

Health CONNECTION

WELCOME TO BANNER – UNIVERSITY FAMILY CARE (B – UFC)

We are thrilled to have been granted Arizona Long Term Care (ALTCS) members in the following counties: Maricopa, Pinal, Gila, Pima, Yuma, La Paz, Cochise, Graham, Greenlee, and Santa Cruz.

We have been working hard to create a successful program. This program will serve all of your ALTCS needs.

We have a strong provider network. Our provider network includes doctors, nursing facilities, assisted living facilities, attendant care agencies, and many more. Our Case Management team will be contacting you to set up a meeting with you.

We would like to meet with you to ensure that your needs are being met. We also want to make sure that your services are in place.

We look forward to meeting you! We want to partner with you to ensure all your needs are met.

YOUR HEALTH PLAN IS ON FACEBOOK!



WE INVITE YOU TO CONNECT WITH US ON FACEBOOK!

Our goal is to promote health. Please visit our page for helpful and healthy tips. We will be sharing health information that can help you make informed decisions.

'Like' us on Facebook and discover ways to stay healthy!
fb.me/bannerufc



Banner
University Health Plans
Banner – University Family Care

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MEMBER ADVISORY COUNCIL (MAC)



B – UFC HAS A MEMBER ADVISORY COUNCIL.

The council is made up of members like you. It meets four (4) times a year. The purpose of the council is to get member feedback and input on various topics.

You will have a chance to let us know how we are doing. This will help B – UFC find out the effectiveness in various areas. Some of these areas are, but are not limited to educational materials and internal processes that affect the way services are given.

The council is open to all members. For meeting dates and locations, please visit our website at www.bannerufc.com/altcs.

Please contact your case manager if you would like to go to a MAC meeting. Your case manager can assist you in setting up a ride to and from the meetings.

You can also call our Customer Care Center at (833) 318-4146 for assistance. TTY users should call 711.

MANAGING HEART PROBLEMS

WHAT YOU CAN DO TO STAY HEALTHY!

Have you been told you have a heart problem? Heart problems are caused by disorders of the heart and blood vessels. Heart problems include heart attacks, strokes, raised blood pressure, and heart failure. Quitting smoking, having a healthy diet, working out, and not drinking alcohol are some helpful activities to prevent heart problems.

Remember to always tell your doctor and case manager if you are having any symptoms such as shortness of breath, dizziness, or nausea. Early discovery is key to managing your heart condition.

By living a healthy lifestyle, you can help keep your blood pressure, cholesterol, and sugar at normal levels. This helps lower your risk for heart disease and heart attack. A healthy lifestyle includes eating a healthy diet, getting enough exercise, and not smoking or drinking alcohol. Here are some other ways to stop a heart attack or stroke:

KNOW YOUR BLOOD PRESSURE: High blood pressure does not have symptoms. It is one of the biggest causes of sudden stroke or heart attack. Have your blood pressure checked. Know your blood pressure numbers. If it is high, you will need to change your lifestyle. You will need to have a healthy diet with less salt. You will also have to increase physical activity. Your doctor may also give you medications to control your blood pressure.

KNOW YOUR BLOOD SUGAR: High blood sugar increases the risk of heart attacks and strokes. If you have diabetes it is very important to control your blood pressure and blood sugar to prevent heart problems.

CULTURAL CORNER

B – UFC wants you to know that your special needs are as important as your health needs. Health care at its best needs to include your values and beliefs. B – UFC knows that culture plays a very important role in health care. One of the best ways to include culture and beliefs in your health care is by getting culture and respect from your case managers, doctors, and health plan staff. When your doctor gives “YOU” cultural respect you feel important. Respect can include paying attention to language, customs, rituals, and traditions. Your doctors may not always know what is best for you when it comes to cultural respect. But, you can help your doctor become better. You can do it by sharing information that is important to you.

LET’S CONSIDER THESE EXAMPLES:

- » Ask your provider to explain your health needs in words that are easier to understand. Tell your doctor that you want to be able to discuss it with your family but it is hard to do so when the words do not translate to your language.
- » Tell your provider, that your religion requires you to fast on certain days but you have to take your pills with food. Ask what you should do.
- » Tell your provider that you visit a traditional healer or medicine man. Share information that you think it’s important for your doctor to know.
- » When you share this information or similar information, your provider can help you with what is important to you and your wellness. And, your doctor prescribes the right care for you.

