

House Call

WWW.BANNERUFC.COM/ACC

WINTER
2018 - 2019



INSIDE THIS ISSUE

**What is Cultural
Respect?** pg.2

**American Indian
Integration** pg.3

Chronic Disease
pg.4

Power Me A2Z
pg.6

HIV and Pregnancy
pg.7

Prenatal Care
pg.8

STD's pg.9

Suicide Prevention
pg.12

**My Complete Care
Portal** pg.16

New Name, Same Plan!

University Family Care (UFC) is now called Banner – University Family Care/ACC (BUFC/ACC)! BUFC/ACC is an AHCCCS Complete Care contractor. Our plan offers physical and behavioral health services for our members.

What we didn't change was our wide provider network or the way we serve our members.

Need to find a doctors or hospital in your area? Check out our quick provider look up! www.bannerufc.com/en/acc/find-a-provider. It's a great tool to help you search for a provider in your area. This site also has options to find a Sonora Quest lab, pharmacy, or dental provider near you.

Our website www.bannerufc.com/acc also has other great resources for members. Here are just a few that many be helpful to you:

- Member Handbook
- Drug List
- Member Newsletters
- Benefits and services info

Old Health Plan Name:



THE UNIVERSITY OF ARIZONA
HEALTH PLANS

University Family Care

New Health Plan Name:



**Banner
University Health Plans**
Banner – University Family Care



Did you know that beliefs, values, and preferences can impact your health?

Here are some examples:

- Religious background.
- Food preference.
- Concepts of disease, sickness and health.
- Eye contact.
- Touch.
- Language.

We encourage you to tell your doctor about your beliefs, values, and preferences. If you cannot speak to your provider because of a language barrier, please contact our Customer Care Center. We can schedule a telephonic interpreter to help with your appointment.

Call us and let us know if we have overlooked anything that is important to you. We will try to help, including setting up appointments with Sign Language services.

We want you to be comfortable with the people and services that make up BUFC/ACC.

Customer Care Center (800) 582-8686. TTY 711.

Our 2019 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.

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.





American Indian Integration to BUFC/ACC

Starting October 1, 2018, American Indians AHCCCS members had the option to choose of one of seven AHCCCS Complete Care (ACC) plans in the central part of the state. In the southern part of the state, American Indians had the option to choose from three plan choices. During the month of November 2018, American Indians could choose to stay in their assigned health plans or choose to change health plans. As always, American Indian members can use an Indian Health Service or a 638 facility, regardless of their enrollment choice.

Banner – University Family Care/ACC (BUFC/ACC) welcomes our American Indian members. We provide integrated care for Physical health services, Behavioral health services, Children’s Rehabilitation Services, and Long-Term Care. We have a network of integrated providers that will serve your healthcare needs. We are excited to serve our American Indian members and look forward to improving your quality of health care.





Finding an In-Network Provider

You 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.ufcaz.com.

Let us know if you need help in locating an in-network provider. Please call Customer Care Center at (800) 582-8686. TTY users call 711.



Chronic Disease

More than half of all Americans live with at least one 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.

The ten most common chronic illnesses are:

- High Blood pressure (Hypertension)
- High Cholesterol
- Arthritis
- Diabetes
- Chronic Kidney disease
- Coronary Heart Disease
- Heart failure
- Depression
- Alzheimer's disease and Dementia
- COPD (Chronic Obstructive Pulmonary disease)

You might wonder if there is anything you can do to prevent the start of a condition, or make managing an existing condition easier? The answer is YES!

High Blood Pressure- 58% of older adults are treated for High Blood Pressure. Things you can do to try and prevent or reduce include:

- Keep a healthy weight. Losing 10 lbs. can reduce high blood pressure
- Manage your stress levels
- Watch your salt and alcohol use
- Exercise daily, include stretching, muscle strengthening, and active intensity activities
- Check your blood pressure regularly. Stay in the know!

