

Health CONNECTION



Banner
University Family Care

Protect Yourself & Others from Getting COVID-19

Take steps to protect older adults, and those who live with them. These steps should be followed by people who visit or provide care for them. And even themselves from getting COVID-19.

- Get vaccinated as soon as possible.
- COVID-19 Vaccines are effective in preventing COVID-19. The CDC recommends for everyone 5 years and older get a Covid-19 vaccine. The Pfizer vaccine is recommended for children age 5 to 17. Individuals 18 or older may get any of the vaccines.
- Booster Shots are recommended for all adults 18 years and older at least 6 months after completing the initial 2 shot dosing for the Pfizer and Moderna shots and 2 months after the initial Johnson and Johnson's Janssen shot.
- Teens 16-17 years of age can get a Pfizer booster if desired and for age 18 and older, any of the Covid-19 vaccines can be taken as a booster shot.
- Even if you are fully vaccinated, because of the new variants social distancing and use of masks indoors should be encouraged and you must conform to federal, state, local, tribal, territorial laws, rules, and regulations. This can also include local business and workplace guidance. It is important to continue to be vigilant.
- People are considered fully vaccinated 2 weeks after the second 2 dose series of Pfizer and 2 weeks after the single dose Johnson & Johnson. Since booster's have now been recommended, it is expected that a booster will be needed to be considered fully vaccinated soon. The CDC is currently recommending that for individuals who are just starting to be vaccinated that they receive either the Pfizer or Moderna over the Johnson & Johnson because of the new variants that are currently active.

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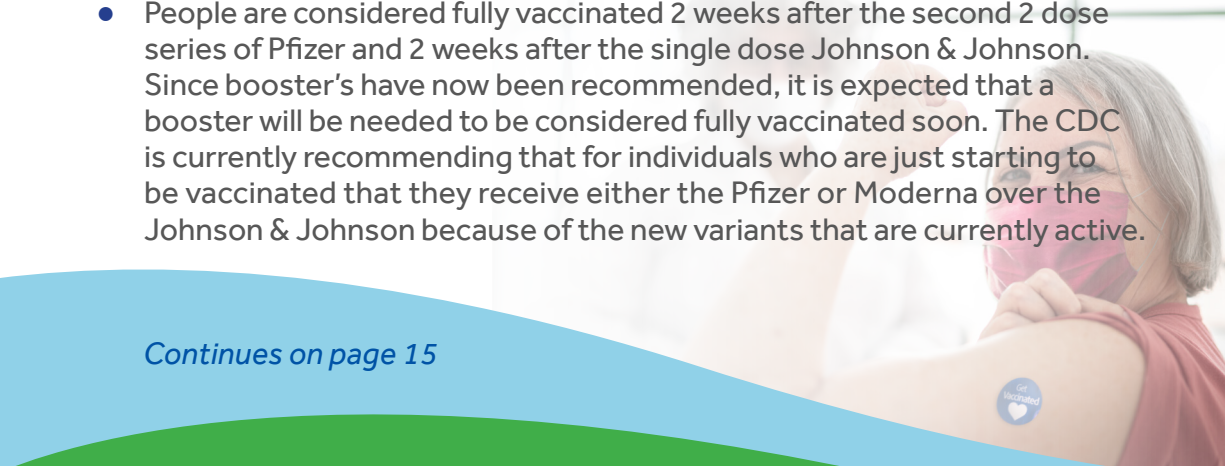
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CULTURAL CORNER

Meeting your Cultural Needs

Banner is actively making efforts to make sure the cultural needs of our members are met. At each step of their health care journey. Cultural needs may include language, communication styles and personal beliefs. Making sure our services are responsive to these needs. This helps better the quality of care you receive.

Some of the efforts Banner is participating in include:

- Banner Cultural Competency Committee.
- Collaborating to provide the annual C3 conference. The focus is on cultural topics in health care.
- Training and resources for our contracted providers.
- Ongoing Banner efforts include.
 - » Member participation in councils.
 - » Lunch & Learn opportunities. We invite people to present on ways to improve how we deliver care.
 - » Community forums and talks with the community members. This is to find ways to improve our services.
 - » Required training for our staff. Including cultural competency & trauma informed care.
- Banner Stigma Stops Here campaign. Follow us on Facebook, Twitter and Instagram @BannerUHP. This will help you to learn more about our campaigns and get access to useful resources.

