

# Health CONNECTION



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

## IN THIS ISSUE

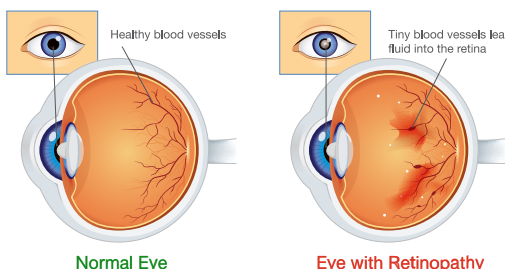
## DIABETES AND YOUR EYES

Diabetic retinopathy is a common complication of diabetes. High blood sugar damages the blood vessels in the retina (a light-sensitive part of the eye). Scarring can cause permanent vision loss.

Diabetic retinopathy is also one of the most preventable causes of vision loss and blindness. Early detection and treatment can prevent or delay blindness. 90% of people with diabetes have diabetic retinopathy. 50% or more of them don't get their eyes examined or are diagnosed too late for effective treatment. People with diabetes are also at higher risk for other eye diseases, like glaucoma and cataracts. If you have diabetes, an eye exam every year is necessary to protect and preserve your eyesight and eye health.



**For more information regarding vision care please visit <https://www.cdc.gov/features/healthyvision/index.html>**



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## VOCATIONAL REHABILITATION

### WHAT IS THE VOCATIONAL REHABILITATION (VR) PROGRAM?

The Vocational Rehabilitation program provides a variety of services to persons with disabilities. The ultimate goal is to prepare for, enter into, or retain employment.

### AM I ELIGIBLE FOR THE VR PROGRAM?

You may be eligible for VR services if you meet all of the following requirements:

1. You have a physical or mental impairment;
2. Your physical or mental impairment constitutes or results in a substantial impediment to employment;
3. You require VR services in order to prepare for, secure, retain, or regain employment; and
4. You can benefit from the provision of VR services in terms of achieving an employment outcome.

### HOW DO I APPLY FOR THE VR PROGRAM?

- Call or visit the Vocational Rehabilitation office nearest to you. Inquire about VR services or set up an appointment. VR staff will collect personal information from you and complete an RSA Referral form on your behalf.
- Complete a referral form and submit it to RSA by emailing [azrsa@azdes.gov](mailto:azrsa@azdes.gov). **(Forms can be found at <https://des.az.gov/services/employment/rehabilitation-services/vocational-rehabilitation-vr>)**

## JOB SEARCH SKILLS WORD SEARCH

C	F	E	F	T	N	U	C	I	R	P	N	C	L
T	A	Q	E	N	N	I	N	P	E	N	I	O	F
T	C	A	O	S	T	R	E	N	F	S	C	N	T
U	E	T	E	T	E	E	E	N	E	P	E	F	C
R	A	A	E	M	U	S	E	R	R	Q	P	I	A
E	C	R	U	I	P	E	H	C	E	U	U	D	T
N	H	Q	S	C	A	A	U	E	N	E	N	E	N
C	I	R	E	P	N	R	I	L	C	S	C	N	O
M	A	C	N	E	E	C	E	Y	E	T	T	C	C
O	U	I	T	S	L	H	M	P	S	I	U	E	E
V	E	I	L	M	O	M	U	I	I	O	A	O	Y
E	U	E	L	I	N	Y	P	C	S	N	L	U	E
S	R	L	A	L	U	U	T	S	N	S	T	E	U
O	E	O	R	E	P	O	S	I	T	I	V	E	U

EYE CONTACT  
REFERENCES  
PUNCTUAL  
RESUME  
RESEARCH  
CONFIDENCE

QUESTION  
POSITIVE  
SUIT  
PANEL  
SMILE

Play this puzzle online at:  
<https://thewordsearch.com/puzzle/745988>

YOUR MEMBER HANDBOOK AND PROVIDER DIRECTORIES  
ARE AVAILABLE ON OUR WEBSITE AT [WWW.BANNERUFC.COM/ALTCS](http://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.



