

House Call

www.BannerUFC.com/ACC

**SUMMER
2021**



**Banner
University Family Care**

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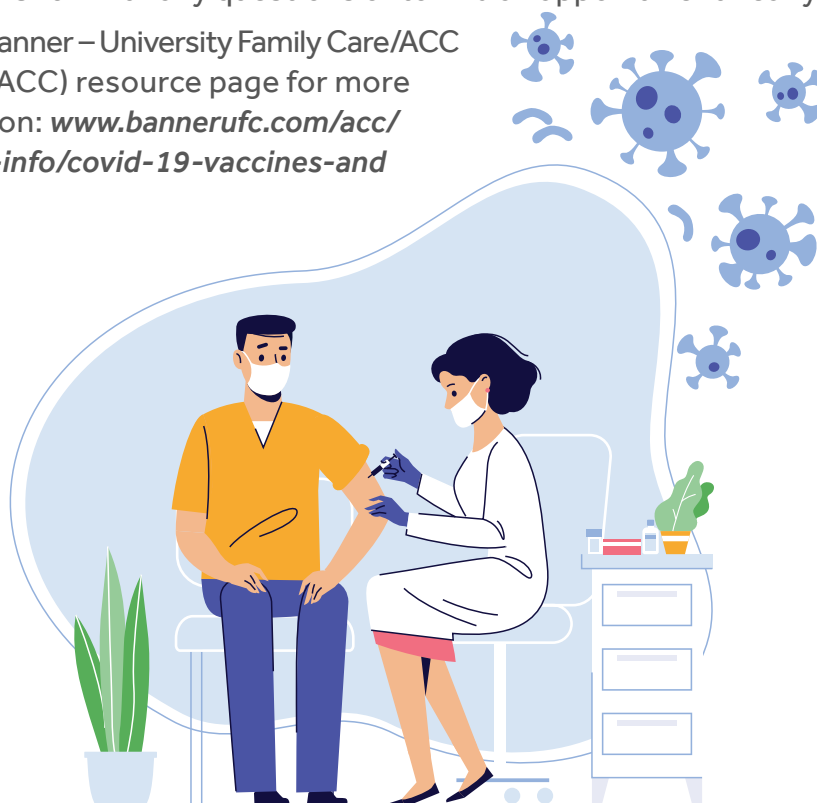
COVID-19 Vaccines are an Important Tool to Help Stop the Pandemic

Why Get Vaccinated?

To protect yourself, your family, and your community. You are an important part of the defense against COVID-19.

The vaccine is safe and effective. Please visit www.azhealth.gov/covid19vaccines or call the Arizona Department of Health Services at (844) 542-8201 with any questions or to find an appointment near you.

Visit the Banner – University Family Care/ACC (B – UFC/ACC) resource page for more information: www.bannerufc.com/acc/covid-19-info/covid-19-vaccines-and-testing.



What's Your Pronoun?

Words are great tools that help us communicate, connect, and make sense of one another. They describe the world around us. Everyone has the right to be addressed by the name and pronouns that they choose. It is helpful to normalize the use of pronouns because gender is not always visually obvious. We should work toward never assuming someone's gender.

What is a pronoun?

A pronoun is a word that is used instead of a noun or a noun phrase to refer to individuals. Pronouns can be in the first person singular (I, me) or plural (we, us); second person singular or plural (you); and the third person singular (e.g., she/her, he/him, they/them, ze/hir) or plural (they/them).

What are gendered pronouns?

Gendered pronouns specifically reference someone's gender: he/him/his or she/her/hers. What are non-gendered or non-binary pronouns? Non-gendered or non-binary pronouns are not gender specific. They are often used by people who identify outside of a gender binary. The most common set of non-binary pronouns is they/them/their used in the singular (e.g., Jazz identifies as genderqueer; they do not see themselves as either female or male). Other non-binary pronouns include ze (pronounced "zee") in place of she/he, and hir (pronounced "here") in place of his/him/her (e.g., Jazz runs hir own business, but ze is more well-known as an author).

Ways to be inclusive and respectful to other people's pronouns:

- Just ask. For example, "What pronouns do you use?" or "What pronouns would you like me to use?"
- Share your pronouns with others. For example, "I'm Jade and my pronouns are ze and hir." or "Leo, I prefer they and them, but he is fine too." or "My pronoun is she."
- When addressing groups avoid gendered language by using gender-neutral terminology. For example, "Hi all," "Hey team," or "Hi folks," rather than terms like "Hi guys," or "Hey ladies."

