

House Call

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SUMMER
2019



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Is there a link between the MMR shot and autism?

No. There has not been any link found between the MMR shot and autism from any studies done in the United States and other countries.

Doctors recommend that all children get the MMR shot. This is the best way to protect against getting the measles.

Measles start with a fever that can get very high. Some other symptoms that can happen are:

- Cough, runny nose, red eyes
- Rash of tiny, red spots that start at the head and spread to the rest of the body
- Diarrhea and ear infection

Measles can also cause pneumonia (a serious lung infection), lifelong brain damage, deafness (loss of hearing) and even death.

Doctors recommend that your child get 2 doses of the MMR shot. Your child will need one dose at each of the ages below:

- 12 through 15 months
- 4 through 6 years

Before traveling to another country, babies who are 6 to 11 months old should have their first dose of the MMR shot and see their doctor for timing of next doses.

It's very important that your child get all their shots when they are due. Please speak to your doctor to make sure your child is up to date with all their shots.

Source: The Centers for Disease Control, American Academy of Family Physicians, and the American Academy of Pediatrics.





Simple Ways to Teach Children about Culture and Diversity

1. **Allowing for questions** - Children like to ask questions. Your child may ask why someone is in a wheelchair. They may ask why their skin color is different. Take these opportunities to help your child understand differences in your community
2. **Take a trip to the library!** – Pick books about religion, culture and geography, adoption, etc.
3. **Exposure** - Try foods from other cultures. Go to local events that celebrate culture. Watch movies set in other cultures
4. **Be a role model** - Children become culturally sensitive and respectful when they see adults who are culturally sensitive and respectful.



What Should You Do If You Have a Complaint?

Call your health plan at (800) 582-8686 and tell us your concern. We are ready to take your complaints. Our goal is to help you get your health care needs met. If you are unable to get care for any reason, please let us know.





Not reporting household changes to AHCCCS could be considered Fraud

What is Fraud?

Fraud is purposely giving wrong or misleading information to receive a benefit or some type of service.

How do I report changes?

If you need to report a change of where you live, mailing address, your income, number of household members, or change of job, contact the place where you applied for AHCCCS, see list below or call our Customer Care Center at (800) 582-8686.

- **DES** www.healthearizonaplus.gov or 1(855) HEA-PLUS (1-855-432-7587)
- **KidsCare** www.healthearizonaplus.gov or 1(855) HEA-PLUS (1-855-432-7587)
- **SSI MAO** www.healthearizonaplus.gov or (602) 417-5010/1-800-528-0142
Outside Maricopa County
- **Social Security Administration** (1-800-772-1213)
- **ALTCS Local Offices** (888) 507-3313

Unfortunately, Fraud, Waste and Abuse are not as uncommon as you would think. Waste is over using services or misusing resources or practices. Abuse of the Program is provider practices or member practices that result in an unnecessary cost to the AHCCCS program.

Please see some of the most common examples below:

MEMBER FRAUD AND ABUSE INCLUDE BUT ARE NOT LIMITED TO:

- Lending or selling your AHCCCS Identification Card to anyone
- Not stating true income or living arrangements
- Providing false materials or documents
- Leaving out important information
- Failing to report another insurance that you have
- Continuing to use AHCCCS for services when you move out of the state or out of the country

PROVIDER FRAUD, WASTE AND ABUSE INCLUDE BUT ARE NOT LIMITED TO:

- Billing for a service they didn't provide
- Ordering test, lab work or x-rays that aren't necessary
- Charging for medical services not provided

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Finding an In-Network Provider

Your plan has specific provider network requirements. Providers must participate with AHCCCS and the health plan they serve. Our websites have a Find a Provider Tool feature.

This helps you quickly locate a provider in your area. Visit our website at www.BannerUFC.com/ACC

Let us know if you need help in locating an in-network provider.

Please call our Customer Care Center at (800) 582-8686. TTY users call 711.



Continues from page 3

- Billing multiple payers and receiving double payments
- Using billing codes that pay higher amounts to get more money even though those services weren't provided
- Billing for services under a member that is not their member

WHAT CAN YOU DO?

Anyone can report fraud - there are no restrictions. Fraud, Waste and Abuse hurts everyone. If you suspect a possible case, please report it immediately.

PLEASE CONTACT BANNER UNIVERSITY HEALTH PLANS AT ANY OF THE FOLLOWING:

BUFC/ACC Customer Care Phone: (800) 582-8686

BUFC/ACC Compliance Officer's Phone: (520) 874-2847

BUFC/ACC Compliance Department Fax: (520) 874-7072

BUFC/ACC Compliance Department Email:

BUHPCompliance@bannerhealth.com

BUFC/ACC Compliance Department Mail:

Banner University Health Plans
Compliance & Audit Department
2701 E. Elvira Rd.
Tucson, AZ 85756

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

YOU CAN ALSO REPORT DIRECTLY TO:

AHCCCS Office of the Inspector General at:

Provider Fraud: (602) 417-4045 or (888) 487-6686

Member Fraud: (602) 417-4193 or (888) 487-6686

www.azahcccs.gov clicking on "Fraud and Abuse"

Mail: Inspector General 701 E Jefferson St. MD 4500 Phoenix, AZ 85034

*You will not lose your health benefits for reporting fraud, waste, or abuse.
We will keep your report private to the extent allowed under the law.*

Member Handbooks and Provider Directories

Are available on our website at www.BannerUFC.com/ACC

If you prefer that we mail a booklet at no cost to you, please call our Customer Care Center at (800) 582-8686 to request a copy. TTY users should call 711.



Phone Scams - Be On The Look Out!

There are a lot of phone scam calls happening right now. One type of caller may be able to describe your ID card and will ask you to give them your ID number to “Start” your services. If you give your ID number to the caller, someone other than you may be able to use your services.