# ABOUT YOUR HEALTH PLAN

## WHY DO WE CALL YOU?

B - UFC/ALTCS wants to do the right things at the right time for all or our members. Many times we help you because you call us and let us know what you need. Other times, we call you, or send you letters to tell you about changes or to give you helpful information. We get concerned when we can't reach you by phone. Or, when your mail gets returned as undeliverable. It is important for B - UFC/ALTCS to have your current contact information. We can also help you update your information with AHCCCS. Call us at **(833) 318-4146** or contact your Case Manager to update your contact information. Your information is kept confidential.

### SOME REASONS WE MAY CALL YOU ARE:

- To let you know about concerns in your area, like a fire
- To let you know if your transportation has changed
- To let you know if you need a health screening or follow-up
- To let you know if any benefits have changed with B - UFC/ALTCS

We also use your contact information to make sure it is you we are talking to on the phone. It is to protect you.

### WE WILL ASK THE FOLLOWING TO MAKE SURE WE VERIFY IT IS YOU:

- Your name
- Your address
- Your phone number
- Your AHCCCS ID
- Your date of birth

If we do not have your current information you may have a longer wait time while we help you over the phone.

## WHAT SHOULD YOU DO IF YOU HAVE A COMPLAINT?

Call your health plan at (833) 318-4146 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.





# CULTURAL CORNER

## WHAT IS CULTURAL COMPETENCY?

### WHAT IS CULTURAL COMPETENCY? LET'S FIND OUT.

Healthcare providers are dedicated to providing the most effective health care services possible. This once meant focusing solely on people's immediate health needs. We now understand that there is a lot more involved.

**ALONG WITH HEALTH NEEDS, PEOPLE ALSO HAVE CULTURAL NEEDS. OUR HABITS, BELIEFS AND TRADITIONS SHAPE OUR CULTURE.**

Culture is also defined by the languages we speak, the religions we practice and even the sports teams we root for. **CULTURE IS MADE UP OF ALL THE THINGS THAT DEFINE US AS WHO WE ARE.**

Being culturally competent involves being aware of people's diverse cultures. It also involves using this knowledge to be more warm and welcoming. Cultural competency can help to accomplish this goal by being as inclusive as possible.

A good place to start is by having some bilingual staff. **INTERPRETATION SERVICES FOR LESS COMMON LANGUAGES CAN BE PROVIDED.** Healthcare providers can also take many other steps to improve their waiting rooms.

If you need interpretation services please call our Customer Care Center at (833) 318-4146, TTY 711. **WE ARE HERE TO HELP!**







## 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 Center at (833) 318-4146. TTY users call 711.

You may choose from any available maternity provider within the B - UFC/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 B - UFC/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 a 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 go to see your OB-GYN within three weeks after birth for an initial follow up. If you had a C-Section, your doctor may want to see you much sooner than three weeks. You should also schedule a comprehensive postpartum visit no later than 12 weeks after birth.

At your post-partum appointments 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 right away if you have health concerns, are feeling down or are unable to complete daily activities. For more information on warning signs after birth, visit: <https://cdn.ymaws.com/www.awhonn.org/resource/resmgr/pdfs/pbws/pbwssylhandoutenglish.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.





# HIV AND PREGNANCY

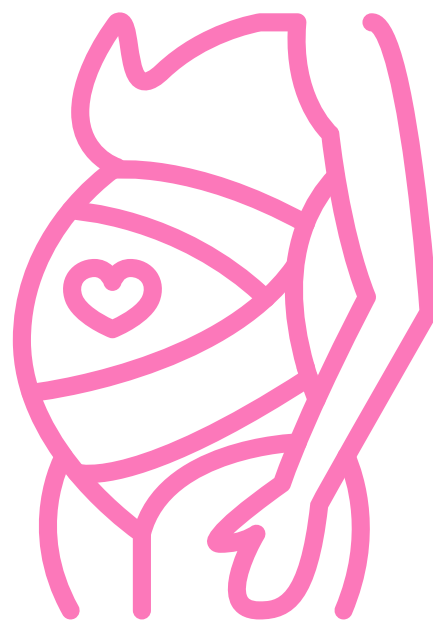
HIV is the virus that causes AIDS. It attacks the body's immune system and makes the body less able to fight disease and infection. HIV enters the bloodstream through sexual contact. It can also enter through contact with body fluids such as blood or semen or by sharing needles.

