

Health CONNECTION



Banner
University Health Plans
Banner – University Family Care

PREVENTION IS KEY TO YOUR CHILD'S DENTAL HEALTH

Tooth decay is preventable. Routine dental exams and cleanings are covered benefits. Your health plan covers one dental checkup every six months for children through 20 years of age. Ask your dentist about the application of fluoride varnish and sealants. All these steps help prevent tooth decay.

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MEMBER ADVISORY COUNCIL (MAC)



DID YOU KNOW THAT BANNER – UNIVERSITY FAMILY CARE HOLDS A QUARTERLY MEMBER ADVISORY COUNCIL MEETING?

We provide a chance for you to give us your feedback. You can share your ideas on the way services are provided. We invite members and providers to join in discussions such as, policies, programs, covered services, health tips, and community resources.

If you would like to be part of your local meeting, please contact your case manager. Your case manager will provide details and can schedule round-trip transportation for you. A meal is provided.

IMPORTANT INFORMATION FOR OUR DUAL ELIGIBLE MEMBERS

If you have our Medicare Advantage plan you may receive an Integrated Denial Notice (IDN) from us for services that you received from your healthcare provider. Medicare requires that these notices be sent so that you are aware of services that have been denied.

WHEN DO WE DENY A CLAIM FROM A PROVIDER?

- » The product or service is not a covered benefit under your Medicare Advantage Plan
- » The provider waited too long to bill us (Medicare has rules about filing claims timely)
- » The product or service required prior authorization but the provider performed the service without pre-approval.
- » The product or service is not medically necessary based on health plan or Medicare rules.

We also let the provider know and they can take steps, in some cases, to correct the issue. We will also provide you with information to appeal the denial.

A provider should not bill you for those denied services, if they do, please call our Customer Care Center at (833) 318-4146 and we can assist you. TTY users call 711.

CULTURAL CORNER

WHAT IS CULTURAL RESPECT?

Culture is often described as the combination of a body of knowledge, a body of belief and a body of behavior. It involves a number of elements, including personal identification, language, thoughts, communications, actions, customs, beliefs, values, and institutions that are often specific to ethnic, racial, religious, geographic, or social groups. For the provider of health information or health care, these elements influence beliefs and belief systems surrounding health, healing, wellness, illness, disease, and delivery of health services. The concept of cultural respect has a positive effect on patient care delivery by enabling providers to deliver services that are respectful of and responsive to the health beliefs, practices and cultural and linguistic needs of diverse patients.

WHY IS CULTURAL RESPECT IMPORTANT?

Cultural respect is critical to reducing health disparities and improving access to high-quality health care, health care that is respectful of and responsive to the needs of diverse patients. When developed and implemented as a framework, cultural respect enables systems, agencies, and groups of professionals to function effectively to understand the needs of groups accessing health information and health care—or participating in research—in an inclusive partnership where the provider and the user of the information meet on common ground.

Source: National Institutes of Health
<https://www.nih.gov/institutes-nih/nih-office-director/office-communications-public-liaison/clear-communication/cultural-respect>



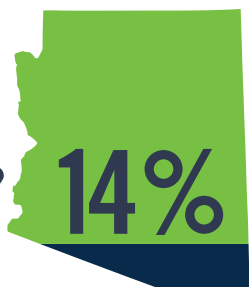
IT'S TIME TO QUIT SMOKING!

BANNER - UNIVERSITY FAMILY CARE CAN HELP YOU QUIT TOBACCO

Our Tobacco Cessation Program offers a number of nicotine replacement products and medications to help you quit tobacco. For more information please contact our Customer Care Center at (833) 318-4146. TTY users call 711.

WHO IS STILL SMOKING?

14% of adults in Arizona still smoke.¹



DEATHS FROM SMOKING IN ARIZONA

8,300

adults die each year from smoking.¹



115,000

kids in Arizona will die prematurely from smoking.¹

THE TOLL OF TOBACCO

11
MILLION

packs of cigarettes are bought or smoked by kids each year.¹

10.1%

of high school students smoke.¹

27.5%

of high school students use e-cigarettes.¹

4,300

kids become new daily smokers each year.¹

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>

FRAUD, WASTE, AND ABUSE

Fraud is purposely giving wrong or misleading information in order to receive a benefit or some type of service. Abuse of the Program is provider practices or member practices that result in an unnecessary cost to the AHCCCS program. Waste is over using services or misusing resources or practices.

Unfortunately, Fraud, Waste and Abuse are not as uncommon as you would think. Please see some of the most common examples.

