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## Learning More About Your Journey

We want to learn more about you. One of the ways we learn about you is by collecting data. This data helps us to better understand you and your health needs. We already collect race, ethnicity and language information. Starting this year, we will also ask you to share sexual orientation and gender identity information. We hope you will share this information, so we can provide tailored, quality care for your needs.

### The data will be used to identify:

- Shortfalls in service for anyone.
- Gaps in our network.
- Training needs for our staff and network.
- The need for new services.
- The need for new providers.

### The data will not be used to:

- Authorize services.
- Deny services.

We respect your privacy. We will protect all information that we obtain from you. Your information will only be used for the purpose stated.

# About Your Health Plan

## Empowerment Through Employment Resources

### Are you thinking about work but need help getting started?

Research shows that having a job can help people live better. If you haven't worked before, haven't worked for a long time or are receiving benefits, we're here to help.

As a Banner – University Family Care/ALTCS (B – UFC/ALTCS) member, employment services are available to you as part of your health care coverage.

### We can help you with

- Referrals to vocational rehabilitation.
- Navigating your benefits.
- Completing applications.
- Resume writing.
- Mock interviews.
- Skills training.
- Job coaching.

If you have questions, you can ask your case manager for an employment referral. Or visit our employment resources [page](#).

If you have questions, please call our Customer Care Center at 833-318-4146, TTY 711.

## Growing Together: The Parenting Connection

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

Visit [www.BannerHealth.com/ALTCS-Newsletters](http://www.BannerHealth.com/ALTCS-Newsletters) to read more about common pregnancy and parenting topics:

- "What You Need to Know About Lead Poisoning"
- "Early Insight, Bright Futures: Screening for Developmental Delays and Autism"
- "Your Head Start Resources Connection"
- "A Healthy Pregnancy Starts With You"
- "Are You Planning to Breastfeed?"
- "Smiling About Dental Health"
- "Ready, Set...Vaccinate"
- "School-Based Services"
- "WIC Arizona"

### We've Gone Digital

Your B – UFC/ALTCS newsletter is always available at your fingertips.



Scan me

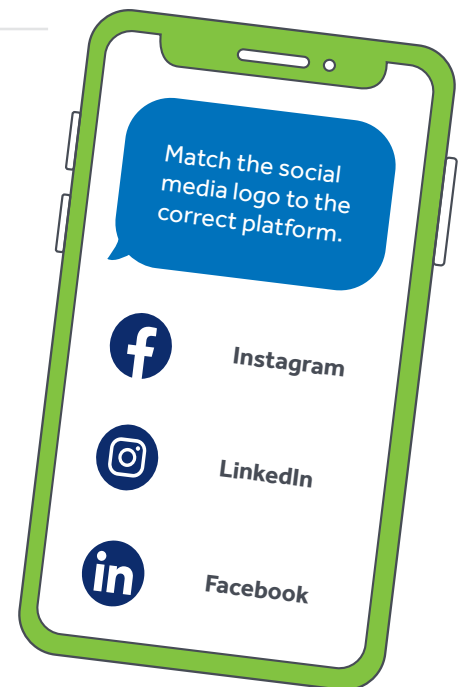
## Stay Connected

We want to help support you and your health all year long.

Stay connected with us on social media for information and resources that can improve your well-being.



Banner Health Plans



## Renewals Are Back

AHCCCS has returned to regular renewals.

### How do I avoid losing my B – UFC/ALTCS health care coverage?

Make sure your contact information is up to date. This includes your mailing address, phone number and email address.

### How do I update my contact information?

To update any changes, contact the AHCCCS ALTCS customer service number, 888-621-6880, Monday through Friday, from 8 a.m. to 5 p.m.

### What steps should I take for my renewal?

ALTCS members need to call 888-621-6880, Monday through Friday, from 8 a.m. to 5 p.m. to get help completing their renewal. Check your mailbox for a letter from AHCCCS about renewal of coverage. If you are asked for more information, please respond as soon as possible.

### Why is renewal important?

Renewals are important so you can keep your ALTCS health care coverage. Do not risk a gap in your coverage.