OTHER THINGS:

- » Tell your doctor if their office is difficult for you to access such as stairs, narrow walk ways, and broken sidewalks.
- » Tell your doctor or provider if you can’t hear well over the phone.
- » Tell your doctor that a key family member makes medical decisions and that you need to include them in your visits at times.



HAVE YOU RECENTLY DECIDED TO QUIT SMOKING OR ARE YOU THINKING ABOUT QUITTING?

Here is some helpful information about smoking triggers:

CAFFEINE

Caffeinated drinks like coffee, tea, soda or energy drinks can trigger tobacco cravings in some people.

What to do instead:

- Drink decaf coffee or herbal teas.
- Try drinking coffee at a different time, like waiting until you get to work.
- Eat a healthy snack to keep your mouth busy.
- Play with a pen or pencil to keep your hands busy.

BEING AROUND SMOKING

It can be hard to spend time with other smokers without giving in, especially with close friends.

What to do instead:

- Remember that good friends will respect that you're doing this for yourself and will want to support you.
- Keep gum or mints with you for when you're having a craving.

TALKING ON THE PHONE

Sometimes cravings can hit when you talk with certain people or about certain things.

What to do instead:

- Keep a pen and paper nearby for doodling.
- Hold the phone with the hand you used to smoke with.
- Take a breath mint.

ALCOHOL

Drinking alcohol can make it easier to give in to cravings because alcohol lowers your inhibitions.

What to do instead:

- In your first 2 weeks, drink flavored or seltzer water, diet tonic water or juices instead of alcohol.
- Tell your friends that you're quitting—not to give you tobacco or alcohol, even if you ask.

BEING AT HOME

For some people, just being at home can be a trigger to want to smoke or chew because it's a reminder of an old routine.

What to do instead:

- If you live with other smokers, ask them to smoke outside.
- Get rid of all of your ashtrays, lighters and anything you use to smoke. If you haven't quit yet, make sure these things stay outside.
- Clean your house and let in fresh air.
- When you want to go outside to smoke, try doing something else first.

DO YOU NEED HELP TO BECOME TOBACCO FREE? Call the Arizona Smokers' Hotline at (800) 556-6222 or visit their website at www.ashline.org



DIABETES – FACTS & FICTION

There is a lot of information about diabetes out there. We have information to help you manage it. Here are some facts and fiction about Diabetes.

FICTION: There's only one type of diabetes and you have to be born with it.

FACT: Diabetes occurs when your body does not make enough insulin. It can also happen when the body cannot use the insulin it produces. There are three types of diabetes:

- **Type 1 Diabetes** is characterized by low insulin and requires daily doses of insulin
- **Type 2 Diabetes** results when the body cannot use insulin properly. The majority of people with diabetes around the world have type 2. Type 2 diabetes is the result of excess body weight and physical inactivity
- **Gestational diabetes** occurs during pregnancy. Women with gestational diabetes are at an increased risk of complications during pregnancy and at delivery.

FICTION: Diabetes is not that serious and not very common.

FACT: 1 in 3 people have pre-diabetes. Without treatment, many people with pre-diabetes could develop type 2 diabetes. This can cause serious health problems, including heart attack, stroke, blindness, and kidney failure.

FICTION: Only people who have diabetes in their family are at risk for diabetes.

FACT: If you have these risk factors, you may be at higher risk than others for pre-diabetes and type 2 diabetes: you are overweight; you are 45 years of age or older; your parent, brother or sister has type 2; you exercise fewer than 3 times per week; you had a baby that weighed more than 9 pounds.

FICTION: There is nothing I can do to prevent diabetes.

FACT: Diabetes type 2 is preventable. To help prevent type 2 diabetes, you should: Have a healthy body weight, have at least 30 minutes of regular exercise on most days, eat a healthy diet, and do not smoke.

Your nurse case manager can also help you prevent diabetes. Remember, if you have any questions you can always contact your doctor.



