

Health CONNECTION



Banner
University Family Care



KEEPING YOUR FEET HEALTHY! DIABETIC CARE

Uncontrolled Diabetes can damage nerves in your feet. You may notice numbness, tingling, burning or feel like your foot is being poked with a needle. Diabetes can also limit the blood flow making any small injury very difficult to heal and left untreated can lead to serious infections up to amputation.

Most important is to control your diabetes, control your diet, exercise daily, take your prescribed medications as ordered, keep all PCP appointments and never smoke.

Wear proper footwear. Never go barefoot. Shoes should be closed toe, comfortable, not too tight or rub. If you have a callus, do not treat it yourself, you may need to change your footwear.

Inspect your feet daily, including the bottoms (you may need to ask for help here). Make note of any rashes, blisters, calluses or red areas. Wash feet with soap and warm water. Dry between your toes, but don't put lotion between your toes, only lotion the rest of your foot.

When you see your PCP, as soon as you get into the exam room take your shoes and socks off so your PCP will be able to do a proper foot exam. Your PCP can refer you to a Podiatrist (foot doctor) for any foot problems you may have or if you need assistance trimming your toenails.

They're your feet, keep them healthy!



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DID YOU KNOW A CULTURAL MOMENT

HOW MANY FEDERALLY RECOGNIZED TRIBES ARE ACROSS THE NATION AND IN ARIZONA?

There are 575 Federally Recognized Indian Nations Tribes across the United States Nation with 22 Tribes in Arizona.

Each tribe has language, cultural practices and histories of their own. As Summer approaches, tribal communities will host community celebrations and ceremonies unique to their Tribe.

Celebrations, and ceremony brings together family, extended relatives, friends and neighbors.

They all share cultural practices, along with Community Feeds. They share traditional ceremonial foods prepared just as they were made in the past.

WHAT ARE THE TOP STAPLES OF AMERICAN INDIAN TRADITIONAL FOODS?

There are three staples of American Indian/ Alaska Native traditional foods, corn, squash and beans.

In many tribal cultures they are known as the Three Sisters!

Other foods used widely in Tribal Culture are deer meat, fish, sheep, lamb, buffalo, berries, squash, and melons. Traditional tribal foods are very much a part of traditional community celebrations and ceremonies.

AMERICAN INDIAN/ALASKA NATIVE EXPERIENCE A HIGHER RATE OF DIABETES.

Traditional tribal diets have changed. Because of this American Indian/Alaska Native experience a higher rate of diabetes and complications from diabetes. Some of the complications are high blood pressure, kidney disease and obesity.

It's important to remember to have a balanced approach when it comes to diet and the food choices we make. It is also important to have your annual check-ups including physical and dental exams. This helps you know where you're at when it comes to your physical and oral health care.

Remember to watch what you eat and also incorporate exercise into your daily activity. Embracing a life full of good health and wellness for you, for your family, and for your community.



YOUR 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.

ABOUT YOUR HEALTH PLAN

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 INCLUDES, BUT IS 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
- Not meeting professional standards for health care
- 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.

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.

PLEASE CONTACT B - UFC/ALTCS AT ANY OF THE FOLLOWING

Customer Care Center
Phone: (833) 318-4146

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

Compliance Department
Fax: (520) 874-7072

Email:
BUHPCompliance@
bannerhealth.com

Mail:
Banner - University Family
Care/ALTCS Compliance &
Audit Department.
2701 E. Elvira Rd.,
Tucson, AZ 85756

Confidential and
Anonymous Compliance
(ComplyLine) Hotline
Phone: (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

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

Mail Inspector General

801 E Jefferson MD4500
Phoenix, AZ 85034

CULTURAL COMPETENCY AND DISABILITIES

Many people talk about cultural competency, and often, the focus is on the culture of where someone is from. Or perhaps the language they speak. Culture can be many other things too. It is sometimes a common link shared by a society or group of people. It can mean 'the way of life' or the way people do things.

