

# Health CONNECTION



Banner  
University Family Care



## The Eight Dimensions of Wellness

Wellness refers to whole health and not just your physical health. Wellness includes all things that make a person complete in body, mind and spirit. Other words for wellness include health, well-being and self-care.

The Substance Abuse and Mental Health Services Administration (SAMHSA) has eight dimensions of wellness.

- **Emotional:** Coping effectively with life and creating healthy relationships.
- **Spiritual:** Expanding our sense of purpose and meaning in life.
- **Intellectual:** Recognizing creating abilities and finding ways to expand knowledge and skills.
- **Physical:** Recognizing the need for physical activity, diet, sleep and nutrition.
- **Environmental:** Occupying pleasant, stimulating environments that support well-being.
- **Financial:** Finding satisfaction with current and future financial situations.
- **Occupational:** Finding personal satisfaction and enrichment derived from one's work.
- **Social:** Developing a sense of connection, belonging and a well-developed support system.

Wellness is unique to each person. Here are some examples of what wellness may look like in each of the eight dimensions.

- **Emotional:** Having a positive self-image, learning your strengths, asking for help.
- **Spiritual:** Going to church, spending time in nature, meditating.
- **Intellectual:** Being creative, talking a class, reading books.
- **Physical:** Exercising regularly, seeing your provider, sleeping, eating healthy foods.
- **Environmental:** Decluttering your home, recycling, spending time outside.
- **Financial:** Maintaining a budget, paying bills, exploring ways to save money.
- **Occupational:** Having work/life balance, setting career goals, taking pride in your work.
- **Social:** Joining a volunteer group, developing communication skills, setting boundaries.

Being aware of your own culture and learning about the culture of others is important. This is called Multicultural Wellness. Examples are:

- Exploring your own roots.
- Learning a new language.
- Learning about the cultures of your peers.

What do you do for your wellness?  
Where does it fit in the Eight  
Dimensions of Wellness?

Learn more about the Eight Dimensions of Wellness at:  
[Store.Samhsa.gov/Sites/Default/Files/d7/priv/sma16-4958.pdf](https://www.samhsa.gov/Sites/Default/Files/d7/priv/sma16-4958.pdf)

# About Your Health Plan

## 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 your 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.

Hi friend...



Thank you for allowing us to be your partner in health and well-being!

## Transportation Services

Rides to appointments for services covered by Banner – University Family Care/ALTCS (B – UFC/ALTCS) are covered at no cost to you.

To schedule transportation services, call (833) 318-4146, TTY 711. Choose option 3 for transportation.

### Be ready to give the following information

- Your name
- AHCCCS ID number
- Date of birth
- Address, phone number (*for verification purposes*)
- The date, time and address of your visit
- If you need a ride one-way or a round trip
- Your travel needs (*wheelchair, stretcher or other*)

Please call at least 72 hours before your scheduled visit. Same day transport may not always be available.

For additional information, see your B – UFC/ALTCS handbook or contact our Customer Care Center at (833) 318-4146, TTY 711.



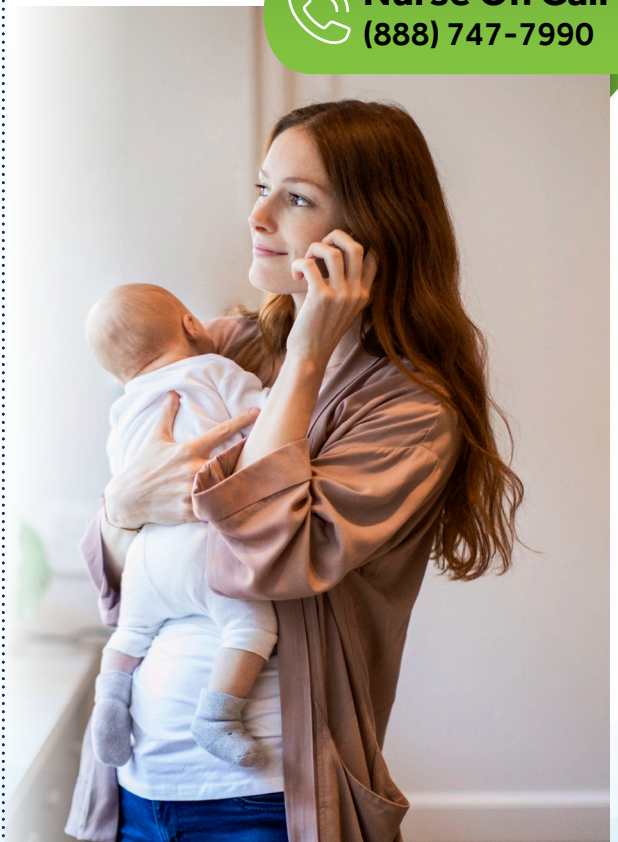
## Nurse On Call

### For life's potential emergencies

Have you ever wondered, is this an emergency? If you aren't sure or you need a nurse's advice about where to get care, call us. We are here to help 24 hours a day.