What you need to know:

1. Someone including your doctor will not call you and ask you for something (ID number or address information)
2. Check your caller ID
3. Listen to the tone of voice and/or if the caller is pushy or in a hurry
4. If it seems too good to be true, it most likely is a scam

What can you do:

1. Just hang up
2. Don't answer phone numbers you don't know
3. Block phone numbers you don't know
4. Call AHCCCS (888) 487-6686 or BUFC/ACC's Customer Care Center at (800) 582-8686
5. Ask the caller questions to get information about the caller
6. Tell them you want to call them back. Real companies will want you to call them back

Word Search

A B C D E F G H I J K L M N O P
Y P R E F S E T E B A I D O S H
R B C D E F G H I J K L M N O E
O K L D N T I Z I R Q V O L J A
M B N U T R I T I O N L M N O L
E B A P A L G H I D O V E B Y T
M B C D E F G H I J K L M N O H
A L Z H E I M E R S R S E M I E
A B P X A F Q E S I C R E X E P

Nutrition
Alzheimers

Health
Memory

Diabetes
Exercise



Why Babies, Children and Teens Should Go to the Doctor

Did you know your baby needs 8 check-ups with their doctor by the time they are 15 months old?

They will then need a visit at 18 months and 24 months old. After that your child will need at least one check-up every year. Your child should see their doctor to make sure they are growing, learning and developing.

During a check-up the doctor will look for medical, behavior or mental health problems.

Eye, teeth/mouth and hearing checks will be done, along with shots based on your child's age.

It's important that your child get their check-ups, so they can grow into healthy adults!



Power Me A2Z

Folic Acid Program

Power Me A2Z is a program that promotes healthy living for women ages 18 to 45 in Arizona. The program gives at no charge multivitamins with folic acid to women who could have a baby. It also gives information on healthy eating, active living, and why women need to take folic acid. Other topics include staying at a healthy weight and avoiding drugs and alcohol.

Women between ages 18 and 45 can get a PowerPack at no cost. It has a 100-day supply of multivitamins with folic acid, a nail file, and a health magazine. Please visit www.powermea2z.org to sign up.

Folic acid is a B vitamin that is important for women for many reasons. It is good for your hair, skin, and nails. It also can reduce some birth defects that are painful and can cause death. These can happen very early in pregnancy before a woman knows she is pregnant. That is why women must take folic acid, even if they are not planning to get pregnant. It is a healthy habit to start when you are young. Folic acid also can lower stress, may reduce risk of some cancers, and helps your body use iron. Folic acid is found in some foods, but women can make sure they are getting enough by taking a multivitamin with folic acid.

The website www.powermea2z.org is easy to use, has great information on many health topics, and appeals to women ages 18-45. Women must answer five easy questions and give a mailing address to get the PowerPack. If they want to give an email address, they will get email on health topics every month. Power Me A2Z is at no cost for you and an easy way to start a healthy habit for life. It can also help women have a healthy pregnancy.



HIV and Pregnancy

HIV is a virus that attacks important parts of the body's immune system. This makes the body less able to fight disease. HIV is the virus that causes AIDS. The virus enters the bloodstream through sexual contact. It also enters through contact with body fluids such as blood or semen or by sharing needles. HIV can also be transmitted from mother to baby during pregnancy. It can be transmitted during the delivery. It can also be transmitted through breast milk.

There is no cure or vaccine for HIV infection. At times there may be no symptoms to warn you. The only way to know if you are HIV positive is to be tested. Voluntary testing is encouraged and available for all pregnant women. We recommend you talk with your health care provider about testing as soon as you think you are pregnant or plan to become pregnant.

If your HIV test is positive, counseling is available to help you decide the best treatment to keep you and your baby as healthy as possible. Anti-HIV medications can help you stay healthy. They can also lower the chance of passing the virus to others including your baby. Your health care provider will also discuss other ways to help reduce the risk of passing the virus to your baby.

Babies born to HIV-positive mothers are tested several times. This is done to look for the virus in the baby's blood. The baby may be given anti-HIV medication after birth. This is done to help reduce the chance becoming HIV positive.

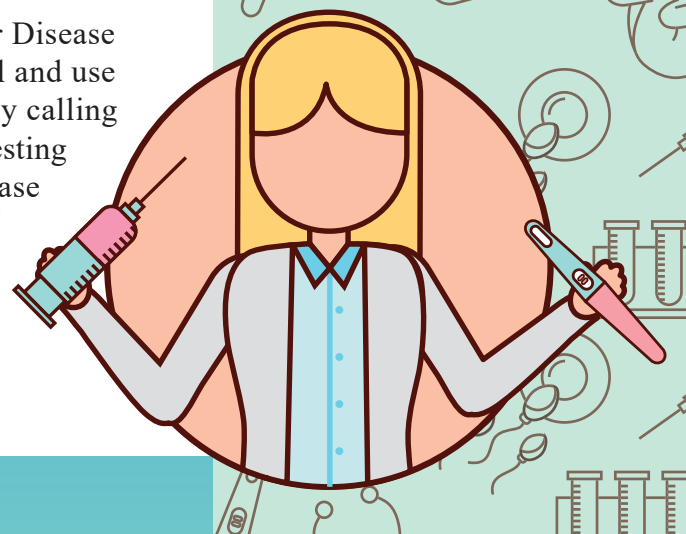
What can you do to help prevent HIV Infection in you or your baby?

Ask any sexual partner(s) to be tested BEFORE you have sex. Use latex condoms when having sex. Never share drug needles – at no cost needles may be available where you live. *Arizona Needle Exchanges & Harm Reduction Organizations: Shot in The Dark* (623)-738-5539, *Sonoran Prevention Works* (480)442-7086, *Lifepoint* (520) 724-3958, *Syringe Access Program* (520) 628-7223. NASEN.org.

Don't use illegal drugs – it may affect your ability to remember to be safe. See an OB/GYN as soon as you know you are pregnant whether you test HIV positive or not. Don't breastfeed if you are HIV Positive.

To find an HIV testing site near you, please visit the Center for Disease Control (CDC) webpage, <https://www.cdc.gov/hiv/default.html> and use the "Get Tested" site locator tool. You can also ask questions by calling the CDC Hotline at (800) CDC-INFO. For Fast Facts on early testing and treatment to improve outcomes for mothers and babies please visit: <https://www.cdc.gov/hiv/pdf/group/gender/pregnantwomen/cdc-hiv-pregnant-women.pdf>.