What can you do to help?

- Speak up. Talk to your provider about your language and other preferences.
- Don't soldier through discomfort. Ask questions. If something doesn't feel right, let your provider know.
- If you need help with language interpretation services. Or you have concerns about your health care. Please call our Customer Care Center at (833) 318-4146. We are here to help.

HIPAA News

Office of Civil Rights has a Right of Access Initiative

The Office of Civil Rights is part of the U.S. Department of Health and Human Services. They have an initiative to support members' right. They help to get their health records timely and at no cost. This is required under HIPAA and AHCCCS.

The OCR has audited and fined providers or Health Plans. They got fined for not giving members copies or access to their medical records. All members have a right to see and get a copy of their health information. With a copy of your medical record. You can become more informed about your health.

You can ask to see or get a copy of your medical record and other health information. If you want a copy of your provider's records you may have to put your request in writing. In most cases. Your copies must be given to you in 30 days. Unless there is a request for an extension. And you agree to the extension.

You can also ask to get a copy of your Health Plan records. The Health Plan records only contain medical claims history. For pharmacy claims history, copies of any grievances or appeals filed. Any notes from Customer Care calls. Please look at your uniform assessment tool, integrated assessment tool and home and community-based needs assessment tool. If you want your actual doctor's notes, lab results, or Pharmacy Information. For information, please call our Customer Care Center at (833) 318-4146, TTY 711. Or, visit our website at www.BannerUFC.com/ALTCS.

DID YOU KNOW?

8 of 10
individuals who have
looked at their medical
record thought the
information was useful.

27%
of individuals did not
know, or thought they
did not have the right
to an electronic copy of
their medical record.

41%
of Americans have
never even seen their
health information.

Fraud, Waste and Abuse

What is Fraud, Waste, & Abuse (FWA)?

Fraud is purposely giving wrong or misleading information. In order to get a benefit or some type of service. Waste is overusing services or misusing resources or practices. Abuse of the Program includes provider practices or member practices. This results in an unnecessary cost to the AHCCCS or Medicare program.

Who commits Fraud?

- Some of the time organized crime is responsible.
- Anyone can commit fraud, including, but not limited to.
 - » Doctors, pharmacists, provider staff, other types of Health Care Providers.
 - » Durable medical equipment (DME). Suppliers, Hospitals, Pharmacies, Home Health, Ambulance and Billers.
 - » Individuals with Medicare and/or Medicaid. Or people who have stolen their identity.
 - » Telemarketers.

Examples of Fraud

- Your Health Plan is billed for services or equipment you never got.
- A Provider bills your Health Plan for services that wouldn't be true. Like providing 100+ appointments in a day.
- Documents are changed to increase a payment.
- Dates and description of services. Or your identity or condition are misrepresented.
- Someone uses your Health Plan Card (Medicare or Medicaid). With or without your knowledge.
- Providers are not licensed or qualified for the services they provide.

Unfortunately, Fraud, Waste, and Abuse are not as uncommon as you would think. If you know about FWA, please contact Banner – University Family Care/ALTCS.

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

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

Or by accessing the AHCCCS website directly at:
www.azahcccs.gov/Fraud/ReportFraud

Member Fraud

To report suspected fraud by an AHCCCS member, please call the number below:

In Maricopa County:
(602) 417-4193

Outside of Maricopa County:
888-ITS-NOT-OK or
(888) 487-6686

Or by accessing the AHCCCS website directly at:
www.azahcccs.gov/Fraud/ReportFraud

Questions

If you have questions about AHCCCS fraud, abuse of the program, or abuse of a member. Please contact the AHCCCS OIG.