What if I make a mistake?

It's okay! Everyone slips up from time to time. If you use the wrong pronoun for someone you can apologize, correct the pronoun, and carry on with the conversation.

What if I hear others making a mistake?

If comfortable and safe doing so, you may correct another person's mistake. You can say something like, "Actually, Julie uses 'they' for themselves."

General do's and do not's:

There are some general rules that people can follow when using pronouns. These include the following:

- Do practice a person's pronouns in private to reduce the chances of making a mistake.
- Do not assume a person's pronouns.
- Do not assume that a person's pronouns remain the same.
- Do not refer to pronouns as "masculine" or "feminine."



These simple actions help make our world more inclusive of transgender, gender non-conforming, and gender non-binary people. We can respect people's gender identity by using appropriate pronouns. This will create a more welcoming space for people of all genders.

COMPLIANCE CORNER



Scam Alerts

Stimulus Check and Phone, Email or Text Scams

There is an increase in reported scams. Scammers will send messages without calling first. The scammer then pretends to be from the Internal Revenue Service (IRS). They can have a link to a fake IRS website that looks real. They will ask for personal information. They may ask for financial information, like bank account information.

What you can do:

- Do not respond to calls, text messages, or emails that ask for personal information, unless you verify first. You can contact the agency from the information on their website.
- The IRS or other government agencies will not contact you by email or text regarding stimulus checks.
- You will never have to pay a fee for your stimulus check. Another company cannot help you get the money faster.

Beware of job scams

Scammers have posted job ads online or in print for many jobs, including work-at-home jobs. They have even posed as a well-known company or the government. These are ways to get your money or personal information.

What you can do:

- Never answer an ad that says you are guaranteed of a job.
- Never pay to get a job.
- Don't answer work-at-home jobs promising a lot of money.
- Don't accept a check or gift card from a company who asks you to send back part of the money or gift card. The check or gift card is fake, and you will lose your money.
- Search www.usajobs.gov for real government jobs.
- Find the company's website and call or email to make sure it is a real job.
- Try visiting the state's Career One-Stop: www.careeronestop.org

Two new scams:

1. A new scam targets family of people who died of COVID-19. Scammers offer to pay for funerals. The Federal Emergency Management Agency (FEMA) has benefits. Call them for information at (844) 684-6333.
2. A scammer calls a grandparent and pretends to be their grandchild. This person says they are in trouble and need money for some reason. They will tell you that this needs to be a secret or they don't want their parents to know.

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

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

Waste is overusing services or misusing resources or practices.

Abuse of the Program includes provider practices or member practices that result in an unnecessary cost to the AHCCCS program.

Unfortunately, Fraud, Waste, and Abuse are not as uncommon as you would think. If you know about FWA, please contact B – UFC/ACC at any of the following:

Customer Care Center:
(800) 582-8686, TTY 711

Fax: (520) 874-7072

Email: BHPCompliance@bannerhealth.com

Mail: Banner – University Family Care/ACC Compliance Department
2701 E. Elvira Road
Tucson, AZ 85756

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

You can also report directly to the Arizona Attorney General's Office at: www.azag.gov/complaints/consumer

ABOUT YOUR HEALTH PLAN

Your B – UFC/ACC Member ID Card

You should have received a member identification (ID) card when you became a member of B – UFC/ACC. This card is important because it has your member ID number, pharmacy information, and our telephone number.

You will show this ID card when you visit your providers. This helps providers know what health plan you have and the best way to coordinate your care. If you lose your card, please call our Customer Care Center at (800) 582-8686, TTY 711 and you will receive a new card within 7-10 days.

Keep Your ID Card Safe

If you feel like someone is using your ID number or your card, call us right away. We will create a note in your account and review your concern. Please keep your ID card in a safe place. It is important you do not lend, sell, throw away or allow anyone else to use your card. We want to make sure we get the right information for the right person.

MEMBER HANDBOOK AND PROVIDER DIRECTORIES

Your Member Handbook 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, TTY 711 to request a copy.




STAY CONNECTED

As a member of B – UFC/ACC, we want to give you the resources you need to take charge of your health. Social media is one way you can stay connected!