If you need help finding a doctor or would like to speak with one of our Maternal & Child Health Case Managers, please call our Customer Care Center at (800) 582-8686. TTY users call 711.





Prenatal Care

If you think you might be pregnant or are pregnant and need to start prenatal care, call your primary care provider (PCP) for a test.

When you are pregnant, it is important to get prenatal care early and often, from a qualified maternity care provider. Pregnancy check-ups help ensure you have a healthier pregnancy, delivery and baby. If you need help scheduling an appointment with a provider, or need assistance with transportation to your appointment, please call our Customer Care Center at **(800) 582-8686**. TTY **711**.

You may choose from any available maternity provider within the BUFC/ACC network. If you have transitioned from another AHCCCS health plan or you were in your third trimester at the time of AHCCCS enrollment, you are allowed to complete your maternity care with your current AHCCCS registered provider. This is possible regardless of the provider's contract status with BUFC/ACC. Or, you may request to change health plans to ensure continuity of care during your pregnancy.

If you are pregnant, your doctor must see you within:

- Fourteen (14) days if you are in your first trimester (*0 month-3 months pregnant*).
- Seven (7) days if you are in your second trimester (*3 months-6 months pregnant*).
- Three (3) days if you are in your third trimester (*6 months-9 months pregnant*).
- Three (3) days if your pregnancy is high-risk.
- Immediately if it is an emergency. (*At any time in the pregnancy*).

If you have trouble getting an appointment in these time frames, call our Customer Care Center and our Maternal Child Health Department will assist you in getting a timely appointment.

During your pregnancy:

- Your prenatal visits for healthy first pregnancy is every four weeks until twenty eight weeks, every two (2) weeks until thirty six (36) weeks, and weekly until delivery.
- If you are high risk or have special circumstances in your pregnancy, follow your OB provider's direction for follow up appointments.
- Do not drink alcohol, smoke or use drugs which are not prescribed by a doctor while pregnant.
- Eat healthy foods and drink plenty of water.
- Voluntary prenatal HIV testing is available. You can get counseling if the HIV test is positive. Please ask your PCP or Maternity Care Provider about this test.

After your pregnancy:

It is very important to make and keep your postpartum visit. Your doctor will check to make sure you are healing properly, talk to you about postpartum depression and help you with family planning. You should see your maternity provider within 3-8 weeks of having your baby, sooner if you had a C-Section or are feeling down and unable to complete daily activities or have other health concerns. If you have any physical health concerns after your delivery, you should see your provider right away. For more information on after birth warning signs, visit: https://cdn.ymaws.com/www.awhonn.org/resource/resmgr/files/Post-Birth_Warning_signs_160.pdf

Maternity Care Management assistance from the Health Plan is available to all pregnant members. If you have questions about your pregnancy, or need help with your maternity or postpartum care, please contact our Customer Care Center and ask to speak with an OB or Maternity Care Manager.

Taking care of yourself after delivery

After you have a baby its important to take care of yourself. You should make your postpartum visit for three to eight weeks after birth. Sooner if you had a cesarean section. If you have questions about birth control options, family planning or any concerns since your delivery, the postpartum visit is a great time to ask your doctor.

After child birth, it's normal to feel sad or overwhelmed for a few days. Many new mothers have the “baby blues” after giving birth. The baby blues usually go away within a few days to a week. Be patient with yourself. **But if sadness lasts more than two weeks, go see your doctor. Don't wait until your postpartum visit to do so. You might have a serious but treatable condition called Postpartum Depression.**

Postpartum Depression

is a mood disorder that can affect women after childbirth. Mothers with postpartum depression experience feelings of extreme sadness, anxiety, and exhaustion that may make it difficult to complete daily care activities.

What are the symptoms of postpartum depression?

- Feeling sad, hopeless, empty, or overwhelmed
- Crying more often than usual or for no apparent reason
- Worrying or feeling overly anxious
- Feeling moody, irritable, or restless
- Oversleeping, or being unable to sleep even when the baby is asleep
- Having trouble concentrating, remembering details, and making decisions
- Experiencing anger or rage
- Losing interest in activities that are usually enjoyable
- Suffering from physical aches and pains, including frequent headaches, stomach problems, and muscle pain
- Eating too little or too much
- Withdrawing from or avoiding friends and family
- Having trouble bonding or forming an emotional attachment with your baby
- Doubting your ability to care for your baby
- Thinking about harming yourself or your baby

Your doctor will ask questions to screen for depression. He can refer you to a behavioral health professional who specializes in treating depression.

You can call the **Arizona Postpartum Warmline at 888-434- MOMS (6667)** for more information. They can assist you finding postpartum depression support groups and other resources near you. You can also ask to speak with one of our Maternal or OB Nurse Care Managers. Our Customer Care Center number is (800) 582-8686. TTY 711.


If you have thoughts of harming yourself and your baby, call 911.

***If you have
thoughts of
harming
yourself and
your baby
call 911***



WIC

Women, Infants and Children



The Arizona Supplemental Nutrition Program for Women, Infants, and Children (WIC) is a no cost nutrition and breastfeeding program. At WIC, you will meet experts in nutrition for pregnancy, breastfeeding, infants, toddlers and preschoolers and receive personalized nutrition tips. WIC is a great place to find breastfeeding information, support and resources that you need. WIC helps provide healthy foods for your family with clinics located in communities throughout Arizona.

Who qualifies for WIC?

- 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

Contact your local WIC clinic to make an appointment or call (800) 252-5942 or on the web at www.azwic.gov



In Need of Nutrition Tips or Breastfeeding Help?

Arizona WIC is Here for Families!

The Arizona WIC Program is a no cost nutrition and breastfeeding program. Families can get healthy tips and breastfeeding help from nutrition and breastfeeding experts. WIC also offers healthy foods and help in finding resources. WIC serves infants and children up to age five. Women who are pregnant, breastfeeding (until their baby turns one), and whose pregnancy ended less than six months ago can also be on WIC. You can now buy WIC foods with a card instead of checks. Families can visit www.AZWIC.gov today to find out if they qualify for the program and find a clinic nearby. The no cost EzWIC app can also be used to find nearby clinics. Go to the App Store or Google Play and search for www.EzWIC.