**Nurse On Call**  
(888) 747-7990



# Veterans

## An integrated community for military service members, veterans and their families

B – UFC/ALTCS is devoted to the complete care of our veteran members. This is why we have created a list of local resources to better serve our members. For more information on veteran resources and veteran life stories, please visit [www.BannerHealth.com/PlansVeterans](http://www.BannerHealth.com/PlansVeterans).

For those members in need of more assistance, please contact our Integrated Community Specialist, John Spiekermeier, for our veteran populations. John is a 20-year veteran. He knows how to assist veterans with finding and connecting to all available resources. Contact him at (480) 789-2845 or email [ISOC-ICCT@bannerhealth.com](mailto:ISOC-ICCT@bannerhealth.com).

## Stay Connected

Social media is one way we can connect with you in your everyday lives. Stay tuned in these coming months for information and resource to help you take charge of your health.

### July

#### National Minority Mental Health Awareness Month

Mental health resources for racial and ethnic minority communities.

### August

#### National Breastfeeding Month

Learn about the benefits of breastfeeding and find support for parents, babies and families.

#### National Wellness Month

Learn ways to achieve overall wellness.

### September

#### Baby Safety Month

Learn how to keep your baby safe and healthy.

#### Falls Prevention Month

Learn how to prevent falls and injury.

#### National Suicide Prevention Month

Learn about the warning signs of suicide and how to prevent it.

Follow us  
@Banner  
HealthPlans



# Make Sure AHCCCS Can Reach You

## Medicaid Resumed the Regular Renewal Process April 1

AHCCCS is required to resume the regular renewal process and disenroll ineligible individuals from AHCCCS and KidsCare. The return to regular renewal processes will be the first time in three years that Medicaid and CHIP members who no longer qualify for Medicaid will be disenrolled. Members will be notified of their eligibility renewal prior to their month of renewal.

## What ALTCS Members Can Do To Prepare for Renewal

- Check your mailbox for a letter from AHCCCS about renewal coverage.
- For help with your ALTCS renewal, contact AHCCCS ALTCS Customer Service at (888) 621-6880, Monday through Friday, 8 a.m. to 5 p.m.
- You may also visit an AHCCCS office and speak with an eligibility worker.

If AHCCCS cannot determine eligibility, the member will receive a renewal packet by mail.



## About Your Health Plan

### New Benefit Alert

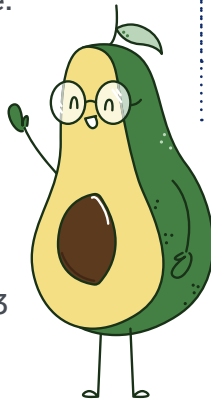
B – UFC/ALTCS is excited to announce a partnership with Foodsmart, a no-cost program that helps you save money on food and feel your best.

Receive a \$25 grocery gift card after completing your first appointment with your Foodsmart coach.

#### Foodsmart members receive:

Unlimited visits with your personal registered dietitian who helps you create a custom plan to save time and money on food and reach your health goals, including:

- Building a plan to help you feel better, manage your weight, diabetes, blood pressure and other health conditions.
- Finding available community resources, including applying for SNAP dollars.
- Saving money on groceries worth an average of \$42 per week or more.
- Getting groceries ordered for pickup or delivery.
- Learning to use the Foodsmart app with 1000s of delicious, budget-friendly recipes designed for you.



Learn more by calling (480) 405-4073 or visiting [www.foodsmart.com/members/banner-health](http://www.foodsmart.com/members/banner-health).

### Word Scramble

Unscramble the letters to form the correct word.

MOCTNEM \_\_\_\_\_

CSIOLA IAEMD \_\_\_\_\_

AOCOKBFE \_\_\_\_\_

STPO \_\_\_\_\_

SGAHTAH \_\_\_\_\_

GNATSAIRM \_\_\_\_\_

EIKL \_\_\_\_\_

HEARS \_\_\_\_\_

ROSYT \_\_\_\_\_

TGA \_\_\_\_\_

ANSWER KEY: COMMENT, SOCIAL MEDIA, FACEBOOK, POST, HASHTAG, INSTAGRAM, LIKE, SHARE, STORY, TAG

### We Are Moving

**But we aren't going far. We're sending you notice, so you'll know where we are.**

Banner – University Family Care/ALTCS is moving to a new office. Please update your records.

