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IN THE NEWS

AHCCCS POLICY UPDATES

Keep a look out for AHCCCS Policy updates! B – UHP Vendor Oversight will email all vendors as applicable of AHCCCS Policies open for public comment and key changes. If you'd like to review AHCCCS policies open for comment or submit a public comment, please visit: <https://ahcccs.commentinput.com/comment/search>.

B – UHP COMPLIANCE ATTESTATION

All FDRs are required to complete the attestation and disclosure statement on an annual basis. The Compliance and Offshore Subcontracting Attestations are now available to complete on the e-services portal: <https://eservices.uph.org/Document>.

If needed, PDF versions are also available on the BannerUHP.com website and the Banner Medicare website.

If you have any questions, please reach out to BUHPVendorOversight@bannerhealth.com

CONNECT WITH BANNER

Stay connected with Banner Health Plans with their various social media platforms.

NEW CORPORATE ADDRESS

Banner – University Health Plans have moved their offices to a new centrally located building in Tucson. This new office space will consolidate the amount of office space and will still provide ample amount of conference rooms and meeting space.

Banner – University Family Care/ACC, Banner – University Family Care/ALTCS and Banner Medicare Advantage will now be in this office, while still utilizing P.O. Boxes (electronically preferred) for systems claims payments. For all other

The focus of Banner's social media is to keep employees, providers, vendors, and community partners up to date with various Banner activities.



COMPLIANCE UPDATE

Breach Notification Rules

A Health Information Portability and Accountability Act (HIPAA) Breach is defined as the "acquisition, access, use, or disclosure of Protected Health Information (PHI) in a manner not permitted by the Privacy Rule which compromises the security or privacy of the PHI."

Breach notification rules apply to all Covered Entities. The breach rule also applies to business associates which are a person or entity that performs certain functions or activities that involve the use or disclosure of protected health information on behalf of, or provides services to, a covered entity. Banner Medicaid and Medicare Health Plans are covered entities. The FDRs or Administrative Subcontractors are usually business associates if their work involves PHI.

Once a covered entity or a business associate has identified that a breach has occurred, there is an obligation to notify any relevant parties within 60 days following the date of discovery. The 60 days applies even if when discovered the covered entity or business associate was not sure if the PHI was compromised. This would mean that communication would be required to any members and if it involved more than 500 individuals, the covered entity or business associate is required to utilize a media outlet within the state or jurisdiction where the breach occurred and to post the information in addition to notifying the Department of Health and Human Services.

In addition, providers, FDRs, and Administrative Subcontractors, and business associates are required to notify the Banner Medicaid and Medicare Health Plans if the breach involved members of those plans. The notification to the Health Plans should occur as soon as possible after the discovery.

The Department of Health and Human Services Office of Civil Rights has received 382 notices of breaches over 500

items, please send to the new location address.

This change of address and correspondence went into effect on June 12, 2023. If an item has been sent to the previously used address, no worries! Banner has set up mail forwarding for the previous address to be sent to the current one. All other correspondence avenues (i.e. fax numbers, e-mail, phone numbers) will remain the same.

New Address:

**5255 E Williams Circle,
Ste 2050
Tucson, AZ 85711**

individuals from January 1, 2023, to present. Of the 382 notices 302 of those notices or 79% were due to IT Hacking incidents of Electronic Equipment or Network Servers.

The Security Rule requires covered entities and business associates to:

- Ensure the confidentiality, integrity, and availability of all electronic PHI that they create, receive, maintain, or transmit;
- Identify and protect against reasonably anticipated threats to the security or integrity of the information;
- Protect against reasonably anticipated, impermissible uses or disclosures; and
- Ensure compliance by their workforce.

Covered entities and business associates must review and modify their security measures in response to a changing environment and continue to protect electronic PHI.

If you identify or suspect FWA or non-compliance issues, immediately notify the Banner Plans and Networks Compliance Department:

24- hour hotline (confidential and anonymous reporting):
(888) 747-7989

Email: BHPCompliance@BannerHealth.com

Secure Fax: (520) 874-7072

Compliance Department Mail:
Banner Medicaid and Medicare Health Plans Compliance
Department
5255 E Williams Circle, Ste 2050
Tucson, AZ 85711

Contact the Medicaid Compliance Officer Terri Dorazio via phone (520) 874-2847 (office) or (520) 548-7862 (cell) or email Theresa.Dorazio@BannerHealth.com

Contact the Medicare Compliance Officer Raquel Chapman via phone (602) 747-1194 or email BMAComplianceOfficer@BannerHealth.com

Banner Medicaid and Medicare Health Plans Customer Care
Contact Information

B – UHP Customer Care

Banner – University Family Care/ACC - (800) 582-8686,
TTY 711

Banner – University Family Care/ALTCS - (833) 318-4146,
TTY 711

Banner Medicare Advantage Customer Care

Banner Medicare Advantage Prime HMO – (844) 549-1857,
TTY 711

Banner Medicare Advantage Plus PPO – (844) 549-1859,
TTY 711

Banner Medicare Advantage Dual HMO D-SNP – (877) 874-
3930, TTY 711

Banner Medicare RX PDP – (844) 549-1859, TTY 711

AHCCCS Office of the Inspector General

Providers are required to report any suspected FWA directly
to AHCCCS OIG:

Provider Fraud

- In Arizona: (602) 417-4045
- Toll Free Outside of Arizona Only: 888-ITS-NOT-OK or
888-487-6686

Website -www.azahcccs.gov (select Fraud Prevention)

Mail:

Inspector General
801 E Jefferson St.
MD 4500
Phoenix, AZ 85034

Member Fraud

- In Arizona: (602) 417-4193
- Toll Free Outside of Arizona Only: 888-ITS-NOT-OK or
(888) 487-6686

Medicare

Providers are required to report all suspected fraud, waste,
and abuse to the Banner Medicare Health Plans Compliance
Department or to Medicare

Phone: 800-HHS-TIPS (800-447-8477)

FAX: (800) 223-8164

Mail:

US Department of Health & Human Services

Office of the Inspector General

ATTN: OIG HOTLINE OPERATIONS

PO Box 23489

Washington, DC 20026

