

## The OIFA Team:

### OIFA Administrator

*Colleen McGregor, MADM, MPH*

### Member Advocacy, OIFA Associate

*Director JoAnne "Jo" Kautzman, MA*

### Veteran and Military Services

### Member Advocate

### Adult Member Advocate

### Children's Rehabilitative Services (CRS)

### Member Advocate

### Children's Member Advocate

### Community Liaison

OIFA brings their own unique lived experiences to their roles as peers and/or family's members being involved with justice, substance use, veteran, adult and children's systems as well as experience with children with special physical and behavioral health care needs.

## How to reach OIFA:

Reach us anytime. We are here to help!

[OIFATeam@bannerhealth.com](mailto:OIFATeam@bannerhealth.com)

B - UFC/ACC Customer Care Center

(800) 582-8686, TTY 711

Nurse On-Call (888) 747-7990

**Your life experiences and voice matter to us. Join one of our Community Councils or Committees today!**  
[www.BannerUFC.com/ACC](http://www.BannerUFC.com/ACC)



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

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## Office of Individual & Family Affairs (OIFA)



## Supporting Members and Families of Choice

At our core, OIFA extends supports to individuals & their families of choice as they navigate the public health system.

OIFA, offers advocacy support to overcome possible barriers that may arise in accessing one's care.

*Recovery is Possible for everyone we serve!*

### Our Mission:

OIFA promotes recovery, resiliency and wellness for individuals and families of choice who may face physical or behavioral health as well as substance use challenges.

### Recovery and Supportive Services

Recovery is a process of change through which individuals improve their health and wellness. Live self-directed lives, and strive to reach their full potential.

OIFA supports individuals and their families in their recovery journey. Recovery-oriented care and supportive services help individuals with behavioral and substance use challenges manage their conditions successfully.

We believe in empowering members and families. We believe members and their families have the right to have their voices heard and to be active participants in decisions regarding their health and well-being.

### What we do and how we can help

OIFA helps individuals & families navigate the health care system.

We offer support and guidance wherever and whenever it is needed.

We offer support through:  
Connecting with a Member Advocate to provide support in navigating the health care system. Member Advocates help to break down barriers.

Our Community Liaison who acts as a bridge between the Health Plan, community, and provider partners to support transitions in one's care, like hospitalizations or emergency room visits. Our Community Liaison works to connect members to supportive services leading to better health outcomes, member experiences and satisfaction.

If you are in need of help email us at: **OIFATeam@bannerhealth.com** and someone from the OIFA team will reach back out to in 24 hours or less.

**Get involved and have  
YOUR voice heard!**



### Our Council and Committee membership

Our committees include our members and their families who have had their own lived experiences in the healthcare system. They include individuals who want to engage and participate in making system-level improvements.

Your participation can impact positive change through:

- Identifying barriers to care and developing solutions for members and their loved ones.
- Helping our members coordinate care.
- Working in a group setting with members and families to reduce the stigma associated with living with a chronic illness or behavioral health or substance use challenge.
- Promoting wellness, recovery, resiliency and access to high-quality healthcare services and supports.
- Working with community-based providers, peer and family-run organizations to improve the lives of members and families.
- Promoting community inclusion and reintegration.
- Ensuring all services are providing in a responsive, respectful and culturally sensitive manner,
- Recognizing and respecting the health beliefs, practices, and cultural and linguistic needs of diverse people and groups.