MEMBER FRAUD AND ABUSE INCLUDE BUT ARE NOT LIMITED TO:

- Lending or selling your AHCCCS Identification Card to anyone
- Not stating true income or living arrangements
- Providing false materials or documents
- Leaving out important information
- Failing to report another insurance that you have
- Continuing to use AHCCCS for services when you move out of the state or out of the country

PROVIDER FRAUD, WASTE AND ABUSE INCLUDE BUT ARE NOT LIMITED TO:

- Billing for a service they didn't provide
- Ordering test, lab work or x-rays that aren't necessary
- Charging for medical services not provided
- Billing multiple payers and receiving double payments
- Using billing codes that pay higher rates to get more money even though those services weren't provided
- Billing for services under a member that is not their member

WHAT CAN YOU DO ?

Anyone can report fraud - there are no restrictions. Fraud, Waste and Abuse hurts every one. If you suspect a possible case please report it immediately.

PLEASE CONTACT BANNER UNIVERSITY HEALTH PLAN AT ANY OF THE FOLLOWING

BUHP Customer Care Phone:
(833) 318-4146

BUHP Compliance Officer's Phone:
(520) 874-2847

BUHP Compliance Department Fax:
(520) 874-7072

BUHP Compliance Department Email:
UAHPComplianceandAudit
Mailbox@bannerhealth.com

BUHP Compliance Department Mail:
Banner University Health Plans
Compliance & Audit Department
2701 E. Elvira Rd.,
Tucson, AZ 85756

**Confidential and Anonymous
Compliance (ComplyLine) Hotline:**
(888) 747-7989

YOU CAN ALSO REPORT DIRECTLY TO: AHCCCS

**Office of the Inspector General at:
Provider Fraud:**

(602) 417-4045 or (888) 487-6686

Member Fraud:

(602) 417-4193 or (888) 487-6686

www.azahcccs.gov clicking on
"Fraud and Abuse"

Mail: Inspector General
701 E Jefferson St. MD 4500
Phoenix, AZ 85034



You will not lose your health benefits for reporting fraud or abuse. We will keep your report private to the extent allowed under the law.

WELL-WOMEN'S PREVENTATIVE CARE VISITS

Banner – University Family Care (BUFC) encourages all of our female members to get regular preventative care services. Well-Women's Preventative Care services as well as other preventative care and screening services, are available without copayment. An Annual Well-Woman Preventative Care visit will help identify health concerns and promote healthy lifestyles habits. They reduce or prevent risk for various health problems. These Well-Woman Preventative Care services include, but are not limited to:

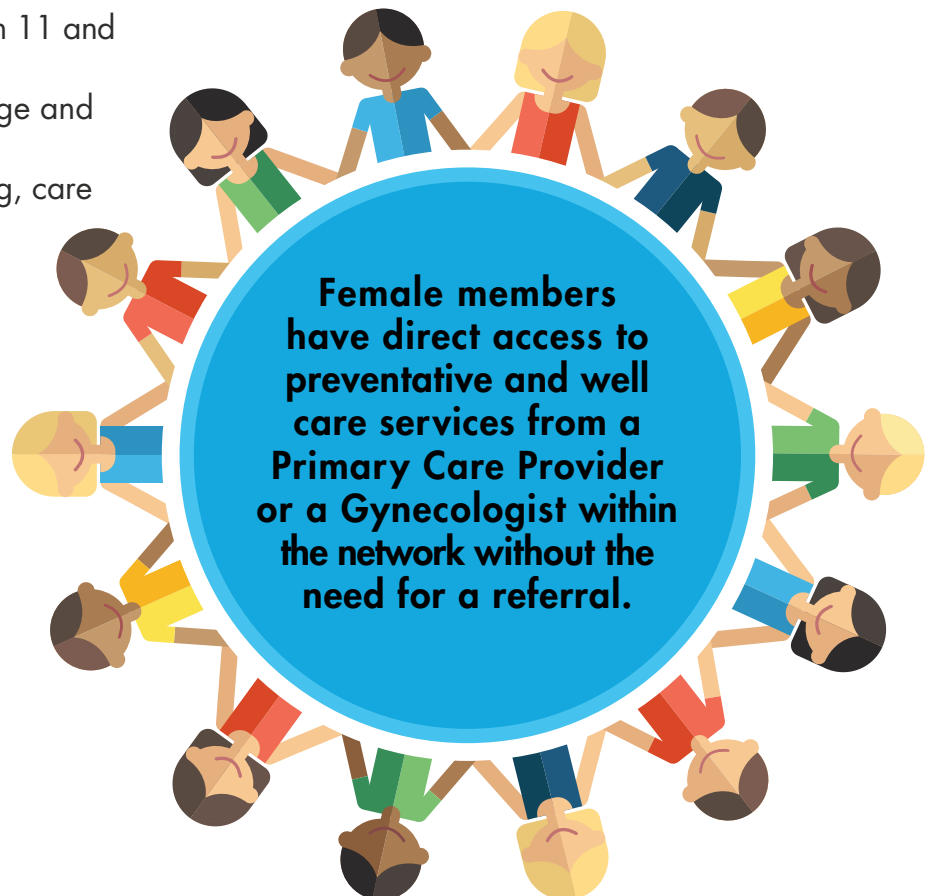
- A physical (wellness) exam that assesses overall health
- Clinical breast exams and/or mammograms (based on age and medical need)
- Pelvic exams, cervical cancer screening including pap smear
- Immunization including the availability of the Human Pappilovirus (HPV) vaccine as recommended for females between 11 and 26 years of age
- Testing as appropriate for your age and risk factors.
- Initiating referrals for further testing, care and treatment if/when needed.

