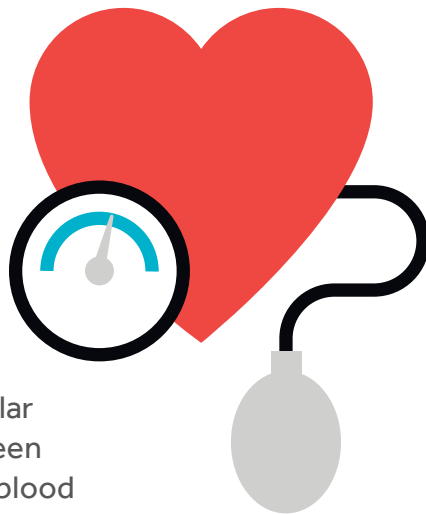
Regular visits to your dentist help you maintain healthy teeth, gums and mouth. If you have not seen your dentist at least once this year, be sure to reach out and make an appointment today!

Blood Pressure Screening

High blood pressure is when the force of blood flowing through your blood vessels is consistently too high. It is important to get regular blood pressure screening when needed, but did you know that you can also monitor it on your own at home? It is important that you know how to do it the right way. Here are some helpful tips according to The American Heart Association, www.heart.org.

- **Be still.** Do not smoke, drink caffeine or exercise within 30 minutes before measuring your blood pressure. Empty your bladder and give yourself at least 5 minutes of quiet rest before measurements.
- **Sit correctly.** Sit with your back straight and supported. Your feet should be flat on the floor and your legs should not be crossed. Your arm should be supported on a flat surface (such as a table) with the upper arm at heart level. Make sure the bottom of the cuff is placed directly above the bend of the elbow.
- **Measure at the same time every day.** It is important to take the readings at the same time each day, such as morning and night.
- **Take multiple readings and record the results.** Each time you measure, take two or three readings one minute apart and record the results.
- **Don't take the measurement over clothes.**

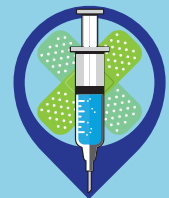
Note: A diagnosis of high blood pressure must be confirmed with a medical professional. A doctor should also evaluate any unusually low blood pressure readings. The American Heart Association recommends home monitoring for all people with high blood pressure to help the healthcare provider determine whether treatments are working. Home monitoring is not a substitute for regular visits to your physician. If you have been prescribed medication to lower your blood pressure, do not stop taking your medication without talking to your doctor, even if your blood pressure is in the normal range during home monitoring.



Need Help To Quit Smoking?

You can call the Arizona Smoker's Helpline (ASH Line) to help you quit (800) 556-6222 ASHLINE.ORG

When it gets tough, an ASHLine Quit Coach keeps you focused on the goals you set for yourself.



Do you Need a COVID Booster Vaccine?

Everyone ages 5 and older can get a booster shot

For more information on booster vaccines visit www.cdc.gov/coronavirus/2019-ncov/vaccines/booster-shot.html.

LET'S PREVENT IT!

COVID-19 Vaccines and Boosters

If you are unsure if you should get the vaccine, you are not alone. Some people have concerns regarding the vaccine. Here at Banner – University Family Care/ALTCS, we understand you may be hesitant. We want to talk to you so you can ask any questions you have. Receiving the vaccine is the best way to keep from being infected with COVID-19 and help prevent the spread of the virus. It is true most people survive the virus, but some don't. Also, there are some long-term complications people are starting to see. Even young healthy people.

If you have ever had an allergic reaction to a vaccine, it doesn't mean you can't get the COVID-19 vaccine. You should talk to your doctor. There are different ingredients in different vaccines. It might be ok even if you had a reaction to another medication or vaccine. Your doctor can tell you.

It has been said, you don't need a booster if you have had the initial vaccine or have had COVID-19 already. A booster can protect you from variants or surges.

B – UFC/ALTCS has medical professionals who are happy to talk about your concerns without judgement or pressure about your personal decision. Please call our Customer Care Center and ask to talk to a care manager.



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Time to Renew!

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

To avoid losing your healthcare coverage:

1. Make sure your contact information is up to date by visiting www.healtharizonaplus.gov or calling **(855) 432-7587 (HEAPLUS)**. By checking if your contact information is correct, your health plan can contact you with your renewal date and information on how to renew.
2. Apply for renewal by visiting www.healtharizonaplus.gov

Is there a resource that can help me renew?

Yes. There are several Community Assistors that can help you renew. To find a full list of Community Assistors who are available to help you renew your AHCCCS eligibility, visit our website at www.BannerUFC.com/ALTCS/time-to-renew

If you are a B - UFC/ALTCS member, you can call us at (833) 318-4146, TTY 711 and we will assist you with your application. You can also call (855) 432-7587 (HEAPLUS), Monday through Friday, 7 a.m. to 6 p.m.