The only way to know if you are HIV positive is to be tested. There may not be any early warning signs or symptoms with HIV infection. Treatment can help people with HIV stay healthy for many years, but there is no cure for HIV.

**HIV can be passed from mother to baby at any time during pregnancy, childbirth or through breast milk. But, you can help prevent HIV Infection in you and your baby.**

- Ask any sexual partners to be tested BEFORE you have sex.
- Use condoms when having sex.
- Never share drug needles.
- All women who are pregnant or planning to get pregnant, should have a voluntary HIV test as soon as possible. If your HIV test is positive, counseling is available to help you decide the best treatment to keep you and your baby as health as possible.
- If you are pregnant and have HIV, visit your doctor regularly, take your HIV medicines as instructed, and do not breastfeed or pump and feed with breast milk.
- Babies born to HIV – Positive mothers should see their doctor regularly. Your baby will be tested for HIV several times and may get medication to help keep them from becoming 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 "HIV Testing" site locator tool at the bottom of the web page.**



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# THE BIRTH TO FIVE HELPLINE

## THE BIRTH TO FIVE HELPLINE IS A HELPLINE FOR PARENTS AND CARE GIVERS

Child development specialists are available Monday through Friday from 8:00 a.m. to 8:00 p.m. They can help answer questions or concerns about children from birth to 5 years of age on topics like:

- Sleep
- Child Development
- Fussiness/Colic
- Challenging Behaviors
- Parenting
- Feeding/Nutrition
- Community Resources and Support

## CALL 1-877-705-KIDS OR VISIT [BIRTHTOFIVEHELPLINE.ORG](http://BIRTHTOFIVEHELPLINE.ORG)

Pediatric Care Management assistance from the Health Plan is available to support all members under 21 years of age. Please contact our Customer Care Center at (833) 318-4146 / TTY 711) and ask to speak with a Pediatric Care Manager.

# 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 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 [www.azwic.gov](http://www.azwic.gov)

Plus, check out the EzWIC app to find nearby clinics. Just search "EzWIC" in the App Store or Google Play.

Get answers to your breastfeeding questions –  
24 Hour Breastfeeding Hotline 1-800-833-4342.





# NEONATAL ABSTINENCE SYNDROME (NAS)

During pregnancy, many medications & drugs in your blood can pass to your baby in the womb. Women who take medications, drugs or other substances need to know about the possible risks to themselves, their pregnancy and their baby. Health problems may include birth defects, low birth weights, premature birth, NAS and more.

**NAS is a preventable syndrome if an expectant mother receives proper care and treatment. NAS is where a newborn baby withdrawals in the days after birth.** This is because a pregnant mother used addictive prescription medicines or illegal drugs like:

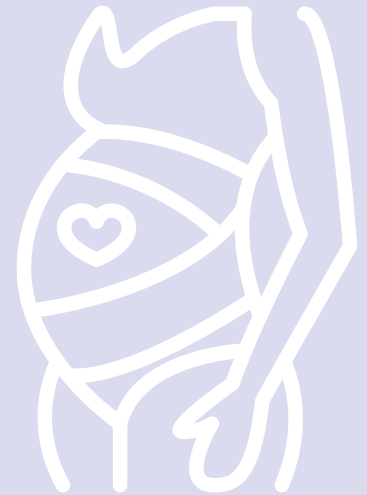
- Oxycodone (Percocet, Percodan, Oxycontin, etc.)
- Hydrocodone (Vicodin, Norco, Lortab)
- Fentanyl (Sublimaze, Duragesic)
- Heroin
- Methadone or Suboxone (Buprenorphine)
- Anti-Anxiety meds like Ativan (Lorazepam), Xanax (Alprazolam), Valium (diazepam), etc.
- Anti-Depressants like Paxil (Paroxetine), Zoloft (Sertraline) and others

**To help prevent NAS in your baby,** start prenatal care as soon as you think you may be pregnant. Talk with your doctor about all medications, drugs or other substances you are or have been taking. Stopping some medications suddenly may also cause serious problems for both you and your baby. Your provider can help you choose the safest way for both you and baby.

