



Member Advocacy Council & Advisory Committee Meeting

May 15, 2025

H5587_D42616PY25_C

BlueCross BlueShield Arizona
An Independent Licensee of the Blue Cross Blue Shield Association
Health Choice

Proprietary & Confidential

Agenda

- Welcome
- Ice Breaker – Silver Sneakers
- AHCCCS Renewals – Dannery Morales
- Member Portal Overview – Maria Reyes
- Beat the Heat: A Guide to Staying Cool and Safe in Arizona's Summer – Jennifer DeMaris
- Break-out session

Proprietary & Confidential

Purpose



The purpose of the Member Advisory Committee and Advocacy Council (MAC) is to:

- ✓ Gain input from you as members of BCBSAZ Health Choice and Pathway
- ✓ Provide a place for you to share your feedback and help us make improvements
- ✓ Enhance overall Member experience.

As part of participating on the MAC, you will be asked for your commitment by sharing and providing feedback on access to care, services and products that are offered by **US**.

The feedback you provide is confidential and will help us to evaluate and implement improvement activities to improve existing programs, services and member communication materials.

Housekeeping Rules

BlueCross BlueShield Arizona
An Independent Licensee of the Blue Cross Blue Shield Association
Health Choice



Be present.



Listen attentively & don't interrupt.

Seek first to understand then to be understood.

Listen to other's opinions.



Participation is key!

Respect the group's time and keep comments brief and to the point.



Speak honestly.

Share ideas, ask questions and contribute to discussion.

Honest and constructive discussions provide best results.



Be respectful.

Respect other's point of view without agreeing with them is okay.

It's okay to disagree, respectfully and openly without being disagreeable.



We will note any pending issues and provide updates during future committee meetings.

Renewing AHCCCS Benefits



By: Dannery Morales
Consumer Outreach Senior Specialist

Proprietary & Confidential

AHCCCS Renewals

- Update your information, address, income, phone numbers, etc.
- Renew with BCBSAZ Health Choice Application Assisters, HEA online, local DES office
- Have your AHCCCS ID number when renewing





Member Portal Overview



By: Maria Reyes
Member Liaison Coordinator

Proprietary & Confidential

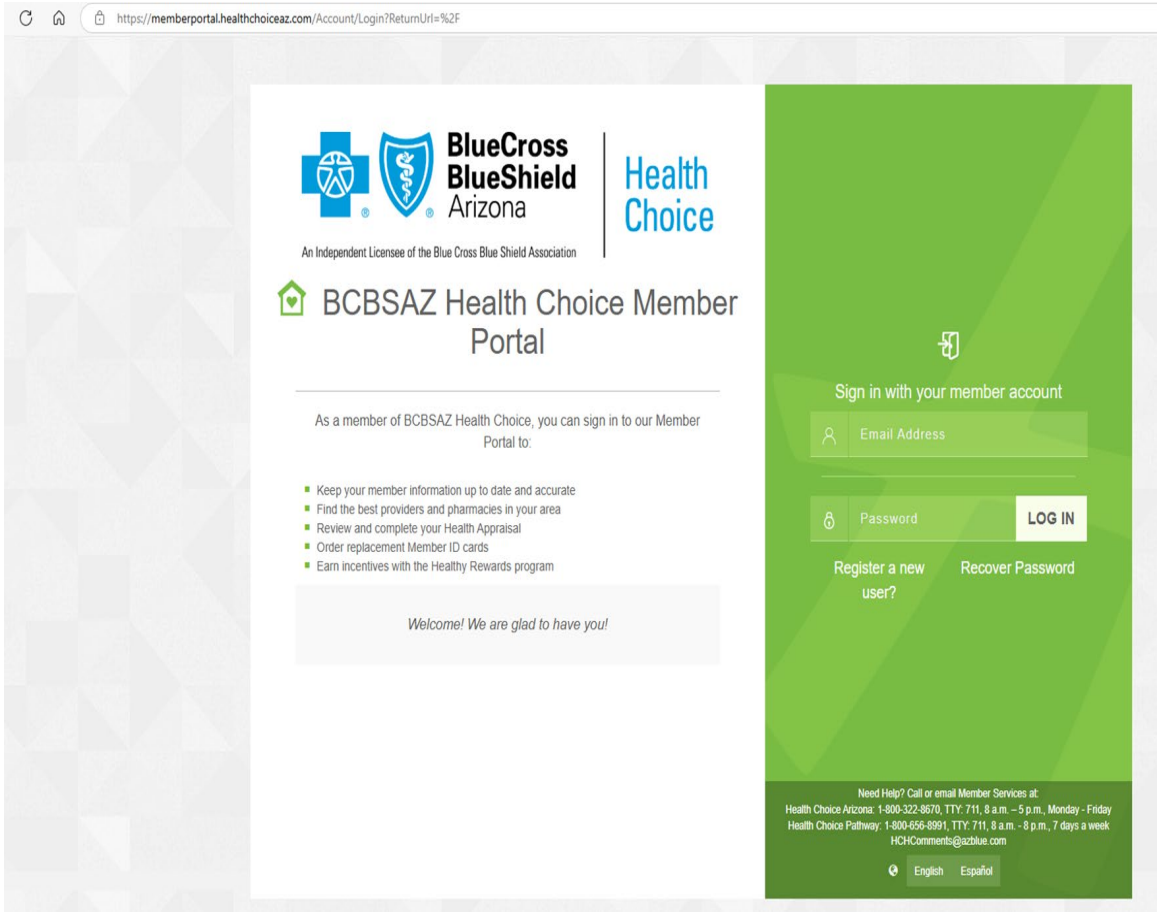
Member Portal Access

BlueCross BlueShield Arizona
An Independent Licensee of the Blue Cross Blue Shield Association
Health Choice

Why Use the Member Portal?

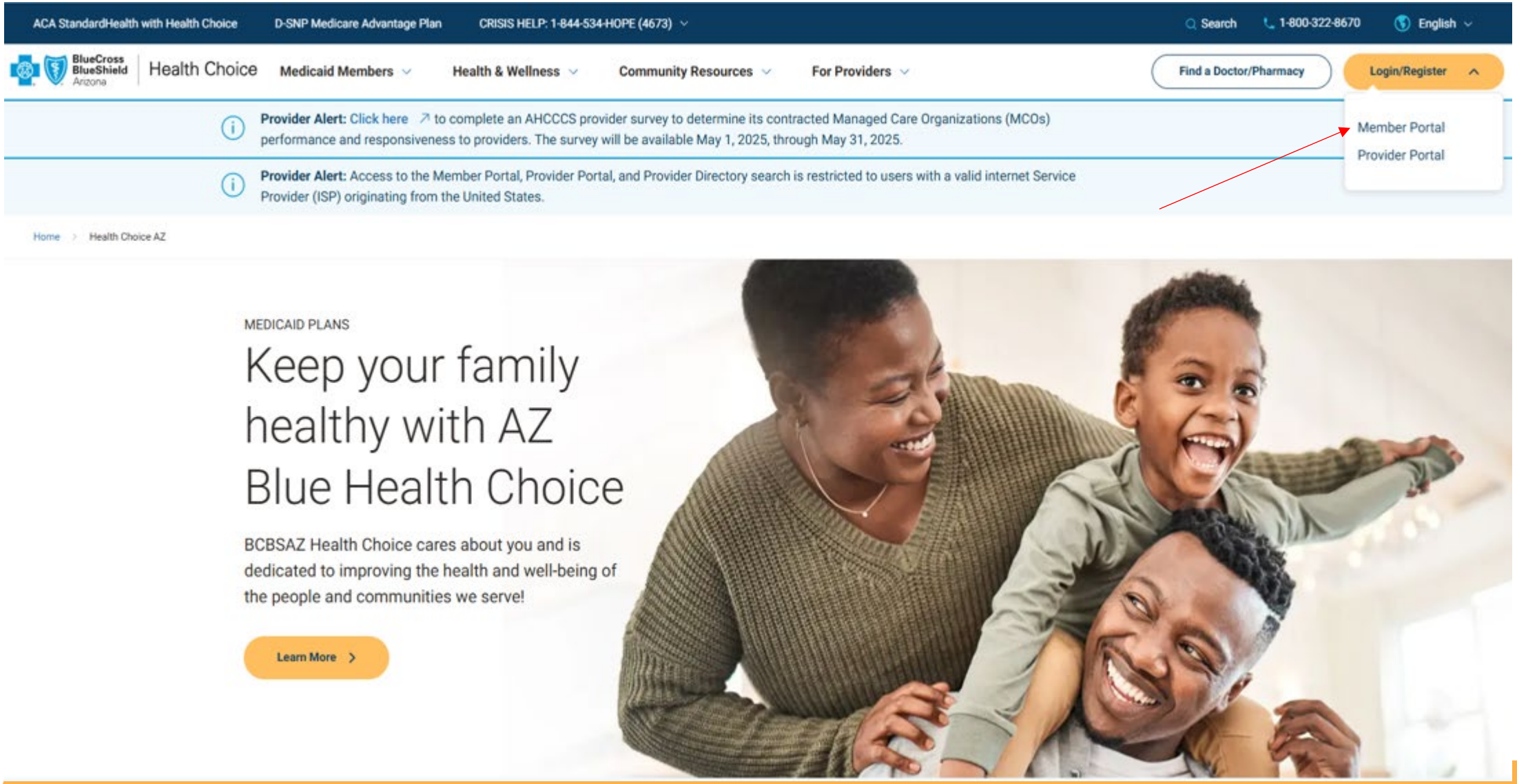
Is your one-stop destination for managing your healthcare benefits with ease. Here's what you can do:

- **Access Your Benefits**: View detailed information about your medical, dental, vision, and other benefits.
- **Find Providers:** Use the directory to locate in-network doctors, specialists, dentists, and more.
- **Request ID Cards**: Easily request new or replacement ID cards.
- **Wellness Resources**: Discover wellness programs, health tips, and preventive care resources.