Our old location was:

2701 E Elvira Rd.  
Tucson, AZ 85756

**As of July 1, 2023, our new address will be:**

5255 E Williams Circle, Ste 2050  
Tucson, AZ 85711

If you have any questions or concerns, please call our Customer Care Center at (833) 318-4146, TTY 711. Or visit us at [www.BannerUFC.com/ALTCS](http://www.BannerUFC.com/ALTCS).



## Easy Steps To Get Your Prescription Drugs

One of the most important ways to stay healthy is by taking your medicine exactly as your provider prescribed. Here are some helpful hints and tools for getting the medicine that you need when you need it.

### Avoid running out of your medicine.

- Talk to your pharmacy about refill reminders. Ask if your medicine can be refilled automatically.
- Many retail pharmacies also have easy to use apps for your mobile phone to order your refills.
- Set your own reminder to order refills when you have one week of medicine left. This gives the pharmacy time to contact your provider if you need refills.
- Ask your provider or pharmacy for a 90-day supply prescription for medicine that you take every day.
- Have your medicine delivered to avoid going to the pharmacy and waiting in line. Call our Customer Care Center for more information on mail order options.
- Find out if your medicine will need approval before you can fill it.
- You can find the medicines that are covered by your drug plan from the Health Plan Portal.
- You can also look up what medicines may need your drug plan's approval before filling. This is called a Prior Authorization (PA). Visit [www.BannerHealth.com/ALTCS-Find-A-Pharmacy](http://www.BannerHealth.com/ALTCS-Find-A-Pharmacy) or ask your provider.
- If you have any problems getting your medicine, please call your provider, your pharmacy or us. We are here to help you get the care you need.

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

### Tools on Your Health Plan Portal

Find a pharmacy: [www.BannerHealth.com/ALTCS-Find-A-Pharmacy](http://www.BannerHealth.com/ALTCS-Find-A-Pharmacy).

Look up what medications are covered or what will need your drug plan's approval first: [www.BannerHealth.com/ALTCS-Formulary](http://www.BannerHealth.com/ALTCS-Formulary).

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## What To Do If Your Pharmacy Denies Your Prescription

If your pharmacy denies your prescription, call our Customer Care Center, and we will help you find out what happened. We can tell if your pharmacy record has your correct insurance information. We can also tell if information was entered incorrectly by the pharmacy. At times, it may be because the medicine needs an approval by B – UFC/ALTCS. Before you leave the pharmacy, you can ask the pharmacy staff to call us so we can help. Or you can call us directly before you leave the pharmacy so we can take care of the issue right away.

If you have Medicare, it is important to show your Medicare card at the pharmacy. Medicare Part D will pay for most of your prescriptions. AHCCCS will only pay for those medicines that Medicare Part D does not cover. Always remember that our B – UFC/ALTCS pharmacist will help you find the best options.

# Mental Health Awareness

## Mental Health Crisis

Mental health crisis services are available to anyone. If you or a loved one is in a mental health crisis or you believe you might hurt yourself or others, you can contact the crisis lines below.

### What is a mental health crisis?

A mental health crisis is any situation when you believe you might hurt yourself or someone else. This may be because of your mood or thinking.

#### Examples of a mental health crisis:

- Rapid mood changes
- Agitation
- Aggressive behavior
- Confused thinking or irrational thoughts
- Someone stating or writing that they hurt themselves or someone else
- Talking about death or dying
- Energy changes
- Difficulty completing daily tasks

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

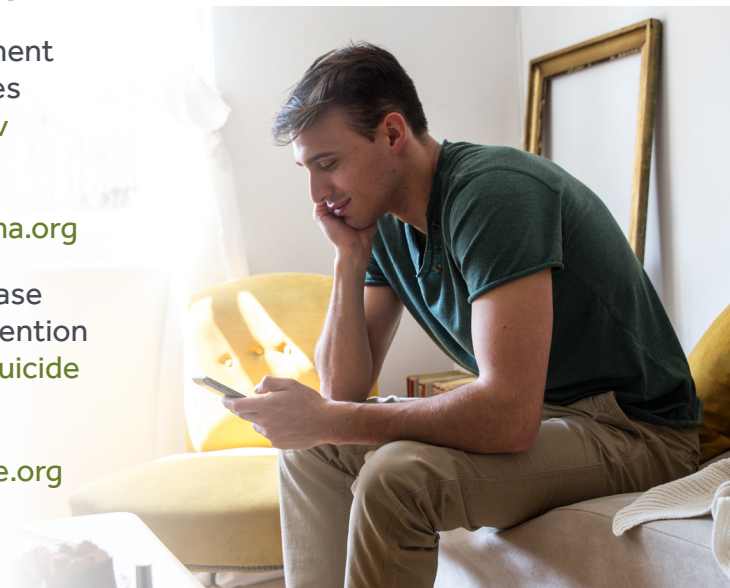
## Helpful Websites for Suicide Prevention