Maternity Care Management assistance from B - UFC/ALTCS is available to all pregnant members. If you have questions about drugs or medicines during pregnancy, or need help with your maternity or postpartum care, please contact our Customer Care Center at (833) 318-4146/TTY 711, and ask to speak with an OB or Maternity Care Manager.

**FOR MORE INFORMATION, YOU CAN ALSO CALL 1-800-662-HELP (4357), OR VISIT:**

[www.SubstanceAbuse.AZ.gov](http://www.SubstanceAbuse.AZ.gov)  
[www.substanceabuse.az.gov/substance-abuse/rethink-rx](http://www.substanceabuse.az.gov/substance-abuse/rethink-rx)  
[www.cdc.gov/treatingfortwo](http://www.cdc.gov/treatingfortwo)  
[www.movertobabyaz.org](http://www.movertobabyaz.org)  
[www.azprenatal.wixsite.com/taskforce](http://www.azprenatal.wixsite.com/taskforce)  
[www.azhealth.gov/injury-prevention](http://www.azhealth.gov/injury-prevention)



Continues from page 6

## HIV AND PREGNANCY

**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 Care Managers, please call our Customer Care Center at (833) 318-4146. TTY users call 711.





# ASK YOUR PHARMACIST

## PART D: DRUG COVERAGE

If you are a member of Banner – University Care Advantage (Medicare) and Banner – University Family Care (AHCCCS), most of your medications will be paid for by Banner – University Care Advantage. There are a few exceptions to this such as over the counter products which will be paid for by Banner – University Family Care.

### TIPS TO AVOID DELAYS IN GETTING YOUR MEDICATION

- Make sure that you carry your ID card with you. Give it to the pharmacy when you go in to get medications. This contains the information needed by the pharmacy to know what health plan you have and how to process your prescription.
- Make sure you are using a pharmacy that is in the network. You can check the website or contact our Customer Care Center if you need help with this.
- Talk to your provider about using a medication that is on the formulary (drug list). You can check the website or contact our Customer Care Center if you need help with this.
- If you need a medication that is not on the formulary, you, your appointed representative, or your provider can send a request to us asking us to pay for this. You will need to meet our rules for us to be able to pay for a medication that is not on the formulary.
- Some medications on the formulary have special rules. Examples of this includes:
  - There is a limit on how much medication you can receive (quantity limit)
  - You are required to try another medication before trying the medication you are asking for (step therapy)
  - You must meet certain rules before you can use the medication (prior authorization)
- For these medications, you, your appointed representative, or your provider can send a request to the health plan asking us to pay for these. Your provider can also ask for us to make an exception to the rules.
- If the pharmacy is charging you an amount that is different than what you usually pay, ask them why this is happening. They may not have the correct insurance information.

**If you have any problems getting your medications, be sure to call our Customer Care Center for help. We are available 24 hours a day, seven days a week to help you solve the problem.**



# LET'S PREVENT IT!

## 5 REASONS WHY YOU SHOULD GET THE FLU SHOT

### 1. THE FLU SHOT CAN SAVE YOUR LIFE

Almost 80,000 Flu related deaths in the U.S.