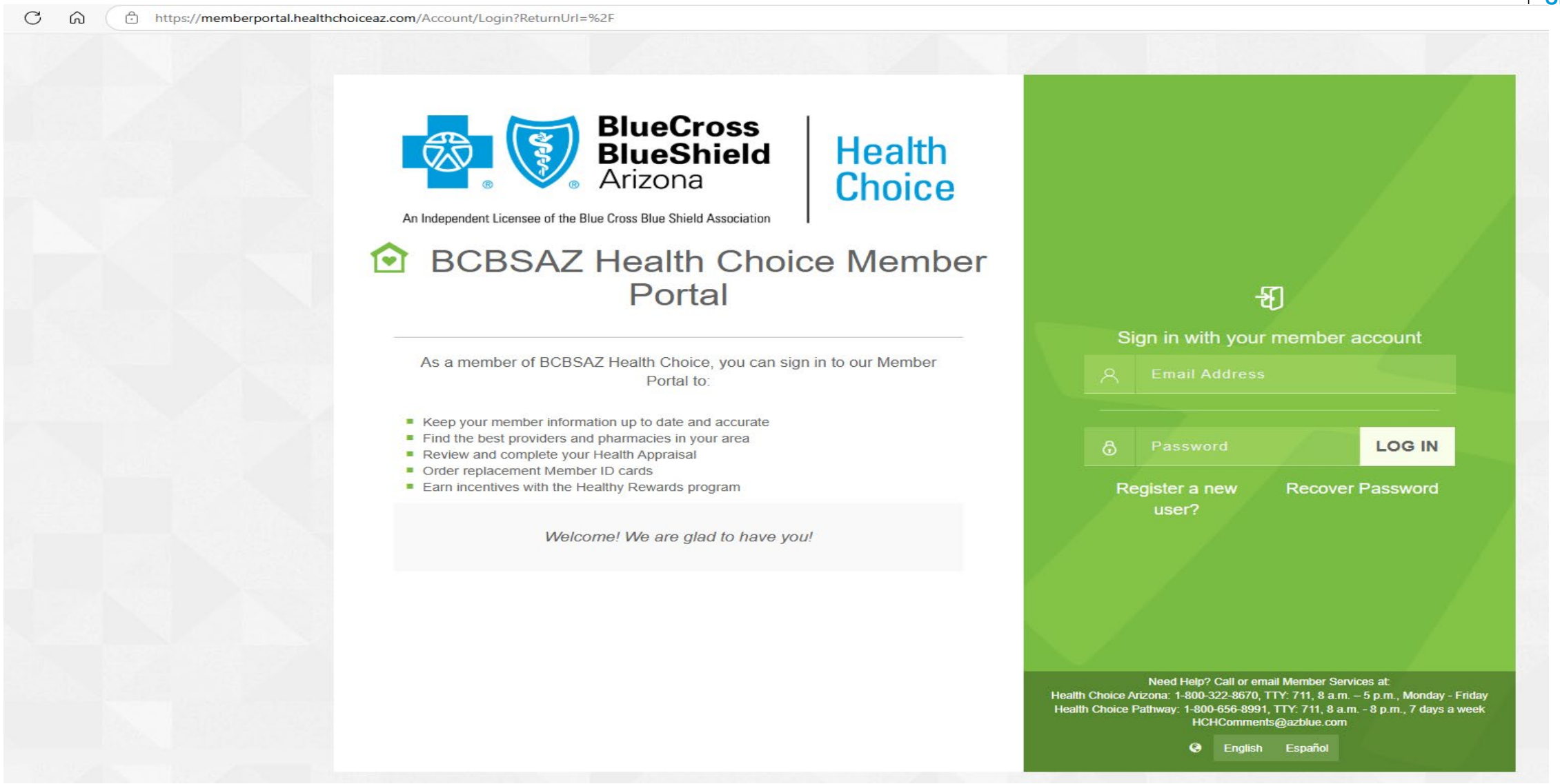


Member Portal Access

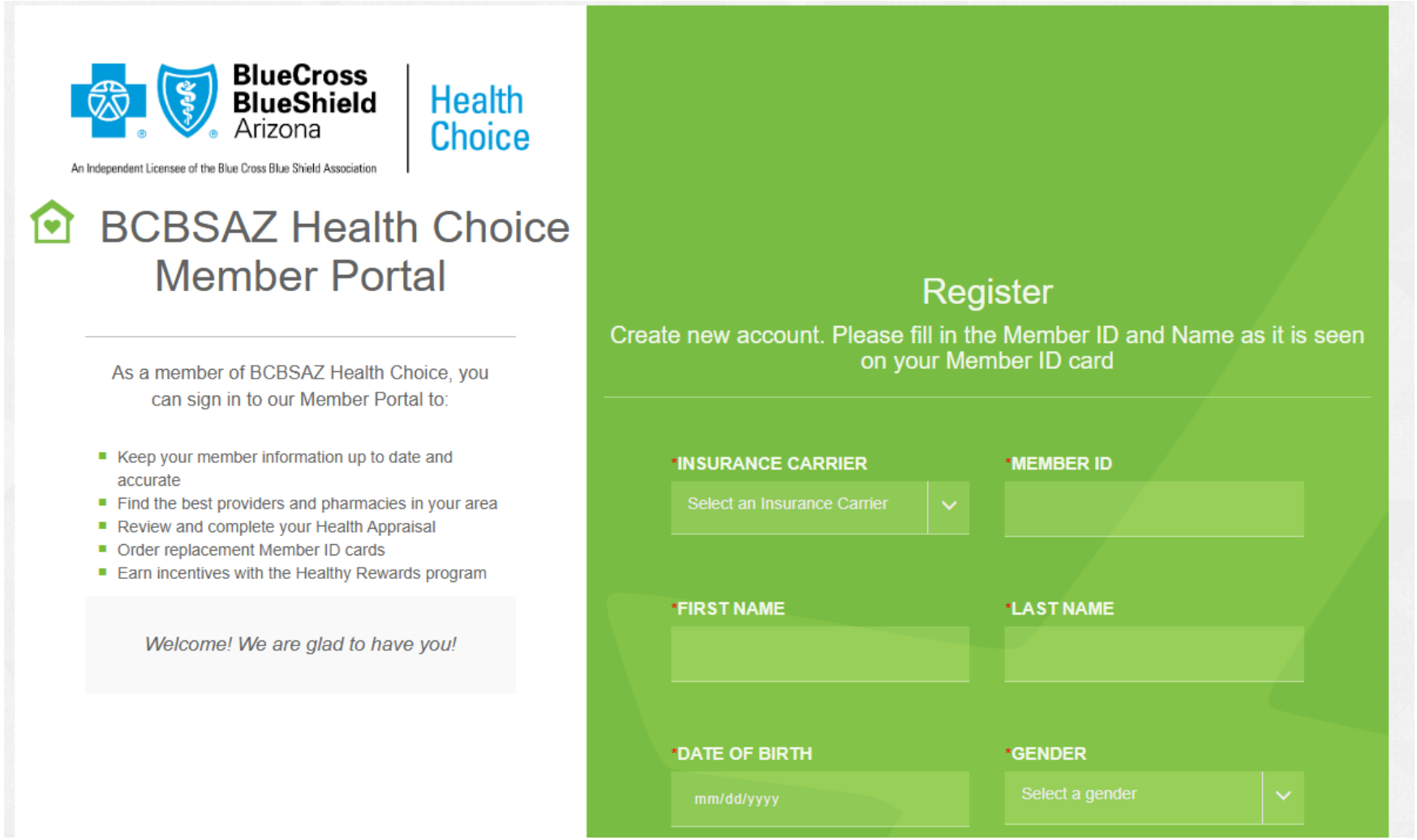
BlueCross BlueShield Arizona
An Independent Licensee of the Blue Cross Blue Shield Association
Health Choice