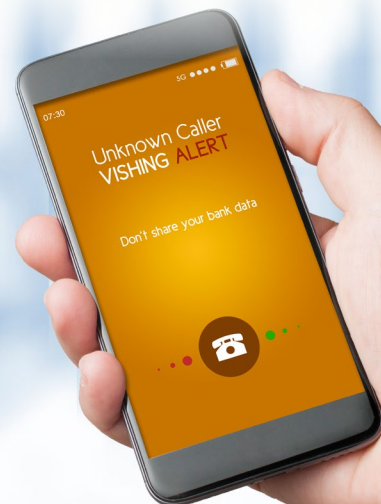
## What Is “Vishing”?

Vishing is when someone tries to get information from you by the telephone. The caller pretends to be from a real company. They can even use a phone number that appears to be from the actual company, but it is not. This fake number even shows up on a caller ID.

These callers often give incorrect information. By doing this, you may want to tell them the right information. And this helps them scam you. For example, they may give you a wrong email address.

Avoid being a victim of fraud. You can take these actions:

- Never provide usernames or passwords.
- Never provide your credit card or banking information.
- Never provide your social security number.
- Never click on a link they may text you. It may be a false site.
- Always call the actual company to find out if it is real.



# Compliance Watch

## Fraud, Waste and Abuse

Instances of suspected FWA shall be reported to AHCCCS Office of Inspector General 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: 888-487-6686 or (ITS-NOT-OK)
- 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: 888-487-6686 or (ITS-NOT-OK)
- 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)

If you know about Fraud, Waste and 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, Suite 2050  
Tucson, AZ 85711



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



# Mental Health Awareness

## Reach Out, Speak Up: Together We Can Prevent Suicide

There are times people we care about might feel down or overwhelmed. We can help each other when life gets tough by knowing essential prevention techniques.

One way to help is by using a strength-based approach. This means focusing on the good in life and helping a person see their strengths. By showing love and support, we can help lift each other up during challenging times.

If someone you know is feeling low and needs someone to talk to, there's a special phone number called a Warm Line. Call or text the Warm Line to talk to someone who will listen and offer support. Sometimes talking can help someone feel better and less alone.

It's also important to recognize the signs that someone might be thinking about hurting themselves. Signs include feeling hopeless, sad all the time or withdrawing from friends and family. If you notice these signs, it's crucial to reach out and let them know you're there for them.

In a crisis, you can call, text or chat the 988, Suicide and Crisis lifeline to:

- Connect with trained crisis counselors who can help.
- Request a mobile team of trained crisis counselors to respond in person for additional help if needed.
- Connect with a Warm Line and additional resources in your area, including referrals to substance use treatment centers or crisis stabilization facilities.
- If someone can't speak or write down resources, the 988 operators can provide services by text, chat and ASL video call for those who are deaf or hard of hearing. Crisis services are also available in Spanish and additional translation services are available for other languages.

### Connect with 988 through either text or chat.

In instances of substance use, it's essential to know that sometimes, when people are using substances, they can become more likely to have suicidal thoughts. If someone is struggling with substance use, detox might be a choice to help keep them safe.

Remember, we're all in this together. By supporting each other and knowing where to find help, we can be supportive and save lives.



## Resources for Resilience: Veteran-Centered Care

B – UFC/ALTCS and our network of providers are committed to making sure our veterans, military service members and their families are receiving the highest quality of care and timely connection to services, supports and community resources.

In addition, BeConnected is a statewide community resource provider for our Arizona veterans, military service members and their families.

If you are a veteran, military service member or family member, you can connect with BeConnected by calling their BeConnected support line at 866-429-8387. You will work with a person with lived experience.

The BeConnected team will match you to resources that will best meet your needs.

If you are a veteran, military service member or family member, the BeConnected team is there to help you.

For more information go to [www.beconnectedaz.org](http://www.beconnectedaz.org).

Or call our Customer Care Center at 833-318-4146, TTY 711.