High Cholesterol- 47% of older adults are treated for High Cholesterol. Here's what you can do:

- Be active very day
- Stop smoking and excessive alcohol drinking
- Manage your weight
- Decrease eating fatty foods

Arthritis- 31% of older adults are treated for Arthritis. These are ways to delay or manage symptoms:

- Exercising 5 times a week for at least 30 minutes
- Stay at your recommended weight. Just losing 11lb. can remove 4 lbs. of pressure on your knees
- Make sure to always support your back, legs and arms.
- No smoking

Coronary Heart Disease- 29% of adults are treated for heart disease. What can help?

- Stay away from fatty foods. Limit sugar and salt
- Try to get 7 to 8 hours of sleep
- Manage your stress levels
- Regular cardio exercises
- Quit smoking



Diabetes- 27% of older adults are treated for diabetes. Here's how to manage or keep from developing diabetes:

- Have a healthy diet
- Exercise for 30 minutes, 5 days a week
- Lose some weight if you are diagnosed with pre-diabetes

Chronic Kidney Disease- 18% of older adults are treated for Kidney disease. You can:

- Learn about what damages your Kidney. Diabetes and high blood pressure are the greatest risks
- Get checked regularly. Stay current on screenings
- Decrease your risk for high blood pressure and heart disease

Depression- 14% of older adults are treated for depression. What can help?

- Manage your stress levels
- Eat Healthier
- Exercise regularly
- See treatment if you feel symptoms are getting worse

Alzheimer's disease and dementia- 11% of adults are treated for Alzheimer's and other forms of dementia. Although there are factors you can't control like age or family history, try including the following habits in your life:

- Exercising regularly
- Getting at least 7 hours of sleep
- Eating foods that help brain activity

COPD (Chronic obstructive pulmonary disease) - 11 % of older adults are treated for COPD.

- #1 way to prevent COPD- Quit Smoking
- If you already have COPD, continue seeing your doctor. and get the Flu and Pneumonia shots as recommended by your doctor.

Immunizations

Children and babies need many different vaccines for maximum protection. They also need all the doses of these vaccines.

This is based on a recommended schedule.

Not getting these vaccines or doses leaves them vulnerable to serious disease.

Vaccines are also important for teens' protection. Schools require vaccines for entrance. Check with your child's doctor. He/she can answer questions about the vaccines your child needs.



WIC

Women, Infants and Children (WIC)

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 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 find nearby clinics. Go to the App Store or Google Play and search for EzWIC.

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 partners to be tested BEFORE you have sex. Use latex condoms when having sex. Never share drug needles – no cost needles may be available where you live. 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 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-6months 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 6 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 deliver, you should see your provider right away . for more information on after birth warning signs visit: https://cdn.ymaws.com/www.ahwhonn.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.

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 should be done at least every 3 years and 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!

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. 2 out of 5 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



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 the 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 azwic.gov

What to do if your pharmacy denies your prescription?



Call Customer Care and we will help you find out what happened. We can tell if your pharmacy record has your correct insurance information. We can also tell if information was entered incorrectly by the pharmacy. At times, it may be because medicine needs to be authorized by BUFC/ACC. Before you leave the pharmacy, you can ask the pharmacy staff to call us and we will help. You can also call us directly before you leave the pharmacy so we can take care of the issue right away.

If you have MEDICARE, it is important to show your MEDICARE CARD at the pharmacy. MEDICARE PART D will pay for most of your prescriptions. AHCCCS will only pay for those medicines that MEDICARE PART D does not pay. Always remember that our BUFC/ACC pharmacist will work with you to help find the best options.

Getting Your Urgent Behavioral and Physical Healthcare Needs Met

Did you know many health care concerns can be handled at an urgent care? This can be easier and faster than going to an emergency department. BUFC has started the Banner Urgent Care pilot. The pilot is designed to meet your urgent physical and behavioral health care needs. We partnered with community behavioral health providers. Our partners are: COPE, CODAC, La Frontera, La Frontera-Empact, Intermountain Centers, Pathways and Banner Urgent Cares. They all work together to meet member's urgent needs. Any member can be referred by one of these behavioral health providers to Banner Urgent Care. They will share information about symptoms and history prior to a member going to the Urgent Care. After completion of treatment, coordination of care ensures follow up services are arranged.