Culture can include people with disabilities. To be culturally competent of this group would mean to work against ableism. Ableism is discrimination and social prejudice against people with disabilities. Ableism characterizes persons as defined by their disabilities and as inferior to the non-disabled.

If a provider is culturally competent, they will not use ableist language. They will have a true understanding of the challenges a person with disabilities may face at appointments or to get to services. They will also understand that some disabilities are invisible.

HERE ARE SOME WORDS AND PHRASES THAT DO NOT SHOW CULTURAL COMPETENCE AND SOME BETTER WORD CHOICES:

- Wheelchair bound: this can be ableist because many wheelchair users find the use of a mobility aid to be freeing and liberating.
 - Consider instead: uses a wheelchair, wheelchair-user, in a wheelchair, began using a wheelchair, needs or requires a wheelchair, is a full-time wheelchair-user.
- Handicapped
 - Consider instead: Disabled person, physically disabled person, wheelchair-user, person with a disability (to refer to a person); accessible parking, placard parking, disabled-only parking (to refer to designated parking spaces).
- Victim (burn victim, victim of an accident etc.)
 - Consider instead: Survivor (this implies something the person overcame, instead of making it their identity).
- Bipolar Patient
 - Consider instead: person-first language "a person with bipolar disorder"

Cultural competency is focused on identifying and embracing diversity. It is important for non-disabled people to identify disabilities as another form of diversity. Then we can learn cultural competence and interact appropriately, in an empowering way.

REMEMBERING THESE FEW THINGS CAN ALSO BE HELPFUL:

- People with disabilities may not consider their daily life as negative. So, pity is not appropriate.
- Focus on the person and not their disability.
- Being curious is understandable. But, do not ask about a disability unless the person who with the disability brings it up. Remember they don't owe any explanation as to how or when they began living with a disability.
- Remember this applies to disabilities you can see and those you cannot



KEEPING MOMS WELL AFTER CHILDBIRTH

After giving birth, you can look back on the many months of exciting changes you have experienced. Congratulations!

Now, it's very important to continue to take great care of yourself. It is very important to stay in contact with your obstetric provider after delivery of your baby. You should have an initial follow-up within 3 weeks of delivery, earlier if you had a cesarean section. You should make and keep any additional recommended visits. At these visits your doctor will check to make sure you are healing properly, talk to you about postpartum depression, and help you with family planning. Your postpartum care should finish with a comprehensive visit no later than 12 weeks after having your baby. If you need help scheduling your postpartum follow-up appointment, please contact our Customer Care Center at (800) 582-8686 and ask to speak with an OB Care Manager.

THE "BABY BLUES" AND POSTPARTUM DEPRESSION:

After child birth, many mothers feel sad or overwhelmed for a few days after giving birth. This normal part of the process is often called the "Baby Blues". The baby blues usually go away within a few days to a week. Be patient with yourself. But if sadness lasts more than two weeks, go see your doctor. You might have a serious but treatable condition called Postpartum Depression or PPD. PPD is a mood disorder that can affect women after childbirth. Mothers with PPD experience feelings of extreme sadness, depression, anxiety and fatigue which may make it very hard to do normal daily care activities.

SOME OF THE SYMPTOMS OF POSTPARTUM DEPRESSION INCLUDE:

- Feeling sad, hopeless, empty, or overwhelmed
- Crying more often than usual or for no apparent reason
- Worrying or feeling overly anxious
- Oversleeping, difficulty sleeping even when the baby is asleep
- Poor concentration, memory difficulty and trouble making decisions
- Losing interest in activities that are usually enjoyable
- Eating too little or too much
- Feeling moody, irritable, or restless
- Experiencing anger or rage
- Frequent physical aches and pains like headaches, stomach problems, and muscle pains
- Avoiding friends and family
- Doubting your ability to care for your baby
- Having trouble bonding with your baby
- Thinking about harming yourself or your baby

At your follow-up visit, your doctor will ask questions to screen for Postpartum Depression. Your doctor can refer you to a behavioral health professional who specializes in treating depression.