### 2. PROTECT THE PEOPLE YOU LOVE

Don't spread the flu virus to those that are not able to get the flu shot

### 3. THE FLU SHOT CAN REDUCE THE SEVERITY OF FLU SYMPTOM

The 2019 flu vaccine protects against 3 of this year's most common influenza strains  
Flu shot reduces the risk of respiratory infections associated with the flu

### 4. PROTECT YOUR BABY

Studies have shown that giving the flu shot during pregnancy continues to help protect your baby several months after the birth of your child

### 5. IT'S EASY

Flu shots can be received at all Banner Urgent Cares, Banner Family Pharmacies and PCPs. Members 18 years old or younger should visit their PCP.



## YOU CAN QUIT SMOKING!

### A QUESTION AND ANSWER GUIDE TO GET YOU STARTED

#### DID YOU KNOW?

Did you know that less than half of smokers try to quit only ONCE every 2 to 3 years? And did you know less than 10 percent of these people stopped smoking for good? This is because many people do not use the right treatments. If you have the right kind of help, YOU CAN QUIT!

#### WHY IS IT SO HARD TO STOP SMOKING?

Nicotine changes the balance of two important chemicals in your brain. When you smoke, these chemicals change which makes you feel good. Your brain becomes used to the nicotine and the good feeling. Over time, you must smoke more to get that same good feeling.

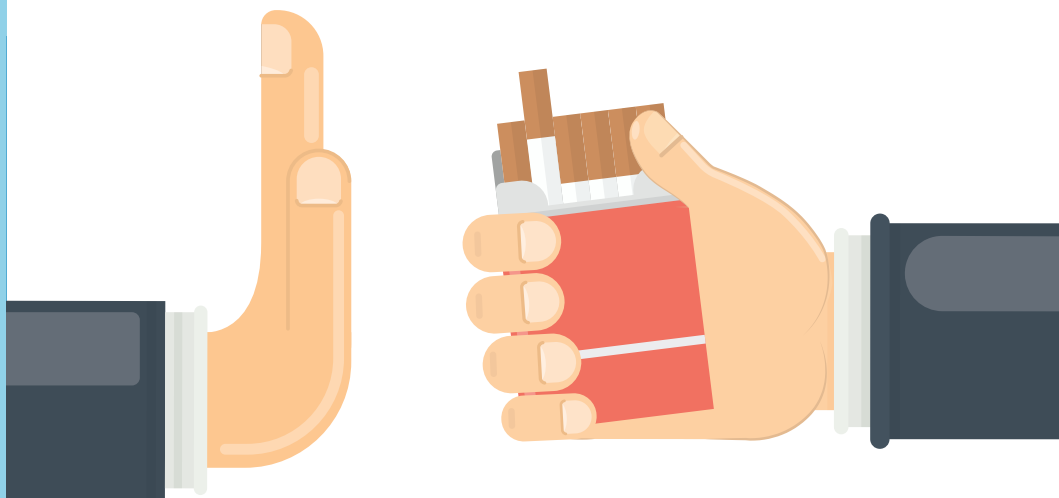
Helping people quit smoking takes two things. First, they need help with making the choice to stop. Second, they need help with not wanting to smoke again once they quit.

***Smoking hurts almost all the organs in your body and it isn't pretty!***

- \*Heart & lung problems
- \*Pregnancy complications
- \*Stroke risk
- \*Gum disease
- \*Wrinkles, stained teeth & bad breath

#### WHY QUIT?

Some people must stop because of health problems. Other people want to stop smoking to save money. If you need help, talk to someone who has stopped smoking to see what worked for them. They can help you stay on track with your goal of not smoking.





# YOU CAN QUIT WORD SEARCH

I K M C R Y N B E C N T O I H  
X N O B K W C W O V E S V U Z  
I Y D W S S E N I P P A H Z E  
K Y E E R O F X M Z X E Z U P  
R Q E R P I V S M L S B N J O  
V V R D D E D O U X L R S I S  
L I F E R R N C A G X E F B I  
Y E N J A E B D L F C A M U T  
E C P W Y W I V E E H T W S I  
E K E T S A T H O N A H Q T V  
P R Z E Q A Z T T I C N I C I  
O L M Q M V R E D L T E E C T  
U I Z Q E J E E O B A D Z R Y  
T B B W P V F T L E U E T X X  
C O N T R O L N Y E P Y H H U