# Mental Health Awareness

## Discover 988: Your Mental Health Lifeline

What you should know about the mental health emergency number.

Call 988 if you are having any mental health or substance use concerns, to see what help is available. 988 offers special help for LGBTQIA+ youth under age 25.

This number links you to local support. Even if you are unsure, it is okay to call. Remember, your life matters. For emergencies, call 911. If you are unsure about calling a crisis line, you can also call the Warm Line for support.

[continue reading here](#)



## Building Bridges to Recovery: Navigating Substance Use and Behavioral Health

B – UFC/ALTCS contracts with behavioral health providers and facilities. This is to help you with emotional or behavioral health concerns. You can get behavioral health services through B – UFC/ALTCS or through a contracted network provider. Additional services may be available through the Regional Behavioral Health Authority (RBHA) in your area. This includes Non-Title XIX/XXI services and services provided through the Mental Health Block Grants (MHBG). These services can be accessed by contacting the RBHA directly or call our Customer Care Center at 833-318-4146, TTY 711.

### Non-Title XIX/XXI Services

- Supported housing (*as funds are available*).
- Auricular acupuncture (*as funds are available*).
- Child care for specialty population: substance use and opioid use disorder (*as funds are available*).
- Mental health and traditional healing (*other funds for special circumstances as funds are available*).

### Regional Behavioral Health Board

Maricopa: Mercy Care 800-624-3879

Southern Counties: Arizona Complete Health 888-788-4408

### Substance Use Block Grant

The Substance Use Block Grant (SUBG) is a federal grant funded by Substance Abuse and Mental Health Services Administration (SAMHSA). It is available to provide substance use treatment services to uninsured or under insured adults and youth with a substance use disorder. The Regional Behavioral Health Board gets the funding and manages it to ensure access to covered behavioral health services.

Priority populations have access to these services:

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

If you are experiencing substance use or abuse issues, it's important to get help early.

# Mental Health Awareness

*continued from "Discover 988: Your Mental Health Lifeline"*

## Helpful Crisis Hotline Numbers:

### Arizona Statewide Crisis Line

Phone: 844-534-HOPE (4673)

Text: 4HOPE (44673)

Chat: [crisis.solari-inc.org/start-a-chat](https://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

Call or text: 602-248-TEEN (8336)

### Veteran

Veteran Crisis Line: Dial 988 (Press 1)

Be Connected: 1-866-4AZ-VETS

(429-8387)

## County, Tribal Suicide and Crisis Hotlines

### County

Apache, Cochise, Graham, Greenlee, La Paz, Pima, Santa Cruz and Yuma  
866-495-6735

Coconino, Mohave, Navajo and Yavapai 877-756-4090

Gila, Maricopa and Pinal  
800-631-1314

### Tribal Community

Ak-Chin Indian Community and Gila River Indian Community  
800-259-3449

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

Tohono O'odham Nation  
844-423-8759

## Here for You: Peer Support Services

Peer support serves you in your health care journey. These services are a key part of recovery-oriented services. People who receive peer support services show improved quality of life and overall health.

Peer support services are rapidly expanding. Peer recovery and support specialists may be found in the following health care settings:

- Peer-run organizations
- Veterans health care
- Community and inpatient substance use treatment settings
- Behavioral health clinics and hospitals
- Transitional care settings
- Crisis stabilization centers
- Hospital emergency departments
- Child welfare agencies
- Shelters
- Primary care offices
- Community health centers
- Harm reduction programs
- Criminal justice settings

With B – UFC/ALTCS, you can receive peer support services, and you have a choice where you get them. Where you receive services is unique to you. There are many pathways to recovery. There's no wrong door. Just take the first step so you can get started, and don't give up.

To learn more about peer support in Arizona, see this AHCCCS Office of Individual and Family Affairs (OIFA) FAQ sheet: [www.azahcccs.gov/AHCCCS/Downloads/OIFAPeerSupportFAQ.pdf](https://www.azahcccs.gov/AHCCCS/Downloads/OIFAPeerSupportFAQ.pdf)

If you have additional questions, contact B – UFC/ALTCS OIFA Team at [oifateam@bannerhealth.com](mailto:oifateam@bannerhealth.com).