Sexually Transmitted Diseases

Cervical Cancer & Chlamydia

BUFC cares about your health. Having annual Well Women's Preventative Care visits with your doctor and getting the necessary screening tests is very important. Tests for Chlamydia and Cervical cancer can help keep you healthy.

The cervical cancer test is called a Pap test. This test looks for changes in the cervix that might lead to cancer. HPV (Human Papilloma Virus) is the most common cause of changes in the cervix that can lead to cancer. This virus is spread by sexual contact. Anyone who is sexually active should have this screening test. A Pap test is recommended for women:

- Age 21 to 29: Every 3 years with cytology (pap testing), regardless of age of onset of sexual activity or other risk factors.
- Age 30 to 65: Every 5 years with HPV co-test (Pap + HPV Test)
- OR every 3 years with cytology

This test is very important to make sure you stay healthy. Chlamydia is also spread by sexual contact. The test for Chlamydia can be done during your annual Well-Woman check-up, or during another appointment if needed. The test is recommended for anyone who is sexually active. Chlamydia is easily treatable. Your provider can explain and offer treatment options for you if necessary.

Please talk with your doctor about screening tests during your next visit!

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Syphilis in Pregnancy

Syphilis is a sexually transmitted infection. Syphilis rates are on the rise in the United States. Arizona has more cases than the national average. Syphilis is spread through oral, anal and vaginal sex or any contact with a sore. Because syphilis is often painless, and symptoms may come and go for years, many people do not know they are infected and do not seek treatment. In its final phases, syphilis can cause blindness, deafness, organ/bone damage and brain/mood disorders before death.

Pregnant women should always be tested for syphilis. Syphilis is very dangerous for babies. The risk of passing syphilis to the baby is very high. During pregnancy, syphilis can cause miscarriage, growth restriction, premature birth and still birth. Two out of five babies born to women with untreated syphilis die from the infection.

It is possible to get syphilis multiple times. Having it makes it easier to contract other sexually transmitted infections, like HIV, so frequent testing is necessary. If you think you have syphilis or may have had contact with any sexually transmitted infection, tell your doctor.

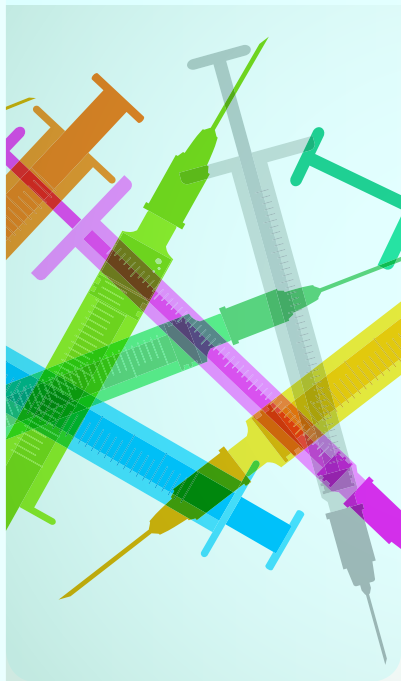
Simply not having sex, or using condoms EVERY time, helps prevent contracting sexually transmitted infections like syphilis. Treatment is safe during pregnancy. You can reduce the risk of problems to you or your baby by getting checked early and often. As well as getting treated right away if your doctor says you have been infected.

Simply not having sex, or using condoms EVERY time, helps prevent contracting sexually transmitted infections like Syphilis.

Written by Crystal Greenway, RN

Who Needs the Flu Vaccine?

Everyone 6 months and older should get a flu shot every year. This best protects from the flu. It is very important that children under 5 years old, adults age 65 and older, pregnant women, people who live in nursing homes and other long-term care homes get their flu shot. They are at the most at risk of getting flu related problems. Please ask your doctor when to get your flu shot.



COPD- Chronic Obstructive Pulmonary Disease

Half of all Americans live with at least 1 Chronic Illness. Chronic Illness is any disorder that you have for a long time. If you have a chronic illness you will need to manage it and treat it all the time.

One of the top most common chronic illnesses is COPD. For people living with COPD, everyday life can be difficult.

COPD is a group of ongoing lung diseases that includes emphysema and chronic bronchitis.

You may know that smoking and genetic factors increase the risk of COPD, but your environment plays a big role as well.

#1 way to prevent COPD- Quit Smoking

Keeping a smoke free home is one of the most important ways to decrease your and your family's chances of developing COPD or worsening symptoms.

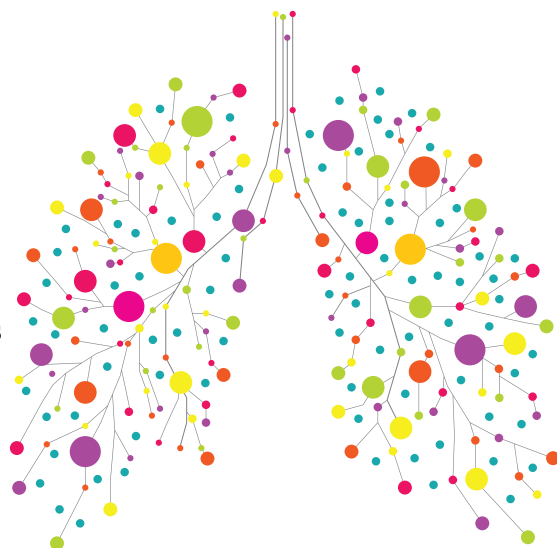
Some other things you can do in your home to improve air quality are:

- Avoid harsh chemical cleaners, sprays, powders
- Keep your home dust-free and avoid dusty areas as much as possible
- Use an air purifier
- Avoid direct contact with sick people

It's important to know the early signs of the condition. Some of the most common symptoms are:

- Wheezing
- Tightness in the chest
- Shortness of breath or difficulty breathing, especially during physical activities
- Chronic cough
- Lack of energy
- Frequent respiratory infections
- Swelling in the ankles, feet or legs

There isn't a cure but keeping a smoke-free home without pollutants are the best ways to make the most of a life with COPD.