Female members have direct access to preventative and well care services from a Primary Care Provider or a Gynecologist within the network without the need for a referral. Call our Customer Care Center at (833) 318-4146. TTY users should call 711. We can help you find a provider, make an appointment or schedule transportation.

ADDITIONAL SCREENINGS AND COUNSELING

Additional screenings and counseling which focus on minimizing health risks and maintaining a healthy lifestyle may include topics such as:

- Nutrition, physical activity and elevated body mass index (BMI) as an indicator of possible obesity
- Tobacco and substance use, abuse and/or dependency
- Anxiety or depression
- Interpersonal or domestic violence
- Sexually transmitted infections and/or HIV
- Colorectal cancer screenings
- Family planning counseling
- Pre-conception counseling



FAMILY PLANNING

Family Planning services are available for members of reproductive age. This includes males and females. We can help members who voluntarily choose to delay or prevent pregnancy. Your provider can help you choose birth control methods that will work for you. They can help you obtain family planning services and supplies.

Call your provider if you need family planning services or supplies from a provider that is not in network. You can also call our Customer Care Center or your Maternal Child Health Care Manager at (833) 318-4146 for assistance. TTY users call 711.

FAMILY PLANNING SERVICES INCLUDE:

- Contraceptive counseling, medication and/or supplies including but not limited to: oral and injectable contraceptives, sub-dermal implantable contraceptives, intrauterine devices, diaphragms, condoms, spermicidal foams and suppositories
- Natural family planning education or referral to qualified health professionals
- Post-coital emergency oral contraception within 72 hours after unprotected sexual intercourse (*RU486 is not post-coital emergency contraception*)
- Pregnancy screening
- Screening and treatment for sexually transmitted infections
- Associated medical and laboratory examinations and radiological procedures, including ultrasound studies related to family planning
- Medications when associated with medical conditions related to family planning or other medical conditions
- Treatment of complications resulting from contraceptive use, including emergency treatment
- Sterilization services for members over 21 years of age

SOME SERVICES ARE NOT COVERED AS PART OF FAMILY PLANNING, SUCH AS:

- Infertility services (testing, treatment, or reversal of a tubal sterilization or vasectomy)
- Pregnancy termination counseling
- Pregnancy termination, unless you meet specific conditions
- Hysterectomies done only as a method of family planning

Call our Customer Care Center or your Maternal Child Health Care Manager at (833) 318-4146. TTY users call 711. We can help you find a provider, make an appointment or schedule transportation.



HUMAN IMMUNODEFICIENCY VIRUS (HIV)

HIV IS A VIRUS THAT ATTACKS AND KILLS CRUCIAL IMMUNE SYSTEM CELLS

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

TO FIND AN HIV TESTING SITE NEAR YOU, PLEASE VISIT THE CENTER FOR DISEASE CONTROL (CDC) WEBPAGE!



*Continues from
cover page*

***Prevention
is Key to
Your Child's
Dental Health***

Baby teeth are important, too! Some primary care doctors are able to apply fluoride varnish for babies from 6 months up to 2 years. Our Customer Care staff can help you locate a certified PCP.

Please call Customer Care if you have any questions.

We can provide you with Dental Home (assigned dentist) contact information. If you wish to change your dental home, or need a ride to the dentist, we can help you.

FINDING AN IN-NETWORK PROVIDER

Your plan has specific provider network requirements. Providers must participate with AHCCCS and with health plan they serve. Our websites have a Find a Provider Tool feature.

This helps you quickly locate a provider in your area. Visit our website at www.bannerufc.com/altcs.

Let us know if you need help in locating an in-network provider. Please call Customer Care center at (833) 318-4146. TTY users call 711.



PREVENT TYPE 2 DIABETES IN KIDS

THERE'S A GROWING TYPE 2 DIABETES PROBLEM IN OUR YOUNG PEOPLE. BUT PARENTS CAN HELP TURN THE TIDE WITH HEALTHY CHANGES THAT ARE GOOD FOR THE WHOLE FAMILY.