Reasons to use the Banner Urgent Care pilot:

- Coordination of health care needs through referral or walk-in to expedite care
- Banner Urgent Cares:
 - Use fully certified medical staff
 - Allow for much shorter wait times than other emergency settings, such as emergency departments
 - Complete care usually within 1 hour
 - Open between 8 AM to 9 PM

Banner Urgent Cares can treat common illnesses, minor injuries or behavioral health symptoms such as:

- Stomach pain, nausea, vomiting and diarrhea
- Urinary tract infections/burning on urination
- Cold and flu symptoms including fevers
- Cuts in needs of stitches
- Simple fractures or sprains
- Ear infections
- Headaches
- Back pain
- Routine health care such as immunizations
- Anxiety/panic
- Depression
- Substance use
- Medication associated issues

*For additional information related to Banner Urgent Care go to:
<https://www.bannerhealth.com/getcarenow/urgent-care-services>*

The Banner Urgent Care sites participating in the pilot include the following:

- 1120 S Gilbert Rd, Mesa, AZ 85204, phone number (480) 827-5720
- 7952 N 43rd Ave, Glendale, AZ 85301, phone number (623) 465-6330
- 3611 N Campbell Ave, Tucson, AZ 85719, phone number (520) 694-4650



Suicide Prevention

Suicide is the tenth leading cause of death in Arizona, touching nearly every family in some way. With education, awareness, and communication, we can work together to prevent suicides in our community.

What are the Risk Factors?

Risk Factors may include:

- Depression
- Substance abuse
- A prior suicide attempt
- Having an immediate friend or family member who has died by suicide
- Adverse childhood experiences

Warning signs may include:

- Talking about wanting to die
- Having a plan to die by suicide, which may include giving away expensive personal items and pets
- Talking about being a burden to others
- Being in physical or emotional pain
- Increased use of drugs or alcohol
- Anxiety or depression
- A noticeable change in sleeping patterns
- Antisocial behavior

Who is at risk for suicide:

Suicide touches all communities. However, there are groups who are more at risk than others. In Arizona, these include:

- Those age 65 and older. Of particular concern are seniors who live alone.
- American Indians. In Arizona suicide is the second leading cause of death for American Indian children.
- Those with a substance use issue. Research show 70% of those who die by suicide are using substances at the time of death.
- Those who have served in the military
- Teens

How do I help?

You do not have to be doctor or counselor to get help for someone who is thinking about suicide. Research shows that once a risk of suicide has been identified, using talk therapy and medications can make a big difference. If you know someone who you think is showing the warning signs of suicide, there are things you can do to help:

- Ask them if they are thinking about killing themselves. (*This will not put the idea into their head or make it more likely that they will attempt suicide.*)
- Listen without judging and show you care.
- Stay with the person (or make sure the person is in a private, secure place with another caring person) until you can get further help.

- Remove any objects that could be used in a suicide attempt.
- If danger for self-harm seems imminent, call 911.

As loved ones, friends, professionals and as a community, we want to stop any and every suicide from occurring. Educate yourself and those around you about suicide. Always remember that there are phone numbers that you can call for immediate help.

**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/ACC Customer Care 1-800-582-8686

Crisis Response Network (CRN)

1-800-631-1314

1-800-327-9254 (TTY)

1-877-756-4090

If an emergency, call 911

**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
- BUFC/ACC at (800) 582-8686



Quitting Smoking Is Hard, But You CAN DO IT!!

Facts About Smoking and Tobacco

Quitting smoking is probably the hardest thing to do, but you can quit!! You just have to make your mind up and be ready for this. You probably know this, but 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 signs of tobacco use can include:

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

If you smoke:

If you are ready, in Arizona, the Arizona Department of Health Services has help for you, it is called the ASHLINE. This resource can help you get the tools you need to quit, for good.