My friend may be suicidal. What do I do?

In our last newsletter we talked about symptoms of suicide. But what happens if you think a friend is suicidal? **Call 911**

If you think that a friend or loved one might be suicidal, you need to take action. Always take suicidal threats seriously. Never leave a suicidal person alone.

Signs that a person is at risk of committing suicide include:

- Extreme hopelessness
- Withdrawal from friends and family
- Talking a lot about death or suicide
- Trying to get access to pills, firearms, or other possible means of suicide
- Reckless behavior
- Giving away belongings or saying goodbye

If you think your friend is at risk, here's what you can do:

1. Talk to Your Friend

- Ask your friend if he or she is thinking about suicide. Be direct. You can't make someone suicidal by asking about it.
- Try to stay supportive and not judgmental.
- Ask your friend if he or she has a specific plan in mind. When people have settled on a specific means of committing suicide, they're at higher risk.

1. Get Help

- If you think your friend is in danger, stay with him or her if you can. Don't leave a suicidal person alone.
- Call 911, take the person to an emergency room, or contact a crisis hotline like 1-800-SUICIDE (1-800-784-2433) or 1-800-273-TALK (1-800-273-8255).
- SAMHSA's National Suicide Prevention Lifeline at 1-800-273-TALK (8255) 24 hours a day, 7 days a week, from any location in the United States.
- 1-800-SUICIDE (1-800-784-2433).
- 1-800-273-TALK (1-800-273-8255).
- BUFC Customer Care Center (800) 582-8686.
- Crisis Response Network (CRN) 1-800-631-1314 or for TTY: 1-800-327-9254.
- NurseWise at 866-495-3735 in Cochise, Graham, Greenlee, Pima, Pinal, Yuma, La Paz and Santa Cruz Counties.

2. **Get support from other friends and family members,** even if your friend asks you not to. It's too serious to keep a secret -- and you can't keep your friend safe all on your own.

Behavioral Health Crisis Hotline Information:

Crisis Response Network
at (877) 756-4090 in
Maricopa and Gila County

NurseWise at (866) 495-6735 in
Cochise, Graham, Greenlee,
Pima, Pinal, Yuma, La Paz and
Santa Cruz Counties

The Office of Individual and Family Affairs (OIFA) advocates for YOU!



Email Us!

If you ever have a question, need assistance or support or just need to talk with someone, OIFA is here.

*You can reach us through our general mailbox: **OIFATEAM@bannerhealth.com***

OIFA supports members and their families. They focus on recovery through community outreach and engagement. OIFA makes sure members have access to the resources they need to be informed of their healthcare.

Meet your OIFA Team



COLLEEN MCGREGOR

Peer and Family Member and Community Advocate

Colleen and her team work together to help people navigate the public physical and behavioral health system.

Colleen has more than 25 years' experience in public health and human service. She has a dual master's degree in business administration and public health. She also has a bachelor's degree in health sciences/community health education from Northern Arizona University (NAU).

"I'm proud to say that I've made an impact in the service of others."

"I've seen amazing things achieved through the collective power of people. Nothing worthwhile is achieved alone. It takes a community."

Colleen was drawn to her role at Banner – University Family Care (BUFC/ACC) as the mother of two boys who have complex special healthcare and learning needs.

If you find yourself feeling stressed due to change or the days circumstance, Colleen suggests these stress relievers that work for her. These tips can help you feel calmer and change your body's response to stress.

- Add fresh foods to your diet
- Walk or exercise every day
- Use mindfulness techniques. Mindfulness can be as simple as paying attention to your breathing. Think about each breath you are taking until you feel a sense of calmness come over you. There is no wrong way to do it!



JOANNE “JO” KAUTZMAN
Member Advocacy Sr. Manager & Family Member

JoAnne (Jo) Kautzman has 28 years experience working with individuals and their families in the general mental health and substance use arena. Jo has a master’s degree in sport psychology. She is a certified transformational life coach. She has served in a variety of roles within children, adolescent and adult systems. Jo supports members and their families and focuses on recovery through community education and training.

Jo is a dedicated advocate.

Jo is drawn to her role with BUFC/ACC as a daughter of a Navy/Army Veteran who suffered from medical conditions related to cancer. Her brothers struggled with substance use and mental health issues. Jo has had firsthand experience and an understanding of the barriers related to having to navigate systems, collaborate with multiple systems and coordinate care and services across the miles. Jo also understands the value of relationships, importance of building relationships with individuals and their families. Treating individuals with a level of respect, involving individuals in their own care are keys for recovery.

ERIC STARK
Peer, family member and Community Resource Liaison

Eric Stark is from New Jersey. He has a law degree and a master’s degree in social work. Eric is a passionate public speaker and disability rights advocate. He is a member of the board for the National Alliance on Mental Illness of Southern Arizona. He also is on an employment committee with DIRECT Center for Independence.

He often shares his own discovery story. He has faced and overcome many mental health challenges. His life changed when he learned that those things he considered weaknesses could instead be strengths. In 2006, he was trained by the State of Arizona to provide peer support services. Soon after this training, he was hired by the provider where he was receiving services.

He is now the BUFC/ACC OIFA Community Resource Liaison. He helps people find community resources. He also provides training opportunities to promote recovery and enhance wellbeing.



“I often tell people I do not have a recovery story as much as a DISCOVERY Story. I am not trying to recover something I have lost but discover the person I was always meant to be. I hope by sharing my own struggles and challenges, I can inspire and motivate others to find a life of meaning and purpose.”

-Eric Stark

Continues on page 16

A RESOURCE FOR YOU

Tobacco Cessation

Because the nicotine in tobacco is addictive, quitting smoking can be challenging. Half of all current smokers have tried to quit in the past year. Only 6% of those who quit on their own, without help, will have succeeded in stopping smoking within a year. Fortunately, there are treatments that work. Tobacco addiction is both mental and physical. For most people, the best way to quit will be some combination of medicine, a method to change personal habits, and coaching or emotional support. Our Tobacco Cessation Program offers a number of nicotine replacement products and medications to help you quit tobacco. For more information please contact our Customer Care Center at (833) 318-4146. TTY users call 711. Or you can contact the Arizona Smokers' Hotline at (800) 556-6222 or visit their website at www.ashline.org

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A focus on recovery

At BUFC/ACC, we're dedicated to supporting our members in their recovery journey. We're here to help you reach your recovery goals. To improve your health and wellness and the quality of your lives. We want our members to be part of the community. BUFC/ACC's Office of Individual and Family Affairs (OIFA) is one of the ways we support our members and their families.