I reapplied for AHCCCS/KidsCare, but they told me I was over income, what can I do?

Your family can still qualify for low-income health insurance that fits your budget. Visit www.healthcare.gov to view other health insurance options. If you are in the Maricopa, Pinal, and Pima counties, you can also contact our Banner|Aetna marketplace plan. For more information visit www.banneraetna.com/en/individuals-families.html.



Adult Opioid/Substance Use Information

Addiction is a medical condition. Treatment can help. Recovery is possible.

Opioid addiction is a continuing and relapsing disease. It can affect anyone at any time.

If you or someone you know is struggling with addiction, treatment is available. Treatment may look different for everyone. However, recovery is possible, and help is available for opioid addiction.

An overdose looks very different from an opioid high. An overdose happens when a person takes more of a drug than their body can handle. Finding treatment options is the first step in recovery. Treatment may save a life. It can help the person who is struggling with their addiction. It can help get their lives back on track. There are many treatment options to help you get the support you need.

If you are a youth struggling with addiction, you are not alone. There are so many people who share your lived experience of drug use.

If you are looking for services for you or someone you know, then please visit this website opioidservicelocator.azahcccs.gov.

Here is a list of resources to support you on your recovery journey.

Banner – University Family Care/ALTCS Customer Care Center: (833) 318-4146

National Council on Alcoholism and Drug Dependence (NCADD):
www.ncadd.us

National Institute on Drug Abuse (NIDA):
(301) 443-1124

Substance Abuse & Mental Health Services Administration:
(800) 662-4357 (HELP)

Arizona Opioid Assistance and Referral (OAR) Line: (888) 688-4222



MENTAL HEALTH AWARENESS

Crisis Hotlines

Crisis services are available to any Arizona resident, regardless of health insurance coverage:

Services include:

- 24/7/365 crisis telephone lines operated by trained crisis specialists
- 24/7 mobile teams staffed by behavioral health professionals who travel to the individual experiencing a crisis
- Facility-based crisis stabilization centers

If you or someone you know is experiencing a behavioral health crisis, please call one of these national or local crisis lines:

COVID-19 Crisis Counseling

Call 2-1-1 for free COVID-19 crisis counseling. www.ResilientArizona.org

National 24-Hour Crisis Hotlines

National Suicide Prevention Lifeline
(800) 273-8255 (TALK)

National Substance Use and Disorder Issues Referral and Treatment Hotline:
(800) 662-4357 (HELP)

Text the word "HOME" to 741741

Arizona Crisis Lines By County

Maricopa County served by Mercy Care
(800) 631-1314 or (602) 222-9444

Cochise, Graham, Greenlee, La Paz, Pima, Pinal, Santa Cruz and Yuma Counties served by Arizona Complete Health - Complete Care Plan (866) 495-6735

Coconino, Gila, Mohave, Navajo, Yavapai
(877) 756-4090

Gila River and Ak-Chin Indian Communities

(800) 259-3449

Salt River Pima Maricopa Indian Community

(855) 331-6432

Tohono O'odham Nation

(844) 423-8759

Especially for Teens

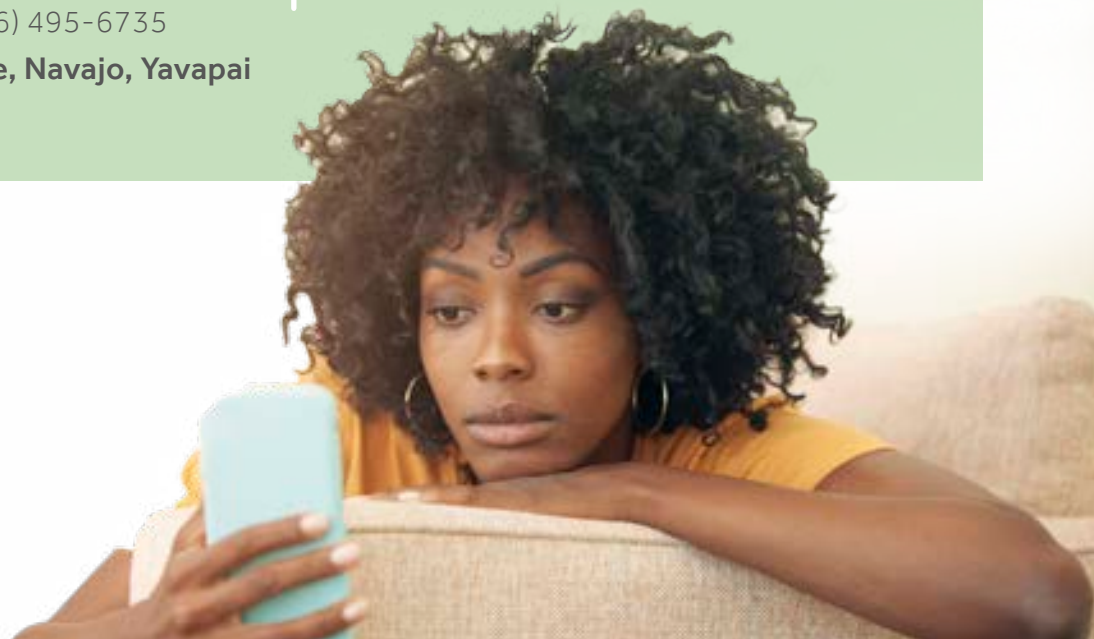
Teen Lifeline phone or text
(603) 248-8336 (TEEN)