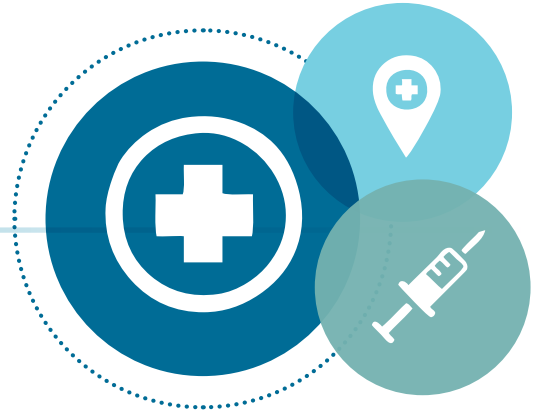
Please contact <https://ashline.org/about-quit-coaching/>

Probably the best possible solution will likely include getting support and using medications together. You can get these resources at the ASHLINE. Just visit the website and get there. Go ahead, give it a try, you have nothing to lose and a lot to gain.

**Call ASHLine (Arizona
Smoker's Hotline) if you
need help or information
about quitting tobacco
(800) 566-6222.**

*ASHLine services are
at no cost to you.*





No Flu for You



Everyone ages 6 months and older should get a flu vaccine every flu season.

The flu season may last from October through February every year. The flu vaccine will protect against the flu virus. The flu virus can cause you and your child to become very ill and may even need to go to the hospital. Sadly, children die every year during the flu season. The best protection for you and your child is the flu vaccine. Please speak to your doctor about the flu vaccine.

Getting a Job

Having a job can be a key part of recovery and your overall wellness. Working can boost self-esteem and help you feel better. People who work feel like they are part of something. Even so, many people are afraid of going to work due to a lack of job skills and fear of losing benefits.

Luckily, there are ways that you can get help to get ready for a job, find a job, and keep a job, and you may be eligible to receive these services. The agency where you already receive services may even have people who are trained to help you look for work. Things they may help with are writing a résumé, practicing for interviews, looking for jobs, job coaching, and acting as a support during your job search. You will also be introduced to other employment programs, such as the state's Vocational Rehabilitation program.

Many people spend months and even years trying to get on Social Security and don't want to risk losing it if they are working, but did you know that both AHCCCS and Social Security have programs in place to help people start working without the risk of losing their benefits? Take control of your life. Let us help you find that perfect job that's right for you.



For more information on any of Banner's Employment Services or the programs listed, visit Banner's Website at:

<https://www.bannerufc.com/acc/resources/employment-services>



Transportation

Non-emergency medical transportation is provided for our members to and from appointments. If you would like to schedule a ride for your appointments, please call at least 72 hours before your scheduled visit. If you have an immediate need for a ride please call us right away and we can help.

If you live in a rural area, please make sure you know the mile marker or a description of your physical location.

For example, you may say, "Travel on highway 86 and exit on mile marker 111. I am on the east side of the school, in a beige house, and there's a blue car parked out front."

The more information you can give us about your location the better we are to find you and get you to your appointment on time.

You may call our Customer Care Center at (800) 582-8686 to schedule your ride.



My Complete Care Portal

As part of the Banner family, our goal is to help you be healthy! Make your life easier with Banner's Complete Care Portal.

Access your health care information, change your doctor, or get a new Member ID Card — all from your mobile phone or your home computer!

To sign up, go to bannerufc.healthtrioconnect.com

If you have questions, please call our Customer Care Center at (800) 582-8686, TTY 711.



Stay Connected



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 things like:

- Health News & Initiatives
- Community Events
- #FeelGoodFriday: Mental and Physical Wellness, Healthy Recipes, Exercise Tips

Stay connected – like us on Facebook!

www.facebook.com/BANNERUFC

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

Pyx Health™ Mobile App

A mobile app made just for you!