LIVING WITH CHRONIC OBSTRUCTIVE PULMONARY DISEASE (COPD)

Your life will change after being diagnosed with COPD. It may not be as easy to do the things you used to do before. There are physical challenges. There are also emotional challenges. People over the age of 65 and/or have a disability that limits physical activity can be more challenged. The good news is you can find support to help you make lifestyle changes. There is also support to better manage your COPD and enhance your quality of life.

MANAGING COPD

Get tips and tools to help you manage your COPD. Create a management plan to track your medication and healthcare needs. Learn about nutrition and exercise. Get advice on coping with emotions and see how to plan your future care with your doctors and caregivers. Below is one tool you can use right away.

FINDING SUPPORT

An important part of living with COPD is finding the right support, both for you and your caregivers. See where you can find help from others who share common experiences. Get tips on paying for care. Learn how you can advocate to improve the lives of others with COPD. Getting help when you need it is important to managing your COPD. Family, friends, co-workers and your healthcare team can support you in many ways. Explore these resources to help you connect with the support you need.

SOCIAL SUPPORT

When you connect with social support, your quality of life improves. Whether you are having a good day or bad day, chances are someone else has been exactly where you are.

Lung Helpline – 1-800-LUNGUSA

Our Lung Helpline is open seven days a week. It is staffed by experienced registered nurses, respiratory therapists and certified tobacco treatment specialists. We are here to provide you with the support you need. We also have the answers you are looking for.

Living with COPD Community on Inspire www.lung.org/community

Connect with others. Share experiences. You can also learn from friends in this free online forum for people facing lung disease. Our Living with COPD virtual support group can help build your support network. The support group can also give you a place to chat with peers about how COPD is affecting you.

Caregiving Community

The Lung Association's Caregiving Community is free. It's a simple way for people with lung disease and their families to receive support. Sign up for this online volunteer and caregiving coordination service. This is for people with lung disease. This service is also for the families who have immediate or long-term needs.

Support Groups

If you feel alone and isolated, support groups can help. It feels good to talk with others who understand. This has a positive impact on your health. Check out the American Lung Association support groups. You can also check out the Better Breathers Club and other groups in your area.

MY COPD ACTION PLAN

It is recommended that patients and physicians/healthcare providers complete this action plan together. This plan should be discussed at each physician visit and updated as needed. The green, yellow and red zones show symptoms of COPD. The list of symptoms is not comprehensive, and you may experience other symptoms. In the "Actions" column, your healthcare provider will recommend actions for you to take based on your symptoms by checking the appropriate boxes. Your healthcare provider may write down other actions in addition to those listed here.

GREEN ZONE: I am doing well today ACTIONS

- | | |
|--|--|
| <ul style="list-style-type: none">◆ Usual activity and exercise level◆ Usual amounts of cough and phlegm/mucus◆ Sleep well at night◆ Appetite is good | <ul style="list-style-type: none"><input type="checkbox"/> Take daily medicines<input type="checkbox"/> Use oxygen as prescribed<input type="checkbox"/> Continue regular exercise/diet plan<input type="checkbox"/> At all times avoid cigarette smoke, inhaled irritants<input type="checkbox"/> _____ |
|--|--|

YELLOW ZONE: ACTIONS

I am having a bad day or a COPD flare

- | | |
|--|--|
| <ul style="list-style-type: none">◆ More breathless than usual◆ I have less energy for my daily activities◆ Increased or thicker phlegm/mucus◆ Using quick relief inhaler/nebulizer more often◆ Swelling of ankles more than usual◆ More coughing than usual◆ I feel like I have a "chest cold"◆ Poor sleep and my symptoms woke me up◆ My appetite is not good◆ My medicine is not helping | <ul style="list-style-type: none"><input type="checkbox"/> Continue daily medication<input type="checkbox"/> Use quick relief inhaler every _____ hours<input type="checkbox"/> Start an oral corticosteroid (specify name, dose, and duration)<input type="checkbox"/> Start an antibiotic (specify name, dose, and duration)<input type="checkbox"/> Use oxygen as prescribed<input type="checkbox"/> Get plenty of rest<input type="checkbox"/> Use pursed lip breathing<input type="checkbox"/> At all times avoid cigarette smoke, inhaled irritants<input type="checkbox"/> Call provider immediately if symptoms don't improve<input type="checkbox"/> _____ |
|--|--|