The department focuses on recovery through involvement. Getting involved is an important part of recovery. It can help connect you to services. It also empowers you to take charge of your recovery goals. If you want to get connected to supportive services, you can call BUFC/ACC's Customer Care Center at (800) 582-8686. TTY 711.

NAMI Connection Support Groups

NAMI Peer Support Groups are facilitated by trained NAMI members and participants are encouraged to share actively in the work of the group. They are weekly or monthly support groups for individuals with a mental illness.

Flagstaff:

Hope Community Church

3700 N. Fanning Dr.
Corner of Lockett and Fanning
Thursday, 5:30 to 7:00 P.M.

Phoenix:

NAMI Connection North Valley

Bell Road Church, Building in the Back
3427 E. Bell Road, Phoenix
Tuesday, 3:00 to 4:30 P.M.

NAMI Connection – Central Phoenix

PSA Epicenter
1415 N. 1st St. Phoenix, AZ 85004
3rd Saturday
10:00 to 11:30 A.M.

Pinal Central:

Nami Connections

865 N. Arizola Road Casa Grande, AZ
Darius Perry
Dariusperry46@yahoo.com

Sedona:

Spectrum Healthcare Mingus Room

8 E. Cottonwood St.
Cottonwood, AZ
10:00 to 11:30 AM
1st and 3rd Wednesday of each month
Rose Boerner - 928-282-4827
rboerner14@aol.com

Southeastern Arizona:

Sierra Vista

4755 Campus Drive
Wednesday 3:30 to 5:00 P.M.
Thursday 5:30 to 7:00 P.M.

Bisbee

YMCA at 26 Howell Ave.
Scott (520) 234-7969

Southern Arizona:

Hope Inc

1200 N. Country Club (North entrance)
(between Fairmont St & Bellevue St)
Tucson, 85716
(520) 622-5582

Conexion NAMI

Iglesia San Juan (En espanol)
602 W. Ajo Ave.
Todos los jueves (*excepto el 3er jueves de cada mes*)
5:30 P.M. a 6:30 P.M.

Expressive Arts Group

Joel D. Valdez Main Library
101 N. Stone
Meets every 4th Sunday of the month
2:00 P.M. to 4:30 P.M.

Yavapai County:

The Cortez Center
505 S. Cortez (*South of Gurley in downtown Prescott*) 86303
Second Thursday of every month
5 to 6:30 P.M.
(928) 830-7847

Yuma:

YRMC Corporate Center
399 W. 32nd Street (*Saguaro Room*)
Yuma, AZ
First and Third Monday of each month
6:30 to 8:00 P.M.

NAMI Family Support Groups

Family Support Groups are monthly meetings of caregivers of individuals with a mental illness where family members can talk frankly about their challenges and help one another through their learned wisdom. These meetings are facilitated by trained NAMI members in affiliates across Arizona. Participants are encouraged to share actively in the work of the group.

Cottonwood:

Spectrum Healthcare

Spectrum Healthcare - Mingus Room
8 E. Cottonwood St., Cottonwood, AZ
First Friday of each month
10:00 AM

Flagstaff:

Canyon Chapel

1919 North 4th St.
Corner of Route 66 and 4th St.
Wednesdays, 6:30 to 8:00 P.M.
(928) 214-2218

Sedona:

Spectrum Healthcare

2880 Hopi Dr., Sedona, AZ
(between Hozoni Dr. & Navajo Dr.)
1st and 3rd Friday of each month
9:45 A.M. to 11:15 A.M.
Rose Boerner (928) 282-4827
rboerner14@aol.com

Maricopa County:

Families Giving Hope

(Family Support Group)- East Valley
MARC Center, East Village
4250 East Florian Ave, Building 2
Mesa, 85206 (Corner of Greenfield
and Southern Ave. Take Oakland off of
Southern. Oakland will lead you right to
Florian)
2nd & 4th Thursdays 6:30 to 8:30 P.M.

Family Support Group - West Valley

Shepherd of the Hills Church
13658 West Meeker Blvd.
Sun City West, 85375
3rd Friday 1:00 to 2:30 P.M.

Family Support Group – West Valley

Peace Lutheran Church
18265 N. 89th Ave. (Church Library)
Peoria, AZ 85382
2nd & 4th Thursdays 6:00 to 7:30 P.M.

Yavapai County:

The Cortez Center

505 S. Cortez. 86303
(South of Gurley in downtown Prescott)
Second Thursday of every
month from 5 to 6:30 P.M.
(928) 830-7847

Pinal Central:

Nami Family Support

La Paglia Law Office

515 N. Main Street, Eloy, AZ 85131
2nd and 4th Wednesdays, 7:00 P.M.
Richard La Paglia
lapaglalaw@gmail.com

Payson:

Family Support Group

Community Presbyterian Church

800 W. Main St., 85541
2nd Thursday
6:00 PM to 7:30 PM
Patricia Wisner 928-301-9140
pwisner@mazatzalcasino.com

Showlow:

1801 W. Deuce of Clubs Rd.,
Suite 100
2nd and 4th Tuesdays
6:00 P.M. to 7:30 P.M.
Contact: Beci at (928) 240-1104
or Maggie at (480) 204-2832

Yuma:

Yuma Public Library

2951 S. 21st Drive. Yuma 85364
2nd Monday of the month
6:30 to 8:00 P.M.
nami.yumaaz@gmail.com

Southeastern Arizona

Bisbee

YMCA

26 Howell Ave.
Call Scott (520) 234-7969

A RESOURCE FOR YOU

ASHLINE

AHCCCS members have access to twelve (12) weeks of nicotine replacement therapy (NRT) every six (6) months at no cost to the member. This can be mailed to you by ASHLine.

