



# NEW MEMBER ORIENTATION

**Are you or a family member new to Banner – University Family Care/ACC (BUFC/ACC)?** As a BUFC/ACC member you have access to many benefits and services!

**Would you like to learn more about the services and benefits offered to help make your health care easier, so life can be better?** We are here to provide you with the support you need when you need it.

**Come join us for our New Member Orientation sessions** We want to inform you about the tools available to help you navigate the system.

Some of the topics to be covered include:

- Understanding services available to you
- How to get involved & have YOUR voice heard
- Accessing My Complete Care Portal
- Accessing Banner Nurse on Call
- How to file a complaint
- Transportation services
- Peer & Family Support and much more

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We will be serving a light meal and refreshments. Transportation and Spanish interpretation will be available.  
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For additional information on your benefits and services you can refer to your Member Handbook available online on our website at [www.bannerufc.com/acc](http://www.bannerufc.com/acc)

If you have any questions, you can email the OIFA Team at [oifateam@bannerhealth.com](mailto:oifateam@bannerhealth.com)

You can also call our Customer Care Center at (800) 582-8686. TTY 711.



**NURSE ON-CALL LINE**  
**(888) 747-7990. TTY 711.**

## 2019 LOCATION SESSIONS

### WHERE:

**CHEERS Recovery Center**  
**1950 West Heatherbrae Drive Suite 5,**  
**Phoenix, AZ 85015**

### DATE:

**Wednesday, May 15 | 12:30 to 2:30 p.m.**

**Wednesday, August 21 | 12:30 to 2:30 p.m.**

**Wednesday, November 20 | 12:30 to 2:30 p.m.**

**WE LOOK FORWARD TO MEETING YOU AND SEEING YOU THERE!**

**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).

**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)

Covered Services are funded under contract with AHCCCS.