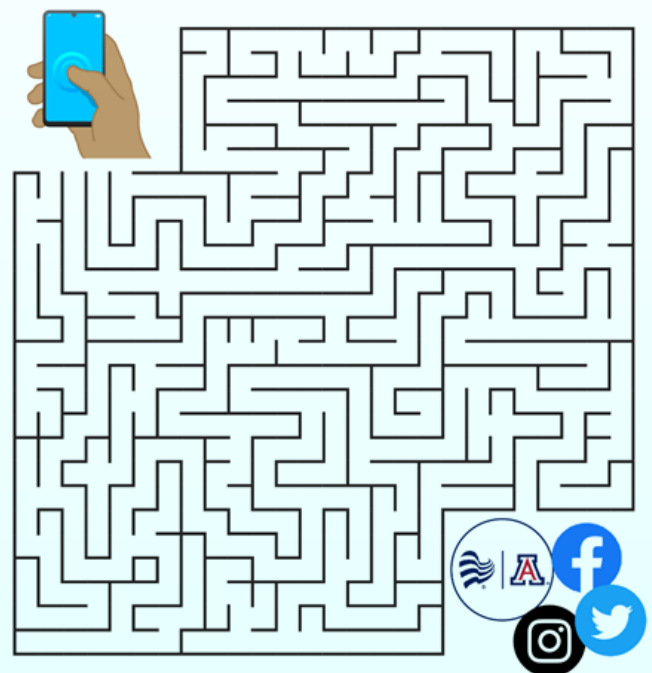
The resources you need to manage your health are at your fingertips! Like our pages!

 www.facebook.com/BannerUHP

 www.twitter.com/BannerUHP

 www.instagram.com/BannerUHP

Find other ways to stay connected here:
www.BannerUFC.com/ACC/about-us/stay-connected



COVID-19 Vaccine in Pregnancy

If you are pregnant, you may choose to receive a COVID-19 vaccine. You may want to talk with your healthcare provider to help you decide whether to get vaccinated. Things to ask your healthcare provider include:

- How likely you are to being exposed to COVID-19
- COVID-19 risks to you and potential risks to baby
- How well the vaccine works to protect you from the illness
- Known side effects of the vaccine
- Safety of the COVID-19 vaccine during pregnancy

MotherToBaby offers help during pregnancy. They can help answer your COVID-19 questions. Their services are without cost and confidential. You can get help in English or Spanish.

To reach MotherToBaby:

- Visit www.MotherToBaby.org
- You can send an email through www.mohtertobaby.org/ask-an-expert
- Call (866) 626-6847
- Text (855) 999-3525



What is Prenatal Care and Why is it Important?

Prenatal care is medical care you get during pregnancy. At each prenatal care visit, your provider checks on you and your baby. Your provider can make sure you are healthy. Your doctor can also find out when your baby is due. Call your provider to schedule a prenatal checkup.

Early and regular prenatal care helps you have a healthier pregnancy, delivery, and baby. It is best to have your first prenatal visit as soon as you know you're pregnant. Be sure to go to all your prenatal checkups, even if you are feeling fine.

How often do you go for prenatal care checkups?

Most pregnant women can follow a schedule like this:

- **Weeks 4 to 28 of pregnancy:** One checkup every 4 weeks (once a month).
- **Weeks 28 to 36 of pregnancy:** One checkup every 2 weeks (twice a month).
- **Weeks 36 to delivery:** One checkup every week (once a week).

Your provider may want to see you more often if there are any concerns. You can call our Customer Care Center if you are pregnant and need help finding a provider at (800) 582-8686, TTY 711. We also have OB Care Managers that can help answer any questions or concerns you may have about your pregnancy.

Medication & Drug use in Pregnancy

There are risks to taking certain medications or drugs during pregnancy. Substances like opioids, heroin or methadone can pass to your baby. They may affect your baby before and after birth. They can lead to problems like Neonatal Abstinence Syndrome (NAS) and make your baby very sick.

It is very important to get prenatal care as soon as you know you are pregnant. Tell your doctor about all medications, drugs, or other substance use. Ask your medical provider before taking:

- Over the counter medications
- Prescription drugs
- Sleep aides
- Herbal remedies including marijuana
- Energy drinks
- Any illicit drugs



If you need help finding a maternity care provider, please call our Customer Care Center at (800) 582-8686, TTY 711 or visit www.BannerUFC.com/ACC.

