

## **Important Information for Providers about AHCCCS Complete Care!**

**June 1, 2018**

Banner-University Family Care is excited about being awarded an AHCCCS Complete Care Contract. Our service area will be comprised of the Central and Southern Geographic locations, which includes Maricopa, Pima, Pinal, Gila, Graham, Greenlee, Cochise, Santa Cruz, Yuma, and La Paz Counties. The launch date for AHCCCS Complete Care is 10-1-2018. B-UFC is laser-focused on building an innovative platform to equip our provider partners with additional tools and resources to serve this most vulnerable population.

This is the first in a series of communications that we will use to keep you informed of vital transitional information. As a key player, we are committed to the vision of AHCCCS Complete Care. Our focus will be on the member and family. Our care model is aligned to evidence-based clinical decision-making, provider alignment, and member and/or family engagement.

Some key elements of the Banner-University Family Care platform will consist of the following:

- B-UFC will introduce the Complete Care Continuum (C3) as a model of care and engagement that aligns all those involved in a member's life in a seamless supported environment.
- Our Neighborhood Network Structure, where we work hand in hand with providers, members, and communities to provide comprehensive care for vulnerable members.
- The introduction of innovative technologies in our Banner Navigation Accelerator to improve care navigation and coordinated health management at both the health plan (B-UFC Complete Care Management) and provider (Integrated Case Management) level to ensure member-centric improved health outcomes.

B-UFC is planning a series of Provider Education Forums and webinars to assist providers in the transition. You will receive follow-up communications with a schedule of events and locations. In the interim we encourage you to take full advantage of the resource link below to the AHCCCS Complete Care Website, which contains a very informative video, a map that outlines the different health plans and service area alignment, and other important details.

Link to AHCCCS Complete Care Website:

<https://www.azahcccs.gov/AHCCCS/Initiatives/AHCCCSCompleteCare/>

If you have additional questions, you can inquire to the resources below:

Banner-UFC Contracting Mailbox: [UAHNContractingMailbox@bannerhealth.com](mailto:UAHNContractingMailbox@bannerhealth.com)

Banner-UFC Provider Relations: [UAHPPProviderNotifications@Bannerhealth.com](mailto:UAHPPProviderNotifications@Bannerhealth.com)

Or by Phone Banner-UFC Customer Care 1-800-582-8686 TTY 711

Banner-University Family Care looks forward to partnering with you!

**Virgil Harraway,**  
Provider Relations SR Manager