You can also call the Arizona Postpartum Warmline at 888-434- MOMS (6667) for more information. They can help you find postpartum depression support groups and other resources near you. If you would like to speak with one of our Maternal or OB Nurse Care Managers, please call our Customer Care Center at (800) 582-8686. TTY 711.

IF YOU HAVE THOUGHTS OF HARMING YOURSELF AND YOUR BABY, CALL 911.



HIV AND PREGNANCY

HIV (Human Immunodeficiency Virus) is the virus that causes AIDS (Acquired Immunodeficiency Syndrome). 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>.



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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. You can also leave a voicemail message after-hours or submit a question online any time. The Birth to Five Helpline can help with 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

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 (800) 252-5942 or on the web at 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 (800) 833-4642.



SEXUALLY TRANSMITTED DISEASES – SYPHILIS IN PREGNANCY

Syphilis is a sexually transmitted infection that is on the rise in women and babies, especially in Arizona. It is spread through unprotected oral, anal and vaginal sex or any contact with a sore.

And, having syphilis makes it easier to contract other sexually transmitted infections, like HIV, so frequent testing is necessary. It is possible to get syphilis multiple times. If you think you have syphilis or may have had contact with any sexually transmitted infection, tell your doctor and get tested.

The risk of spreading the infection from mother to baby (called Congenital Syphilis) during the pregnancy is very high. And, syphilis is very dangerous for babies. During pregnancy, it can cause miscarriage, growth restriction, premature birth and still birth. Two out of five babies born to women with untreated syphilis, will die from the infection.

But treatment for syphilis is safe during pregnancy, and pregnant women can reduce the risk of serious problems to themselves and their baby, by getting checked and starting treatment if the test is positive.

Simply not having sex, or using condoms the right way per CDC guidelines, EVERY time, helps prevent contracting sexually transmitted infections like Syphilis.

More information on effective condom use can be found at www.cdc.gov/condomeffectiveness/male-condom-use.html



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HIV AND PREGNANCY
html and use the “HIV Testing” site locator tool at the bottom of the web page.

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



ASK YOUR PHARMACIST

THE IMPORTANCE OF TAKING YOUR MEDICATIONS CORRECTLY

One of the most important ways to stay healthy and prevent long term health problems is by correctly taking your medicine every day. Sometimes side effects can get in the way. Also, when you feel good it can be hard to know that medicine is still helping. Even remembering to take pills every day or getting to the pharmacy to pick up prescriptions can be hard for some people.

Stopping or cutting back on your medicine without your provider's approval can be dangerous to your health. Good news – your pharmacist can help!

If you have side effects, then let your pharmacist or provider know right away. Sometimes as we get older, we are more sensitive to medicines we have been taking for a while. Your pharmacist can help make suggestions to your provider for a medicine change. It can usually resolve these problems, or there may be other simple solutions.

At times, you may not feel the benefits of taking a medicine. Or, maybe your blood pressure, cholesterol or blood sugar numbers are good. The key to staying healthy is to keep taking your prescribed medicines every day. The medicines are part of why you feel good or your numbers are good. This helps prevent long term health problems like heart attack and stroke. If you do not know why you are taking a medicine, ask your pharmacist or provider.

