

Provider Newsbrief

May 22, 2023

Community Nurse Now Line Being Discontinued

The Banner Nurse Now community line (844-259-9494) will be discontinued on Friday, May 19. If you promote this number to your patients as an after-hours assist line, please remove it from your on hold phone messaging, website, etc.

Banner Medical Group and Banner operator escalation calls will continue to be supported by Nurse Now. New hours of operation for this service will be Monday – Friday, 7 a.m. – 7 p.m., Saturday, 8 a.m. – 1 p.m. They will be closed on Sundays and closed for Banner recognized holidays.

Banner plan members can still call the Nurse On Call number on their insurance card to reach a nurse with their health questions and concerns. This service is a benefit for our plan members and will continue to operate 24/7.

Tracking Forms for EPSDT/Well-Child Visits

There are many member benefits and enhancements when the health plan receives the required EPSDT / Well- child Visit forms timely after a well child visit. These tracking forms allow the health plan to offer meaningful services to children.

- The health plan is able to evaluate and extend services when needed.
- Member outreach for follow-up and facilitation of referrals made during your care.
- Identify and address key screenings not yet completed.
- Resolve potential barriers to care.
- Offer Pediatric Care Management support and assistance to the member and caregivers.

There are three easy ways to submit your EPSDT forms or Electronic Health Records after a visit.

- Secure Email: BUHPEPSDTForms@BannerHealth.com
- Secure Fax: (520) 874-7184
- US Mail: Banner – University Health Plans, Attn: EPSDT, 2701 E. Elvira Rd., Tucson, AZ 85756

Providers MUST use AHCCCS EPSDT Clinical Sample Templates (formerly called *Tracking Forms*) or their Electronic Medical Record (EMR) to document EPSDT / Well-Child visits. If you have any questions related to this requirement, please contact your Care Transformation Consultant or Specialist.