[continue reading here](#)



*continued from "Here for You: Peer Support Services"*

## Learn more about peer support. Services may be found from SAMSHA and Mental Health America:

### General

[www.samhsa.gov/sites/default/files/programs\\_campaigns/brss\\_tac/peer-support-2017.pdf](http://www.samhsa.gov/sites/default/files/programs_campaigns/brss_tac/peer-support-2017.pdf)

### Mental Health

[www.samhsa.gov/sites/default/files/programs\\_campaigns/brss\\_tac/peers-supporting-recovery-mental-health-conditions-2017.pdf](http://www.samhsa.gov/sites/default/files/programs_campaigns/brss_tac/peers-supporting-recovery-mental-health-conditions-2017.pdf)

### Substance Use

[www.samhsa.gov/sites/default/files/programs\\_campaigns/brss\\_tac/peers-supporting-recovery-substance-use-disorders-2017.pdf](http://www.samhsa.gov/sites/default/files/programs_campaigns/brss_tac/peers-supporting-recovery-substance-use-disorders-2017.pdf)

### Veterans

[www.samhsa.gov/blog/recognizing-role-peers-recovery-veterans](http://www.samhsa.gov/blog/recognizing-role-peers-recovery-veterans)

### Crisis Care

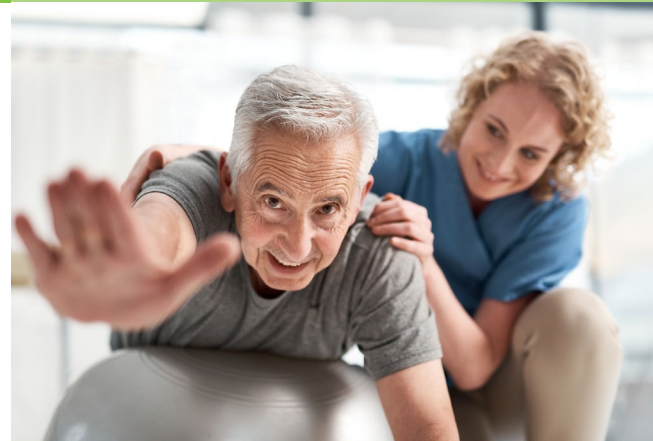
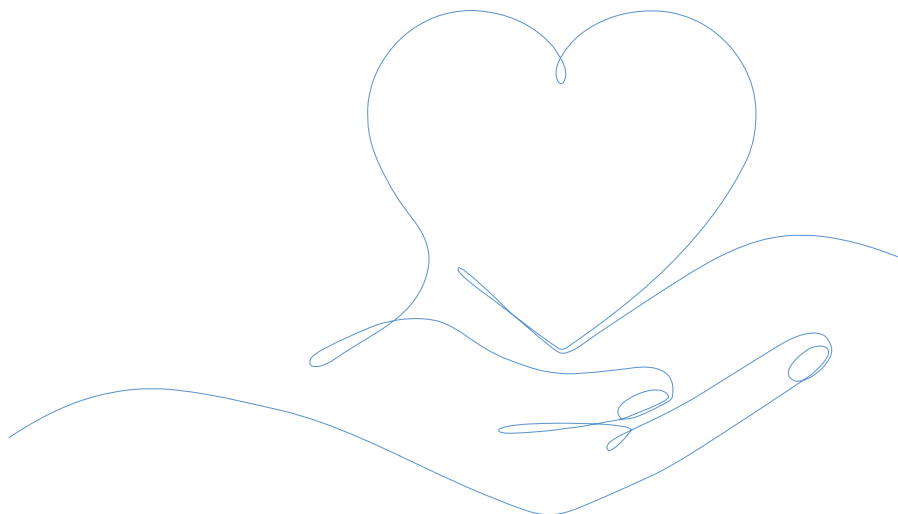
[store.samhsa.gov/sites/default/files/pep22-06-04-001.pdf](http://store.samhsa.gov/sites/default/files/pep22-06-04-001.pdf)