Arizona Department of Health Services  
[www.AZDHS.gov](http://www.AZDHS.gov)

NAMI - Arizona  
[www.NamiArizona.org](http://www.NamiArizona.org)

Centers for Disease Control and Prevention  
[www.CDC.gov/Suicide](http://www.CDC.gov/Suicide)

988 - Crisis Line  
[www.988LifeLine.org](http://www.988LifeLine.org)



### Crisis Hotlines

**Arizona Statewide Crisis Line**  
Phone: (844) 534-HOPE (4673)  
Text: 4HOPE (44673)  
Chat: [Crisis.Solari-inc.org/Start-a-Chat](http://Crisis.Solari-inc.org/Start-a-Chat)

**National 24-Hour Crisis Hotline**  
Dial 988 or (800) 273-8255  
National Crisis Text Line:  
TEXT "HOME" to 741741

**Teen Lifeline**  
Phone or Text:  
(602) 248-TEEN (8336)

**Veteran Crisis Line:**  
Dial 988 (*Press 1*)  
Be Connected:  
(866) 4AZ-VETS (429-8387)

### County and Tribal Suicide and Crisis Hotlines

Counties: Apache, Cochise, Graham, Greenlee, La Paz, Pima, Pinal, Santa Cruz, Yuma  
(866) 495-6735

Counties: Coconino, Mohave, Navajo, Yavapai  
(877) 756-4090

Counties: Gila, Maricopa  
(800) 631-1314

### Tribal Community

Ak-Chin Indian Community  
Gila River Indian Community  
(800) 259-3449

Salt River Pima Maricopa Indian Community  
(855) 331-6432

Tohono O'odham Nation  
(844) 423-8759

## Your Right to Good Health

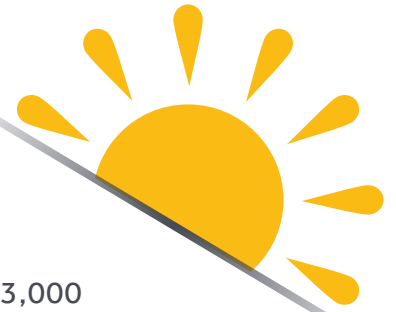
### Resources to assist with Social Determinants of Health (*food insecurity, employment and housing*)

All people have the right to good health. Health is influenced by many non-medical factors. Social Determinants of Health (SDOH) are the conditions we live, learn and work in. They affect our general health and well-being. Examples are having healthy food, a job, access to education or a place to live.

- Food insecurity is not having access to healthy food. It can be short or last a long time. The Arizona Food Bank Network can help you find food banks, food pantries and other food resources in your area. [www.AZFoodBanks.org/Food-Banks-in-AZ](http://www.AZFoodBanks.org/Food-Banks-in-AZ)  
Other organizations can help with food, depending on where you live:
  - » Interfaith Community Services [www.ICSTucson.org/What-We-Do/Emergency-Assistance](http://www.ICSTucson.org/What-We-Do/Emergency-Assistance)
  - » Market On The Move (MOM) [www.MarketontheMove.org](http://www.MarketontheMove.org)
- 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](http://www.BannerUFC.com/ALTCS/Resources/Employment-Services).
- Having a place to live brings safety and security. If you have housing concerns, B – U FC/ALTCS can:
  - » Provide financial assistance resources.
  - » Refer you to local agencies that may be able to assist.
  - » Help you find available housing.

Need more information about food, employment and housing?  
Contact our Customer Care Center at (833) 318-4146, TTY 711.