If you are interested in trying to quit smoking, please contact ASHLine at <https://ashline.org/> or at (800) 556-6222.



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Sierra Vista

4755 Campus Drive
Thursday at 5:30 to 8:00 P.M.
(520) 459-3228

Southern Arizona

NAMI of Southern Arizona

6122 E. 22nd St.
(Between Craycroft & Wilmot)
East Side Family & Friends
2nd Wednesday of every month
7:00 P.M. to 8:30 P.M.

Green Valley Family & Friends

301 W. Camino Casa Verde
Green Valley, AZ
(Friends in Deed Building)
Last Wednesday of every month
10:30 A.M. to 12:00 P.M.

East Side Family & Friends

NAMI of Southern Arizona
6122 E. 22nd St.
(Between Craycroft & Wilmot)
4th Tuesday of every month
7:00 P.M. to 8:30 P.M.

North Central Family & Friends

St. Philip's In The Hills Episcopal
Church
4440 N. Campbell Ave.
(Northeast corner of Campbell and
River Road)
1st Wednesday of every month
2:00 P.M. to 3:30 P.M.

**Grupo de Apoyo Familias y Amigos
(En español)**

Iglesia San Juan
602 W. Ajo Ave.
3er jueves de cada mes
6:00 P.M. a 7:30 P.M.

Northwest Side Family & Friends

Ascension Lutheran Church & School
1220 W. Magee Rd.
(Between Oracle & La Canada)
*Park in North parking lot.
1st Thursday of every month
6:00 P.M. to 7:30 P.M.

Get Involved in stomping out stigma – NAMIWalks

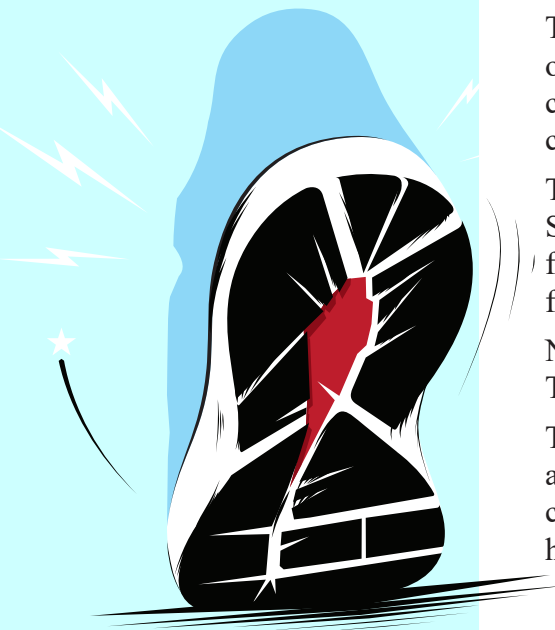
This year, more than 50 thousand people in almost 100 communities across the nation will participate in a local NAMIWalks event to help raise awareness about mental health challenges and treatment. BUFC/ACC is proud to announce we are sponsors of both the Tucson and Phoenix NAMIWalks. To find the closest walk near you please visit <https://www.namiwalks.org>.

The National Alliance on Mental Illness is the largest advocacy and education organization in the United States. Local chapters provide many services at no cost. Our members may find beneficial. NAMI offers support groups for members coping with mental health challenges. It also offers support for family members.

They also have provided a wide range of education classes in both English and Spanish. NAMI offers a Family-to-Family class for families, significant others and friends of people with mental health conditions. The course is designed to help family members to better understand mental health conditions.

NAMI offers a Peer-to-Peer class for adults living with mental health conditions. This course is designed to encourage growth, healing and recovery.

To learn more about available support groups, classes and presentations in your area speak with your local NAMI. If you do not know how to contact your local chapter you can call the NAMI Helpline at 1-800-950-NAMI (6264) or visit <https://www.nami.org/Find-Your-Local-NAMI>.



Medication Therapy Management Program

If you have both Medicare and Banner – University Family Care/ACC (BUFC/ACC), you may be able to participate in a program that helps with your medications. This program is the Medication Therapy Management or MTM Program. You will qualify for the MTM program if you:

- Have two or more chronic conditions. These conditions include:
 - Congestive Heart Failure (CHF)
 - Diabetes
 - High blood fats (dyslipidemia)
 - High blood pressure (hypertension)
 - Asthma
 - Chronic Obstructive Pulmonary Disease (COPD)
- Take at least seven maintenance medications
- Have Part D drugs that cost at least \$1011 in the previous three (3) months.

If you meet the requirements, you will be contacted by the MTM program pharmacists or pharmacists in training. Each year, they will review all the medications you are using. This includes your prescription medications as well as over the counter medications and any vitamins or supplements you are using. They will provide you with a written report. They will also discuss any concerns with your provider. Every three months they will do another review with you. The pharmacists will be able to answer any questions that you have. They will make sure that you are using the right medications for your condition and taking them safely. They will contact your provider if there are any problems. The MTM program is here to help you with anything related to your medications.



If you are contacted by the MTM Program, we hope you will participate. It is just another check to make sure you are getting the best care possible. If you have questions, please contact our Customer Care at (877) 874-3930. TTY 711.

Question Builder Application

Question Builder Mobile Application (app) can help you prepare for your medical visits. The app can help you organize questions and other information prior to your medical visits. The app is available at no charge. It works on smartphones, tablets and laptop computers on iTunes and Google Play.

You can use the app to:

- Enter details of future appointments
 - Choose questions to ask your medical provider
 - Email information for reference
 - Take notes during your medical visit
 - Organize content and questions by type of medical appointment (medical visit or surgery)
 - Educational materials and videos
 - Camera option to document visual information
- You can upload a photo of:
- A skin rash
 - Your insurance Card
 - Prescription medication information



Information entered in the Question Builder app saves on your own device.

The content is available on your phone, tablet or laptop computer on both the iOS and Android operating systems.



Making Good Food Choices and Body Mass Index (BMI) for Children & Teens

What is Body Mass Index or BMI?