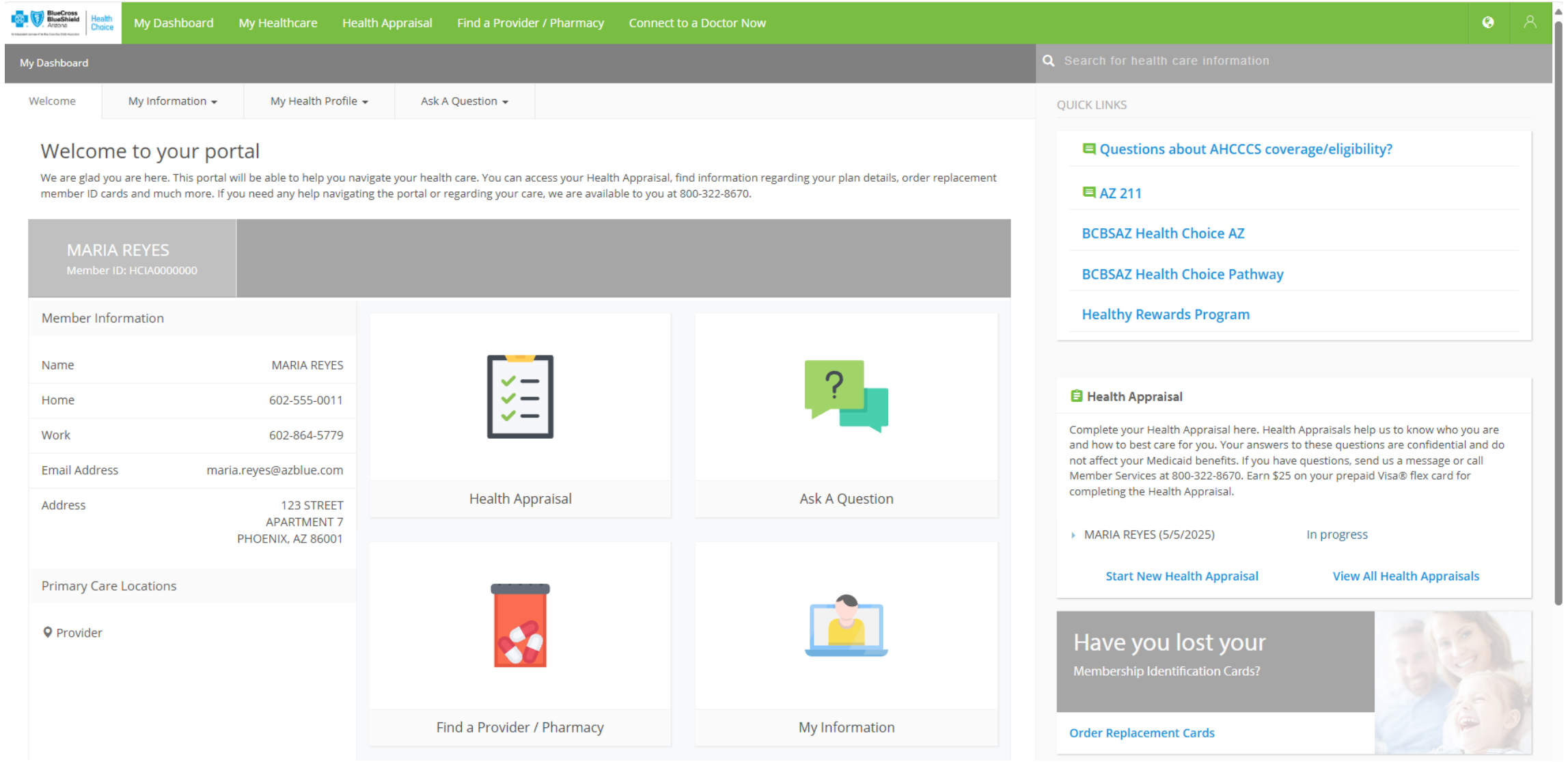
Member Portal Access



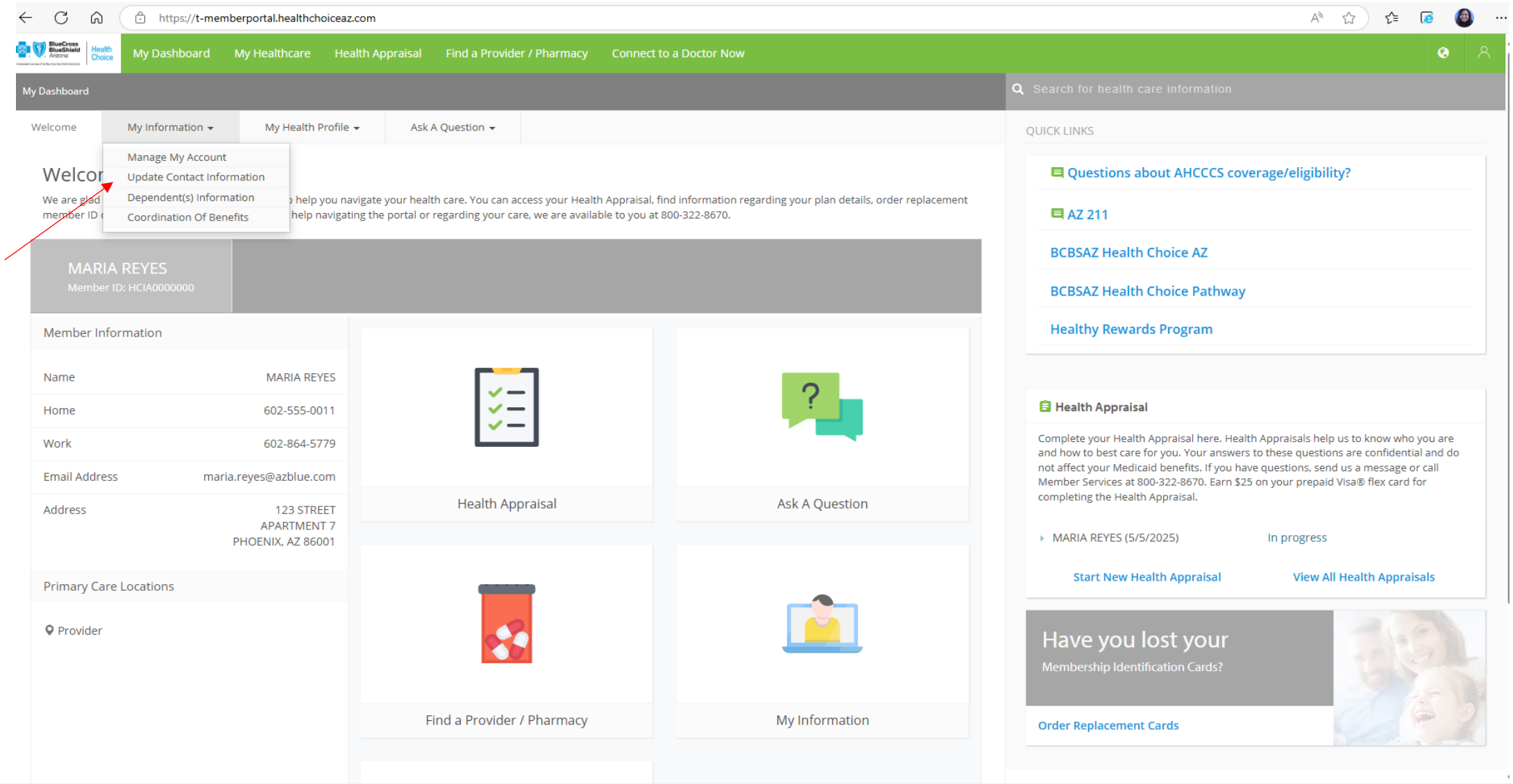
Member Portal Access



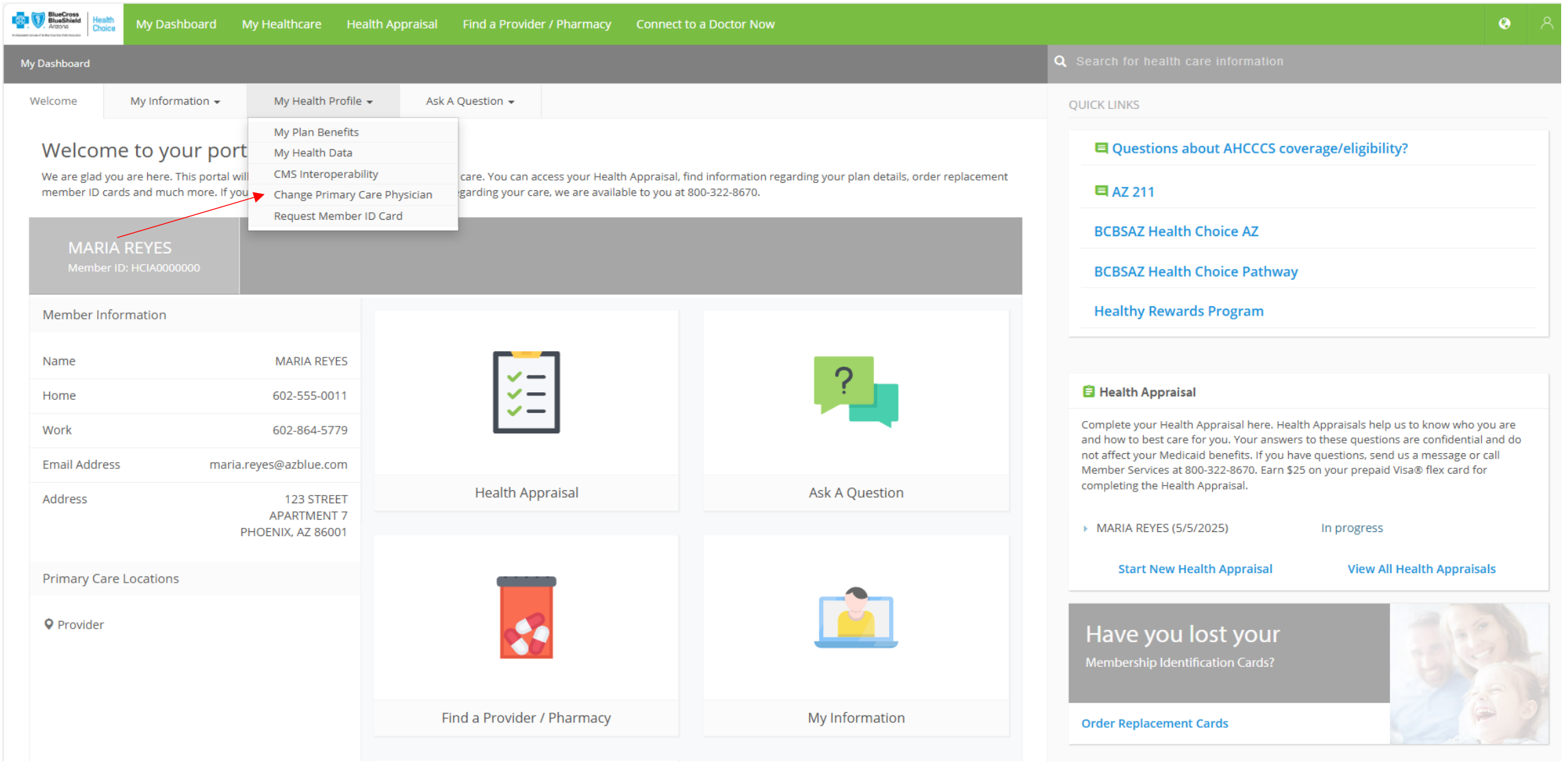
Member Portal Access



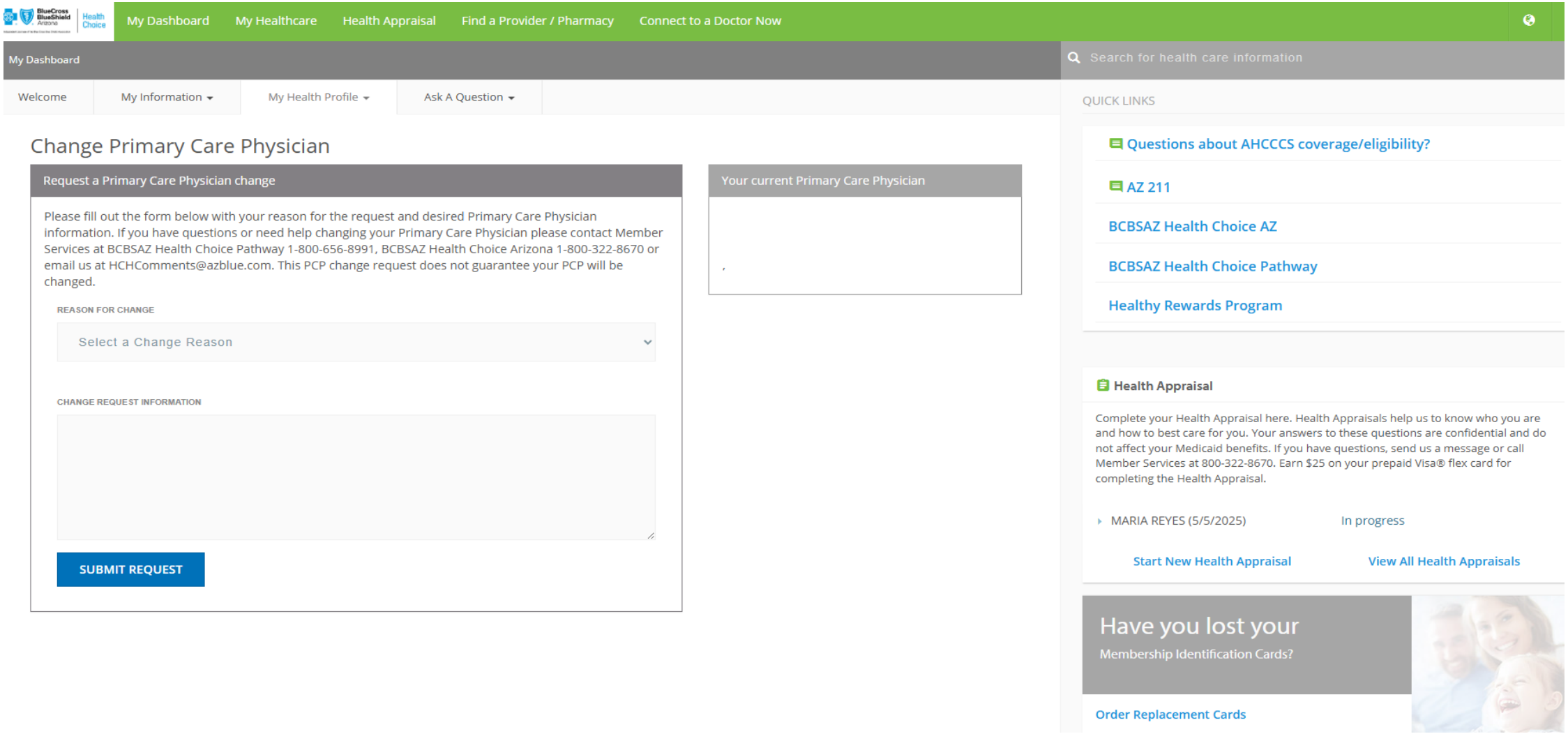
Member Portal Access



Member Portal Access



Member Portal Access



Beat the Heat: A Guide to Staying Cool and Safe in Arizona's Summer



By Jennifer DeMaris – Integrated Care Manager

Proprietary & Confidential

Arizona Summers: Hot, Dry & Dangerous

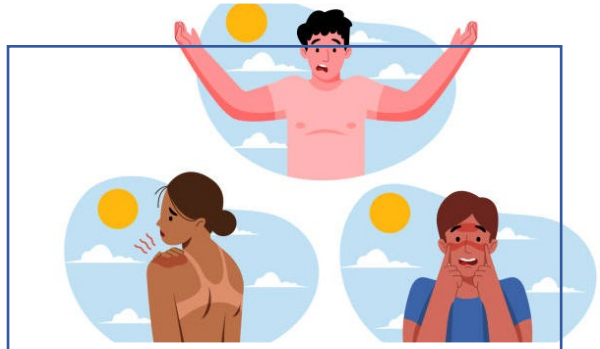


Why This Matters In Arizona?

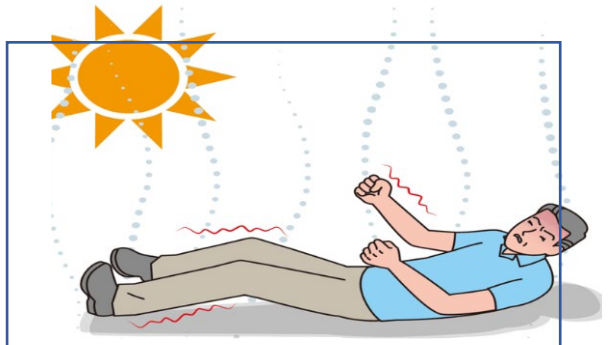
- Approximately 4,298 people visit Arizona emergency rooms annually due to heat-related illnesses.
- More than half (55%) of all heat-related deaths occurred among persons aged 35-64 years.
- 990 heat-related deaths in 2023 (highest ever recorded).
- Maricopa County alone reported a record high of 645 heat-associated deaths in 2023.
- 77% of heat-related deaths occurred outdoors in 2024.
- 71% of deaths occurred during heat warnings.
- Nearly two-thirds (62%) of indoor heat-related deaths occurred in a house in 2024.
- Nearly 60% of heat-related deaths occurred among non-Hispanic White persons.

Source: ADHS 2023 Heat-Related Mortality Report
Maricopa County 2023 Heat-Association Deaths Report

Types of Heat-Related Illnesses



Heat Rash



Heat Cramps



Heat Syncope



Heat Exhaustion



Heatstroke*

***Emergency**

Heat Rash: Irritated Skin

BlueCross BlueShield Arizona
An Independent Licensee of the Blue Cross Blue Shield Association
Health Choice

Description

