



Banner
University Care Advantage

Member Access to Timely Care Frequently Asked Questions (FAQ)

This document will provide you with a list of best practices and alternatives you can utilize when you are not able to be seen by your provider.

What are the Appointment Availability Standards?

Banner – University Care Advantage HMO/SNP (B – UCA) requires care providers to comply with specific appointment availability standards – as outlined on the next page:



Provider Type	Appointment Availability for Urgent Care	Appointment Availability for Routine Care
Primary Care Provider (PCP)	No later than two business days from request*	Within seven calendar days for non-urgent but in need of attention. <i>All other routine appointments:</i> Within 21 calendar days of request.
Specialty Provider	No later than two business days from request*	Within 45 calendar days of referral.
Dental	No later than three business days from request*	Within 45 calendar days of request.
Maternity	High-risk pregnancies – as expeditiously as the member’s health condition requires and no later than three business days of identification of high risk by contractor or maternity care provider or immediately if an emergency exists	<p><i>First trimester</i> – Within 14 calendar days of request.</p> <p><i>Second trimester</i> – Within seven calendar days of request.</p> <p><i>Third trimester</i> – Within three business days of request.</p> <p><i>Within 45 calendar days for routine care (SNP only).</i></p> <p><i>Uncomplicated pregnancy</i> – every four weeks for the first 28 weeks and every two to three weeks until 36 weeks of pregnancy, and weekly thereafter</p> <p><i>One postpartum visit at approximately six weeks after delivery.</i></p>
Behavioral Health	No later than 24 hours from identification of need*	<p>Initial assessment within seven calendar days of referral or request for services.</p> <p><i>First services following initial assessment</i> must be no later than 23 calendar days following the initial assessment.</p> <p><i>All following services</i> no later than 45 calendar days from identification of need.</p>
Psychotropic Medications	Urgency will be assessed immediately	<p>No later than 30 calendar days from request. If necessary, appointments will be provided to help ensure that:</p> <p>The member does not run out of medications OR</p> <p>The member does not decline in behavioral health</p>

B – UCA Customer Care Center

For help or information, please call our Customer Care Center at (877) 874-3930, TTY users should dial 711. Our hours of operation are 8 a.m. to 8 p.m., seven days a week. Or visit our website www.BannerUCA.com.

What are the provider guidelines and health plan expectations on appointment wait times, cancellations, after hours and vacation coverage?

- Members with an appointment shall not wait more than 45 minutes for treatment, except when the provider is unavailable due to an emergency. If an emergency or delay arises, members should be given the option to reschedule his/her appointment within a reasonable period of time. If you wait longer than 45 minutes, please notify your provider of your concerns and report the issue to our Customer Care Center to report a grievance if this issue continues to occur.
- Please notify our Customer Care Center if your provider consistently cancels or reschedules appointments, so that you may report a grievance and obtain a new provider if necessary.
- After-Hours & Emergency Care: Providers must maintain coverage for their practice 24 hours a day, seven days a week. This may be managed by an answering service or a message that redirects you to the provider's personal contact number. Re-direction to the ER or lack of after-hours information is not acceptable. Please contact our Customer Care Center to report this issue, when it occurs.
- Vacation Coverage: It is the responsibility of the provider to arrange for coverage during their vacation, this is 24 hours a day, seven days a week. All covering physicians shall be contracted with B – UCA. Please call our Customer Care Center if you need assistance due to lack of vacation coverage.

What if there isn't an appointment available with your requested care provider?

You can request to see another contracted provider, with the same specialty at that practice. Contact our Customer Care Center for assistance, if you are unable to get a timely appointment.

What other options are available to me if I cannot get an appointment to be seen?

Call our Customer Care Center at (877) 874-3930, TTY users should dial 711, and speak with a representative about your concerns with appointment availability. Our hours of operation are 8 a.m. to 8 p.m., seven days a week.

Furthermore, as a member of B – UCA, we want to give you the resources you need to stay healthy. There are several ways you can stay connected in your everyday lives. The tools you need to manage your health are at your fingertips! Please see a list of additional access to care resources below:

Care Management Team

Care Management/Care Coordination is a collaborative process that assesses, plans, implements, coordinates, monitors, and evaluates the options and services required to meet an individual's health needs using communication and available resources to promote quality, cost-effective outcomes. Care coordination services are available to special/at-risk members in conjunction with their caregivers and providers.

Available Care Coordination Services:

- Coordination of care for B – UCA members who are involved in multi-disciplinary systems
- Monitoring of health care services as needed
- Member advocacy
- Member resources/needs assessment
- Facilitation of appropriate referrals
- Member education
- Assistance with transition of care for care coordinated members as they move in or out of health plans
- Members with Special Health Care Needs (SHCN)

A member or provider can call our Customer Care Center to request a Case Manager. When our Customer Care Center receives the request, if they cannot assist the caller, they will initiate a Care Management referral for the Care Management Team for review and outreach.

