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Let's Prevent It!

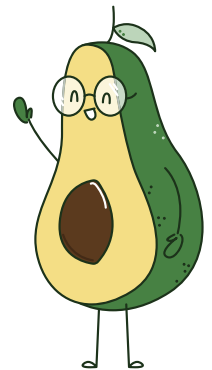
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A Nutrition Plan for Your Health Goals



Feel your best and enjoy your favorite foods!

As a Banner – University Family Care/ALTCS (B – UFC/ALTCS) member, you have access to nutrition coaching with a registered dietitian to work on specific health goals all at no cost to you. Get started today and set yourself up for better health.

You and every member of your family covered by B – UFC/ALTCS can earn \$25 in Foodsmart Bucks grocery money after completing your first no cost nutrition coaching call. You can also earn \$15 Foodsmart Bucks after every follow up.

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

Learn more: foodsmart.com/members/banner-health/faq



About Your Health Plan

Recipe Corner

With Foodsmart, you get access to thousands of recipes like this healthy and delicious sweet potato and black bean Chili.

Sweet potato and black bean chili ingredients

- 1 tbsp plus 2 tsp olive oil
- 1 sweet potato, diced
- 1 onion, diced
- 4 cloves garlic, minced
- 2 tbsp chili powder
- 4 tsp ground cumin
- ¼ tsp salt
- 2 ½ cups water
- 2 15-oz cans black beans
- 1 14-oz cans diced tomato (low sodium)
- 4 tsp lime juice
- ½ cup fresh cilantro

Instructions

1. Heat oil in a Dutch oven or large stock pot over medium-high heat.
2. Add sweet potato and onion and cook, stirring often, until the onion begins to soften, about 4 min.
3. Add garlic, chili powder, cumin, chipotle and salt and cook, stirring constantly, for 30 seconds.
4. Add water and bring to a simmer.
5. Cover, reduce heat to maintain a gentle simmer and cook until the sweet potato is tender, 10 to 12 min.
6. Add beans, tomatoes and lime juice; increase heat to high and return to a simmer, stirring often.
7. Reduce heat and simmer until slightly reduced, about 5 min.
8. Remove from heat and stir in cilantro.

Make-ahead tip

Cover and refrigerate for up to 3 days or freeze for up to 3 months.



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 to read more about common pregnancy and parenting topics:

- From Bump to Baby: Care During and After Pregnancy
- WIC Arizona
- Count the Kicks, Cherish the Moments
- Making Every Breath a Little Easier: Protecting Your Baby From RSV
- Stay Ahead of Syphilis
- Opioids During Pregnancy: Protecting You and Your Baby's Health
- And More!

We've Gone Digital

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



Scan me

New Member Handbook and Provider Directories

Now available

We are excited to be your partner on your health care journey. Your well-being is at the center of everything we do, and we want to make sure you have the resources and support you need. That is why we produced the 2025 Member Handbook for you. Please visit us online for quick access at www.BannerHealth.com/ALTCS-MemberHandbook.

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

For assistance in identifying a provider who is right for you or to request a printed copy of the Member Handbook or a provider directory, please call our Customer Care Center at 833-318-4146, TTY 711. You can get printed copies mailed to you at no cost.



All in One - Your Cards Combined for Ultimate Convenience

Banner Medicare Advantage DNSP and Banner – University Family Care/ALTCS, now have a combined member ID card.



Customer Care Center 833-318-4146, TTY 711

About Your Health Plan

AHCCCS Renewals Are Back

How do I know I need to renew?

Make sure your contact information is up to date. This includes your mailing address, phone number and email address. You can update your contact information by logging into www.healtharizonaplus.gov.

Or you can call Health-e-Arizona Plus at 855-432-7587, Monday to Friday, 8 a.m. to 5 p.m.

You will receive a renewal letter in the mail. The letter will tell you if you've been automatically renewed, disenrolled or if you need to respond with more information. If you're asked to respond, please respond right away.

What if I miss my renewal date?