Where to go for help:

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

SAMHSA's National Helpline (800) 662-HELP (4357) or www.FindTreatment.gov

NAS Clinics and Support Service for Families
(480) 628-7500 www.HushabyeNursery.org
(480) 398-7373 www.JacobsHopeAZ.org

Women, Infants, and Children (WIC)

The Arizona Supplemental Nutrition Program for Women, Infants, and Children (WIC) offers nutrition advice. They can also help with breastfeeding questions. WIC provides healthy foods. WIC can also refer you to other health and social services. WIC is for women who are pregnant, breastfeeding, or postpartum. It's also for infants and children under age five.

For more information please call (800) 252-5942 or visit www.azwic.gov. You can also search "EzWIC" in the App Store or Google Play to check out the EzWIC app and find nearby clinics.

Do you have breastfeeding questions?

Call the Arizona Department of Health Services' 24-Hour Breastfeeding Hotline at (800) 833-4642

Keeping Moms Healthy During and After Pregnancy

Your body goes through many changes during pregnancy. Sometimes these changes can lead to health problems. Your doctors and B - UFC/ACC want you to have a healthy pregnancy, delivery, and recovery. Here are some things you can do to protect both mom and baby and help lower the risk of complications during and after pregnancy.

Before your pregnancy:

- See your doctor for regular preventive health care
- Take a prenatal vitamin with at least 400 micrograms (mcg) of folic acid
- Eat a healthy diet and be active

During your pregnancy:

- As soon as you find out you are pregnant, make an appointment with your doctor. Early and regular prenatal care is important. It can help keep you and your baby healthy during and after your pregnancy.
- Talk to your doctor about your health conditions, including:
 - High Blood Pressure
 - Asthma
 - Diabetes
 - Obesity
 - Thyroid Disease

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Urgent maternal warning signs

can show up during pregnancy or during the year after delivery. Please seek immediate medical attention if you experience any of the signs listed below

- Headache that won't go away; dizziness or fainting; changes in your vision
- Fever of 100.4 F
- Extreme swelling of your hands or face
- Severe redness, pain or swelling of your leg or arm
- Trouble breathing; chest pain or fast heart beat
- Severe belly pain that doesn't go away
- Your baby's movements stop or slow during pregnancy
- Vaginal bleeding or fluid leading during pregnancy
- Vaginal bleeding or discharge after pregnancy
- Overwhelming tiredness or fatigue
- Thoughts of harming yourself or your baby

- Continue to take a prenatal vitamin with at least 400 mcg of folic acid, every day
- Attend all prenatal appointments
- Eat a healthy diet and be active
- Avoid harmful chemicals and metals like lead in your home or workplace
- Reduce stress and get mentally healthy
- It is important not to use tobacco or marijuana, illicit drugs, or drink alcohol

After delivery:

- Make your postpartum appointment within three weeks of having your baby. Your doctor will check on your general health and any pregnancy or delivery issues. They will screen for postpartum depression. They will also talk to you about birth control options.
- Make sure your health conditions are under control. Call your doctor if you have any concerns. This is more important if you have high blood pressure or diabetes.
- If you see another doctor, urgent care, or emergency room, let them know that you had a baby within the last year
- See your primary care provider as needed
- If you are noticing signs of postpartum depression, get help right away. Some signs are:
 - Excessive crying
 - Mood swings
 - Sleeping too much or not sleeping
 - Difficulty bonding with your baby

Call your provider or call Postpartum Support International (PSI) at (800) 944-4773.

If you have any questions or would like more information on pregnancy or postpartum resources or benefits, please call our Customer Care Center at (800) 582-8686, TTY 711 and ask to speak to an OB Care Manager. You can also visit www.cdc.gov/hearher/pregnant-postpartum-women/index.html for more information.

Are you Pregnant? Are you Planning to Breastfeed?



Breast pumps are one of the many benefits available to you through your health plan. Breastfeeding has many benefits for your baby. It can reduce the risk of sicknesses like asthma, diabetes, and sudden infant death syndrome (SIDS). Breastfeeding can have certain health benefits for mothers. It can help lower the risk of high blood pressure, diabetes, and ovarian or breast cancer.

It is easy to order a breast pump through your health plan. You have many options to choose from. Call our Customer Care Center at (800) 582-8686, TTY 711 for information on how to order a breast pump. Breast pumps are usually ordered at 34 weeks of pregnancy. You can order your breast pump earlier if you are at risk of having a premature delivery. After your order has been placed, your breast pump will be sent to you.