RED ZONE: I need urgent medical care ACTIONS

- | | |
|---|--|
| <ul style="list-style-type: none">◆ Severe shortness of breath even at rest◆ Not able to do any activity because of breathing◆ Not able to sleep because of breathing◆ Fever or shaking chills◆ Feeling confused or very drowsy◆ Chest pains◆ Coughing up blood | <ul style="list-style-type: none"><input type="checkbox"/> Call 911 or seek medical care immediately<input type="checkbox"/> While getting help, immediately do the following:<input type="checkbox"/> _____ |
|---|--|

The information contained in this article is for educational use only. It should not be used as a substitute for professional medical advice, diagnosis or treatment. THE AMERICAN LUNG ASSOCIATION DOES NOT ENDORSE ANY PRODUCT, DEVICE OR SERVICE, INCLUDING ANY PARTICULAR COPD MEDICATION OR TREATMENT DEVICE. For more information, visit www.Lung.org or call 1-800-LUNG-USA (1-800-586-4872)

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ARIZONA'S OPIOID CRISIS

The number of deaths caused by opioid overdoses continues to grow. This problem is receiving a lot of attention by the government. In 2016, 790 people living in Arizona died from an opioid overdose.

Opioids are a type of drug that is related to opium. They are also called "Narcotics". Doctors use these medications to treat pain. At one time, it was thought that the use of these drugs was safe and would not result in addiction. Now, doctors are realizing that addiction is almost impossible to avoid when these drugs are taken longer than a few days. These drugs also have side effects. The side effects include drowsiness, constipation and can slow a person's rate of breathing.

These drugs are often used to treat many different types of pain. Many people have become dependent on them. This means that the person's body has gotten used to the effects of the drug. The drug no longer works as well as it did to control pain. When the person stops taking the drug, uncomfortable symptoms happen, such as nausea, joint pain, sweating and feeling nervous.

When people become used to the effects of the drug, they have to take more to get the same results. It can be dangerous because the side effects also increase when the dose is increased. This sometimes results in accidental overdoses and death. In the past few years, these drugs are being used more often to treat pain. Because of this increase, accidental deaths have also increased.

Arizona Governor Ducey has committed to reducing the number of Arizona residents who die from opioid overdoses. To do this, he has declared a state of emergency. He worked with the state legislature to make

getting large amounts of these drugs harder to get. Doctor's in emergency rooms are only allowed to prescribe 7 days worth of a narcotic, if the patient is not already taking a narcotic. He has also made it easier for persons on AHCCCS to get naloxone. Naloxone is a drug that reverses the effects of these drugs. Naloxone can prevent someone from dying from an over dose.

HOW WILL THIS AFFECT YOUR CARE?

Your doctor may choose to use another medication to treat pain, like ibuprofen or Tylenol. Your doctor may look into other treatments that do not include medications. If you are already being prescribed one of these types of drugs, your doctor may talk to you about prescribing a lower dose.

All of these actions are happening in efforts to keep you safe. They are also happening to make sure that your medical treatment helps you have a healthy, happy life.

If you have any questions about the use of these drugs please contact your case manager.



HIV IN PREGNANCY

HIV IS A VIRUS THAT ATTACKS IMPORTANT PARTS OF THE BODY'S IMMUNE SYSTEM.

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.



KEY FACTS ABOUT INFLUENZA (FLU)

WHAT IS INFLUENZA (ALSO CALLED FLU)?

The flu is a contagious respiratory illness caused by influenza viruses that infect the nose, throat, and lungs. It can cause mild to severe illness, and at times can lead to death. The best way to prevent the flu is by getting a flu vaccine each year.

Signs and Symptoms of Flu:

People who have the flu often feel some or all of these signs and symptoms:

- Fever* or feeling feverish/chills
- Cough
- Sore throat
- Runny or stuffy nose
- Muscle or body aches
- Headaches
- Fatigue (very tired)
- Some people may have vomiting and diarrhea, though this is more common in children than adults.

*It's important to note that not everyone with flu will have a fever.

How Flu Spreads

Most experts believe that flu viruses spread mainly by droplets made when people with flu cough, sneeze or talk. These droplets can land in the mouths or noses of people who are nearby. Less often, a person might also get flu by touching a surface or object that has flu virus on it and then touching their own mouth, eyes or possibly their nose.