## 16 REWARDS FOR QUITTING

BREATH	HEALTHIER	REWARDS
CLEANER	INDEPENDENCE	SMELL
CONFIDENCE	LIFE	TASTE
CONTROL	MONEY	TEETH
FREEDOM	POSITIVITY	TIME
HAPPINESS		

## WHERE TO FIND HELP

You can talk to someone and take medicine to help you quit. These services can help you:

- Arizona Smoker's Helpline (ASHLine): 1-800-556-6222
- Nicotine Anonymous: [www.nicotine-anonymous.org](http://www.nicotine-anonymous.org)
- American Cancer Society: <http://www.cancer.org/healthy/stay-away-from-tobacco/guide-quitting-smoking.html>

# HIGH BLOOD PRESSURE

**A blood pressure reading is a routine test you have done every time you visit the doctor.**

It involves placing a cuff around your upper arm to measure how hard your heart is working when pushing blood against the walls of your arteries. It is a quick and painless test that can help save your life. When you have your blood pressure checked, the results will include two numbers. The top number is your systolic pressure, the amount of work your heart must do to pump blood through your body. The bottom number is your diastolic pressure, the amount of work your heart must do when it rests between beats.

You can have high blood pressure and not know it. You may not have any symptoms. The only way to know is to have your blood pressure checked regularly. Always take your blood pressure medications on time and the way the doctor tells you to. Other things that may help lower your blood pressure is to start an exercise plan, quit smoking, and reduce the amount of salt you eat. Talk with your doctor and know what your blood pressure is. Your doctor can help you decide what you can do differently to keep your blood pressure good.







## LET'S TALK ABOUT IT!

It can be scary to learn someone you care about is thinking about suicide, it can also be difficult to share with someone if you are considering suicide. The fear of losing someone, or the fear of judgement creates a tension around the topic making it hard for people to talk about it. But talking about it is exactly what we need to be doing. One way to make it easier and less scary is to break any stigma about suicide.

### WHAT IS STIGMA?

Stigma is a mark of disapproval that sets a person apart from others. When someone is experiencing a mental health difficulty, they can feel labelled, or no longer seen as an individual, but more as a part of a stereotyped group. Negative attitudes and beliefs toward certain topics or groups can lead to feelings of shame, isolation and hopelessness. These may make things worse for those considering suicide or dealing with loved ones who are. This can lead to an unwillingness to seek help or support. So, what does this tell us? Reducing stigma can lower suicide rates and increase the number of people seeking and receiving help. Stigma is reduced by talking about it!



### HOW CAN YOU HELP?

We can all help break the stigma surrounding suicide and mental illness by doing some of the following:

- Learn and share facts instead of myths.
- Speak up when you hear someone using negative language about the topic.
- Support loved ones that have mental illness in the same manner you would support a physical illness.
- Share your own mental illness story or journey to help friends, family, and providers relate

Breaking stigma helps the big picture, however if you think someone is considering suicide there are things you can do to help. You do not have to be a professional to get help for someone who is thinking about suicide. Identifying a risk of suicide can lead to talking about it and then getting help, which can make a big difference. If you know someone who you think might be considering suicide, there are some things you can do to help:

1. Look for signs and symptoms. Some people considering suicide will show many signs while others won't show any. Learning the signs can help you be aware when talking with others.
2. Ask them directly. If you think someone might be at risk of suicide, it's important to directly ask about suicidal thoughts. Even though it may be difficult or uncomfortable, it's important to not avoid the word suicide. Asking directly will help the person realize you are breaking the stigma and wanting to help.
3. Listen nonjudgmentally. Once a person feels you are not judging them, they might feel safer to share and allow you to help. You can start a conversation and see if they need immediate help or maybe need someone to listen in a kind and respectful way.



4. Let the person know you are concerned and willing to help. Offering kindness and showing concern might let them know they are not alone and may give them hope for finding help. You can offer to help find the person resources for professional help, such as community agencies, hotlines, a counselor, doctor or family member.
5. If you are concerned for the person's immediate safety, call 911.