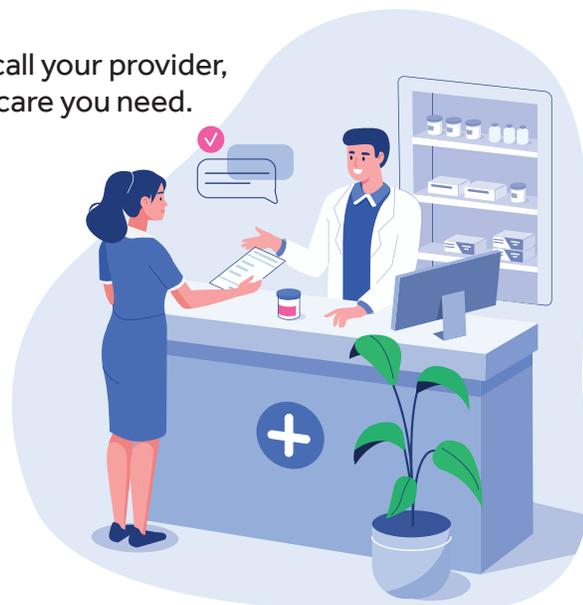
If getting to the pharmacy is hard, call our Customer Care Center to ask how to get your medicines delivered. Some pharmacies can even help you get all your routine refills at once.

Your pharmacist is an important part of your healthcare team and can help with these issues and more. Talk to your local pharmacist about any medicine concerns you have and ask for refill reminders.

If you have any problems getting your medications, please call your provider, your pharmacy or us. We all want to make sure you get the care you need.

**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!

NEED HELP TO QUIT SMOKING?

You can call the Arizona Smoker's Helpline (ASH Line) to help you quit
(800) 556-6222
ASHLINE.ORG

When it gets tough, an ASHLine Quit Coach keeps you focused on the goals you set for yourself.



ELECTRONIC CIGARETTES (E-CIGS)

WHAT IS IT?

E-cigs are battery powered and use liquid nicotine. The nicotine turns into a vapor when it's heated. The vapor has flavors and chemicals added to it that people breathe in. People call this vaping instead of smoking.

IS VAPING BAD FOR YOU?

The dangers of smoking are well-known, but we are still learning about vaping. Vaping has only been in the United States since 2007. That is not enough time to learn about what's in the vapor. We also don't know yet how vaping will affect someone's health if they vape for a long time.

WHAT DOES VAPING DO TO YOUR BODY?

The Centers for Disease Control and Prevention (CDC) studies think that can harm people. The CDC tells people what they find out from these studies to protect them. The CDC said vaping damages your lungs and heart. The CDC also said some people have died from vaping because their lungs were too damaged from it.

CAN VAPING HELP YOU STOP SMOKING?

The places that sell e-cigs say that vaping is safer than smoking. These places also say vaping can help people quit nicotine for good. Is this true?

The Food and Drug Administration (FDA) is a government agency that studies which drugs are harmful or good for us. The FDA also makes decisions about how drugs are used. The FDA said e-cigs cannot help people stop smoking and this is not what they are used for.

WHERE TO FIND HELP

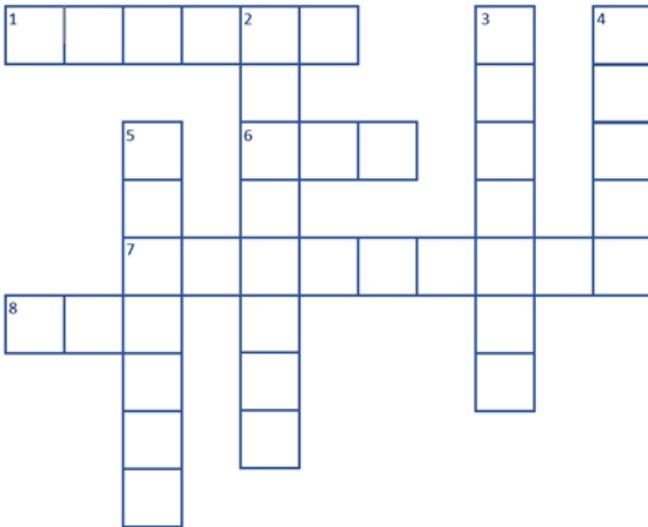
Smoking and vaping are bad for your health.

You can call the Arizona Smoker's Helpline (ASH Line) to help you quit at **(800) 556-6222**.