Until recently, young children and teens almost never got type 2 diabetes, which is why it used to be called adult-onset diabetes. Now, about one-third of American youth are overweight, a problem closely related to the increase in kids with type 2 diabetes, some as young as 10 years old.

Weight Matters

People who are overweight—especially if they have excess belly fat—are more likely to have insulin resistance, kids included. Insulin resistance is a major risk factor for type 2 diabetes.

Activity Matters

Being physically active lowers the risk for type 2 diabetes because it helps the body use insulin better, decreasing insulin resistance.

Age Matters

Kids who get type 2 diabetes are usually diagnosed in their early teens. One reason is that hormones present during puberty make it harder for the body use insulin, especially for girls, who are more likely than boys to develop type 2 diabetes.

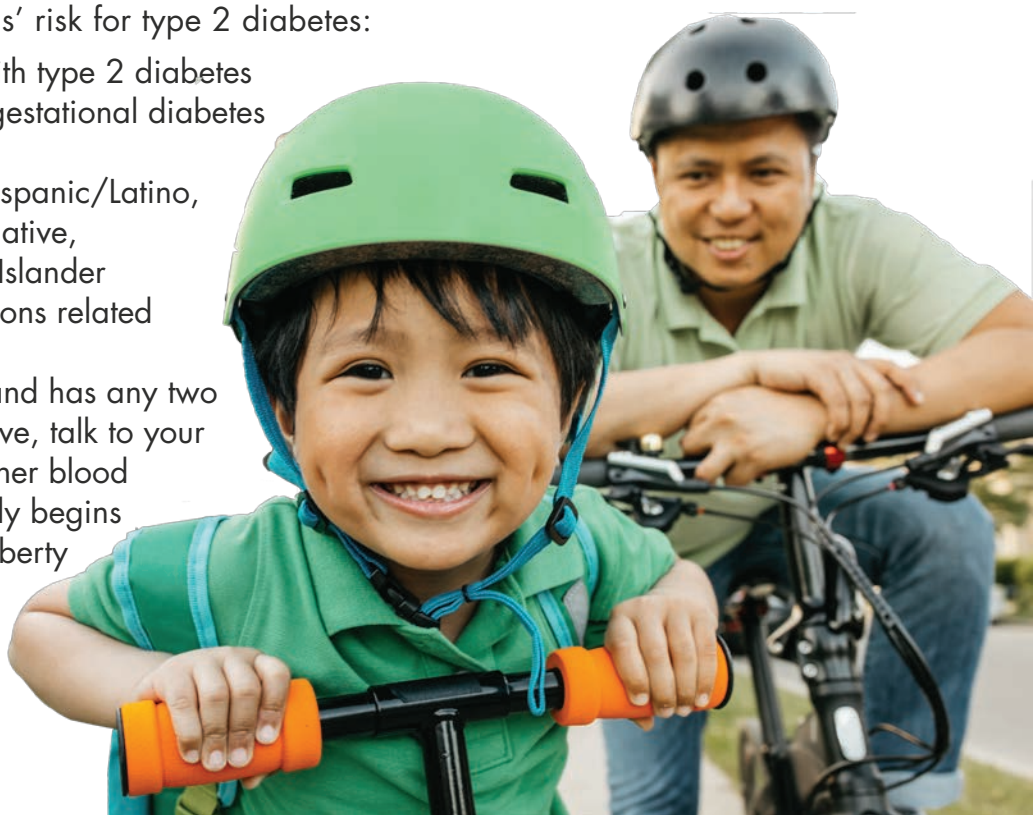
Take Charge, Family Style

Parents can do a lot to help their kids prevent type 2 diabetes. Set a new normal as a family—healthy changes become habits more easily when everyone does them together.

More Risk Factors

These factors also increase kids' risk for type 2 diabetes:

- Having a family member with type 2 diabetes
- Being born to a mom with gestational diabetes (diabetes while pregnant)
- Being African American, Hispanic/Latino, Native American/Alaska Native, Asian American, or Pacific Islander
- Having one or more conditions related to insulin resistance
- If your child is overweight and has any two of the risk factors listed above, talk to your doctor about getting his or her blood sugar tested. Testing typically begins at 10 years old or when puberty starts, whichever is first, and is repeated every 3 years.



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

ܕܝܠܐ. (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 (BUFC) 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

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





Banner
University Health Plans
Banner – University Family Care

2701 E. Elvira Rd.
Tucson, Arizona 85756

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YOUR HEALTH PLAN IS ON FACEBOOK!

Search for @bannerufc and give our page a thumbs up!

[FB.COM/BANNERUFC](https://fb.com/bannerufc)