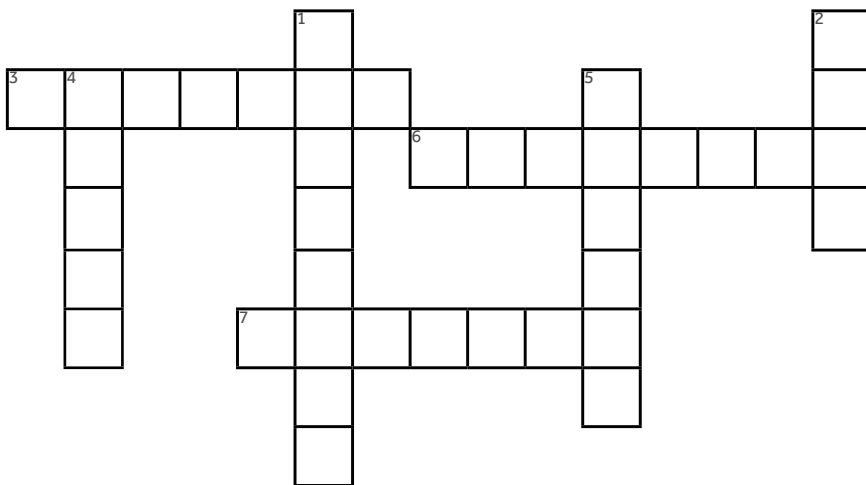
If you miss your renewal date, there is a chance your benefits might end. That is why it's important to get your renewal done as soon as possible.

I need help renewing.

One of our community assisters can help you submit your renewal application. Visit www.BannerHealth.com/ALTCS-TimetoRenew to see a list of community assisters near you.

Stay Connected

We want to help support you and your health all year long. Stay connected with us on social media for info and resources that can improve your well-being.



Answers: Across 3. Hashtag, 6. Facebook, 7. Comment
Down 1. Password, 2. Like, 4. ALTCS, 5. Health

Changing Your Primary Care Provider

If you would like to change your primary care provider (PCP), or if you are not sure who your current assigned PCP is, contact our Customer Care Center at 833-318-4146, TTY 711. We are here to help.



It is important to change your PCP before a scheduled appointment with a new PCP. We want to make sure we have the correct information on file.

To make a change, please have the following PCP information available:


- PCP first and last name
- PCP location and practice name
- Date of appointment (*if you have a scheduled appointment*)

If you need assistance in finding PCP information, you can find a list of B – UFC/ALTCS providers on our website at www.bannerhealth.com/ALTCS-FindaProviderorRx or by calling our Customer Care Center.

Across

3. what is this symbol called on socials: #
6. name of this social media platform: 
7.  response to a post

Down

1. enter your email and _____ to login
2. click this to show that you enjoy a post: 
4. link to your health plan website: www.bannerhealth.com/____
5. our handle on socials: Banner_____Plans

Your Pathway to a Brighter Career

If you are looking for a job, here are some tips that will help you get started.

Create a professional email address.

- If you do not have an email address, you can create one at no-cost through Google, Yahoo or Hotmail.
- Email addresses should be simple. Use your initials, name and memorable numbers.
- Avoid using offensive language, references or innuendos. Be sure to check your email address often.

Write a resume.

- Make a resume for each job you apply for.
- Use a simple, easy to read font.
- Include paid and unpaid experience.
- Use keywords that are listed in the job posting.

Prepare.

- Update your voicemail. Make sure the message includes your name, and your mailbox is not full.
- Make sure you have your birth certificate, ID and social security card.
- Contact three people who can speak to your skills and experience. Get their permission to use them as a reference. Have their names, email addresses and phone numbers written down.

Need more help?

Visit our employment services website.

[Learn more](#)

Do you have a documented disability? Vocational Rehabilitation can help you find a job.

[Learn more](#)

A Story of Recovery and Refining to Inspire



The following article was written by George Nolan, a B – UFC member, who is hoping to inspire other members experiencing a similar journey.

While incarcerated, I made the conscious decision to transform my life. I started reading extensively and listening to podcasts that promoted pro-social change and addressed topics seldom discussed in prison. This self-education led me to pursue a credential as a peer support specialist through the ADCRR program, in partnership with Arizona Complete Health. Through this role, I found my true purpose as a lived experience professional, finally having the “permission” to engage in meaningful conversations that could make a difference.

During my incarceration, I also had the opportunity to continue my education through the Arizona Peer and Family Career Academy (PFCA). Their trainings were not only educational but also fun and interactive, which sparked my desire to be part of their mission once I was released. I reached out, and Hayley, the executive director, took a chance on me. The PFCA was incredibly supportive of my reentry, both as an employer and as a human being.

When I shared with my case manager at New Leaf that my halfway house environment was not conducive to working virtually, I wasn’t expecting much more than understanding. However, I was connected with the CBI SSVF program, which placed me in an apartment within three days. I even had the choice of where I wanted to live.

Today, I’m an outreach manager for New Freedom in Phoenix, which serves a significant portion of the reentry population. I’m also a business owner focused on public speaking and personal development in partnership with Persevere, and I host my own podcast. I am profoundly grateful to PFCA, SSVF, New Freedom, New Leaf, Banner and the ASBA GO program for their essential support, which has allowed me to thrive – happy, healthy and full of gratitude.