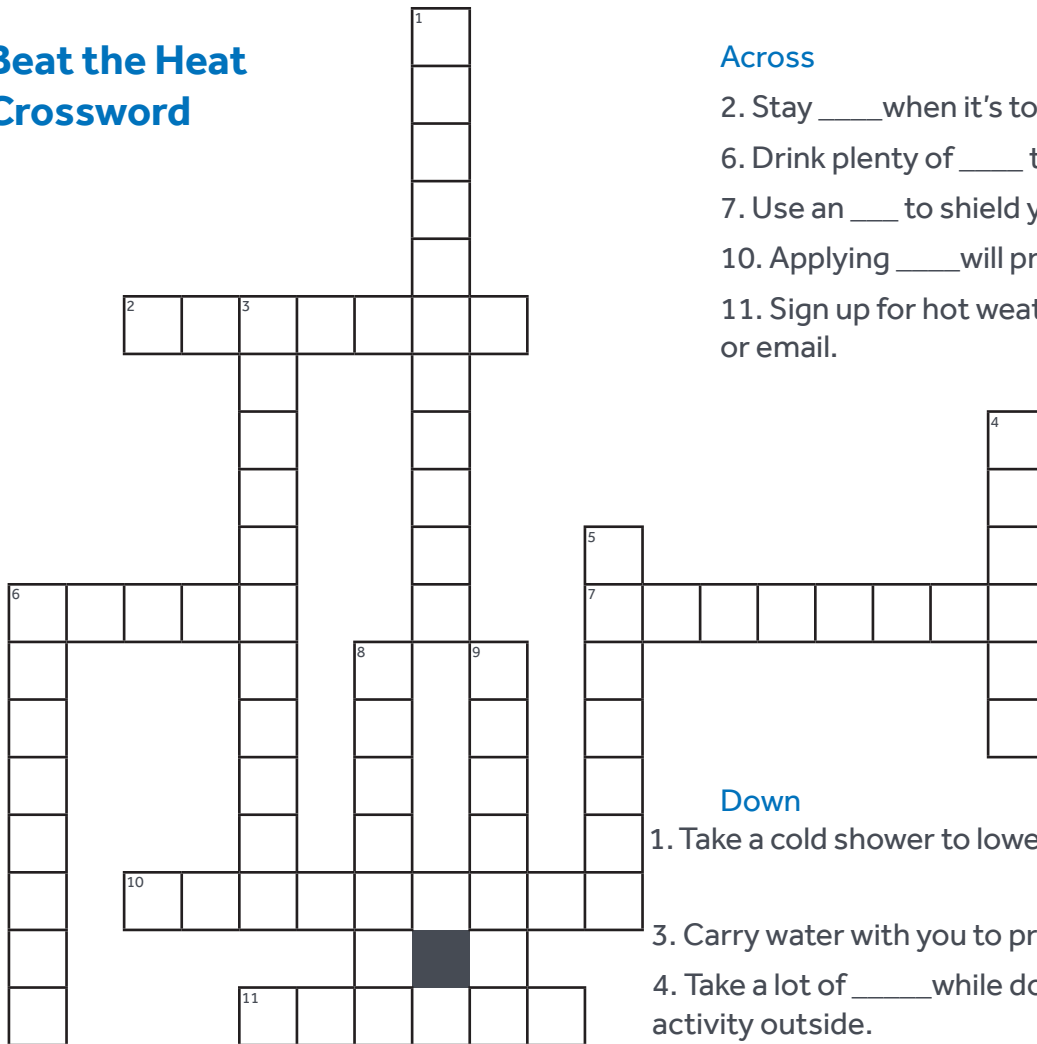




## Beat the Heat: Tips To Keep You Cool This Summer

Arizona has triple digit temperatures from May to September. Almost 3,000 people a year go to the emergency room because the heat made them sick. Some people have even died from the heat. But don't sweat it! Here's a fun way to learn about some of the main ways to stay cool and safe this summer.

### Beat the Heat Crossword



#### Across

2. Stay \_\_\_\_ when it's too hot to go out.
6. Drink plenty of \_\_\_\_ to stay hydrated.
7. Use an \_\_\_\_ to shield yourself from the sun.
10. Applying \_\_\_\_ will protect you from sunburn.
11. Sign up for hot weather \_\_\_\_ on your phone or email.

#### Down

1. Take a cold shower to lower your body \_\_\_\_.
3. Carry water with you to prevent \_\_\_\_.
4. Take a lot of \_\_\_\_ while doing a physical activity outside.
5. Getting a \_\_\_\_ affects your body's ability to cool down and can make you dehydrated.
6. Check your local news for extreme heat \_\_\_\_.
8. Never leave infants, children or pets in a \_\_\_\_, even if the windows are cracked open.
9. If you must work or exercise outside, do it during the \_\_\_\_ part of the day, which is usually in the morning between 4 a.m. and 7 a.m.