Especially for Veterans

Veterans Crisis Line
(800) 273-8255 (press 1)

Be Connected

(866) 429-8387 (4AZ-VETS)



Integrated Clinics

B – UFC/ALTCS 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/ALTCS contracts with clinics that provide this kind of care. At an Integrated Clinic you can expect:

- Help for physical health and emotional health needs
- Doctors that talk to one another more easily
- Different services in one place

For more information on how to find an integrated Clinic near you, call our Customer Care Center at (833) 318-4146, TTY 711.

Trauma Informed Care

People who have dealt with trauma may feel stress, anxiety, or depression. It can change how a person acts and feels. Feeling safe can help people recover from trauma.

Trauma Informed Care is one way to help people feel safe so they can focus on their health. Trauma Informed Care is not a type of service. It is about how people interact and support each other.

Trauma Informed Care provides:

1. Safety
2. Trust
3. Support
4. Respect
5. Voice and Choice
6. Acceptance

All B – UFC/ALTCS members have the right to Trauma Informed Care. If you would like to know more about Trauma Informed Care, please call our Customer Care Center at (833) 318-4146, TTY 711.



Peer and Family Support Services 101

Peer and Family Support Services offer hope, guidance, and advocacy.

There are many benefits to these services:

- Learning to stand up for yourself
- Having voice and choice in services
- Becoming resilient
- Gaining a sense of community

Those who get these services feel less lonely. They also lower their risk of crisis or relapse.

Peer Supports

Peer Supports have their own lived experience with physical, mental health, and/or substance use issues. They use this to help others who are facing the same.

Family Supports

Family Supports have their own life experiences, being a parent or caring for a child/adult with physical, mental health, or substance use needs. They work with families to build skills to support their loved ones.

All AHCCCS members have the right to request peer and family support services. This can be done through programs at a peer or family-run organization. Follow the links below for more information on this:

Peer Support Services:

www.azahcccs.gov/AHCCCS/Downloads/PeerandFamilyRunOrganizations.pdf

Family Support Services:

www.azahcccs.gov/AHCCCS/Downloads/FamilyRunOrganizations.pdf

Additional Questions?

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

MENTAL HEALTH AWARENESS

Resources To Assist with Social Determinants of Health *(Food Insecurity, Employment, Housing)*

“Social Determinants of Health (SDOH)” are the conditions we live, learn and work in. They impact our general health and wellbeing. Examples are having healthy food, a job, or a place to live.

- **Food insecurity is not having access to healthy food.** It can be short or last a long time. Here is a link to Arizona Food Bank Network azfoodbanks.org/food-banks-in-az to find food banks, food pantries, and other food resources in your area.
- **A job can be important for your health.** It can help to pay the bills and get you out of the house. There are many places ready to hire. There are CORE Programs to meet each member’s unique job needs. For more information, please visit www.bannerufc.com/ALTCS/resources/employment-services.
- **Having a place to live brings safety and security.** B – UFC/ALTCS can provide you resources to help with rent or utility payments. We also have resources to help you find housing. In addition, we can provide you referrals to local agencies that may be able to assist.



**If you are experiencing homelessness, you can call a
Coordinated Entry Access Point in your County:**

COCHISE COUNTY

Good Neighbor Alliance (520) 439-0776
Bisbee Coalition for the Homeless (520) 432-7839
Primavera – Veterans (520) 308-3093
Southeast AZ Human Resources Council (520) 384-3120

GILA COUNTY

Gila County Community Services (928) 474-7193

GRAHAM & GREENLEE COUNTIES

Dial 2-1-1 or (877) 211-8661

LA PAZ COUNTY

Western AZ Council of Governments (WACOG) (928) 782-1886

MARICOPA COUNTY

Brian Garcia Welcome Center – Single adults (602) 229-5155
Family Housing Hub – Families with children (602) 595-8700
VA Community Resource & Referral Center – Veterans (602) 248-6040
HomeBase Youth Services – Youth (602) 263-7773

PINAL COUNTY

Community Action Human Resources Agency (CAHRA) (520) 466-1112

PIMA COUNTY

La Frontera (520) 882-8422
Sullivan Jackson (520) 724-7300
Old Pueblo Community Services (OPCS) (520) 546-0122
Our Family Services – Youth (520) 323-1708
Primavera (520) 308-3079
Salvation Army (520) 622-5411
Sonora House (520) 624-5518
City of Tucson (520) 837-5329 or (520) 837-5314

SANTA CRUZ COUNTY

Dial 2-1-1 or (877) 211-8661
Crossroads Nogales Mission (520) 287-5828

YUMA COUNTY

Western AZ Council of Governments (WACOG) (928) 782-1886
Crossroads Mission (928) 783-9362

Need more information about food, employment, and housing?