Hospital Discharge Planning

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

Discharge planning includes:

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

Discharge planning could include:

- Community supports.
- Medications.
- Personal health care products (*bandages, briefs*).
- Home care assistance (*medical, non-medical or both*).
- In-home medical equipment (*walker, hospital bed*).

Below are some tips to ensure a successful discharge plan:

- Speak up and ask questions about the progress of the discharge plan.
- Talk with your care manager or hospital social worker about the discharge plan.
- Confirm understanding the discharge plan before signing it.
 - » Where am I being discharge to? Another placement? Home?
 - » When is my first appointment after discharge? With whom?
 - » What medications should I take? How do I take them? Where will I get them?
- Always ask for a copy of the discharge plan before leaving the hospital.
- During the post-discharge follow-up call, ask questions and talk about any problems.
 - » I did not get all my prescribed medications, so what do I need to do to get these?
 - » Can you confirm when my follow-up appointment is again?

For more information on hospital discharge planning:

Learn more

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

- Customer Care 833-318-4146, TTY 711
- Your B – UFC/ALTCS case manager
- OIFA Team oifateam@bannerhealth.com



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.

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.

Mental Health Awareness

Help Is Just a Call or Text Away

For emergencies, call or text 911.

988 Suicide & Crisis Lifeline

Call or text 988.

Chat: chat.988lifeline.org

The National Substance Use and Disorders Referral and Treatment Hotline

800-622-4357 (HELP)

Arizona Statewide Crisis Hotline

844-534-4673 (HOPE)

or text 44673 (4HOPE)

Chat: crisis.solari-inc.org/start-a-chat/

Suicide and Crisis Hotlines by Counties and Tribal Nation

Central Region

Maricopa and Pinal Counties

800-631-1314

Southern Region

Cochise, Graham, Greenlee, La Paz,
Pima, Santa Cruz and Yuma Counties

866-495-6735

Tribal Nation

Ak-Chin Indian Community

800-259-3449

Gila River Indian Community

800-259-3449

Salt River Pima Maricopa

Indian Community

855-259-3449

Tohono O'odham Nation

844-423-8759

Other Resources Available

National Suicide Prevention Lifeline

800-273-8255

Teen Lifeline phone or text

602-248-8336 (TEEN)

Veteran Crisis Line

988 (press 1)

Be Connected

866-429-8387 (4AZ-VETS)

DeafLEAD

321-800-3323

(videophone for ASL users)

Embracing the Waiting Period With Antidepressant Medication

Feeling better is the destination. Waiting until the medication works is the journey. B – UFC/ALTCS is here for you every step of the way.

Antidepressant medication can take about four to eight weeks to work. This means physical conditions might get better before your mood improves. Giving medication a chance to work is important before deciding if it's right for you. Here are some helpful tips as you wait for your medication to work:

Whole health benefits

Taking care of your mind and body can improve your overall health.

Talk it out

Talk to your provider if you feel any side effects.

- Sexual problems
- Upset stomach
- Feeling tired
- Weight changes
- Feeling dizzy
- Any other unusual health concerns

Your provider can change the dose or help you in other ways to feel better. You can also schedule a telehealth appointment if you do not feel well enough to leave your house.

Therapy can give you a boost while you wait for your medication to work. You can learn about what could be causing depression. Therapy can help you think of new ways to cope with your symptoms.

If you need help, call our Customer Care Center at 833-318-4146, TTY 711. If you are experiencing a mental health crisis or emergency, please call or text 911 or the 988 Crisis Line.

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.

What is a mental health crisis?

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

Signs of a mental health crisis:

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





Support at Every Step

At B – UFC/ALTCS we care about your well-being. If you or someone you know is taking medication for opioid use disorder (MOUD), like methadone or buprenorphine, you can still go to a Behavioral Health Residential Facility (BHRF). Being on MOUD will not stop you from getting the help you need. You can continue your MOUD treatment, including methadone, while you are at a BHRF to help with your recovery.

Staying on MOUD while at a BHRF gives you the support you need through your recovery process.

If you need a BHRF, talk to your MOUD provider or outpatient clinic.

To find MOUD providers near you, go to opioidservicelocator.azahcccs.gov/ and enter your zip code. You can also visit our website at www.bannerhealth.com/ALTCS-MOUDandSUD for more information.

There are four access points where you can get opioid treatment 24/7.