Email: AHCCCSFraud@azahcccs.gov



ABOUT YOUR HEALTH PLAN

What To Do if You Have Questions, Problems or Complaints

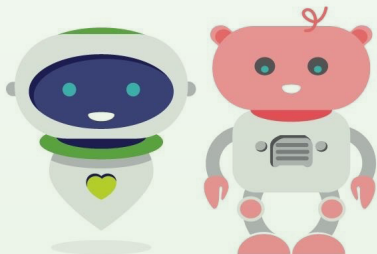
Did you know that we want to hear your concerns?

At B – UFC/ALTCS we want to help you get the care you need. When you have questions, problems or complaints about your care, call our Customer Care Center at (833) 318-4146. A call center rep will ask you questions about your concern(s) and help you get the right service. Examples of complaints can be from a visit to a provider's office, transport services or denied services. Complaints can also include lack of service due to race, language, ethnicity, gender, or lack of respect. If you prefer, you can also send us a letter to tell us about your complaint. Either way, we will report your concern, and someone from B – UFC/ALTCS will call you back. As a member of B – UFC/ALTCS you have the right to file a complaint. And B – UFC/ALTCS is required to investigate your concern. It is important for us to know so we can make it easier for you to access health care. We also know that when you are happy with your health care providers you are more likely to seek care when you need it. For information, please call our Customer Care Center at (833) 318-4146, TTY 711. Or, visit our website at www.BannerUFC.com/ALTCS.

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 AND PROVIDER DIRECTORIES - NOW AVAILABLE

We know that health insurance can be confusing. And it can be overwhelming at times. That is why we have the Member Handbook for you. We want to help simplify it for you. And help provide you with all the resources you need. Please visit us online for quick access. Or call to get a copy. For information, please call our Customer Care Center at (833) 318-4146, TTY 711.

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

Our Provider Directories are here to help you. The providers are committed to understanding your medical history and partnering with you. You can find a network providers near you. Our most current version of pharmacies. And even find a dentist provider near you. Check out our most current versions online. Or give us a call if you would like the last directory mailed to you.

Do you need assistance identifying a provider that's right for you?

For information, please call our Customer Care Center at (833) 318-4146, TTY 711. Or, visit our website at www.BannerUFC.com/ALTCS





Protecting Your Baby from Syphilis

In Arizona, there is currently a statewide outbreak of syphilis. Syphilis is bacterial infections that is usually spread by sexual contact. The risk to passing syphilis to the baby is very high. During pregnancy syphilis can cause miscarriage, growth restrictions, stillbirth, premature birth or death after delivery. Syphilis is often painless. Many people don't know they are infected and do not seek treatment.

- **Go to Your Doctor.** All pregnant women should be tested for Syphilis. Make sure to ask your doctor about getting tested at your first visit.
- **Ask for the Results of Your Syphilis Test.** If you test positive for Syphilis, get treatment right away. Your doctor can treat you with medicine during pregnancy. This is safe for both you and your unborn baby.
- **Complete Follow-Up Visits with Your Doctor.** Continue to visit your doctor regularly during your pregnancy. This is to be sure that you and your baby stay healthy. If you learn that a sexual partner has or may have Syphilis. Please tell your doctor right away. Your doctor may need to retest you later in your pregnancy and at delivery. You and your partner can be treated. And your baby can be protected.

To learn more, visit [CDC's Congenital Syphilis Fact Sheet](http://www.cdc.gov/std/syphilis/CTApreg.htm).
www.cdc.gov/std/syphilis/CTApreg.htm
www.azdhs.gov/preparedness/epidemiology-disease-control/disease-integration-services/std-control/congenital-syphilis/index.php

JOIN OUR ALTCS MEMBER ADVOCACY COUNCIL (MAC)

Let's us know how we are doing, we want to hear from you!

Go to our website to see a list of upcoming meetings.

www.bannerufc.com/altcs/resources/member-advisory-council



Maternity Care *Before and After*

Prenatal Care: Early and regular prenatal care from a qualified maternity care provider is very important. Banner has maternity care physicians, practitioners and midwives available within our provider network. If you think you could be pregnant, call your primary care provider (PCP) for a test. Regular pregnancy check-ups help. It can help you have a healthier pregnancy, delivery and baby.