Skin irritation caused by excessive sweating during hot, humid weather

Symptoms

- Small red bumps or blisters
- Itching
- Often in skin folds (neck, chest, groin, elbow creases)

What to do

- Keep skin cool and dry
- Wear loose, breathable clothing
- Avoid tight clothing
- Use antihistamines or hydrocortisone creams to help relief itching



Proprietary & Confidential

Heat Syncope/Pre Syncope

BlueCross BlueShield Arizona
An Independent Licensee of the Blue Cross Blue Shield Association
Health Choice

Description

Collapse or loss or consciousness due to heat exposure.

Symptoms

- Experiencing light-headedness from standing up quickly or prolonged standing.
- Nausea
- Fainting for short durations and dizziness.
- Feeling very hot or suddenly sweating.

What to do

- Should sit down or lie down in a cool area.
- Slowly drink water or an electrolyte drink.
- Loosen clothing
- Place a cool rag on your neck and underarms.





Heat Cramps: Painful Muscle Spasms

BlueCross BlueShield Arizona
An Independent Licensee of the Blue Cross Blue Shield Association
Health Choice

Description	Painful muscle contractions that usually occur in the legs, arms, or abdomen.
Symptoms	Muscle pain or spasm (often severe)
	Heavy sweating
	Often in skin folds (neck, chest, groin, elbow creases)
Causes	Loss of electrolytes (salt)
	Insufficient fluids intake
What to do	Stop activity
	Move to a cooler place
	Drink water or sports drink





Heat Exhaustion: A Warning Sign

BlueCross BlueShield Arizona
An Independent Licensee of the Blue Cross Blue Shield Association
Health Choice