Contact our Customer Care Center at (833) 318-4146, TTY 711 or your Case Manager.

MENTAL HEALTH AWARENESS

Suicide Prevention

Suicide is preventable. Starting a conversation with those who need help can prevent suicide and save lives. If you or someone you know is experiencing challenges with feelings, emotions, or circumstances, there is support available. Some of the symptoms may include:

- Shifts in mood
- Sadness
- Loneliness
- Hopelessness
- Low Energy
- Difficulty with Sleep
- Anger

There are resources available. They will help you or a loved one with finding a therapist support group. Using a support system can help make a safety plan for you.

Treatment works and is available. Getting treatment early, will help you or your loved one feel better.

Here are Crisis Support Resources that may help

National Suicide Prevention Lifeline

(800) 273-8255

En Español: (888) 628-9454

Online chat

[Suicidepreventionlifeline.org/chat](https://suicidepreventionlifeline.org/chat)

National Hopeline Network

(800) 442-4673

Arizona Suicide Prevention Coalition

(480) 784-1514

Empact Suicide Prevention Center

(480) 784-1500

Maricopa Crisis Recovery Network

(602) 222-9444

Arizona Complete Health

(866) 495-6735

Health Choice Arizona

(877) 756-4090

Non-Title XIX/XXI Services

B – UFC/ALTCS members have access to Non-Title XIX/XXI services, through the Regional Behavioral Health Authority (RBHA). Non-Title XIX/XXI services may include but are not limited to:

- Room and board
- Traditional healing
- Auricular (ear) acupuncture
- Childcare for members in substance use and opioid use treatment (*if funds are available*)

For more information on these services, contact the RBHA below based on your county of residence:

Central Counties (Maricopa, Gila)

Mercy Care Member services line at (800) 564-5465 TTY/TDD 711

Southern Counties (Pinal, Pima, Yuma, La Paz, Santa Cruz, Graham, Greenlee, Cochise)

Arizona Complete Health service line (888) 788-4408 (TTY/TDY 711).

For information, please call our Customer Care Center at (833) 318-4146, TTY 711.

Or visit our website at www.BannerUFC.com/ALTCS.



ASK YOUR PHARMACIST

Have Your Medications Mailed Directly to Your Home

This offer is available to our members at no charge. This saves you time from needing to pick up your medications at your local pharmacy.

Your doctor can send us new prescriptions. This can be done a few different ways:

- Electronically sending to Banner Family Pharmacy-Chandler
- Faxing (602) 747-2170
- Calling (844) 747-6441
- You can mail hard-copy prescriptions to our address:
7300 W Detroit Street, Chandler, AZ 85226

Manage Your Prescriptions Easily

- Download the “Banner Rx” app on your mobile device or visit www.BannerHealth.medrefill.com to process refills at your fingertips. Select BFP – Chandler as your preferred store for home delivery. Through the app or website, you can:
 - » View all your medications
 - » Order refills
 - » Request prescription transfers
 - » Customize reminder notifications via text or email for refills that are due, time to take doses, or delivery tracking
- You can request refills weeks before you run out of medication. We can help contact your doctor if you have zero refills remaining. Automatic refills are not available currently. You can always use the app, refill online, or call us.
- Most deliveries will arrive within 7 business days from the time your order is placed.

Questions? Call our team at (844) 747-6441 to answer any of your questions Monday through Friday 8:30 a.m. to 5:30 p.m. MST.





PRSRT STD
U.S. POSTAGE
PAID
PHOENIX, AZ
PERMIT NO. 1921

Banner University Family Care

2701 E. Elvira Rd.
Tucson, Arizona 85756

Covered services are funded under contract with AHCCCS.

STAY CONNECTED

We want to give you the resources you need to take charge of your health. Stay connected and see our digital tools below.

MyBanner Care Portal

Make your life easier with the MyBanner Care Portal. The member portal is convenient, accessible, and secure 24/7!

Tools included in MyBanner Care Portal are:

- View Eligibility and Benefits
- Request a PCP Change
- Request Member ID Card
- Update Contact/Demographic Info

Visit www.BannerUFC.com/ALTCS, and click 'Member Portal' in the navigation bar to log in or sign up.

Social Media

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

