



Banner
University Health Plans
 Banner – University Family Care



NEW MEMBER ORIENTATION

Are you or a family member new to Banner – University Family Care/ACC (BUFC/ACC)? As a BUFC/ACC member you have access to many benefits and services!

Would you like to learn more about the services and benefits offered to help make your health care easier, so life can be better? We are here to provide you with the support you need when you need it.

Come join us for our New Member Orientation sessions We want to inform you about the tools available to help you navigate the system.

Some of the topics to be covered include:

- Understanding services available to you
- How to get involved & have YOUR voice heard
- Accessing My Complete Care Portal
- Accessing Banner Nurse on Call
- How to file a complaint
- Transportation services
- Peer & Family Support and much more

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We will be serving a light meal and refreshments. Transportation and Spanish interpretation will be available.

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For additional information on your benefits and services you can refer to your Member Handbook available online on our website at www.bannerufc.com/acc

If you have any questions, you can email the OIFA Team at oifateam@bannerhealth.com

You can also call our Customer Care Center at (800) 582-8686. TTY 711.



NURSE ON-CALL LINE
(888) 747-7990. TTY 711.

2019 LOCATION SESSIONS

WHERE:

CHEEERS Recovery Center
 1950 West Heatherbrae Drive Suite 5,
 Phoenix, AZ 85015

DATE:

- Wednesday, May 15 | 12:30 to 2:30 p.m.**
- Wednesday, August 21 | 12:30 to 2:30 p.m.**
- Wednesday, November 20 | 12:30 to 2:30 p.m.**

WE LOOK FORWARD TO MEETING YOU AND SEEING YOU THERE!

English | ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call (800) 582-8686 (TTY: 711).

Español (Spanish) | ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (800) 582-8686 (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 (800) 582-8686 (TTY: 711)

Covered Services are funded under contract with AHCCCS.