

# House Call

WWW.UFCAZ.COM

SUMMER 2018



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## AHCCCS Complete Care FAQs

**Q:** What is an AHCCCS Complete Care Health Plan (ACC Plan)?

**A:** Today most AHCCCS members have one health plan for physical healthcare services, and one health plan for behavioral healthcare services. An ACC Plan will join physical and behavioral health services together. As a member, you will benefit by only having one health plan. An ACC Plan will also provide services for members with Children's Rehabilitative Services (CRS) conditions.

**Q:** Is University Family Care an ACC Health Plan?

**A:** Yes, but we will have a new name. Our ACC Plan will be called Banner – University Family Care.

**Q:** What counties will be served by Banner – University Family Care?

**A:** We will serve: Cochise, Gila, Pinal, Graham, Greenlee, La Paz, Maricopa, Pima, Santa Cruz, and Yuma counties.

*[Note: Zip codes 85542, 85192, 85550 are part of our service area].*

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## We are on Facebook too!

Search for @ufcaz and give our page a thumbs up.





## Cultural Competency

# Important Information for Our Dual Eligible Members

If you have our Medicare Advantage plan you may receive an Integrated Denial Notice (IDN) from us for services that you received from your healthcare provider. Medicare requires that these notices be sent so that you are aware of services that have been denied.

### When do we deny a claim from a provider?

- The product or service is not a covered benefit under your Medicare Advantage Plan
- The provider waited too long to bill us (Medicare has rules about filing claims timely)
- The product or service required prior authorization but the provider performed the service without pre-approval
- The product or service is not medically necessary based on health plan or Medicare rules

We also let the provider know and they can take steps, in some cases, to correct the issue. We will also provide you with information to appeal the denial.

***A provider should not bill you for those denied services, if they do, please call us at (800) 582-8686 and we can assist you.***



## What is Cultural Respect?

Culture is often described as the combination of a body of knowledge, a body of belief and a body of behavior. It involves a number of elements, including personal identification, language, thoughts, communications, actions, customs, beliefs, values, and institutions that are often specific to ethnic, racial, religious, geographic, or social groups. For the provider of health information or health care, these elements influence beliefs and belief systems surrounding health, healing, wellness, illness, disease, and delivery of health services.

The concept of cultural respect has a positive effect on patient care delivery by enabling providers to deliver services that are respectful of and responsive to the health beliefs, practices and cultural and linguistic needs of diverse patients.

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# Human Immunodeficiency Virus (HIV)

HIV is a virus that attacks and kills crucial immune system cells. 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 of 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 – free 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. 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.





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**Please contact  
University Family  
Care at any of the  
following:**

**Customer Care Center**

Phone: (800) 582-8686

**Compliance Officer's**

Phone: (520) 874-2847

**Compliance Department**

Fax: (520) 874-7072

Email:UAHPComplianceandAuditMailbox@  
bannerhealth.com

Mail: University Family  
Care Compliance & Audit  
Department.

2701 E. Elvira Rd.,  
Tucson, AZ 85756

**Confidential and  
Anonymous Compliance  
(ComplyLine) Hotline**

Phone: (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

**Website**

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

**Mail**

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

## Fraud, Waste, and Abuse

Fraud is purposely giving wrong or misleading information in order to receive a benefit or some type of service. Abuse of the program is provider practices or member practices that result in an unnecessary cost to the AHCCCS program. Waste is over using services or misusing resources or practices.

Unfortunately, Fraud, Waste and Abuse are not as uncommon as you would think. Please see some of the most common examples:

**Member Fraud and Abuse includes, but is 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
- Not meeting professional standards for health care
- Using billing codes that pay higher rates 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 every one. If you suspect a possible case please report it immediately.

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



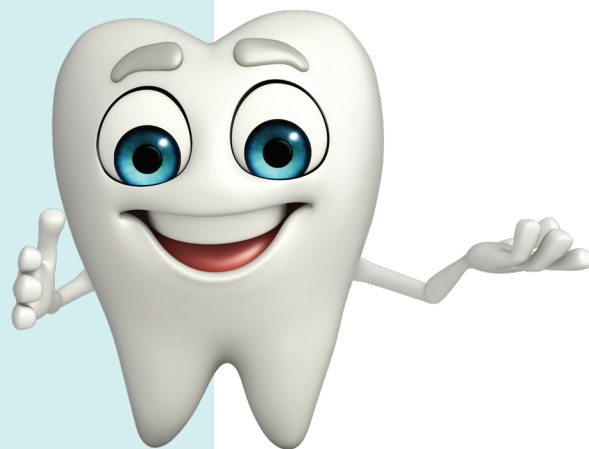


# Prevention is Key to Your Child's Dental Health

Tooth decay is preventable. Routine dental exams and cleanings are covered benefits. UFC covers one dental checkup every six months for children through 20 years of age. Ask your dentist about the application of fluoride varnish and sealants. All these steps help prevent tooth decay.