**Answers**  
**Down:** 1. Temperature, 3. Dehydration, 4. Breaks, 5. Sunburn, 6. Warnings, 8. Vehicle, 9. Coolest  
**Across:** 2. Indoors, 6. Water, 7. Umbrella, 10. Sunscreen, 11. Alerts





## When Asthma Attacks

Asthma is a common disease that affects both children and adults. Asthma can cause symptoms like wheezing, shortness of breath and coughing. Asthma is chronic, so you have it all the time. But asthma attacks happen when something triggers breathing problems. Triggers can be things like pollen, dust, 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 for you or your child, it is important to:

- See your or your child's provider on a regular basis.
- Take all your asthma medications exactly as your provider tells you to.
- 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 taking care of your child knows how to manage their asthma.

It is important to talk to your provider about your asthma and your medications. We have Nurse Care Managers who can help you learn more about asthma and help you connect with a provider about this and other health care needs. 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.

Source: [www.CDC.gov/Asthma](http://www.CDC.gov/Asthma).

## What To Know About Head Start and Early Head Start

Head Start is a family-centered, early childhood education program. This is offered to you at no cost. Head Start helps develop social, emotional and learning skills. These skills will help children get ready for kindergarten. Children who are 3 to 5 years old are eligible for Head Start services.

Early Head Start programs serve pregnant women and children from birth to 3 years old. The program promotes social and emotional development as well as family support services.

### Who is eligible?

- Families who are income-eligible.
- Families receiving SSI and TANF.
- Children with diagnosed disabilities.
- Children in foster care.
- Families experiencing homelessness.
- Pregnant women.

### Benefits Include:

- Home visits.
- Child development education.
- Health screening and follow-up care.
- Parenting guidance and education.
- Services for special needs children.

### How to enroll in Head Start/Early Head Start services

- Talk with your child's provider about a Head Start referral.
- Visit the Head Start site at [www.AZHeadStart.org](http://www.AZHeadStart.org).
- Call the Arizona Head Start Association at (602) 338-0449.
- Contact our Customer Care Center at (833) 318-4146 and ask to speak to a Pediatric Care Manager.



# Let's Prevent It!

## Prevention Is Key to Your Child's Dental Health

B – UFC/ALTCS covers two dental checkups each year (*one exam every six months*) for children under 21 years of age. Talk with your dental provider about the application of fluoride varnish and sealants. These help to prevent tooth decay.

### Here are some healthy oral tips:

- 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.



### Baby teeth are important, too!

Some primary care providers may apply fluoride varnish for babies from 6 months up to 2 years. Customer Care can help you locate a provider certified in applying fluoride.

### We are here to help.

Please call our Customer Care Center at (833) 318-4146 when:

- You need contact information for your Dental Home, which is your assigned dentist.
- You need to change your Dental Home.
- You need to help scheduling your exam.
- You need a ride to the dentist.
- B – UFC/ALTCS covers two dental checkups.

## Immunizations

Children, babies and teens need different vaccines to protect them from disease. It is important for children to get all suggested vaccine doses and boosters. Not getting needed vaccines can increase risk for serious illness. Be sure to talk with your provider to find out which immunizations your child needs.

The The Center for Disease Control (CDC) has vaccine schedules to help us know what is recommended for each age. You can view these schedules at [www.CDC.gov/Vaccines/Schedules](http://www.CDC.gov/Vaccines/Schedules).

You can also find links to the immunization schedules on our website at [www.BannerHealth.com/ALTCS-Health-Wellness](http://www.BannerHealth.com/ALTCS-Health-Wellness).

Our Customer Care Center can help you with scheduling or transportation to appointments. Please call (833) 318-4146, TTY 711.