Period of Contagiousness

You may be able to pass on the flu to someone else before you know you are sick, as well as while you are sick. Most healthy adults may be able to infect others

beginning 1 day before symptoms develop and up to 5 to 7 days after becoming sick. Some people, especially young children and people with weakened immune systems, might be able to infect others for an even longer time.

Onset of Symptoms

The time from when a person is exposed to flu virus to when symptoms begin is about 1 to 4 days, with an average of about 2 days.

Complications of Flu

Complications of flu can include bacterial pneumonia, ear infections, sinus infections, dehydration, and worsening of chronic medical conditions, such as congestive heart failure, asthma, or diabetes.

People at High Risk from Flu

Anyone can get the flu (even healthy people), and serious problems related to the flu can happen at any age, but some people are at high risk of developing serious flu-related complications if they get sick. This includes people 65 years and older, people of any age with certain chronic medical conditions (such as asthma, diabetes, or heart disease), pregnant women, and young children.

Preventing Flu

The first and most important step in preventing flu is to get a flu vaccination each year. The Centers for Disease Control and Prevention (CDC) also recommends everyday preventive actions (like staying away from people who are sick, covering coughs and sneezes and frequent hand washing) to help slow the spread of germs that cause respiratory (nose, throat, and lungs) illnesses, like flu.

***Please call your Case Manager
and ask about the flu shot!***

FILING A COMPLAINT WITH B – UFC

Diagnosing Flu

It is very difficult to distinguish the flu from other viral or bacterial causes of respiratory illnesses on the basis of symptoms alone. There are tests available to diagnose flu.

Treating

There are influenza antiviral drugs that can be used to treat flu illness.

The flu shot is available at no cost to you at your doctor's office or at the following pharmacies including (but not limited to):

Safeway

Mon-Fdy 8am-8pm
Sat 9am-6pm
Sun 10am-5pm

Fry's

Mon-Fdy 9am-9pm
Sat 9am-6pm
Sun 10am-6pm

Wal-Mart

Mon-Fdy 9am-9pm
Sat 9am-7pm
Sun 10am-6pm

CVS

Mon-Fdy 9am-9pm
Sat 10am-6pm
Sun 10am-6pm



Call our Customer Care Center if you are not satisfied with any aspect of your care. We want to know if you are having any of the following issues:

- Service
- Transportation
- Quality of care
- Provider office
- Any other issues that negatively affect your care

The Customer Care Center will file a grievance (complaint) on your behalf. Interpretation services are available at no cost to you. You can also file a grievance in writing. You can do this by mailing it to the address listed below. After your grievance has been submitted, you will receive a letter in the mail within 5 business days. This letter is an acknowledgment that we received your grievance. Next, your grievance will be reviewed. A response will be provided no later than ninety (90) days from the date that you contact us.

If B-UFC denies a service, you will receive a letter called the Notice of Action (NOA). You can also file a complaint if you don't agree with the NOA. If you do not understand the decision in your NOA letter, call Customer Care Center. You will get more specific information. For inquiries, or to file a complaint, please contact our Grievance & Appeals Department.

Banner – University Family Care
Attn: Grievance & Appeals Department
2701 E. Elvira Road
Tucson, AZ 85756 Phone: (833) 318-4146,
ask for Grievance & Appeals
Fax: (520) 874-3462 or (866) 465-8340

MAKE FOOD SAFETY A PRIORITY THIS FALL

During the busy fall season, whether you're preparing a packed lunch for your child, a weeknight dinner for the family, or a tailgate feast for the whole crew, make sure you prevent foodborne illness by following USDA's four steps to food safety: Clean, Separate, Cook and Chill.

CLEAN:

Wash your hands and cooking surfaces before and after handling food. Wash fruits and vegetables before eating, cutting, or cooking. Make sure lunch boxes and coolers are clean before packing.