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

If you have any questions or need help getting into a BHRF while on MOUD, please call our Customer Care Center at 833-318-4146, TTY 711. We are here to help you.

Managing Arthritis and Improving Your Quality of Life

Arthritis is a condition that affects joints and tissues around the joints. The joints become stiff and painful.

Arthritis affects one in five adults in the United States and is common in adults over 45 years of age. There are many types of arthritis. Osteoarthritis is the most common type of arthritis. Symptoms include joint pain and stiffness.

Risk factors

- Joint injuries from sports, falls or accidents
- Work-related activities
- Smoking
- Being overweight

Practicing self-care can help you stay healthy and manage your condition.

Management and treatment

- Be physically active. This reduces pain. Adults should get 2.5 hours each week of moderate physical activity. Break activity up into small chunks. This makes it easier to accomplish.
- Manage your weight. Even 10 to 12 pounds of weight loss can make a difference.
- Treat pain. Talk to your provider. Use heat to your joints. Ask your provider about over-the-counter pain relievers.
- Improve overall health. In addition to physical activity, make sure you get enough sleep. Follow up with your provider. Take prescribed medications.
- Eat a balanced diet. Processed foods can increase the symptoms of arthritis. Eat more fresh foods, including fruits and vegetables.

Most importantly, talk with your provider regarding symptoms and treatment options. Follow your provider's recommendations.



Resources for a healthier, smoke-free life

There are resources for you if you want to quit or maintain:

- **Quitlines:** Get support from trained quit coaches at [CDC Quit Smoking](#).
- **Online support groups:** Connect with others in online communities at [Nicotine Anonymous](#).
- **Health information:** Learn about the benefits of quitting and get tips from [Mount Sinai](#) and [SAMHSA](#).
- **Counseling and support services:** Find counseling services.
 - » For more personalized advice, consider speaking with your health care provider or counselor. These providers can offer tailored support and resources at [Freedom From Smoking](#).
 - » ASHLine offers no-cost, professional guidance and tips to help you stop smoking at [ASHLine](#).
 - » For no-cost confidential coaching, call 800-QUIT-NOW or visit [Smokefree.gov](#).
- **Nicotine replacement therapy:** Explore alternatives at [B - UFC/ALTCS](#).

Preparing Your Life for a Tobacco, Vape and Nicotine-Free Future

Choosing to stop smoking, vaping or using nicotine can create a strong foundation for making positive changes. Making small adjustments and building a healthier lifestyle can lead you to a smoke-free future.

A brighter path ahead

There are many benefits to stopping nicotine use:

- **Better health:** Making positive changes can improve your overall health. As you focus on healthier habits, you might notice better breathing, increased energy and a stronger body.
- **Improved mood:** Engaging in activities that make you feel good can boost your mood and reduce stress. Feeling better emotionally can make it easier to consider stopping nicotine.
- **More savings:** Redirecting the money you would spend on tobacco or vaping can help you see the financial benefits of making changes. Use the savings for new hobbies or fun experiences.

Positive changes and benefits

As you make positive changes, you will feel better physically and emotionally. You may find that stopping nicotine becomes a more natural choice.

To set yourself up for success, consider these strategies:

- **Find new activities:** Fill your time with activities you enjoy. Keeping busy with positive activities can improve your well being and distract from cravings.
- **Stay mindful:** Pay attention to your habits and triggers. Understand when and why you use nicotine and start making small adjustments to reduce your dependence. For example, try limiting the times and places where you vape.
- **Create a supportive environment:** Surround yourself with people who encourage healthy choices. This support can help you feel motivated and less alone in your journey.
- **Give back:** Join charity events like runs or walks to support causes you care about. This provides motivation and a sense of accomplishment.

Focus on your progress

Every small change you make brings you closer to a healthier lifestyle. Celebrate your achievements, no matter how small they are. Recognize the positive impact the wins have on your life. Start today and embrace a future full of new possibilities and joy. If you need more information and support while improving your life around smoking, vaping or nicotine, call our Customer Care Center at 833-318-446, TTY 711.

Empowering Families With Care and Choice

Learn more about your family planning and supply benefit.

Family planning services are available for members of reproductive age (12 to 55 years of age) regardless of gender, who voluntarily chose to delay or prevent pregnancy. Family planning services and supplies are available at no cost through any appropriate provider, regardless of the provider's network status. There is no referral required when choosing a family planning provider. There is no prior authorization requirement and no copayment or other charge for family planning services and supplies.

Family planning providers can help you review and choose birth control methods that will work for you. If you need assistance with any family planning service or supply, please contact your provider or call our Customer Care Center at 833-318-4146, TTY 711.