Postpartum Care: After you have a baby it's important to take care of yourself. You should have an initial follow up within 3 weeks of delivery. Even earlier if you had a cesarean section. You should make and keep any additional recommended visits. At these visits your doctor will check to make sure you are healing properly. And talk to you about postpartum depression. This will help you with family planning. Your postpartum care should finish with a comprehensive visit no later than 12 weeks after having your baby. Do you need help scheduling your postpartum follow-up appointment? Please call our Customer Care Center at (833) 318-4146, TTY 711. Or, visit our website at www.BannerUFC.com/ALTCS. Ask to speak to an OB Care Manager.

We can help! Do you need help arranging an appointment for pregnancy testing, prenatal or postpartum care visits or setting up transportation to your appointment? Please call our Customer Care Center at (833) 318-4146, TTY 711. Or, visit our website at www.BannerUFC.com/ALTCS. You can also ask to speak with one of our OB nurse care managers anytime.

Are You Planning to Breastfeed?

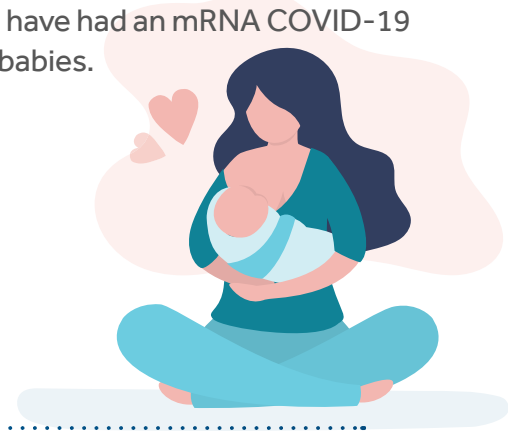
Breastfeeding is good for both you and your baby. Breast milk is the best source of nutrition for most babies. As your baby grows, your breast milk will change to meet the baby's nutritional needs. Breastfeeding can also help protect you and your baby. It will protect against some short-term and long-term illnesses.

The CDC (Centers for Disease Control and Prevention) recommends COVID-19 vaccination and booster, for women who are pregnant or breastfeeding. Breastfeeding people who have had an mRNA COVID-19 vaccine have antibodies in their breastmilk, which could help protect their babies.

Breast pumps are one of the many benefits available to you through your health plan. It's easy to order. And you have many options to choose from.

For information, please call our Customer Care Center at **(833) 318-4146**, TTY 711. Or, visit our website at www.BannerUFC.com/ALTCS.

Get answers from a breastfeeding expert 24/7 by calling the Arizona Department of Health Services, **24-Hour Breastfeeding Hotline (800) 833-4642**.



Sign Up for Text4Baby

Did you know you can sign up to get three messages a week to guide you through your pregnancy and baby's first year? Text4baby delivers tips and info—through text messages and an app—covering.

- Pregnancy and baby health topics
- How your baby is growing each week
- How to eat healthy
- Baby safety
- Developmental milestones
- Appointment reminders

To sign up text "BABY" (or BEBE for Spanish) to 511411, visit www.text4baby.org or search "text4baby" on either Google play or App Store.



WIC Arizona

The Arizona Supplemental Nutrition Program. This is for Women, Infants, and Children (WIC). It is a free nutrition and breastfeeding support program. WIC has experts in nutrition during pregnancy and breastfeeding. WIC can also help with feeding and nutrition tips for infants and children. WIC can help create positive lifetime dietary habits. The WIC program also assists with getting healthy foods for you and your family. WIC clinics and experts are in communities throughout Arizona.

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

Call your local WIC clinic at **(800) 252-5942** for an appointment, find WIC on the web at www.azwic.gov, or search "EzWIC" in the App Store or Google Play.



HIV Testing and Care in Pregnancy

The HIV (Human Immunodeficiency Virus) virus causes the disease AIDS (Acquired Immunodeficiency Syndrome). The virus affects the body's immune system making it less able to fight infection and illness. HIV enters the bloodstream through many different ways. Like sexual contact, contact with body fluids such as blood or semen or by sharing needles.