You may have heard of Body Mass Index or BMI. It is used by your child's doctor to check if they weigh too much or too little. BMI is done by weighing your child (in kilograms) then dividing that number by their height (in meters). Children who have a high amount of body fat (high BMI) can have weight-related diseases and health problems. Also, children who weigh too little (low BMI) can also have problems.

Some problems children can have when they weigh too much are high blood pressure, high cholesterol, breathing problems, diabetes, bone and joint problems, stress, depression, problems in school, and low self-esteem. Also, when children weigh too much, they are more likely to weigh too much as adults.

Daily exercise and making good food choices help to have a healthy weight.

You can help your child make good food choices by

- Having a good amount of vegetables, fruit and whole-grain foods readily available
- Using low-fat or non-fat milk or dairy products
- Choosing to eat proteins like lean meats, chicken, fish, lentils and beans
- Making sure food serving sizes are not too big
- Encouraging them to drink lots of water
- Limiting any drinks and foods that contain a lot of sugar and saturated fat

Your child should have at least 60 minutes of physical exercise every day.

Daily physical exercise can help:

- Build stronger bones
- Lower blood pressure
- Reduce stress and anxiety
- Increase self-esteem
- Manage weight

Children tend to copy their parents and caregivers. It is important for you to do daily physical exercise and make good food choices. You can ask your child to join you. This will help your health.



Nondiscrimination Notice



Banner – University Family Care/AHCCCS Complete Care (BUFC/ACC) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. BUFC/ACC does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

BUFC/ACC:

- Provides no charge aids and services to people with disabilities to communicate effectively with us, such as:
 - ◇ Qualified sign language interpreters
 - ◇ Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides no charge language services to people whose primary language is not English, such as:
 - ◇ Qualified interpreters
 - ◇ Information written in other languages

If you need these services, contact our Customer Care Center at (800) 582-8686.

If you believe that BUFC/ACC has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Grievance and Appeals Department
2701 E. Elvira Road, Tucson, Arizona 85756
Phone: (877) 874-3930, TTY users should call 711
Fax: (520) 874-3462, (866) 465-8340
Email: BUHPGrievances&Appeals@bannerhealth.com

You can file a grievance in person or by mail or fax. If you need help filing a grievance, our Grievance and Appeals Department, is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
(800) 368-1019, (800) 537-7697 (TDD)

Complaint forms are available at www.hhs.gov/ocr/office/file/index.html

Multi-language Interpreter Services

English | ATTENTION: If you speak English, language assistance services, at no charge, are available to you. Call (800) 582-8686 (TTY: 711).

Español (Spanish) | ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (800) 582-8686 (TTY: 711).

Diné Bizaad (Navajo) | Díí baa akó nínízin: Díí saad bee yáníłt'igo Diné Bizaad, saad bee áká'ánída'áwo'dęę, t'áá jiik'eh, éí ná hóló, kojí' hódíílnih (800) 582-8686 (TTY: 711).

繁體中文 (Chinese) | 注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 (800) 582-8686 (TTY: 711)。

Tiếng Việt (Vietnamese) | CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số (800) 582-8686 (TTY: 711).

ةبرعلا (Arabic) |

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم
(رقم هاتف الصم والبكم: 711) (800) 582-8686

Tagalog (Filipino) | PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa (800) 582-8686 (TTY: 711).

한국어 (Korean) | 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. (800) 582-8686 (TTY: 711) 번으로 전화해 주십시오.

Français (French) | ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le (800) 582-8686 (ATS : 711).

Deutsch (German) | ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung.
Rufnummer: (800) 582-8686 (TTY: 711).

Русский (Russian) | ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните (800) 582-8686 (телетайп: 711).

日本語 (Japanese) | 注意事項 日本語を話される場合、無料の言語支援をご利用いただけます。(800) 582-8686 (TTY: 711) まで、お電話にてご連絡ください。

(Farsi) | یسراف

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با (TTY: 711) 8686-582 (800) تماس بگیرید

ܕܝܢܐ . (Assyrian) |

800-582-8686 (TTY: 711)

Srpsko-hrvatski (Serbo-Croatian) | OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite (800) 582-8686 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 711).

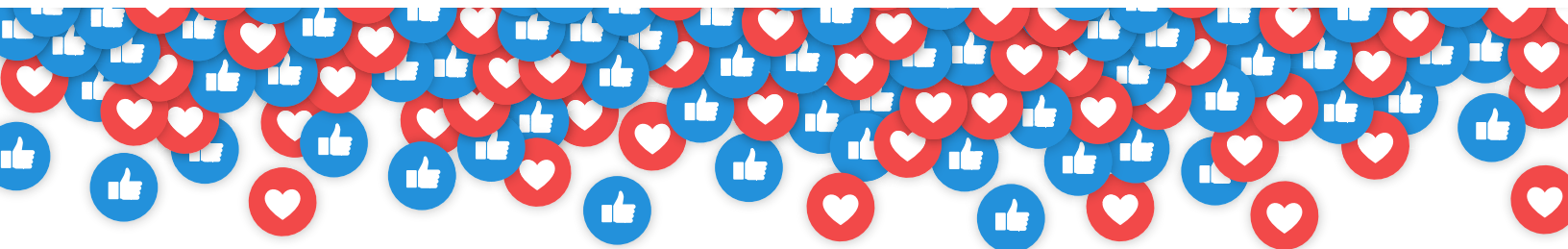
ภาษาไทย (Thai) | เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร (800) 582-8686 (TTY: 711).



Banner
University Health Plans
Banner – University Family Care

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PHOENIX, AZ
PERMIT NO. 1921

2701 E. Elvira Rd.
Tucson, Arizona 85756



Like us on Facebook!

As a member of BUFC/ACC, we want to give you the resources you need to manage your health. Facebook is one way we can connect with you in your everyday lives! Stay up to date on health news, initiatives, and community events!

Some health topics that we highlight are:

- Diabetes Prevention & Management
- Maternal - Child Health
- Health for the elderly and those living with a disability

Don't forget to tune in for **#FeelGoodFriday**! Every Friday we post mental & physical wellness info, healthy recipes, exercise tips, etc. The resources you need to manage your health are at your fingertips!

Like us on Facebook! www.facebook.com/BannerUFC



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