WAYS TO HELP PREVENT THE SPREAD OF THE FLU

LET'S CHECK YOUR KNOWLEDGE IN THE CROSSWORD BELLOW!



ACROSS

- The act of breathing in nicotine vapor.
- The government agency that tells people what things can harm them.
- What makes e-cigs work.
- The government agency that decides how drugs can be used and which ones are safe.

DOWN

- The substance in vaping liquid that makes it addictive.
- The name of the agency to call if you want to stop smoking.
- A body organ that can be damaged from vaping.
- _____ is the substance that nicotine comes from.

Flu season will be starting again in a few short months. The best way to prevent seasonal flu is to get the flu shot each year. The flu is very contagious. Here are some tips to help prevent the spread of the flu.

- Get the flu shot
- Cover coughs and sneezes with a tissue or your elbow
- Try not to touch your eyes, nose and mouth
- Wash your hands often
- Keep your distance from people who have the flu
- Stay at home if you have the flu
- Practice getting plenty of sleep, drinking lots of water and exercising regularly.
- Do not take antibiotics for the flu. Antibiotics do not fight the flu virus



Virus
Sneeze
Fever
Tissues
Medicine

Cough
Flu
Rest
Doctor

Handwashing
Vaccine
Germs



WHAT IS RECOVERY?

Have you ever heard a health professional say something about, **“living in recovery”**? Did you wonder what they meant by it?

It can be confusing because it means different things to different people. Let’s break it down!

Some think recovery means being free from substances they were addicted to. Some think a person needs to recover after an injury or illness. Some think a person is in recovery if they are living to their fullest potential and experiencing fewer mental health symptoms.

So, which is it? Do people recover from physical injuries, or addictions or from mental health disorders?

The answer is; **ALL** of them.

THE DEFINITION OF THE WORD RECOVERY IS:

1. the act or process of becoming healthy after an illness or injury: the act or process of recovering.
2. the act or process of returning to a normal state after a period of difficulty.

This applies to mental and physical illness and injury.

When the body is working to recover from a physical illness or injury, it goes through different phases and needs different treatments. For instance, a sprained ankle will cause pain, swelling, bruising and limited ability to walk. To recover may require ice, wrapping and even physical therapy.

When the mind is working to recover from a mental disorder, it also goes through different phases and requires different types of treatment. For instance, some disorders may cause sadness and feeling down, confusion, fear, and mood changes. To recover may require therapy or group therapy, medication, hospitalization, and family/peer support.

Some people understand physical illness better than mental illness. This can cause fear and stigma and keep people from seeking the treatment that may lead to recovery. However, the recovery pathways are equally important. Mental health plays a major role in your ability to maintain good physical health.

Just like a provider might tell you ways to maintain your physical health, such as; eating well, exercising and getting enough sleep. There are also some steps to maintaining the best possible mental health, and some are like physical health tips!



LET'S LOOK AT THESE:

- Get plenty of sleep
 - Sleep is important for our physical and mental health. Sleep helps to regulate the parts of our brain that manage emotions and moods. If we don't get enough sleep, we can start to feel depressed or anxious.
- Eat well
 - Eating well isn't just important for our bodies, but it's also important for our minds. Not getting enough minerals and vitamins can affect our mood. Also, too much caffeine can worsen anxiety.
- Manage stress
 - Stress often feels unmanageable. Knowing what causes you stress and learning how to cope can help. Therapy and mental health professionals can help with finding ways to cope.
- Activity and exercise
 - Being active helps boost the chemicals in your body that bring good moods!
- Do something you enjoy
 - Making time for fun can help keep us from becoming irritable or unhappy.
- Connect with others
 - Good relationships help to keep us feeling supported and can boost our self-esteem.
- Ask for help
 - This is one of the most important ones. You likely wouldn't hide a broken leg and hope it just goes away. You would probably feel the pain and seek medical help. There is no shame in seeking help for emotional pain as well. Mental health checkups are as important as physical ones.