HIV can pass from mother to baby at any time during pregnancy, childbirth or through breast milk. You can help prevent HIV Infection in you and in your baby.

- Use protection every time you have sex. Never share drug needles and ask any partner to be tested BEFORE you have sex.
- Pregnant women should consider getting a voluntary HIV test.
- If you have HIV and are pregnant. See your doctor regularly, take your HIV medicines as instructed. And do not breastfeed or pump and feed with breast milk.
- Babies born to HIV positive mothers should see their doctor regularly. Your baby will be tested for HIV several times.

If your HIV test is positive. Counseling is available. It helps you decide the best treatment to keep you and your baby as healthy as possible.

Early diagnosis and treatment can help people with HIV. This can help people stay healthy for many years, even though there is no cure for HIV.

For more information:

- The CDC (Center for Disease Control) webpage www.cdc.gov/hiv/default.html has a lot of information on HIV. Information on risk, prevention, testing options, and locations.
- Fast-Facts on early testing and treatment to improve outcomes for mothers and babies: www.cdc.gov/hiv/group/gender/pregnant-women/index.html
- You can also call the CDC Hotline at (800) CDC-INFO.

If you need help finding a doctor. Or would like to speak with one of our Maternal & Child Health Care Managers.

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



RSV (Respiratory Syncytial Virus) Season Is Off to An Early Start

Respiratory Syncytial Virus, or RSV, is a very contagious virus that affects lungs and breathing passages. Most adults and older children affected by RSV have only minor symptoms. RSV can be very dangerous for some infants and young children. For them, RSV can cause serious health problems and even death.

Symptoms of RSV include fever, cough, runny nose, congestion, difficulty breathing, wheezing. These symptoms can get worse and become an emergency. Call your doctor immediately if your baby or child has these symptoms. Call 911 or go the nearest Emergency Room if your baby is hard to wake up. Or having difficulty breathing or breathing rapidly.

Children at highest risk for RSV complications

- Infants born prematurely.
- Infants under 10 weeks old.
- Infants and young children whose immune systems are weakened because of illness or certain medical treatments.
- Children younger than 2 years who were born with heart or lung disease.
- Children that have neuromuscular disorders. Including those who have difficulty swallowing or clearing mucus secretions.

Things you can do to keep your infant and young children safer from RSV

- Wash your hands often and ask people to wash their hands before touching your baby.
- Clean and disinfect hard surfaces.
- Keep your baby away from public places and crowds.
- If possible, keep your baby away from anyone with cold symptoms.
- Avoid kissing your baby if you have cold symptoms.
- Don't let anyone smoke around your baby.



In Older Adults and Adults with Chronic Medical Conditions

Adults who get infected with RSV usually have mild or no symptoms. Symptoms are usually consistent with an upper respiratory tract infection which can include rhinorrhea, pharyngitis, cough, headache, fatigue, and fever. Disease usually lasts less than five days.

Some adults, however, may have more severe symptoms consistent with a lower respiratory tract infection, such as pneumonia. Those at high risk for severe illness from RSV include

- Older adults, especially those 65 years and older
- Adults with chronic lung or heart disease
- Adults with weakened immune systems

RSV can sometimes also lead to exacerbation of serious conditions such as

- Asthma
- Chronic obstructive pulmonary disease (COPD)
- Congestive heart failure

Call our Customer Care Center if you need assistance scheduling an appointment, or transportation.

The One, Two, Threes of Managing my Type 2 Diabetes

Type 2 diabetes is an illness that can result in problems regulating blood sugar. You may not see or feel visible symptoms. Below are some suggestions on how to prevent and treat Type 2 diabetes.

Get Screened

Get a blood sugar screening or A1C test through your Primary Care Provider's (PCP). It is a simple blood sample taken from your finger. Your PCP will review your test results with you. They will discuss any treatment or lifestyle changes needed (medications, supplies, diet changes, etc.). It is important to see your PCP regularly. This will ensure you do not have any risk factors for developing diabetes. Prevention is key!