Description

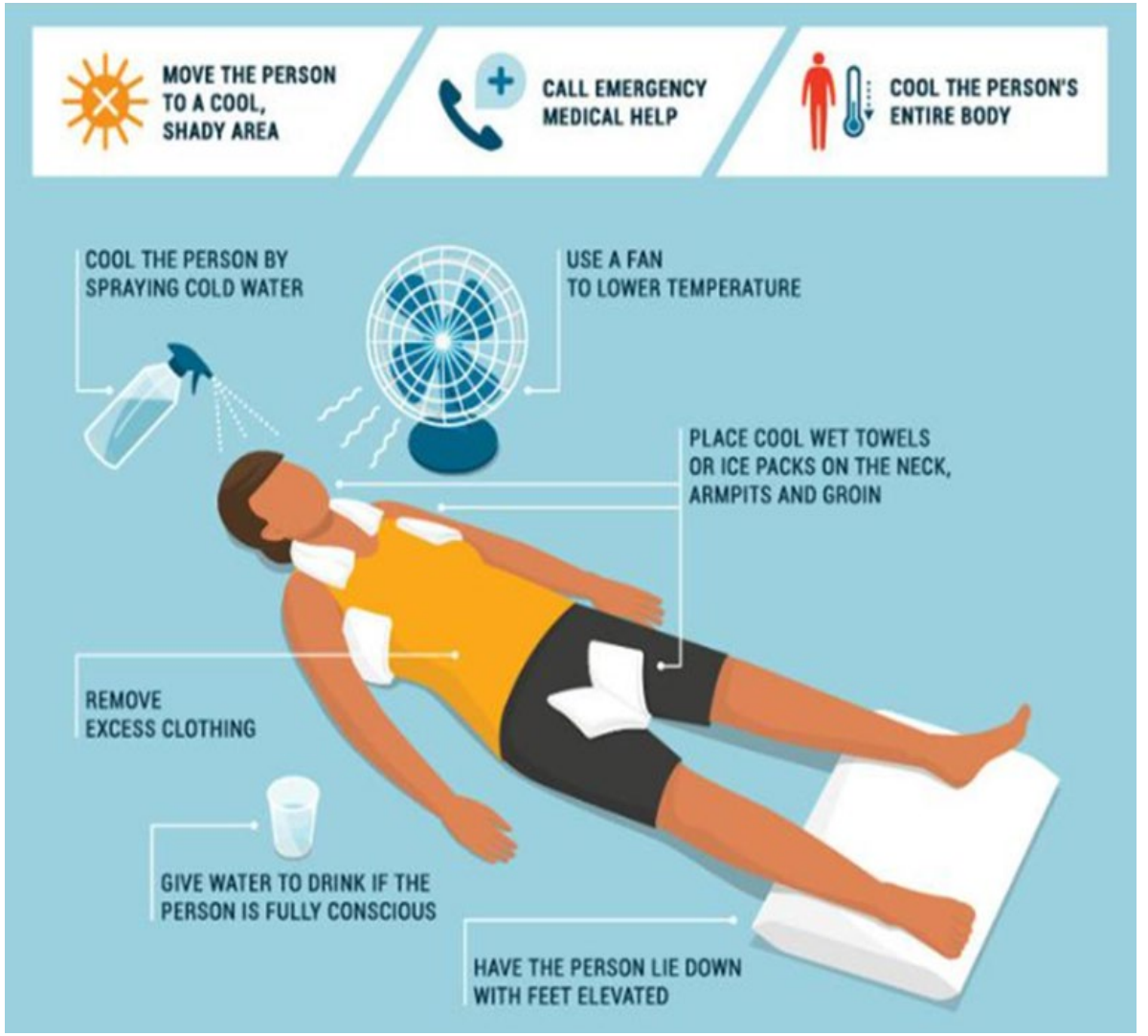
A more serious condition that develops when your body loses too much fluid and salt due to heat.

Signs & Symptoms

- Heavy sweating
- Pale, cool, or clammy skin
- Weak or rapid pulse
- Nausea or vomiting
- Headache
- Dizziness or fainting
- Fatigue or weakness

What to do

- Move the person to a cool, shaded area
- Loosen tight clothing
- Apply cool, wet cloths to the skin
- Offer sips of water or an electrolyte drink
- Monitor their condition closely
- **Seek medical attention if symptoms worsen or do not improve.**



Heat Stroke: A Medical Emergency

BlueCross BlueShield Arizona
An Independent Licensee of the Blue Cross Blue Shield Association
Health Choice

Description

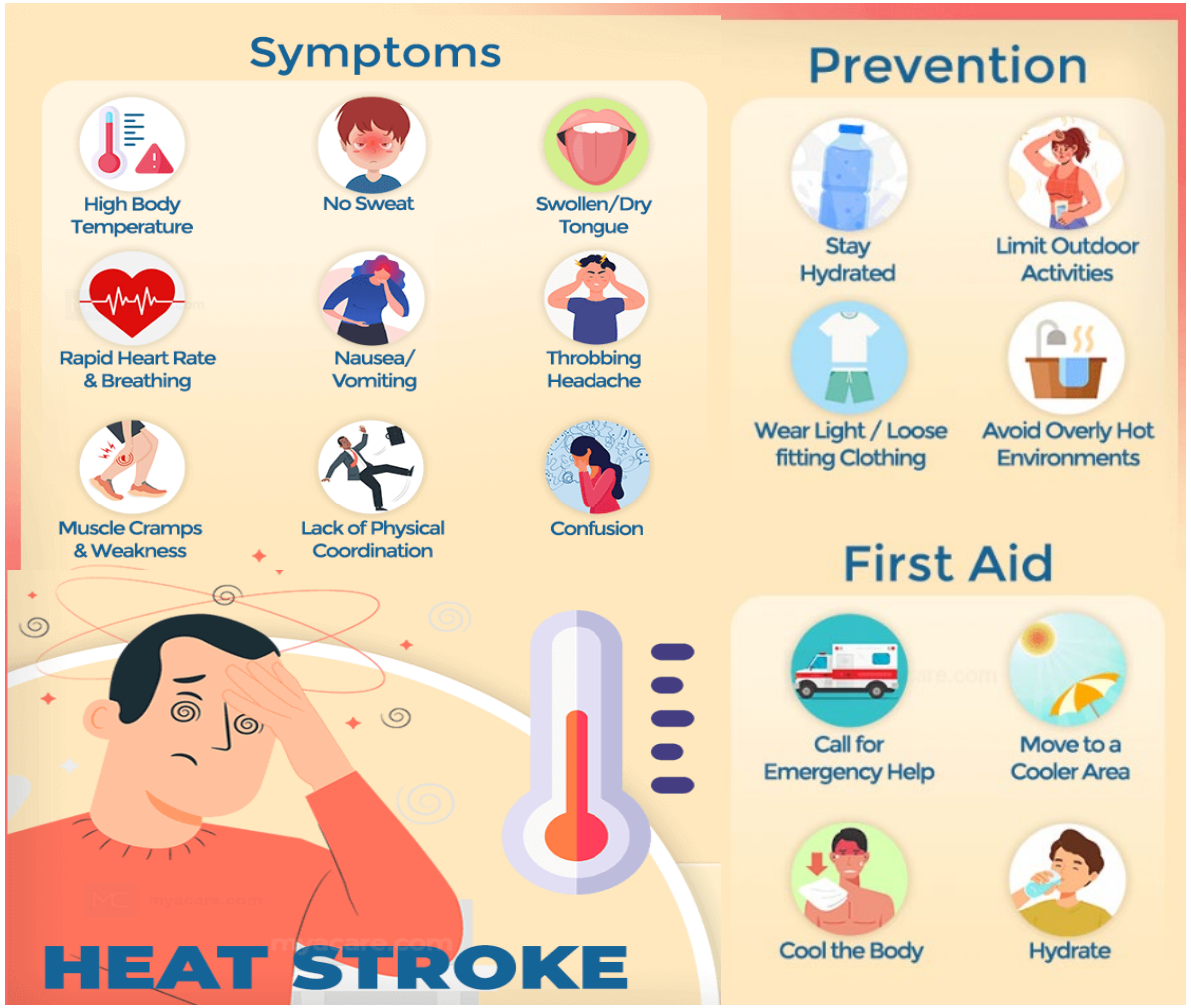
A life-threatening condition where the body's temperature rises dangerously high (104°F or higher).

Signs & Symptoms

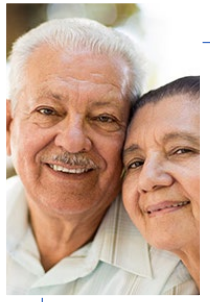
- High body temperature (104°F or higher)
- Hot, red, dry or damp skin
- Rapid and strong pulse OR slow and weak pulse
- Confusion, altered mental status, or disorientation
- Seizures
- Loss of consciousness

Take Action

- **Call 911 immediately!**
- Move the person to a cooler place and try to cool them down until help arrives



Who's Most at Risk in Arizona?



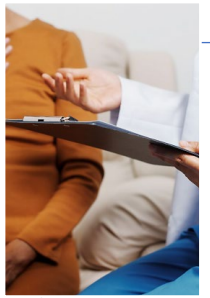
Elderly (over 65)



Newborns and children



Pregnant Women



Individuals with chronic illness (e.g., diabetes, heart disease, mental illness)



Homelessness



Outdoor Workers

Preventing Heat-Related Illness: Stay Hydrated



Stay Hydrated: Your First Line of Defense

- Drink plenty of fluids throughout the day, even if you don't feel thirsty.
- Water is best. Avoid sugary or caffeinated drinks, and alcohol.
- Carry a water bottle with you and refill it often.
- During intense activity, drink sports drinks to replace electrolytes.

By the time you are thirsty you are already sightly dehydrated

Preventing Heat-Related Illness: Dress Appropriately







Dress for the Heat: Light and Loose

- Wear lightweight, light-colored, and loose-fitting clothing.
- Light colors reflect heat better than dark colors.
- Loose clothing allows for better air circulation.
- Wear a wide-brimmed hat to protect your face and neck.
- Use sunscreen to protect your skin from sunburn, which can affect your body's ability to cool itself.

Preventing Heat-Related Illness: Plan Your Activities



Plan Smart: Timing and Breaks

- Avoid strenuous activities during the hottest part of the day (typically 10 a.m. to 4 p.m.).
- If you must be outdoors, take frequent breaks in shaded or air-conditioned areas.
- Pace yourself during activities.
- Be aware of the heat index, which combines temperature and humidity.