WELLNESS CORNER



Cancer Screenings

1 in 3 people will be diagnosed with cancer in their lifetime. Some cancers can be found early, before they have had a chance to grow and spread. Screening tests look for cancer before you have symptoms. The American Cancer Society recommends cancer screening at certain ages and at-risk groups. B – UFC/ACC recommends and covers:

- Breast Cancer Screening
- Colon Cancer Screening
- Cervical Cancer Screening

Ask your provider when you should have a cancer screening.

HPV (Human Papillomavirus)

HPV is not a cancer. HPV is an infection that does not go away. Some types of HPV are known to cause some types cancer. The HPV vaccine can prevent some HPV infections most likely to cause cancer. The HPV vaccine is for both boys and girls. The American Cancer Society says the HPV vaccine works best when given between 9 and 12 years old.

B – UFC/ACC recommends and covers the HPV vaccine to help prevent HPV infection. Ask your provider when you or your child should get the HPV vaccine.



Importance of Wellness Exams

Wellness visits are important for regular care and staying healthy. You can prevent problems by seeing a doctor before you or your child get sick. Here are some reasons why everyone in your family should get a wellness exam:

- Learn healthy habits
- Take control of your chronic condition
- Receive age appropriate health screenings, including breast cancer and colon cancer screenings
- Keep immunizations up to date
- Track growth and development, including milestones, social behaviors, and learning
- Talk to your doctor about any concerns

If you have not had your wellness appointment, call your provider to make one today.

Regular Dental Checkups

Regular visits to the dentist can help keep your mouth healthy. They can also help your dentist find cavities early. A dental home is where you get oral care. All B – UFC/ACC members under 21 years old get a dental home. You should see the dentist every six months.

We can help you find or change your dentist. You can also schedule a ride to the dentist and other appointments at no charge. Please call (800) 582-8686, TTY 711 or visit our website at www.BannerUFC.com/ACC.

Dental Tips

Brush your teeth
at least twice a day

Use toothpaste
that has fluoride

Limit sugary food
and drinks

Eat a healthy,
balanced diet

Source: www.azda.org



B – UFC/ACC covers one dental checkup every six months for children through 20 years of age.

Please call our Customer Care Center if you have questions. We can provide you with your Dental Home's (assigned dentist) contact information. If you wish to change your dental home, or need a ride to a health care provider's office at no charge, we can help you.

Preventative Dental Care

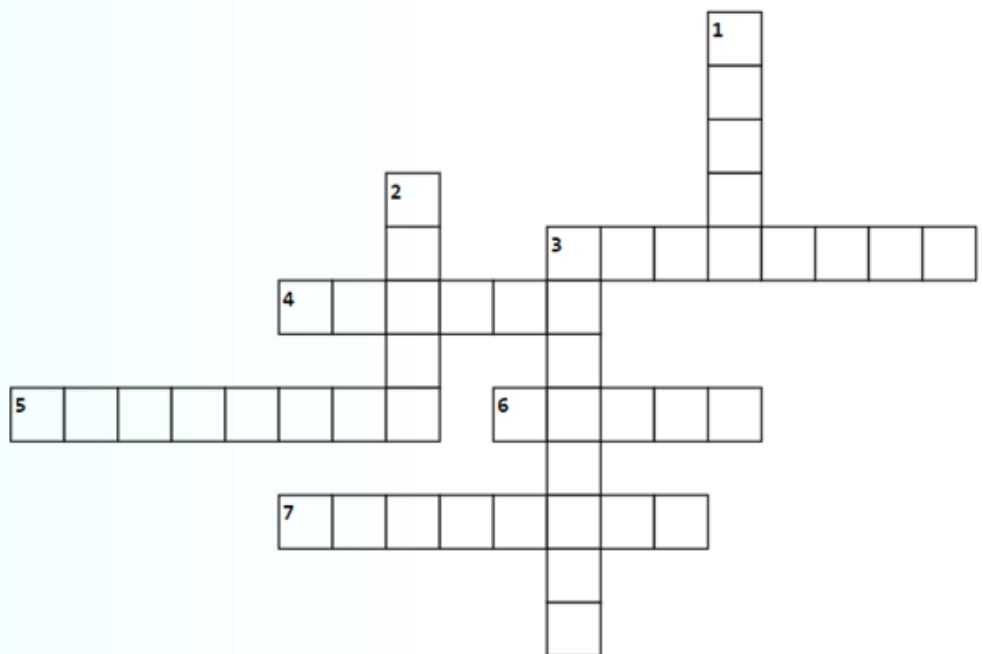
Preventative dental care means finding and stopping dental issues before they happen. Solve the puzzle to find out how!