Lifestyle Changes

Type 2 diabetes can lead to heart disease, kidney disease and loss of vision. Making changes to support your overall health like getting adequate sleep, managing stress, exercise, and a healthy diet.

Education

Learning about Type 2 diabetes can help you understand why lifestyle choices like diet and exercise are so important.

Schedule a Routine Eye Exam

Diabetic retinopathy is the leading cause of blindness in American adults. This can be a complication of Type 2 diabetes. There are no early-stage symptoms. This is why most people with diabetes should get a comprehensive eye exam at least once a year.

Create a Healthy Meal Plan

A healthy diet can help control blood sugar.

- Eat lots of vegetables.
- Eat fiber-rich foods like beans, nuts, and whole grains.
- Limit foods that are processed and high in saturated fats.
- Eat meals in healthy portions.

Before making any changes talk to your PCP.

If you need support finding one.

Please call our Customer Care Center at (833) 318-4146, TTY 711. If you need Medical Advice. Please call Nurse On-Call at (888) 747-7990.

Source: Diabetes Association

www.diabetes.org/ from WebMD at www.webmd.com



LET'S PREVENT IT!

No Flu for You

The Centers for Disease Control and Prevention known as (CDC). They believe the flu and COVID-19 will be spreading at the same time this winter. This is because protections like mask wearing and staying at home have been relaxed. This may cause both kinds of germs to spread faster.

The CDC says the best way to fight the flu is to get your yearly flu shot. This is the easiest and most important step you can take to stay healthy. People 6 months and older should get a flu shot. People who take care of babies should get a flu shot to protect them. It is recommended that you get a flu shot by the end of October but you should still get it past then to keep protecting yourself. The flu shot is covered by your insurance and is available in many places.

The flu season is coming, and COVID-19 has been increasing. You can the COVID-19 shot at the same time as your flu shot to protect yourself.

Besides getting your shot, you can fight the flu every day by doing the following

- Stay away from people who are sick.
- Wash your hands often with soap and water.
- Cover your coughs and sneezes.
- Try not to touch your eyes, nose, or mouth. Germs spread this way.

Source: www.cdc.gov/flu/prevent/prevention.htm



Smoking Cessation: *How to Deal with Cravings When You Stop Smoking*

When you feel a strong need to smoke or use tobacco, your mood will change. Your heart will beat faster, and your blood pressure will go up. These feelings are called cravings.

Many people are too uncomfortable with these feelings, so they start smoking again to make them stop. But don't give up! Try these tips to make the cravings less or even go away:

- Keep things nearby that you can suck or chew on like fruit or vegetables or sugar-free gum or hard candy.
- Work out. Being active helps calm you down. It will also help you lose any extra weight you might have gained after you quit smoking.
- At the start of the day, promise yourself you won't use tobacco. Making small promises instead of big ones makes your goal easier.
- Think ahead and plan for how you will deal with things, places, and people who may trigger cravings. You will need to make new habits and even new friends to help you stay tobacco-free.

Remind yourself cravings will pass. You can call the Arizona Smoker's Helpline (ASH Line) for help at (800) 556-6222.

For more tips visit: www.cancer.org/healthy/stay-away-from-tobacco/guide-quit-smoking/quit-smoking-help-for-cravings-and-tough-situations.html.

Source: American Cancer Society.