Preventing Heat-Related Illness: Stay Cool Indoors





Keep Cool Indoors: Your Sanctuary

- Stay in air-conditioned places as much as possible.
- If you don't have air conditioning at home, seek out public cooling centers (libraries, malls, senior centers).
- Take cool showers or baths.
- Use fans, but remember they are less effective in high humidity.
- Avoid using ovens, stoves, and dryers which can heat up your home.

Check on Others



Look Out for Each Other: Community Care

- Check on vulnerable neighbors, family, and friends, especially older adults and those with health conditions.
- Make sure they have access to air conditioning, water, and are aware of the risks.
- Never leave children or pets in a parked car, even for a short time. Temperatures inside a car can become dangerously high very quickly.

Protecting Your Pets!

BlueCross BlueShield Arizona
An Independent Licensee of the Blue Cross Blue Shield Association
Health Choice

Never leave your pet in a hot vehicle.

Limit exercise on hot days.

Walk your pet in the grass. Avoid walking on sidewalks, roads, and concrete.

Make sure your pet have access to shade and plenty of cool water if your pet is outside.

Heat stoke is a common problem for pets.



Where to Find Help and Information

BlueCross BlueShield Arizona
An Independent Licensee of the Blue Cross Blue Shield Association
Health Choice

Resources:

- **211 Arizona**
  - A statewide resources for health and human services information Live operators will take calls, in English and Spanish, from 9 a.m. to 7 p.m. daily to help residents find nearby cooling centers, transportation help, utility support, or emergency A/C repair.
- **Maricopa County Heat Relief Network**
  - Provide information on preventing heat-related illness, cooling stations and water donations, statistics, health relief toolkit, and health relief assistance.
- **National Weather Services:**
  - Provides multiple tools to assess the potential for heat stress due to extreme temperatures and has resources and information.
- **Centers for Disease Control and Prevention:**
  - Provide resource and information on protecting yourself and others when it's hot outside.

Where to Find Help and Information

BlueCross BlueShield Arizona
An Independent Licensee of the Blue Cross Blue Shield Association
Health Choice

Energy Assistance Resource

- **APS Assistance Programs:**
  - Emergency assistance or long-term solutions to stay on top of energy bill, discount programs for qualified programs.

- **Low Income Home Energy Assistance Program (LIHEAP):**
  - The LIHEAP program helps individuals in Arizona with limited income pay their energy bills.

ARIZONA DEPARTMENT OF ECONOMIC SECURITY

- **SRP Low Income Programs**:
  - SRP offers customers in need a variety of assistance options as well as programs to help reduce costs and cut energy usage at home.

- **Maricopa County Utility Assistance:**
  - Maricopa County residents seeking assistance with current utility deposits or payments may qualify for assistance from the Human Services Department's Community Services Division (CSD).

MARICOPA COUNTY

Proprietary & Confidential

Local Resources: Cooling Centers

Cooling

Terros Health - Stapley Drive Integrated Care

Operated by: Terros Health

0.9 Miles

1111 S. Stapley Dr. Mesa AZ 85204
Mo-Th 8am-8pm, Fr-Sa 8am-5pm
602-952-3458
Wheelchair accessible

Cooling Donation

Social Spin - Mesa

Operated by: Social Spin Foundation

0.9 Miles

1255 E. Southern Ave. Mesa AZ 85204 (Ste 1)
Mo-Su 6am-8pm
602-834-0921
Wheelchair accessible
Non-service animals allowed
Water and General Collection

Respite Donation

Resurrection Street Ministry Day Respite Center

Operated by: Resurrection Street Ministry Inc.

1.5 Miles

1109 E. Main St. Mesa AZ 85203 (Suite 105-107)
Mo-Sa 9am-4pm
480-906-6426
Wheelchair accessible
Non-service animals allowed
Water and General Collection

BlueCross BlueShield Arizona | Health Choice

An Independent Licensee of the Blue Cross Blue Shield Association

Cooling and respite centers:

- Can be community centers, churches, and other community-based organizations that provide water and serve as a safe, cool indoor place during the day for refuge from the heat.

Cooling Centers

Cooled indoor locations that provide refuge from the heat during the day. Drinking fountains or bottled water are available.

Respite Centers

Indoor, air-conditioned locations that offer hydration and allow for uninterrupted rest, sitting, or lying down (depending on each facility) during hours of operation.

Hydration Stations

Locations where individuals can go to receive bottled water and other collected donated items. Can be indoors or outdoors.

Collection Sites

Water bottles can be donated here for use at hydration and cooling locations. Some sites also accept other donations, such as cash; light colored, long-sleeved T-shirts; socks; underwear; hats; lip balm; sun block; and pre-packaged snacks.


Questions
?
?
Answers
?

Breakout Session



Proprietary & Confidential

HCA Breakout Session



Agenda

- Olmstead Plan
- Member Benefits and Rewards
- Fluoride Dental



BlueCross BlueShield Arizona

An Independent Licensee of the Blue Cross Blue Shield Association

Health Choice

Arizona Olmstead Plan

MAY 2025

MARIA REYES

MEMBER LIAISON COORDINATOR








What it the Olmstead Plan

- **Olmstead v. L.C.** Arizona Olmstead Plan (azahcccs.gov):
  - On June 22, 1999, the United States Supreme Court ruled in Olmstead v. L.C. that unjustified segregation of individuals with disabilities violates Title II of the Americans with Disabilities Act. This landmark decision established a legal framework for integrating people with disabilities into their communities.
- According to this ruling, states must provide community-based services to individuals with disabilities who would otherwise be eligible for institutional care if:
  - The state's treatment professionals determine that community placement is appropriate,
  - The individual agrees with the placement, and
  - The placement is feasible, considering the state's resources and the needs of others receiving state-supported disability

Arizona's Olmstead Plan

- "AHCCCS has developed a new Arizona Olmstead Plan to enhance the service delivery system through integrated care and further ensure members live and receive services in the most appropriate integrated setting in their community. Development of the Olmstead Plan included working with different external stakeholders, such as members/peers and advocates, as well as providing education to and soliciting input/feedback from the community through a survey, four community forums, and a public comment period."
  - Original plan developed in 2001 and updated in 2003
  - New webpage on the AHCCCS website in 2021 and release of the Olmstead Survey, followed by a workgroup and series of community forums
- Current plan "is limited in scope to initiatives for which AHCCCS can have a direct impact on systemic change."

Arizona Olmstead Plan - Summary Overview

BlueCross BlueShield Arizona
An Independent Licensee of the Blue Cross Blue Shield Association
Health Choice

#	Strategy
1	**Effective Permanent Supportive Housing (PSH) for members to successfully reside in the community** – Increase housing choice and opportunities for individuals and ensure necessary support services are available to assist members to obtain and maintain the least restrictive, most integrated community setting possible.
2	**Reach-in discharge planning for hospital settings –** Increase the ease of access for care coordination and discharge planning for members in hospital settings, while reducing outpatient service barriers.
3	**Reach-in discharge planning for the justice system –** Improve discharge planning, reach-in care coordination, and service delivery for members exiting the justice system.
4	**Expansion of Home and Community-Based Services (HCBS) for aging individuals with Serious Mental Illness (SMI) determinations –** Explore the feasibility of expanding HCBS for the aging SMI population.
5	**Workforce Development initiatives –** Implement programs and systems that will enhance the capacity, capability, and commitment of the health care workforce.
6	**High quality network to ensure members are served in the most effective and least restrictive manner –** Ensure services are provided by high quality network providers in a timely manner
7	**Person-centered planning enhancements -** Improve monitoring with service and treatment planning standards for Managed Care Organizations (MCOs).
8	**Aggregated Population Data -** Identify and monitor data to provide a systemic level review of members transitioning to least restrictive settings.

Olmstead Plan Updates

Strategy	Objective or Performance Target in Reference Update	Update
Strategy 1: Housing Objective 1.C	Establish baseline data on current utilization of existing housing support and wrap-around services to determine how services are being utilized to meet members' housing needs and to strategize opportunities for improvement.	Established a streamlined process for reporting members within the AHP who are connected to clinical support. As of September 2024, there are **2,187** members currently enrolled in the AHP, of which **93.5%** are active in receiving wrap-around services with their health home. These numbers will be reported on the Plan every other quarter moving forward.
Strategy 1: Housing Objective 2.A	Develop new transitional housing options to facilitate transition from residential, inpatient, the justice system, and housing instability to the least restrictive community-based settings.	The Bower Park program has been renamed to Pathway of Hope, which will be a new transitional housing facility in downtown Phoenix for individuals experiencing homelessness and living with an SMI determination. The site construction is underway and scheduled to open summer of 2025. Once complete the goal of increasing transitional housing units to 50 will be complete and the AHCCCS Housing Team will collect data to track occupancy. Specific details about the construction progress and service delivery model will be accessible on the AHCCCS Housing Programs web page by next quarter's updates.