For urgent requests, the Customer Care Center representative will try to reach the Care Manager while on the phone. If the Care Manager is unavailable, the Customer Care Center representative will send a referral by email and the Care Manager should respond within 12-24 hours. However, for all non-urgent requests, the member can expect a response within 1-2 days.

Pyx Health App



As a part of the Banner family, our goal is to help you take care of yourself! Make your life easier with Banner's on-the-go mobile app!

When you download the app, Pyxir – Pyx's intelligent robot – will be with you at every step.

Pyxir can help you:

- Laugh, feel less lonely and be a friend whenever you need it.
- Connect with your family and friends to give you support.
- Find a provider.
- Connect you to local resources for food, housing, employment, and financial assistance.

Download the app here: www.hipyx.com

Social Media: Banner – University Health Plans (B – UHP)

Social media is one way we can connect with you in your everyday lives. Stay up to date on health tips, initiatives, and community events!

Some health topics that we highlight are:

- Diabetes Prevention & Management
- Maternal Child Health
- Healthy Aging
- Mental Health

Don't forget to tune in for #FeelGoodFriday! On Fridays, we post wellness info, healthy recipes, exercise tips, and more.



Click Here to like us on Facebook!



Click Here to follow us on Twitter!



Click Here to follow us on Instagram!

Banner Nurse Now (888) 747-7990

The Banner Nurse Now Hotline is open 24 hours a day, seven days a week, at no cost to you. Call for medical advice if you or a loved one is ill or injured. An experienced nursing staff will help you with your immediate health care questions. They can help you determine the type of care you need and much more.

**Please Note: This service is not intended to replace the services offered by your health care provider, but to support the care you get from your PCP.*

2-1-1 COVID-19 Hotline

Get the information you need to stay safe and healthy during this pandemic.

Dial 2-1-1 (*must be located in Arizona to reach the hotline*)

Calls will be taken in English and Spanish. Hotline is open every day from 8:00 a.m. to 8:00 p.m.

The info provided includes:

- How to prepare for and prevent COVID-19
- Testing for COVID-19
- Populations at higher risk from COVID-19
- What to do if an individual gets sick
- COVID-19 and pets
- Websites with up to date information

Banner Urgent Care

Through our urgent care services, we are committed to providing you with the quality care you need, and with the convenience and comfort that fits into your busy life. Our urgent care experts bridge the gap between your primary care doctor and unnecessary emergency room visits.

Visit <https://urgentcare.bannerhealth.com/> for more information.

Telehealth Urgent Care

Telehealth urgent care is a live, online video visit with a doctor, nurse practitioner or physician assistant for non-life-threatening conditions such as a fever, flu, cold, sore throat and more. Your provider will discuss your symptoms, answer questions and fill a prescription, if needed.

Use telehealth urgent care when it is not an emergency. If you are experiencing an emergency, call 911.

How to Schedule a Video Visit for Telehealth Urgent Care

Follow these step-by-step instructions to schedule your video care visit:

1. Start by scheduling a video visit here.
2. Fill out the visit details.
3. Book your visit.
4. You will receive a text message and an email about your reservation.
5. Depending on when you scheduled your video visit, you may receive reminders via emails and text messages leading up to your virtual reservation.
6. When it comes time to join your video visit, you will receive an email with a link to join via eVisit.
7. Once you are in the eVisit platform, you must confirm you are ready to see your doctor.
8. Once your doctor has joined the call, your virtual urgent care visit will begin.

If you are having trouble scheduling your visit online, please call one of our [urgent care locations](#) directly or our Customer Care Center for help.

How can I find out what is covered under my plan?

- You can view your 2021 Summary of Benefits guide, which is a summary of what B – UCA covers and what you pay. However, it does not list every service that we cover or list every limitation or exclusion. If you have any questions on coverage, please visit our website below or call our Customer Care Center.
- To get a complete list of services we cover, you can refer to your Evidence of Coverage (EOC) for covered medical benefits on our website below or by calling our Customer Care Center and,
- The Part D formulary grid for details about your prescription drug coverage.

By clicking on the following link, you can access the Summary of Benefits or the EOC for your County: www.BannerUCA.com

Are there any other online resources, programs or assistance I can utilize?

Yes, you can go to www.findhelp.org to find programs and assistance related to food, housing, employment, transportation, legal, health and goods in your area.

Terminology

Evidence of Coverage (EOC)- this booklet tells you how to get your Medicare medical care and prescription drugs covered through our plan. This booklet also explains your rights and responsibilities, what is covered, benefit limitations and what you pay if you no longer have AHCCCS as a secondary payer.

Part D Formulary (Drug List)- This is a list of the drugs that are covered under the Part D benefit included in B – UCA. Our plan will usually cover the drugs listed in our formulary as long as the drug is medically necessary, the prescription is filled at a B – UCA network pharmacy, and other plan rules are followed. Prior authorization and quantity limit rules are listed on the formulary.

Summary of Benefits- lists the services B – UCA covers and what you pay out-of-pocket for each service if not authorized or coordinated with your AHCCCS health plan.