Across

3. _____ in between your teeth can prevent dental disease.
4. Fluoride treatments help make your tooth _____ strong.
5. _____ help prevent dental disease.
6. Many health insurance plans _____ preventative dental care.
7. _____ helps prevent cavities.

Down

1. Finding dental issues early on can reduce treatment _____.
2. _____ help dentists look for problems in your teeth and the bones in your mouth,
3. _____ helps prevent tooth decay.



Down: 1. Costs, 2. X-rays, 3. Fluoride
Across: 3. Flossing, 4. Enamel, 5. Checkups, 6. Cover, 7. Brushing

LET'S PREVENT IT!

What to Do if You Get the Flu

Most people get the flu during the fall and winter. Flu cases often increase in October. Most of the time flu activity peaks between December and February, although some people can get it as late as May. It is best to get your flu shot in the early fall, so you don't get sick. If you get the flu, here are some tips to help you get better and to stop the spread:



Stay at home. When you can, stay at home if you get sick. This will help stop the spread of your illness to others.

Cover your mouth and nose. Covering your mouth while sneezing and coughing will help stop the spread of germs. The flu and other illnesses like COVID-19 are spread by droplets from coughing and sneezing.

Wash your hands. Washing your hands throughout the day will help stop the spread of germs. Use hand sanitizer if you can't get to soap and water.

Practice other good health habits. Get lots of sleep, lower your stress, drink plenty of fluids, and eat healthy food.

<https://www.cdc.gov/flu/prevent/actions-prevent-flu.htm>

Trying to Quit Smoking? *YOU CAN DO IT!*

Smoking and Tobacco

It's not easy to quit smoking, but it is possible! You just have to make a decision and prepare for this. Smoking is a major health problem. This is because cigarettes contain the chemical nicotine. In just days of smoking, someone can get addicted to nicotine. Tobacco can be as addictive as cocaine or heroin. This means that once a person starts to smoke, it's very hard to stop.

Some effects of tobacco use can include:

- Coughing
- Throat irritation and hoarseness
- Getting more colds
- Shortness of breath

Resources

If you would like to quit and you are ready, there is help for you. In Arizona, the Arizona Department of Health Services offers help through the Arizona Smokers' Helpline (ASHLine). This resource can help you get the tools you need to quit, for good. They even have Quit Coaches that can help you along the way! Please visit www.ashline.org or call (800) 55-66-222, 24 hours a day, 7 days a week for more information.





MENTAL HEALTH AWARENESS

Veteran Suicide and Prevention: Words from a Fellow Veteran

Military Service Men, Women and Veterans are a unique group of Americans. Veterans, like me, and current active duty Military Service Men and Women were/are willing to risk their lives for American rights. When I joined, I did not think about losing my life or wanting to take my own life. However, my life did turn dark. Veterans can go through many life events after they leave the military. They go through opportunities and challenges.

As Veterans or Military Service Members, our lives have been changed forever. Veterans across the Nation can feel alone or like they have no one to turn to, just like I did before I reached out for help. You are not alone. There is strength in reaching out if you feel any of the following:

- Feeling alone
- In a dark place
- Feeling like no one will understand you
- Feel like there is no one to turn to or no way out

There is help for you no matter what you are going through.

What can you do to cope with suicidal thoughts and behaviors? You are not alone. Reach out to family, friends, "battle buddies" and the community resources listed on this page. These community resources will "have your back". They are there to help you heal and keep you safe.

Contact our Customer Care Center for referrals and resources and/or call following hot lines for support

Make the Connection

www.maketheconnection.net

Veterans Crisis Line

No cost, confidential support 24 hours a day, 7 days a week, 365 days a year. If you are having thoughts of harming yourself, you can talk to family, friends, or call the Veterans Crisis Line

(800) 273-8255 and press 1

Text 838255 | Chat Online

www.veteranscrisisline.net/get-help/chat

National Suicide Prevention Lifeline

www.suicidepreventionlifeline.org

(800) 273-8255

Eldervention Program

(602) 864-4357

Be Connected

www.beconnectedaz.org

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

Crisis Text Line

www.crisistextline.org

Text HOME to 741741

HopeLine

(877) 235-4525 | Text (919) 231-4525

IMALive

www.imalive.org | (800) 784-2433

Spanish Speaking Crisis Line: (800) 784-2432

LaFrontera EMPACT-SPC Rally Point

www.lafrontera-empact.org

Crisis Line (480) 784-1500/ (800) 273-8255

The Impact of Social Determinants of Health on Youth

Social determinants of health are the conditions in which people grow, live, learn and work. They include things like:

- Economic status
- Education
- Housing
- Employment
- Social and community support
- Access to healthcare

It is important to address social determinants of health. This can make your health better. It also reduces gaps in services. COVID-19 brought on a lot of changes for families. Children were affected by a change in the way they learn. Providers and caregivers are concerned with the rise in emotional changes. There has also been a rise in behavioral changes. Some youth have reported feeling anxious and sad due to being away from friends and teachers. Healthcare professionals and caregivers are trying to help youth who are going through these changes. The increased need for provider support has led them to address concerns with access to care. They are also looking into services for youth.

It is important to have access to behavioral and emotional support. This is even more important for families who cannot access direct services. Some children are going back to school in person. However, they still need support services. This is even more important as youth get used to changes. Now is an important time to talk about mental health and suicide prevention.

Below is a list of resources to help:



211 Arizona

www.211arizona.org | Dial 211

MIKID | www.mikid.org | (602) 253-1240

Arizona Self-Help

www.arizonaselfhelp.org

Family Involvement Center

www.familyinvolvementcenter.org
(877) 568-8468

National Alliance on Mental Illness Arizona (NAMI)

www.namiarizona.org | (480) 994-4407

Raising Special Kids

www.raisingpecialkids.org | (800) 237-3007

Caring Connections

www.ccsneeds.com | (520) 639-9006

Teen Lifeline

www.teenlifeline.org | (800) 248-TEEN (8336)

The Trevor Project

Suicide Prevention for LGBTQ Youth

www.thetrevorproject.org | (866) 488-7386
Text STAR to 678678

National Council on Alcoholism and Drug Dependence, Inc. (NCADD)

(800) 622-2255 | www.mentalhealthresources.org

Arizona Opioid Assistance and Referral (OAR) Line

| (888) 688-4222

SAMHSA Find Treatment

www.samhsa.gov/find-treatment
800) 662-HELP-(4357)

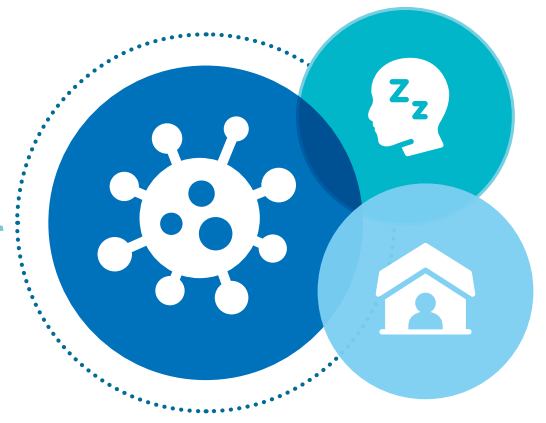
National Institute on Drug Abuse (NIDA)

www.drugabuse.gov

Partnership to End Addiction

Schedule a Call or Email a Specialist
www.drugfree.org | Text CONNECT to 55753

MENTAL HEALTH AWARENESS



Pandemic Response

Over 40% of adults have had symptoms of mental health issues during the COVID-19 pandemic. Feeling stressed and overwhelmed? **You are NOT ALONE.**

There is help for our members and community.

COVID-19 Hotline: Dial 2-1-1

Get the information you need to stay safe and healthy during this outbreak. Dial 2-1-1 (you must be in Arizona to reach the hotline). The hotline is open every day from 8:00 a.m. to 8:00 p.m. You can get help in English or Spanish.

The information provided includes:

- How to prepare for and prevent COVID-19
- Testing for COVID-19
- Populations at higher risk from COVID-19
- What to do if an individual gets sick
- COVID-19 and animals