Olmstead Plan Updates

BlueCross BlueShield Arizona
An Independent Licensee of the Blue Cross Blue Shield Association
Health Choice

Strategy	Objective or Performance Target in Reference Update	Update
Strategy 2: Reach-In/ Hospital Objective 1.A	Increase usage of Child and Adolescent Level of Care Utilization System (CALOCUS) as standardized assessment tools used by the Provider network to determine service level needs across all MCOs.	As of January 2025, there are **138** providers that have CALOCUS portal accounts, which is a **36.6%** increase from the previous quarter (101) and a **50%** increase from when first reported in April 2024 (92). AHCCCS had an internal goal of **135-140** providers who would be utilizing CALOCUS, which has been met.
Strategy 3: Reach-In/ Justice Objective 1	Develop relationships with counties/ justice settings currently not participating in data sharing with AHCCCS to support enrollment suspense.	Since June 2023, four new counties (Apache, Mohave, Pima, and Navajo) have transitioned from a manual suspension process to an automated enrollment suspense and reinstatement process for Medicaid members who are entering or exiting a carceral setting, totaling nine (**9**) counties in all.
Strategy 3: Reach-In/ Justice Objective 4.D	Review and update contract, policy, and/or other guidance document changes to enhance MCO oversight and compliance with care coordination and discharge.	As of 10/1/2024, AHCCCS has updated the justice contracts and policy to include a new justice-related deliverable (AMPM 1022, Attachment B), which will enhance MCO oversight and care coordination outcomes for justice-involved members.

Olmstead Plan Updates

Strategy	Objective or Performance Target in Reference Update	Update
Strategy 5: Workforce Development (WFD) Objective 1.B	Expand the scope and depth of the current training and development programs available to both behavioral health and long-term care direct care personnel by establishing a statewide partnership between AHCCCS and the public community colleges throughout Arizona	Three (**3**) trainings have been completed and added to the RELIAS Behavioral Health Library. ● Initial BH in-service case management. ● Advanced in-service case management. ● Leadership and supervision. Three (**3**) other trainings have been submitted to AHCCCS and are under review. ● SAMHSA competencies for the Peer Recovery Support Specialist pre-service training. ● DCW pre-service training and testing program. ● DCW advanced in-service training.
Strategy 5: WFD Objective 1.C	Create and implement an interactive Caregiver Career Pathway (CCP) planning tool into the Pipeline AZ platform for prospective health care staff to explore Arizona health care jobs, including their eligibility requirements, and map the career ladders and frameworks connected to actual job openings.	As of 1/2025 (+/– from previous quarter) • **3,091** current jobs posted (– 454) • **795** AHCCCS Providers that have been onboarded (+ 105). • **6,868** users that are students and/or job seekers (+ 584). • **14,474** Post-Secondary students are currently studying a Major related to Healthcare on the platform.

Olmstead Plan Updates

BlueCross BlueShield Arizona
An Independent Licensee of the Blue Cross Blue Shield Association | Health Choice

Strategy	Objective or Performance Target in Reference Update	Update
Strategy 6: Network Objective 3.C	Increase and enhance the network of available service providers across all levels of care who are certified, or have completed specific coursework or training, in service provision to children and adolescents with complex behavioral health needs and co-occurring disorders, including those at risk/with ASD.	Through a financial incentive offered by DDD, as of September 2024, training completions are as follows: • **114** behavioral health providers have enrolled one or more staff members in the 13-course training plan. • **1,845** individuals completed all 13 courses in the training plan. • **4,250** behavioral health provider staff have completed one or more of the courses. • **34,094** total courses in the training plan have been completed. • **2,768** individuals have completed the live virtual instructor-led course. • **60** Behavioral Health Provider agencies met the requirement for the incentive by having at least 10% of their clinical staff complete the training plan.

Olmstead Plan Updates

BlueCross BlueShield Arizona
An Independent Licensee of the Blue Cross Blue Shield Association
Health Choice

Strategy	Objective or Performance Target in Reference Update	Update
Strategy 6: Network Objective 3.C	Increase and enhance the network of available service providers across all levels of care who are certified, or have completed specific coursework or training, in service provision to children and adolescents with complex behavioral health needs and co-occurring disorders, including those at risk/with ASD.	Through a contract with the National Center of START Services (NCSS), a number of training sessions were completed. Summary of overall training sessions: • Between 11/2023 and 9/2024, NCSS provided I/DD-MH training and T/A to over **480** Arizona professionals. • The two highest utilized training offerings were the I/DD-MH Professional Development Course for Care Coordinators with **282** registrants and the Trauma-Informed Care Technical Assistance (TA) Series with **108** registrants. • Satisfaction ratings across training activities were above the **90th percentile**. These training opportunities were offered and marketed through DDD, including the provision of course information on the DDD website.

Olmstead Plan Updates

Strategy	Objective or Performance Target in Reference Update	Update
Strategy 8: Aggregated Population Data **Objective 1.A**	Annually obtain data related to the following elements to identify trends and future direction: • Demographic data, • Enrollment numbers by geographic service area and health plan, • Average cost per person by geographic service area and health plan, • Average cost per person by service type and eligibility (e.g., home-based services), and • Average length-of-stay and readmission rates	AHCCCS worked with a consultant to assist in developing a preliminary framework and data pulling to conduct a baseline analysis. Once finalized, data reports will be shared publicly

Member Involvement

Member involvement is key to the success of the Olmstead Plan:



- Members can participate in planning and feedback sessions to share their experiences and needs.
- Advocating for personal and community needs helps us tailor services more effectively.
- Utilizing available community resources and services ensures members receive comprehensive support.
- Connecting with care coordinators provides personalized assistance

How to Get Involve?

- **AHCCCS Contact Information:**
  - Community Forums: Participate in quarterly AHCCCS Community Forums to learn about accomplishments made during the quarter and provide input on the Olmstead Plan.
  - Visit the AHCCCS Office of Individual and Family Affairs (OIFA) web page to receive more information about these AHCCCS Community Forums, and other community presentations.
  - Website: Arizona Olmstead Plan (azahcccs.gov)
  - Email: Olmstead@azahcccs.gov at any time to share your input on the Olmstead Plan

AHCCCS
Arizona Health Care Cost Containment System

Arizona Olmstead Plan

Healthy Rewards Program

BlueCross BlueShield Arizona
An Independent Licensee of the Blue Cross Blue Shield Association
Health Choice



Earn Gift Cards!

BlueCross BlueShield Arizona
An Independent Licensee of the Blue Cross Blue Shield Association
Health Choice

Babies, children, and teens:

Taking time to schedule Well Visits for your little ones will keep them healthy.

- Well-Child Visits – **up to $150 annually**
  - **$25 per visit** up to six visits during 0 – 15 months of age
  - **$25 for one visit** during 16 – 30 months of age
- Child and Adolescent Well Visits – **$25 annually**
  - For ages 3 to under 21 years old
- Dental Visit (Oral evaluation) – **$25 annually**
  - For ages 2 to under 21 years old

Moms-to-be:

- Prenatal Visit – first trimester (first 12 weeks of pregnancy) – **$25 annually**
- Postpartum Visit (7 to 84 days after delivery) – **$25 annually**

Additional activities and screenings:

- Completion of your Health Risk Assessment – **$25 annually**
  - For ages 3 to 17 years old
- Breast Cancer Screening – **$50 annually**
  - For ages 40 to 74 years old

To Earn Your Rewards

BlueCross BlueShield Arizona
An Independent Licensee of the Blue Cross Blue Shield Association
Health Choice



To begin earning your Healthy Rewards start by:

- Scheduling an appointment
- Complete your appointment



Upon completion of the visit(s)

- Contact Member Services with the following information:
  - Date of visit
  - Type of visit / service
  - Doctor's name





Reach US by:

- Email: HCHcomments@azblue.com
- Phone: 1-800-322-8670, TTY: 711

BCBS AZ - Health Choice Resources



Resource: Member Services



Call Member Services at 1-800-322-8670, TTY 777

- For information and assistance
- To obtain language or American Sign Language interpretation services when working with your health plan or provider
- To obtain transportation services to your appointments
- Assist in locating a provider
- Pharmacy benefit information
- Change a primary care provider
- File a complaint

Hours of Operation

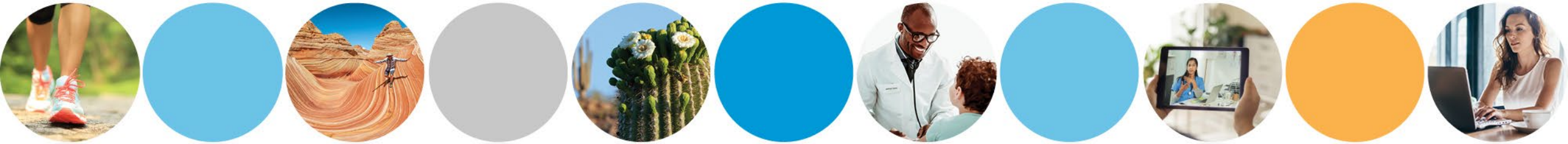
- 8 a.m. – 5 p.m.
- Monday – Friday (expect holidays)

BlueCross BlueShield Arizona

An Independent Licensee of the Blue Cross Blue Shield Association

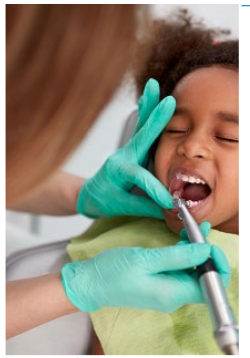
Dental: Importance of Fluoride Varnish

SARAB SABAGH
MANAGER – DENTAL PROGRAM
MAY 2025



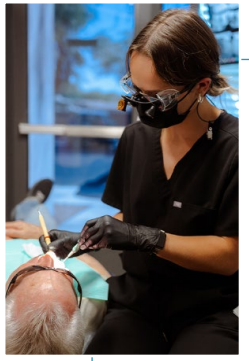
Did you know?