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



Fight the Flu

Get a flu shot to protect you and your loved ones from influenza.

The flu is a common but serious respiratory illness caused by a virus called influenza. The flu can be passed easily from one person to another and can cause severe illness. People over the 65 years, children under 5 years and people with chronic medical conditions are at a higher risk of serious complications if infected with the flu. The flu can cause worsening of existing medical conditions and in severe cases can even cause death.

Flu symptoms include:

- Fever and chills.
- Cough.
- Sore throat.
- Runny or stuffy nose.
- Muscle, joint or body aches.
- Headaches.
- Fatigue (*tiredness*).
- Vomiting and diarrhea are possible, but these symptoms are more common in children.

You, too, can fight the flu.

The best way to protect yourself and your loved ones from the flu is to:

- Wash your hands often.
- Stay home if you are sick.
- Get a flu shot.

The flu shot, or influenza vaccine, is approved for people older than 6 months. When you get your shot, you are helping to keep your community safe. Flu shots are best to get in September or October of each year. Flu season peaks in the cooler months, and you get the most benefit if you get the vaccine early in the flu season.

Talk to your health care provider if you have questions about the flu vaccine. Or learn more at www.bannerhealth.com/staying-well/health-and-wellness/wellness/flu. If you need help finding a location to receive your flu vaccine, please call our Customer Care Center at 833-318-4146, TTY 711.



Your B – UFC/ALTCS Portal New look, same information

Welcome to the latest experience. Your Member Portal just got a new look. You can still access the same information, including your member ID card, member materials and more.

Women's Health Screening and Preventative Care

Preventive care helps make sure you stay healthy, prevent disease and catch potential health problems early. A well-woman's preventive care visit is a yearly health checkup with your provider. There is no cost, no copayment or other charges for your well-woman preventive care visit.

What to expect during your well-woman's preventive care visit:

- A physical exam (*well-exam*) which checks your overall health.
- Clinical breast exam.
- Pelvic exam (*if indicated*), cervical cancer screening, including Pap smear.
- Review and updating of your immunizations, including HPV (*human papillomavirus vaccine*) as recommended by your provider and the CDC.
- Tests and screenings based on your age and risk factors.
- Initiating referrals for further testing, care and treatment as needed.
- Screenings and counseling focus on living a healthy lifestyle and reducing your health risks.



Learn more about well-women topics and parenting advice in your newsletter, Growing Together: The Parenting Connection

Screening for a healthier tomorrow, counseling for a brighter today

- Proper nutrition
- Depression
- Interpersonal and domestic violence
- Sexually transmitted infections and diseases (*like chlamydia and syphilis*)
- Confidential HIV screening and testing plus HIV counseling and treatment if test results are positive
- Family planning services and supplies
- Physical activity and exercise
- Oral health care
- Proper management of chronic diseases and health conditions
- Emotional wellness
- Recommended spacing between pregnancies
- Preconception counseling, including review of the importance of a healthy lifestyle before and between pregnancies, which includes reproductive history and sexual practices
- Healthy weight, diet, nutrition and use of nutritional supplements, including folic acid
- Tobacco and substance use (*caffeine, alcohol, marijuana and other drugs*) including prescription drug use

If you need help finding a provider or a ride to your appointment, call our Customer Care Center at 833-318-4146, TTY 711.

Fraud, Waste and Abuse

Instances of suspected FWA shall be reported to AHCCCS Office of Inspector General (OIG) directly at:

Provider fraud

To report suspected fraud by a medical provider, please call the number below:

- In Arizona: 602-417-4045
- Outside of Arizona only: 888-487-6686 (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 Arizona: 602-417-4193
- Outside of Arizona only: 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

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
833-813-4146, TTY 711
Medicaid Compliance Officer
520-548-7862



Fax
520-874-7072



Email
BHPCompliance@bannerhealth.com



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



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

Got an Unexpected Medical Bill?

Providers should not bill you ahead of time for services. They should also not bill a balance after B – UFC/ALTCS has paid them.

Providers have rules, too:

- Providers who serve AHCCCS members must register with AHCCCS.
- When they register, they agree to not charge or collect payment from an AHCCCS member.
- There are some AHCCCS members who may have small copays, and providers can collect those.

However, a provider cannot ask you to pay for a covered service before you receive the service. Providers cannot bill you for the money left on the bill after the health plan paid them.

Also, beware of any company or provider asking for your AHCCCS info to send you equipment or products. They may use your information to bill for other services or goods that were not given to you. They cannot do that.



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.

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