Baby teeth are important, too! Some primary care doctors are able to apply fluoride varnish for babies from 6 months up to 2 years. Customer Care can help you locate a certified PCP.

Please call Customer Care if you have any questions. We can provide you with Dental Home (assigned dentist) contact information. If you wish to change your dental home, or need a ride to the dentist, we can also help you.



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## AHCCCS Complete Care FAQs

### AHCCCS Complete Care FAQs

**Q: When is the change to ACC Plans happening?**

**A:** AHCCCS Complete Care starts on October 1, 2018

**Q: Will I be assigned to an ACC Plan?**

**A:** Members in University Family Care in the following counties: Cochise, Gila, Pinal, Graham, Greenlee, La Paz, Pima, Santa Cruz, and Yuma will stay with their current health plan – named Banner University Family Care. Members will have choice of other ACC Plans in their annual enrollment choice month. Members in University Family Care that live in Yavapai County will be assigned an ACC Plan but will also be allowed to choose a different ACC Plan available in their area.

**Q: Can I continue to see my same providers?**

**A:** Members should review the network of their ACC Plan to see their plan's providers.

**Q: Will my ACC Plan offer a Medicare Advantage Plan?**

**A:** Yes, Banner – University Family Care offers a Medicare Advantage Dual Special Needs Plan. This will allow members to align their Medicare and ACC Plans.

**Q: Will my covered services change?**

**A:** Members will still have access to the same AHCCCS covered services with ACC Plans as they do with current health plans and Regional Behavioral Health Authorities.

## 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.



## 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](http://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.



## Family Planning

Family Planning services are available for members of reproductive age. This includes males and females. We can help members who voluntarily choose to delay or prevent pregnancy. Your provider can help you choose birth control methods that will work for you. They can help you obtain family planning services and supplies.

Call your provider if you need family planning services or supplies from a provider that is not in network. You can also call our Customer Care Center or your Maternal Child Health Care Manager at (800) 582-8686 for assistance. TTY users call 711.

### Family Planning services include:

- Contraceptive counseling, medication and/or supplies including but not limited to: oral and injectable contraceptives, sub-dermal implantable contraceptives, intrauterine devices, diaphragms, condoms, spermicidal foams and suppositories
- Natural family planning education or referral to qualified health professionals
- Post-coital emergency oral contraception within 72 hours after unprotected sexual intercourse (RU486 is not post-coital emergency contraception)
- Pregnancy screening
- Screening and treatment for sexually transmitted infections
- Associated medical and laboratory examinations and radiological procedures, including ultrasound studies related to family planning
- Medications when associated with medical conditions related to family planning or other medical conditions
- Treatment of complications resulting from contraceptive use, including emergency treatment
- Sterilization services for members over 21 years of age

### Some services are not covered as part of Family Planning, such as:

- Infertility services (testing, treatment, or reversal of a tubal sterilization or vasectomy)
- Pregnancy termination counseling
- Pregnancy termination, unless you meet specific conditions
- Hysterectomies done only as a method of family planning

Call our Customer Care Center or your Maternal Child Health Care Manager at (800) 582-8686. TTY users call 711. We can help you find a provider, make an appointment or schedule transportation.

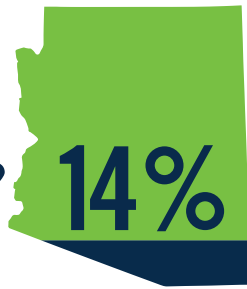
# It's Time To Quit Smoking!

## UFC can help you quit tobacco

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 (800) 582-8686. TTY users call 711.

### WHO IS STILL SMOKING?

14% of adults in Arizona still smoke.<sup>1</sup>



### DEATHS FROM SMOKING IN ARIZONA

8,300

adults die each year from smoking.<sup>1</sup>



115,000

kids in Arizona will die prematurely from smoking.<sup>1</sup>

## THE TOLL OF TOBACCO

11

MILLION

packs of cigarettes are bought or smoked by kids each year.<sup>1</sup>

10.1%

of high school students smoke.<sup>1</sup>

27.5%

of high school students use e-cigarettes.<sup>1</sup>

4,300

kids become new daily smokers each year.<sup>1</sup>

Source: <https://ashline.org>

**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.*



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*What is Cultural Respect?*

## **Why is cultural respect important?**

Cultural respect is critical to reducing health disparities and improving access to high-quality health care, health care that is respectful of and responsive to the needs of diverse patients. When developed and implemented as a framework, cultural respect enables systems, agencies, and groups of professionals to function effectively to understand the needs of groups accessing health information and health care—or participating in research—in an inclusive partnership where the provider and the user of the information meet on common ground.