### Criminal Justice Settings

[www.cdc.ca.gov/ccjbh/wp-content/uploads/sites/172/2019/06/WebinarSupportingDocument\\_PeerRolesinCJSettings508.pdf](http://www.cdc.ca.gov/ccjbh/wp-content/uploads/sites/172/2019/06/WebinarSupportingDocument_PeerRolesinCJSettings508.pdf)

### Peer Support Across Settings

[mhanational.org/center-peer-support](http://mhanational.org/center-peer-support)



## Nurture Your Needs, Nourish Your Well-Being

Health care is full of buzz words. You may have heard the terms “Social Determinants of Health” or “Health Related Social Needs.” But what does that mean? These terms refer to factors that affect your ability to lead a healthy lifestyle.

### Here are some examples:

- Housing
- Employment
- Food
- Basic needs, such as shower or laundry
- Loneliness or isolation

Maybe you don't know where you're going to sleep tonight or when your next meal will be. Going to a doctor's appointment may not seem possible. We get it, and B – UFC/ALTCS supports programs that help you nourish your needs. To learn more, visit:

[www.BannerHealth.com/ALTCS-CommunityReinvestment](http://www.BannerHealth.com/ALTCS-CommunityReinvestment)



For more information about your plan scan the QR code to access [MyBanner Care Portal](#).



## Answering Your Generic Drug Questions

### What are generic drugs?

A generic drug is a copy of a brand name drug that has been on the market. Generic drugs are the same as the brand-name drugs in dosage form, safety, strength, quality, how they are taken, what they are used for and how they work. A generic medicine works in the same way and provides the same benefit as the brand-name medicine. Keep in mind, generic drugs also have the same potential side effects as a brand-name equal.

### Are generic drugs FDA-approved?

Yes, the Food and Drug Administration (FDA) must approve a generic drug before it can be sold. A company who makes a generic drug must prove to the FDA that their drug has the same active ingredient, quality, strength, purity and stability as the brand-name equal.

### My provider prescribed a brand-name drug, so why did my pharmacy give me a generic?

Arizona state law allows a pharmacy to dispense an FDA approved generic drug, if available, even if the provider prescribed a brand-name. Also, AHCCCS prefers to cover FDA-approved generic drugs when they are available. Some exceptions may apply.

### Why do generic and brand-name drugs look different?

Generic drugs are not allowed to look exactly like the brand name drug. This is because of trademark laws in the United States. Generic drugs must still have the same active ingredients that make the drug work. The inactive ingredients like colors and flavors or shape may be different. For more information, call our Customer Care Center at 833-318-4146, TTY 711.

### Additional resources

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

Look up what medications are covered and what drugs need approval from your drug plan first: [www.BannerHealth.com/ALTCS-Formulary](http://www.BannerHealth.com/ALTCS-Formulary).

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ATTENTION: If you speak English, language assistance services are available at no cost to you. ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. 注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電。 B-UFC/ALTCS 833-318-4146, TTY 711. Contract services are funded under contract with the State of Arizona.

## Screening Saves Lives: Stay Ahead, Stay Healthy

### What is a mammogram?

A mammogram is an X-ray of the breast. Mammograms detect breast cancer, and early detection is the best prevention.

### Why should you get a mammogram?

The thought of getting a mammogram can be intimidating. There are important reasons to get this cancer screening.

- Breast cancer is the most common cancer in women in the U.S.
- Mammograms can detect breast cancer before a woman has symptoms.
- 75% of women with breast cancer have no family history.
- Mammograms are the best way to find breast cancer early.
- Treatment is easier and more positive when found early.
- Low physical activity, being overweight, smoking and drinking alcohol increase risk of breast cancer.
- Mammograms only take 20 minutes.

### When should you get a mammogram?

- The recommendation is age 40 to 74.
- At any age if medically needed.

Mammograms are covered by B-UFC/ALTCS. Ask your PCP if it is time to be screened. If you need help finding a provider, please call our Customer Care Center at 833-318-4146, TTY 711.