As part of the Banner family, our goal is to help you take care of yourself!
Make your life easier with Banner's on-the-go mobile app.

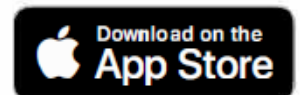
Hello, my name is Pyxir



"I love this app so much! I enjoy chatting with Pyxir each day, he is funny and makes me laugh. Pyxir has helped me connect with my brother and best friend so I feel less lonely. Using this app makes me feel like I have a team rooting for my success"

Member of the Pyx Community

Download the App

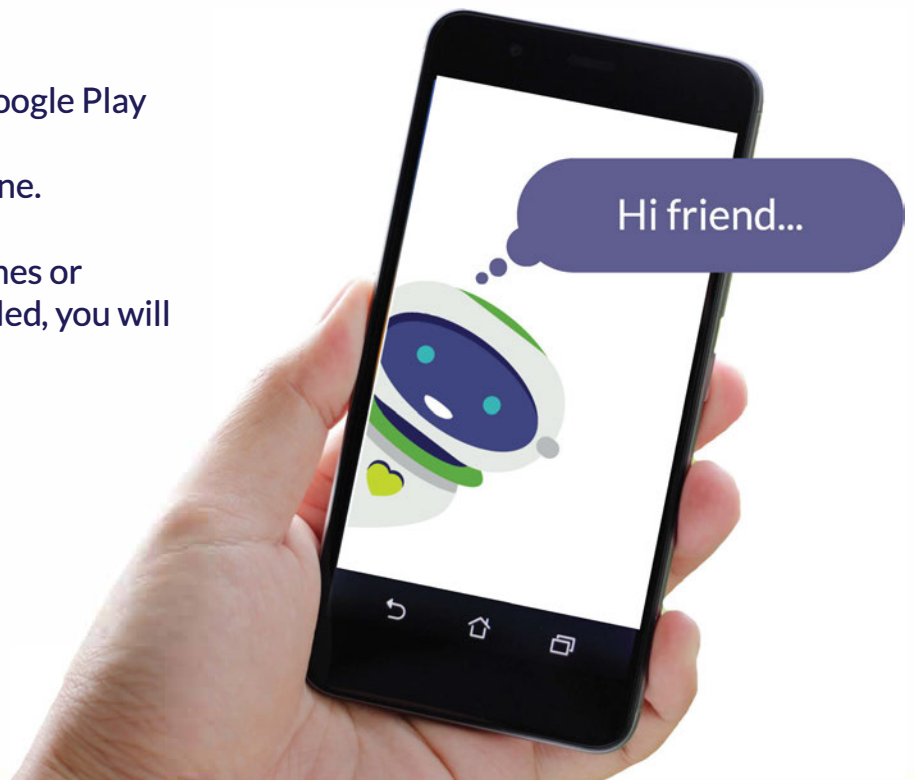


Download Pyx Health Mobile App today on your mobile phone! Here is how –

Search 'Pyx Health' in the iTunes or Google Play store to download OR you can visit www.hipyx.com from your mobile phone.

Download the app from either the iTunes or Google Play store. Once it is downloaded, you will be asked to put in the code below:

Use code: Banner!



If you have any questions, let us help you, call us at 520-955-8912

Multi-language Interpreter Services

English | ATTENTION: If you speak English, language assistance services, free of 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 yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'dęę, t'áá jiik'eh, éí ná hóló, kojí' hódíłnih (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).

عربي (Arabic) |

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

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

ከጊዜ (Assyrian) |

[illegible]

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).

Nondiscrimination Notice

Banner – University Family Care/ACC (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 Any Mayer. 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:

continues on page 20

2701 E. Elvira Rd.
Tucson, Arizona 85756

continued from page 19 | Nondiscrimination Notice

Ana Mayer, Grievance and Appeal Director
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@bannerhealth.com

You can file a grievance in person or by mail or fax. If you need help filing a grievance, Ana Mayer, Grievance and Appeal Sr. Manager, 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