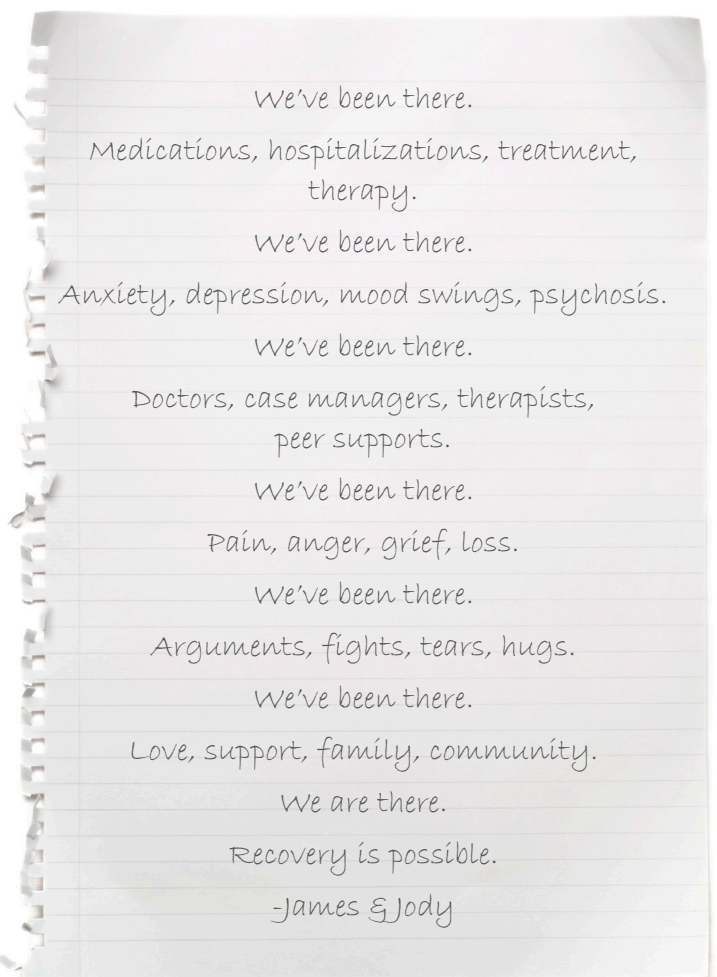
Visit www.resilientarizona.org for more resources. You can also call the B – UFC/ACC Customer Care Center at (800) 582-8686, TTY 711 or visit www.BannerUFC.com/ACC.



Substance Use

Substance use and addiction can cause hardship among families. This makes it harder to deal with. Recovery is a journey for both individuals and family. Know you are not alone.

“We’ve been there: A story of pain, love and recovery”



We've been there.

Medications, hospitalizations, treatment, therapy.

We've been there.

Anxiety, depression, mood swings, psychosis.

We've been there.

Doctors, case managers, therapists, peer supports.

We've been there.

Pain, anger, grief, loss.

We've been there.

Arguments, fights, tears, hugs.

We've been there.

Love, support, family, community.

We are there.

Recovery is possible.

-James & Jody



ASK YOUR PHARMACIST

Tips from Your Pharmacy Team

Our pharmacy team works every day making calls to make sure that you have the medicine you need. Here are some tips from them to make sure you don't run out of your medicine.

- **Medication refills** many times will require an appointment if it has been longer than six months since you were last seen.
- **It is important to keep your appointments**, and if you miss one, call the office to make another one.
- **To make it easier to see your provider, many are doing telemedicine.** You can have your appointment by video chat or with a call. This is a safe and secure way to stay connected with your doctor. Check with your doctor's office to see if they do this.
- **Your provider may need you to get labs done before renewing some of your medicine.** If you need labs, remember to schedule your appointment. Get them done as soon as you can.
- **Diabetic testing supplies:** Your insurance covers Freestyle products. Other brands will cost you more. Ask your doctor to send a new prescription to your pharmacy.
- **As a reminder:** Ask for 90 days supplies on your medicine and ask your pharmacy to put you on auto refill. If you have a hard time getting to the pharmacy, ask if they can deliver, or change to home delivery pharmacy.

Tools on your HEALTH PLAN PORTAL

Find a pharmacy:

[www.BannerUFC.com/ACC/
search-tools/find-a-pharmacy](http://www.BannerUFC.com/ACC/search-tools/find-a-pharmacy)

Look up what medications are covered or what will need your drug plan's approval first:

[www.BannerUFC.com/ACC/
plan-information/
plan-materials](http://www.BannerUFC.com/ACC/plan-information/plan-materials)





Banner University Family Care

2701 E. Elvira Rd.
Tucson, Arizona 85756

Covered services are funded under contract with AHCCCS

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Meet Pyxir, a new friend to count on!

A small, friendly-looking robot with a white body, a blue face, and a green heart on its chest. It is positioned on a green hill, looking up towards the sun and clouds. A speech bubble above it says "Hi friend...".

Hi friend...

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No one should go through life's challenges alone.
That's why our friendly robot Pyxir and the
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- Feel better each day with companionship and humor

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