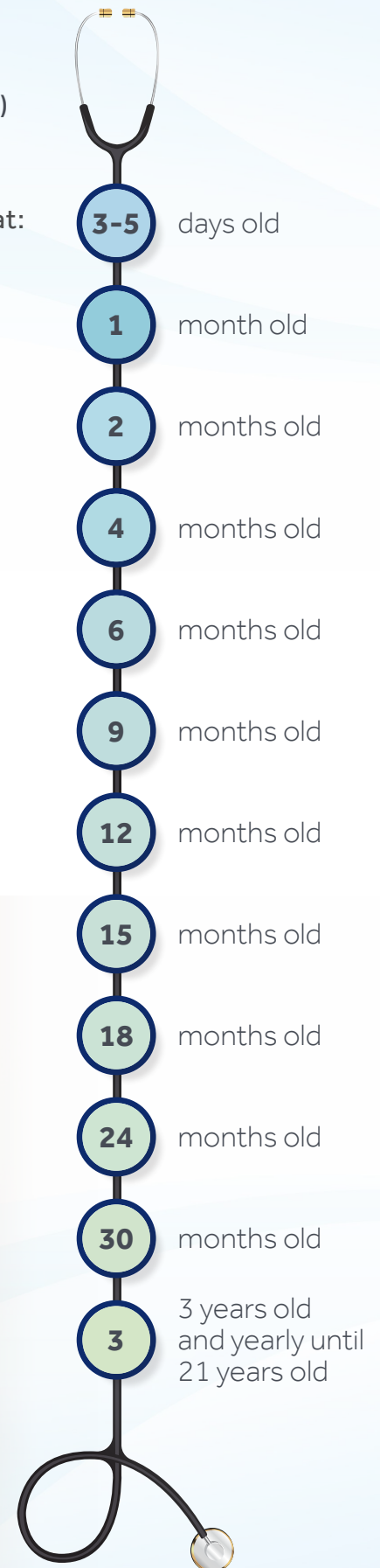
# The Importance of Well-Child Visits

It is important for your child to get regular well-child checkups, also known as Early and Periodic Screening, Diagnostic and Treatment (EPSDT) visits. EPSDT visits are a covered service for all members under age 21. There are no charges or copayments for EPSDT services or visits.

Your child's provider will want to see your child for their wellness visits at:

There are many benefits to going to an EPSDT/well-child visit:

- **Prevention**  
Your child gets many needed screenings, checks and scheduled immunizations to help prevent illness. You also can ask your pediatrician about nutrition and safety in the home and at school.
- **Tracking Growth and Development**  
See how much your child has grown in the time since your last visit. Talk with your provider about your child's development. You can discuss your child's milestones, social behaviors and learning.
- **Raising Any Concerns**  
Make a list of topics you want to talk about with your child's pediatrician, such as development, behavior, sleep, eating or getting along with other family members.
- **Team Approach**  
Your child's provider can also refer your child to any specialists that your child may need to help with their continued wellness. These referrals are covered by B – UFC/ALTCS.



## A Healthy Pregnancy Starts With You

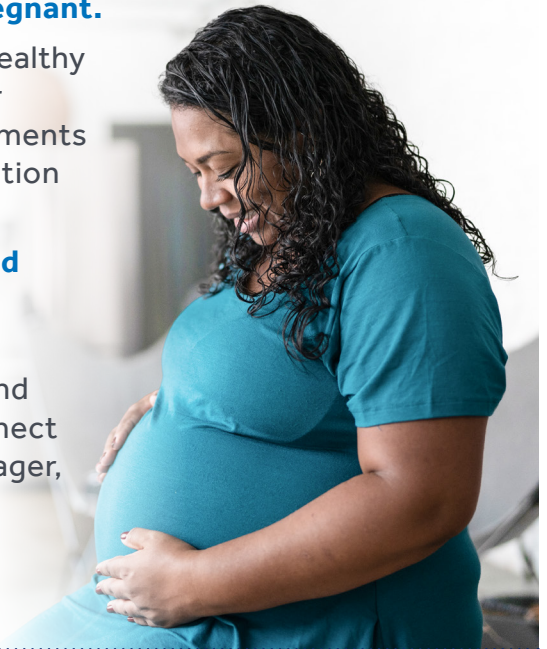
Staying strong and healthy during your pregnancy is the first step to delivering a healthy baby. With regular prenatal care, eating well and regular exercise, you can lower the risk of pregnancy complications. Taking good care of your health is taking good care of your baby's health.

### See your provider as early as possible if you think you are pregnant.

Getting early and regular prenatal care is very important to a healthy pregnancy. If you need help choosing a provider, please call our Customer Care Center. We can also help you schedule appointments and set up rides at no cost to you if you do not have transportation available.

### OB Care Managers are available to help you before, during and after your pregnancy.

An OB Care Manager from our health plan can share important education about your pregnancy and help you better understand your benefits. They can coordinate with your provider and connect you to community resources. To connect with an OB Care Manager, call our Customer Care Center at (833) 318-4146, TTY 711. Ask to be referred to the Maternal Child Health department.



## Getting Medical Care After Delivery: Postpartum Visits

The American College of Obstetrics and Gynecologists recommends that you see your provider for an initial postpartum visit within three weeks of your delivery date. This should be sooner if you had a cesarean section (*c-section*). Your provider will recommend appointments, depending on your individual needs. You should finish with a full comprehensive visit no later than 12 weeks after your delivery.

