

Health CONNECTION



Banner
University Health Plans
 Banner – University Family Care

IN THIS ISSUE

INTEGRATED CARE

The ALTCS Program makes sure you can receive all services you need from a single health plan and their providers. These services include your medical care along with your behavioral health care needs. This means all your providers will be under one health plan. They are managed and paid for by a single health care plan. BUFC continues to work to identify more providers that can help you get the services you need in the place you want to receive them. We meet with our providers to make sure that they are listening to your needs and getting other providers involved with your care when you agree. Talk to your case manager if you want to learn more.

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 child(s) doctor about the flu vaccine.

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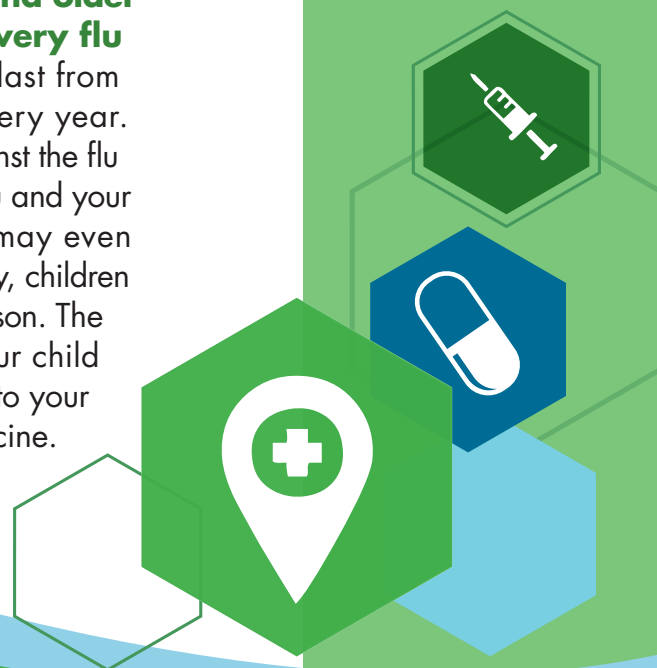
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MEMBER ADVISORY COUNCIL (MAC)



TELL US HOW WE ARE DOING

Your plan has a Member Advisory Council (MAC). It gives members like you a chance to share your thoughts and ideas. The MAC meets quarterly. This gives you a chance to talk about your concerns with a variety of people. You also have a chance to tell us how we are doing. You may ask questions or share any concerns that you have about the delivery of services. Call your case manager if you would like to attend.

Topics and themes for the meetings may include:

- Diabetes Management
- Dementia & Alzheimer's
- Health & Wellness
- Community Resources
- Disability Benefits 101
- Cultural Competency

Let your case manager know if you will need him/her to schedule transportation for you. If you are unable to reach your case manager, you may contact our Customer Care Center at (833) 318-4146.

Visit our website at www.bannerufc.com/altcs to view the meeting schedule.

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 resume, 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/altcs/resources/employment-services>.



CULTURAL CORNER

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/ALTCS.



CUSTOMER CARE CENTER (833) 318-4146, TTY 711.

**OUR 2019 MEMBER HANDBOOK AND PROVIDER DIRECTORIES
ARE AVAILABLE ON OUR WEBSITE AT WWW.BANNERUFC.COM/ALTCS.**

**IF YOU PREFER THAT WE MAIL A BOOKLET AT NO COST TO YOU,
PLEASE CALL OUR CUSTOMER CARE CENTER AT (833) 318-4146 TO
REQUEST A COPY. TTY USERS SHOULD CALL 711.**

CHRONIC ILLNESS

Chronic illness is a long-term health condition that may not have a cure. Coping with swiftly changing symptoms can be a challenge. It was not your choice to become ill, but you can take charge. Learn to manage your disease instead of letting it rule you. Take charge to improve the quality of your life.