Smoking Cessation Knowledge Check

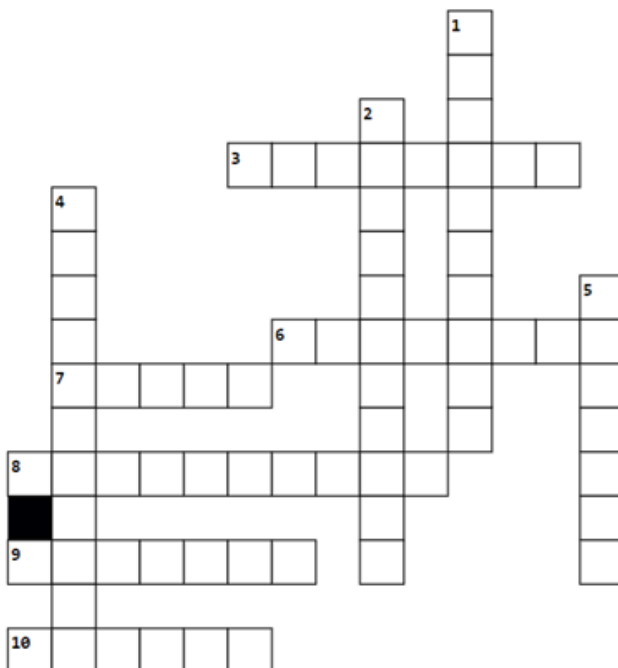
How well did you remember the article? Test your skills below!

Across

- Remind yourself of the _____ of not smoking.
- Remind yourself _____ will pass.
- _____ places, people, and things that remind you of smoking.
- Talk to your doctor about _____ to help you stay tobacco-free.
- Eat _____ foods to prevent weight gain.
- Find new ways to handle _____.

Down

- Look for fun _____ to replace smoking.
- Get rid of _____ so you don't feel the urge to smoke.
- Nicotine _____ products can help with cravings.
- Call the _____ to help you stay tobacco-free.



Down: 1. Activities, 2. Temptations, 4. Replacement, 5. Ashline
Across: 3. Benefits, 6. Cravings, 7. Avoid, 8. Medication, 9. Healthy, 10. Stress

Sealants Work Sealants on permanent molars reduce the risk of cavities by 80%

- Sealants should be used on primary and permanent molars in children and adolescents.
- Sealants form a physical barrier on the tooth surface.
- Sealants can minimize the progression of early cavities.
- Sealants are effective in preventing deep cavities in permanent molars.



Do you Need a COVID Booster Vaccine?

Everyone ages 16 and older can get a booster shot

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



Youth Suicide & Mental Health Awareness

Are you a youth with mental health challenges, or a concerned parent or guardian of a youth with mental health challenges? You are not alone.

Mental health is an important part of overall health and well-being. And can interfere with your ability to go to school, work, sleep, eat and enjoy life.

If you or anyone you know who is experiencing or who has experienced a change with feelings, emotions, and experiences there is support available. Some of the symptoms may include.

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

Talking with someone about your thoughts and feelings can save your life. And someone else's life. Sometimes it might feel better to talk with someone you know well. And other times, it may be a perfect stranger who knows what to say and do.

There are resources available. They will help you or a loved one with finding a therapist support groups. 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

Contact a Hotline.

National Suicide Prevention Lifeline

(800) 273-8255

En Español: (888) 628-9454

Online chat

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

Teen Lifeline

(800) 248-TEEN (8336)

The Trevor Project

Suicide Prevention for LGBTQ Youth:
(866) 488-7386 or text STAR at 678678

HopeLine

(877) 235-4525 or text (919) 231-4525



Youth Opioid Use and Recovery

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

Opioid addiction is a continuing and relapsing disease. That 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. Preventing overdose death and finding treatment options. These are the first steps 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.

They understand your challenges and will work with you to get the help you need.

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

Substance Use Resources.

B - UFC/ALTCS Customer Care Center:
(833) 318-4146, TTY 711

National Council on Alcoholism and Drug Dependence, Inc. (NCADD):
(800) NCA-CALL (622-2255)

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

The Partnership at Drugfree.org:
(855) DRUG-FREE (378-4373)

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

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

Source: Center for Disease Control and Prevention (CDC) at www.cdc.gov

Crisis Hotlines

Crisis services are available to any Arizona resident, regardless of health insurance coverage. 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
Llame al 2-1-1 para conectarse con un proveedor de consejería.