REALIZING MENTAL AND PHYSICAL HEALTH ARE EQUALLY IMPORTANT IS THE BEST WAY TO ACHIEVE ALL TYPES OF RECOVERY.

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://SUICIDPREVENTIONLIFELINE.ORG/CHAT](https://suicidpreventionlifeline.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

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).

آريبرعلا (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).

NONDISCRIMINATION NOTICE

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

B – UFC/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

If you need these services, contact our Customer Care Center at (833) 318-4146. If you believe that B – UFC/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:

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

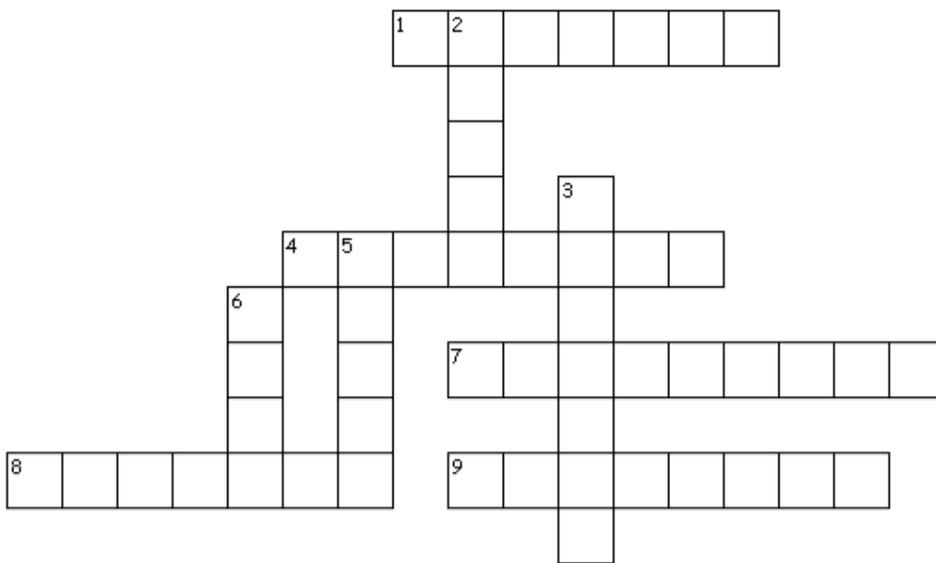
STAY CONNECTED

LIKE US ON FACEBOOK!

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!

The resources you need to manage your health are at your fingertips! Like us on Facebook: www.facebook.com/BannerUHP

Find other ways to stay connected here:
www.BannerUFC.com/ALTCS/about-us/stay-connected



ACROSS

1. What is this symbol called on Facebook: #
4. Enter your email and _____ to login to your account
7. Link to the Banner – University Health Plans Facebook page:
[www.facebook.com/_____](http://www.facebook.com/)
8. Response to a post: 
9. Name of this social media platform: 

DOWN

2. Link to your health plan website: [www.bannerufc.com/_____](http://www.bannerufc.com/)
3. Facebook is one way we can _____ with you in your everyday lives!
5. Link to the Stay Connected page on your health plan website:
www.BannerUFC.com/ALTCS/_____-us/stay-connected
6. Click this to show that you enjoy a post: 





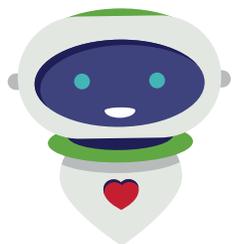
PRSRT STD
U.S. POSTAGE
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PHOENIX, AZ
PERMIT NO. 1921

Banner University Family Care

2701 E. Elvira Rd.
Tucson, Arizona 85756

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plan resources?*



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1. Search Pyx Health in the GooglePlay or App Store and download the app.
2. Tell us a little about you.
3. Start chatting your way to a healthier you!

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