# **Well-Women's Preventative Care Visits**

University Family Care (UFC) encourages all of our female members to get regular preventative care services. Well-Women's Preventative Care services as well as other preventative care and screening services, are available without copayment. An Annual Well-Woman Preventative Care visit will help identify health concerns and promote healthy lifestyles habits. They reduce or prevent risk for various health problems. These Well-Woman Preventative Care services include, but are not limited to:

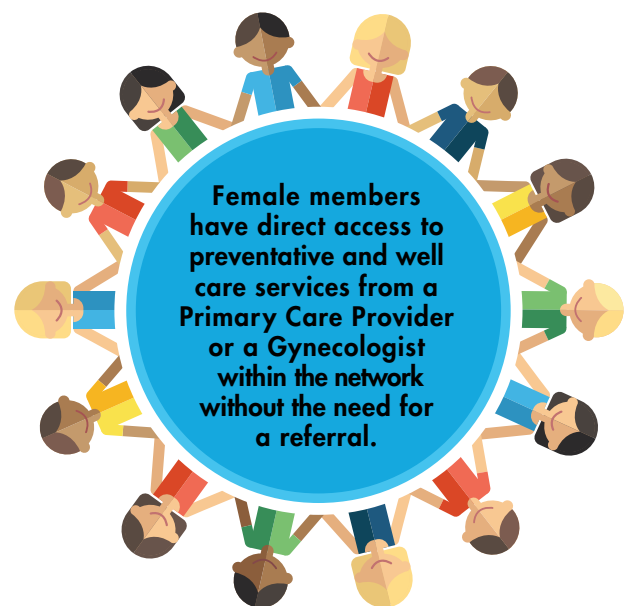
- A physical (wellness) exam that assesses overall health
- Clinical breast exams and/or mammograms (based on age and medical need)
- Pelvic exams, cervical cancer screening including pap smear
- Immunization including the availability of the Human Pappilovirus (HPV) vaccine as recommended for females between 11 and 26 years of age
- Testing as appropriate for your age and risk factors
- Initiating referrals for further testing, care and treatment if/when needed

Additional screenings and counseling which focus on minimizing health risks and maintaining a healthy lifestyle may include topics such as:

- Nutrition, physical activity and elevated body mass index (BMI) as an indicator of possible obesity
- Tobacco and substance use, abuse and/or dependency
- Anxiety or depression
- Interpersonal or domestic violence
- Sexually transmitted infections and/or HIV
- Colorectal cancer screenings
- Family planning counseling
- Pre-conception counseling

**Female members have direct access to preventative and well care services from a Primary Care Provider or a Gynecologist within the network without the need for a referral.**

**Call our Customer Care Center at (800) 582-8686. TTY users should call 711. We can help you find a provider, make an appointment or schedule transportation.**



# Prevent Type 2 Diabetes in Kids

**There's a growing type 2 diabetes problem in our young people. But parents can help turn the tide with healthy changes that are good for the whole family.**

Until recently, young children and teens almost never got type 2 diabetes, which is why it used to be called adult-onset diabetes. Now, about one-third of American youth are overweight, a problem closely related to the increase in kids with type 2 diabetes, some as young as 10 years old.

## **Weight Matters**

People who are overweight—especially if they have excess belly fat—are more likely to have insulin resistance, kids included. Insulin resistance is a major risk factor for type 2 diabetes.

## **Activity Matters**

Being physically active lowers the risk for type 2 diabetes because it helps the body use insulin better, decreasing insulin resistance.

## **Age Matters**

Kids who get type 2 diabetes are usually diagnosed in their early teens. One reason is that hormones present during puberty make it harder for the body use insulin, especially for girls, who are more likely than boys to develop type 2 diabetes.

## **Take Charge, Family Style**

Parents can do a lot to help their kids prevent type 2 diabetes. Set a new normal as a family—healthy changes become habits more easily when everyone does them together.

## **More Risk Factors**

These factors also increase kids' risk for type 2 diabetes:

- Having a family member with type 2 diabetes
- Being born to a mom with gestational diabetes (diabetes while pregnant)
- Being African American, Hispanic/Latino, Native American/Alaska Native, Asian American, or Pacific Islander
- Having one or more conditions related to insulin resistance

If your child is overweight and has any two of the risk factors listed above, talk to your doctor about getting his or her blood sugar tested. Testing typically begins at 10 years old or when puberty starts, whichever is first, and is repeated every 3 years.



## 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'anída'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) | فارسی

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

## 𐤁ܝܠ. (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

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

University Family Care:

- Provides free 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 free 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 Silvia Parra. If you believe that University Family Care 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 12*



## THE UNIVERSITY OF ARIZONA HEALTH PLANS

University Family Care

2701 E. Elvira Rd.  
Tucson, Arizona 85756

PRSRT STD  
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PAID  
PHOENIX, AZ  
PERMIT NO. 1921

### *continued from page 11 | Nondiscrimination Notice*

Silvia Parra, Chief Operating Officer  
2701 E. Elvira Road, Tucson, Arizona 85756  
Phone: (877) 874-3930, TTY users should call 711  
Fax: (520) 874-3434  
Email: [memberservicesinquir@bannerhealth.com](mailto:memberservicesinquir@bannerhealth.com)

You can file a grievance in person or by mail or fax. If you need help filing a grievance, Silvia Parra, Chief Operating Officer, 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](http://www.hhs.gov/ocr/office/file/index.html)