National 24-Hour Crisis Hotlines

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

Tohono O'odham Nation:

(844) 423-8759
www.azahcccs.gov/BehavioralHealth/crisis.html

Suicide and Crisis Hotlines 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 (800) 495-6735

Apache, Coconino, Gila, Mohave, Navajo and Yavapai Counties served by Health Choice Arizona (877) 756-4090

Gila River and Ak-Chin Indian Communities
(800) 259-3449

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

Especially for Teens

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

Especially for Veterans

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

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

MENTAL HEALTH AWARENESS

Substance Abuse Block Grant (SABG)

The Substance Abuse Block Grant (SABG) is a federal grant funded by the Substance Abuse and Mental Health Services Administration (SAMHSA). It's available to provide substance use treatment services to uninsured or underinsured adults and youth with a substance use disorder. The Regional Behavioral Health Authority (RBHA) manages funding. This gets the funding and manages it to ensure access to covered behavioral health services.

Maricopa County:

Mercy Care member services (602) 586-1841, (800) 564-5465, TTY 711.

Southern Counties:

Arizona Complete Health, Member Services (888) 788-4408, TTY 711

Funding is available to:

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

If you or someone you know may be experiencing substance use or abuse issues, it's important to get help early.

Did you Know?

Starting on October 1, 2021. Banner – University Family Care/ALTCS will have a new way to get Behavioral Health Residential Facility (BHRF) services. And Child & Adult Therapeutic Foster Care (CATFC).

This is what happened in the past. Members could go to a BHRF or CATFC without an okay (prior authorization) from the health plan. This was called the emergent admission process.

There were people who had to leave the BHRF or CATFC. This happened because the provider did not meet requirements. This new way means people will get an okay through a prior authorization. Now they can enter the BHRF or CATFC before they go to treatment. This will end problems that people have had in the past.



Dual Eligible Members

We're changing our name but not your health plan!

Banner – University Care Advantage HMO SNP is now Banner Medicare Advantage Dual HMO D-SNP. You will receive a new ID Card and updated plan materials.

If you have any questions, contact our Customer Care Center at (877) 874-3930, TTY 711.



ASK YOUR PHARMACIST

New Pharmacy Benefit Manager

Banner Health is excited to begin partnering with Express Scripts, Inc. This is a new Pharmacy Benefits Management partner. Due to this update, each member will receive a new identification card. This happened in November 2021 with further information regarding the change. There may be some minor changes to your benefits. This helps with an expanded network of local retail pharmacies. And helping you obtain your prescription medications. Mail order pharmacy options will be available. For those members interested in obtaining your medications through home delivery. This includes both Banner Family Pharmacy and Express Scripts. If you choose home delivery pharmacy options.

This transition will take effect on January 1, 2022. Plans are already underway to ensure that our members have a smooth transition.

Make sure to look out for your new ID card in the mail! Please continuing using your current ID card till January 1, 2022.

*Continues from page 1
Protect Yourself & Others from Getting COVID-19*

- If you are not fully vaccinated, you should wear a mask in indoor public places. Local conditions may require masks even if vaccinated.
- Most of the time you do not need to wear a mask outdoors.
- In the areas with high numbers of COVID-19 case, you may want to consider wearing a mask. If you are in a crowded outside activity or in close contact with others who are not fully vaccinated use of a mask should be strongly considered.
- People who have a condition or taking medications need to be careful. This may weaken their immune system. And they may NOT be protected even if they are fully vaccinated. They should continue to take precautions until advised otherwise by their healthcare provider.
- Limit your in-person interactions. Do this when indoors.
- Keep space between yourself and others. Stay 6 feet away and about 2 arm lengths away.
- Wash your hands often. If soap and water are not readily available. Then use a hand sanitizer that contains at least 60% alcohol.
- Avoid touching your eyes, nose, and mouth.
- Cover coughs and sneezes. Use a tissue or the inside of your elbow and then wash your hands.
- Clean with disinfects. Clean things you touch often.

Get vaccinated as soon as possible. COVID-19 vaccines are effective in preventing COVID-19.

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

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



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Banner University Family Care

2701 E. Elvira Rd.
Tucson, Arizona 85756

Covered services are funded under contract with AHCCCS.

STAY CONNECTED WITH US

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