### At a postpartum visit, your provider will:

- Check on your mood and emotional well-being.
- Ask you about how infant care and feeding are going.
- Talk to you about family planning options and the importance of safely spacing your pregnancies.
- Follow up on your sleep and fatigue.
- Review your physical recovery after birth.
- Make referrals to manage any chronic conditions.
- Follow up on any questions you may have about your recovery.



# The Benefits of Breastfeeding

Breastmilk is the best food for your baby during the first year of life. Breastfeeding is natural. But it is also a learned skill that may seem a little overwhelming at first. Be patient with yourself. Ask for help if you need it. And remember, you are not alone. There are many resources available.

**Breastfeeding has many benefits for both mom and baby.**

## For Mom

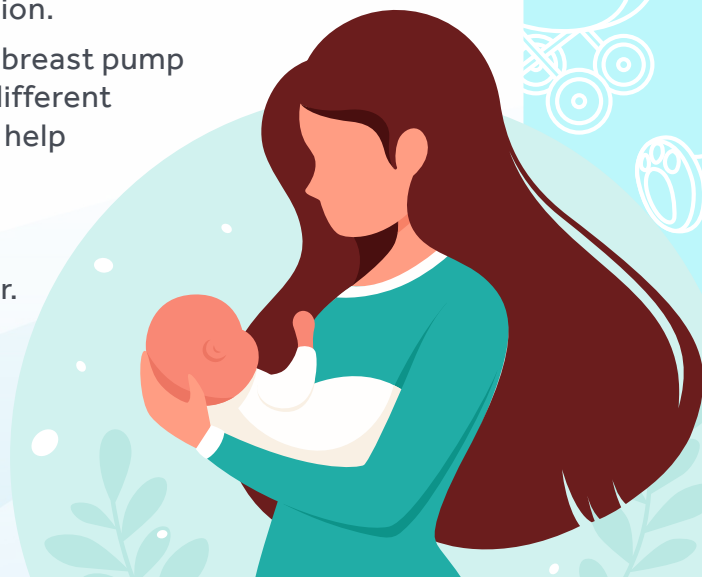
- Can help with losing the weight gained during pregnancy.
- Lowers the rate of type 2 diabetes and high blood pressure.
- Lowers the rates of breast and ovarian cancer.
- Decreases the amount of bleeding you have after giving birth.

## For Baby

- Breast milk has the right amount of nutrition needed for your baby's growth and development.
- Breast milk is easier to digest than formula, which can help decrease gas, feeding problems and constipation for your infant.
- Breast milk contains antibodies that protect infants from certain illnesses and infections.
- Breastfed infants have a lower risk of sudden infant death syndrome (SIDS).

**There is help available to help you to be successful with breastfeeding.**

- The Arizona Women, Infants, Children (WIC) program has a 24-Hour Breastfeeding hotline that is available at no cost and provides you access to a lactation consultant any time of the day. Call (800) 833-4642 for more information.
- B – UFC/ALTCS can provide you with a breast pump before your delivery. There are many different breast pumps to choose from. We can help you find one that best fits your needs. Call our Customer Care Center at (833) 318-4146, TTY 711 for more information on how to place your order.



## Scam Alerts: Gift Cards and Account Issues

### Know the facts about gift cards and other scams.

The Arizona Attorney General's Office warns about gift card scams. The government will never ask you to pay them using a gift card. They will never ask you to give them the following: social security number, bank account info or credit card number. Do not buy a gift card while the person asking for it waits on the phone. Do not give gift card numbers and codes over the phone. Hang up the phone if the person is making you uncomfortable.

If you get an email or a text telling you someone has been on your account without you knowing, do not reply with your personal information. Do not click on the link or call the number in the email or text. You should check that it is the actual company. Call your bank or other company from their website number to make sure it is them.

### You can file a complaint with the Arizona Attorney General's Office by calling:

Phoenix: (602) 542-5763

Tucson: (520) 628-6648

Other Areas: (800) 352-8431





Banner  
University Family Care

**If you know about Fraud, Waste, Abuse (FWA) or non-compliance issues, please contact B – UFC/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](mailto:BHPCompliance@bannerhealth.com)

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

**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) ITS-NOT-OK or (888) 487-6686

or by accessing the AHCCCS website directly at:

[www.AZAHCCCS.gov/Fraud/ReportFraud/](http://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/](http://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](mailto:AHCCCSFraud@azahcccs.gov)



ATTENTION: If you speak English, language assistance services are available at no cost to you. Call (833) 318-4146, TTY 711. Español (Spanish) - ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (833) 318-4146, TTY 711. 繁體中文 (Chinese) - 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 (833) 318-4146, TTY 711. Contract services are funded under contract with the State of Arizona.

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# Health CONNECTION

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