A TEAM APPROACH THAT INCLUDES YOU IS REQUIRED TO MANAGE CHRONIC CONDITIONS. THIS WILL HELP YOU TAKE PERSONAL RESPONSIBILITY FOR YOUR OWN HEALTH:

- Understand your condition. The more you know, the better equipped you will be to understand what is happening to you and why.
- Identify a doctor who is willing to work with you. Your doctor should help you develop a care team that will effectively interact to identify the best care plan for you.
- Coordinate your care so that all your care givers are aware of what each is doing for you.
- Make necessary lifestyle changes. This may include shifting to healthier eating habits, losing weight, stopping smoking and exercise.
- Manage and learn about the medications you are taking.
- Reach out beyond your health care professionals to support groups so that you can talk with people who have been through what you are going through. Let people help you.
- Plan for end of life decisions. Make it known whether you want palliative care as your condition advances, if you want aggressive care until the very end of your life or if you prefer hospice care and do not resuscitate orders. Such measures will save you and your loved ones much confusion and anguish later on.



REMEMBER, IMPROVING THE QUALITY OF YOUR LIFE REQUIRES YOU TO TAKE CHARGE.

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.



Source: <https://ashline.org>

WOMEN, INFANTS AND CHILDREN (WIC)

ARIZONA WIC IS HERE FOR FAMILIES!

The Arizona WIC Program is a no charge 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 charge EzWIC app can also be used find nearby clinics. Go to the App Store or Google Play and search for EzWIC.

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 (833) 318-4146. TTY users call 711.

You may choose from any available maternity provider within the BUFC/ALTCS 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/ALTCS. 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-6 months 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.awhonn.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.



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.

Written by Crystal Greenway RN

References:

<https://directorsblog.health.azdhs.gov/syphilis-outbreak-impacts-the-health-of-women-and-babies/>
<https://www.marchofdimes.org/complications/syphilis-in-pregnancy.aspx>
<https://www.cdc.gov/std/stats17/Syphilis.html>

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.



[illegible]

A pink line-art illustration of a character's head and shoulders. The character has a large, stylized heart on their forehead. They have a hand on their head, with fingers spread. The character is wearing a simple, open-collared shirt. The entire illustration is rendered in a single shade of pink.

WOMEN, INFANTS, CHILDREN

The Arizona Supplemental Nutrition Program for Women, Infants, and Children (WIC) is a nutrition and breastfeeding program with no charge to you. 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 1(800) 252-5942 or on the web at azwic.gov



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 cost 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 and easy way to start a healthy habit for life. It can also help women have a healthy pregnancy.

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.

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/ALTCS Customer Care 1-833-262-3548
Crisis Response Network (CRN)
1-800-631-1314
1-800-327-9254 (TTY)
1-877-756-4090
If an emergency, call 911

Resources:

<https://www.samhsa.gov/suicide-prevention>

<https://www.nimh.nih.gov/health/publications/suicide-faq/index.shtml>

<https://afsp.org/>

<http://www.azspsc.org/>

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/ALTCS at (833) 318-4146

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/ALTCS. 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/ALTCS pharmacist will work with you to help find the best options.



MULTI-LANGUAGE INTERPRETER SERVICES

English | ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call (833) 318-4146 (TTY: 711).

Español (Spanish) | ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (833) 318-4146 (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' hódíílnih (833) 318-4146 (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 (833) 318-4146 (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 (833) 318-4146 (TTY: 711).

عربي (Arabic) |

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم
(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 (833) 318-4146 (TTY: 711).

한국어 (Korean) | 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. (833) 318-4146 (TTY: 711) 번으로 전화해 주십시오.

Français (French) | ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le (833) 318-4146 (ATS : 711).

Deutsch (German) | ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: (833) 318-4146 (TTY: 711).

Русский (Russian) | ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните (833) 318-4146 (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。(833) 318-4146 (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) 318-4146 (833) تماس بگیرید

𐤁ܝܠ (Assyrian) |

800: 318-4146 (TTY: 711) 318-4146 (833)
 800: 318-4146 (TTY: 711) 318-4146 (833)

Srpsko-hrvatski (Serbo-Croatian) | OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite (833) 318-4146 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 711).

ภาษาไทย (**Thai**) | เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร (833) 318-4146 (TTY: 711).

NONDISCRIMINATION NOTICE

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

BUFC/ALTCS:

- 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 language

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Banner – University Family Care

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If you need these services, contact Ana Mayer. If you believe that BUFC/ALTCS 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:

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 Director, 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