## THE NATIONAL SUICIDE PREVENTION LIFELINE

**1-800-273-TALK (8255)**

is a no charge, 24/7 service that can provide suicidal persons or those around them with support, information, and local resources.

Also, nationwide and 24/7, is **1-800-SUICIDE** (1-800-784-2433).

More ways to find help are:

**B - UFC/ALTCS CUSTOMER CARE** (833) 318-4146

**CRISIS RESPONSE NETWORK (CRN)** 1-800-631-1314

1-800-327-9254 (TTY) 1-877-756-4090

A 24-HOUR CHAT LINE CAN BE FOUND AT [HTTPS://SUICIDEPREVENTIONLIFELINE.ORG/CHAT](https://suicidepreventionlifeline.org/chat)

**MARICOPA AND GILA COUNTY CRISIS RESPONSE NETWORK** (877) 756-4090

**COCHISE, GRAHAM, GREENLEE, PIMA, PINAL, YUMA, LA PAZ AND SANTA CRUZ COUNTIES**  
**NURSEWISE AT** (866) 495-6735

# 79%



of children with mental health disorders  
**DON'T RECEIVE TREATMENT**

Source: CDC

### Among all children...

**6.8%**

have attention deficit  
and hyperactivity  
disorder

**3.5%**

have oppositional  
defiance disorder and  
conduct disorder

**3%**

have depression

**2.1%**

have anxiety disorder

**1.1%**

have autism  
spectrum disorder

**0.2%**

have Tourette's  
syndrome

### Among adolescents, age 12-17

**4.7%**

illicitly use drugs

**4.2%**

abuse alcohol

URBAN INSTITUTE



# MULTI-LANGUAGE INTERPRETER SERVICES

**English** | ATTENTION: If you speak English, language assistance services, at no cost, 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'ánída'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).

**العربية (Arabic)** |

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

## ከኢየሱስ (Assyrian) |

[illegible]

**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).



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Grievance and Appeals Department  
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&Appeals@bannerhealth.com

You can file a grievance in person or by mail or fax. If you need help filing a grievance, our Grievance and Appeals Department, 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)



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As a member of B – UFC/ALTCS, 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!

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- Maternal Child Health
- Healthy Aging
- Nutrition & Fitness
- Community Events

Don't forget to tune in for #FeelGoodFriday! Every Friday we post mental & physical wellness info, healthy recipes, exercise tips, etc.

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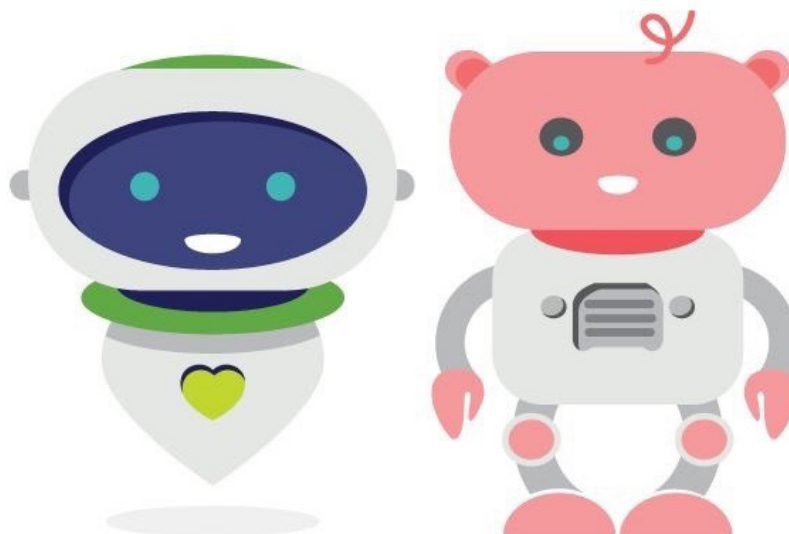


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