SEPARATE:

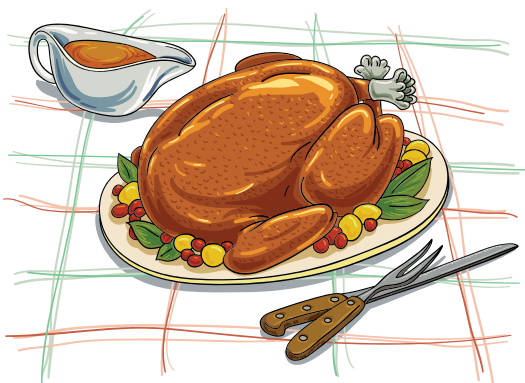
Avoid cross contamination. Don't let raw meat, poultry, or egg products come in contact with fruits, vegetables, or prepared foods. Never put cooked food on a plate or tray that held raw meat or poultry.

COOK:

When cooking, use a food thermometer to make sure food reaches a safe minimum internal temperature needed to destroy harmful bacteria. Cook raw beef, pork, lamb and veal steaks, chops, roasts, and fish to a minimum internal temperature of 145°F and let them rest for three minutes before eating. When cooking raw ground beef, pork, lamb, and veal, make sure the meat reaches a minimum internal temperature of 160°F. Egg dishes should also be cooked to a safe minimum internal temperature of 160°F. All poultry should be cooked to a safe minimum internal temperature of 165°F.

CHILL:

When packing food, use an insulated lunchbox or cooler and at least two cold sources, such as freezer packs. Discard any perishable foods that were left at room temperature longer than two hours (one hour in temperatures above 90°F).



LUNCH PACKING TIPS:

- If the lunch contains perishable food items like luncheon meats, eggs, cheese, or yogurt, make sure to pack it with at least two cold sources, such as freezer packs. Harmful bacteria multiply rapidly so perishable food transported without a cold source won't stay safe long.
- Frozen juice boxes or water can also be used as freezer packs. Freeze these items overnight and use with at least one other freezer pack. By lunchtime, the liquids should be thawed and ready to drink.
- If packing a hot lunch, like soup, chili, or stew, use an insulated container to keep it hot. Fill the container with boiling water, let stand for a few minutes, empty, and then put in the piping hot food. Tell children to keep the insulated container closed until lunchtime to keep the food at 140°F or above.
- If packing a child's lunch the night before, parents should leave it in the refrigerator overnight. The meal will stay cold longer because everything will be refrigerator temperature when it is placed in the lunchbox.

EATING AND DISPOSAL TIPS:

- Teach children to properly wash their hands before eating lunch. If running water isn't available, pack disposable wipes for cleaning hands before and after eating.
- After lunch, children should discard all leftover food and used food packaging.
- Clean lunch boxes thoroughly each night with warm soapy water or a disinfectant wipe.

Consumers can learn more about key food safety practices at Foodsafety.gov, by following @USDAFoodSafety on Twitter, and by liking [Facebook.com/FoodSafety.gov](https://www.facebook.com/FoodSafety.gov). Consumers with questions about food safety can call the USDA Meat and Poultry Hotline at 1-888-MPHotline (1-888-674-6854) or chat live with a food safety specialist at AskKaren.gov, available from 10 a.m. to 6 p.m. Eastern Time, Monday through Friday, in English or Spanish.

If you have questions about storage times for food or beverages, download USDA's FoodKeeper application for Android and iOS devices.

MEMBER ID CARD

The ID card you received in the mail is important because it contains your own member ID. You will show this card when you receive medical services. This helps your healthcare provider know what health plan you belong to. This is the best way to coordinate your medical services.

Please keep your ID card and any medical information in safe place. Please shred papers that have your medical ID number, name, address or social security number. It is important you do not lend, sell, throw away or allow anyone else to use your card. This is against the law.

If you have a feeling, or know someone is using your ID number, please call us immediately. If this happens we may receive incorrect medical information. We want to make sure we get the right medical information for the right person. We will create a note in your account. We will also research your concern. We can notify AHCCCS on your behalf.

If you feel like your identity has been stolen please file a police report with your local authorities. If you have any questions, please contact our Customer Care Center at (833) 318-4146. TTY users should call 711.

Contract services are funded under contract with AHCCCS



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'deę, 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) | فارسی

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 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).

NONDISCRIMINATION NOTICE

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

Banner – 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

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If you need these services, contact Silvia Parra. If you believe that Banner – 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:

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

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