BlueCross BlueShield Arizona
An Independent Licensee of the Blue Cross Blue Shield Association
Health Choice



BCBSAZ Health Choice covers comprehensive dental care for members under 21 years of age through the Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) program. This includes dental services to help keep their teeth healthy. Covered dental care services include:

- Regular checkups, cleanings, and x-rays
- Preventive services like fluoride and sealant
- Emergency care for dental problems
- Dental fillings to fix cavities
- Crowns, root canals, and teeth extractions when needed



Medically necessary emergency dental services are covered for **members 21 years of age and older.** Members have $1,000 dental benefits per contract year (October 1st to September 30th) for emergency dental care and emergency extractions.

The Importance of Fluoride Varnish

BlueCross BlueShield Arizona
An Independent Licensee of the Blue Cross Blue Shield Association
Health Choice

Did you know fluoride varnish should be applied on your child's teeth at least twice a year to keep teeth healthy?

- Think of fluoride varnish as a vitamin for your child's teeth. Fluoride varnish is a coating painted on teeth with a brush or cotton swab. This helps prevent new cavities from starting and stop the spread of cavities that have already started. Fluoride now comes in flavors children like and is painless. All a child needs to do is not eat or drink for 30-60 minutes to let the fluoride harden.
- **Fluoride varnish is safe and will not harm your child.**

Who should get fluoride varnish?

- Fluoride varnish is important for all children. This is very important for children who do not have fluoride in their water and eat a lot of food with sugar like cookies, candy, and cake.

Ways to get fluoride

- From drinking fluoridated tap water.
- When it is put onto the tooth's surface such as with fluoride containing toothpaste.
- Over-the-counter fluoride mouthwashes.
- Fluoride varnish application by your child's dentist or medical doctor.

To prevent cavities, it is best to get a little bit from all sources!

Questions & Answers





HCP Breakout Session

- Wider Circle
- Silver Sneakers
- PERs Device
- Website Navigation
- Member Focus Group
- Member Survey



Proprietary & Confidential

Wider Circle

Jayson Inestroza



Wider Circle

We Connect Neighbors for Better Health

Who We Are & What We Do

- We are a health care company addressing Social Determinants of Health (SDoH) with a novel community care model.
- Wider Circle employs analytics and psychology of influence to form lasting neighborhood groups or circles of health plan members.
- **Members of Wider Circle groups inform, support, and motivate their neighbors to achieve better health in a culturally competent manner.**
- **When your circle is bigger, life is better. Engaged members are happier, healthier, more active and overcome isolation.**



Wider Circle

How it Works: Connect for Life®

Human Connection

Local meet-ups revive **latent connections**





Relationships drive **engagement**



Purposeful peers support **lasting behavior change**

We hire hyper local staff!

- Trained and coached by Wider Circle
- Immersed in the local culture, they're your neighbors!
- They help to guide introductions and help you meet other members!

Build Trusted Connections

- Our program hopes to be a familiar and trusted engagement, which prides itself on monthly meetings both virtual and in-person
- We help members share and engage on shared experiences, navigating life's challenges!

Ambassador Driven Chapters

- We identify and empower influential, purpose-driven community leaders just like yourself to become more involved!
- They then go on to use their peer influence to support others with behavior change.

Connected for Better Health

Kingman's dedicated CFL Ambassadors, gathered for their weekly meetup, turning an unexpected museum closure into a meaningful picnic.

As they enjoyed the day, they delved into health topics, with Annual Wellness Visits (AWV) at the forefront. Together, they explored new ways to stay healthy, sharing knowledge and encouraging each other to prioritize their well-being.

These weekly gatherings have become a cornerstone for their community, fostering connections and reinforcing their commitment to leading healthier lives.



It Takes a CFL Village

Life challenges are part of life but members do not have to face them alone.

Members like Ms. Danette and many others have just began experiencing what the difference the CFL program can make, not only bridging healthcare and other essential resources gaps but helping members overcome isolation and social disconnection.

Together we can not only do better but thrive.



Themes, Initiatives and Gap Closures

Month	Theme / Health Initiative	Gap Closure
January	Open the Door to 2024	Health Risk Assessment (HRA)
February	American Heart Month	Blood Pressure Screening
March	Colorectal Cancer Awareness Month	Colon Cancer Screenings
April	National Volunteer Appreciation Month	Dental Care
May	Mental Health Awareness Month	Mental Health
June	Member Appreciation Month	Annual Wellness Visits (AWV)
July	Social Wellness Month	Vaccines
August	Self Awareness Month	Vision Care
September	Healthy Aging Month	Annual Enrollment Period (AEP)
October	Breast Cancer Awareness Month	Breast Cancer Screenings
November	Diabetes Awareness Month	Diabetes Screening
December	Wider Circle Celebrates	Annual Wellness Visits (AWV)

Wider Circle

The Benefits of Volunteering



- **Improves your health:** Studies have shown that volunteering makes people feel physically healthier, helps manage chronic health conditions and reduces stress!
- **Makes an impact:** Every little bit counts. You get to make a difference in the lives of others, impacting the world around you.
- **Strengthens communities:** A strong community with a high quality of life means safer, healthier lives for you and those around you.
- **Provides an opportunity for you to meet others:** Coming together for a shared purpose creates friendships with a purpose.
- **Allows you to** take on a leadership role. You have the ability to shape the world around you in the ways you choose.
- **Lets you share your expertise:** Get out in your community and put your skills—toward helping others. You may be surprised at how your knowledge and expertise can benefit others - and sharpen your own skills!

Wider Circle

Volunteer with your Wider Circle Community! Become an Ambassador!

Ambassadors are..

- Passionate, caring & mission driven
- They provide peer to peer support
  - Creating an engaging community
  - Motivating others to participate
  - Encouraging members to achieve positive health outcomes
  - Help develop relationships: Everyone has a friend
- Support growth of our Connect for Life Program
  - Increasing engagement and empowerment of each community



Who would like to learn more?

Wider Circle

Silver Sneakers

Sarah Bobko



Move How You Want, When You Want With SilverSneakers®

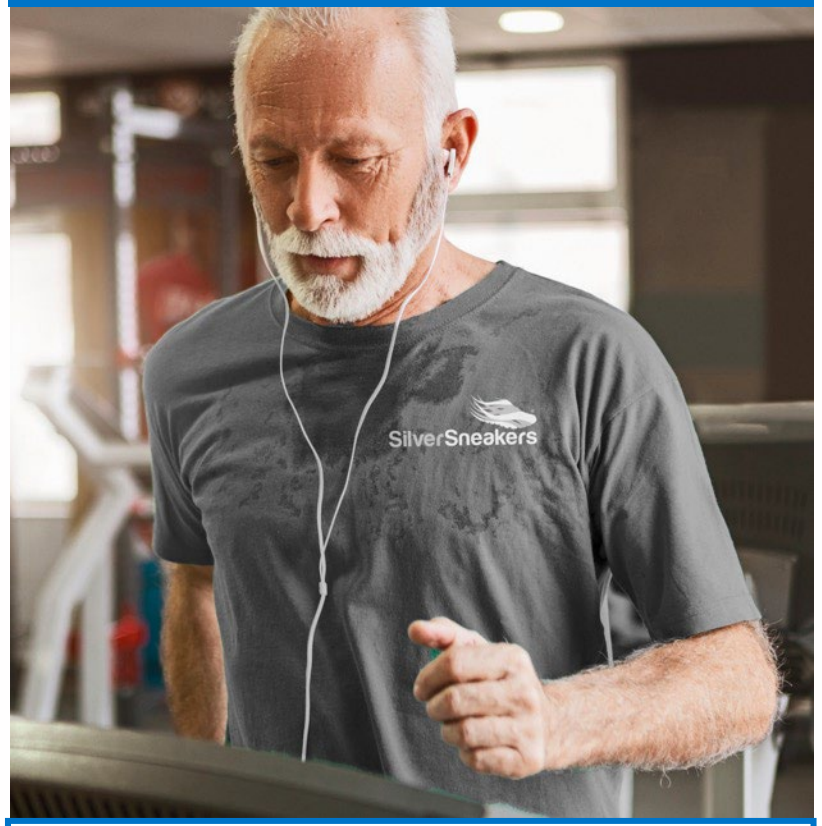


BlueCross BlueShield Arizona

SilverSneakers®

With SilverSneakers, you're free to move:

IN THE GYM



Nationwide gym network with thousands of locations – **go to as many as you like**

AT HOME



LIVE and On-Demand classes led by SilverSneakers trained instructors – **convenience in the comfort of your home**

IN YOUR COMMUNITY



Fitness options outside of the gym – recreation centers, walking groups, workshops and more **in your community**

At-Home Exercise Kits

Strength
Exercise band

Walking
Pedometer

Yoga
Yoga Strap

Toning
Fitness Ball

Fitbit
Inspire 3



SilverSneakers by Tivity Health

Let's Get Started!

What you may gain:

- **Improved balance**
- **Flexibility & strength**
- **Pain management**
- **Emotional wellness**
- **New friendships**

What you will lose:

SilverSneakers Member Experience Center

- **English:** 1-888-423-4632
- **Spanish:** 1-888-617-6392



Personal Emergency Response System (PERS) Device

Manny Felix



Connect America's Mobile PERS



What's included

- Lightweight wearable device (neck pendant)
- Charging cradle
- Connect Notify mobile app for members, families, and caregivers
- Health plan branded collateral

Key features

- Mobile service available 24/7 at-home and on-the-go
- Advanced fall detection technology
- GPS location technology
- Built-in speaker for clear, two-way communications
- Water resistant – can be worn in the shower or bath
- Long lasting, rechargeable battery
- Operates over cellular network– does not require mobile subscription or landline service

© 2022 Connect America | Proprietary and Confidential

10

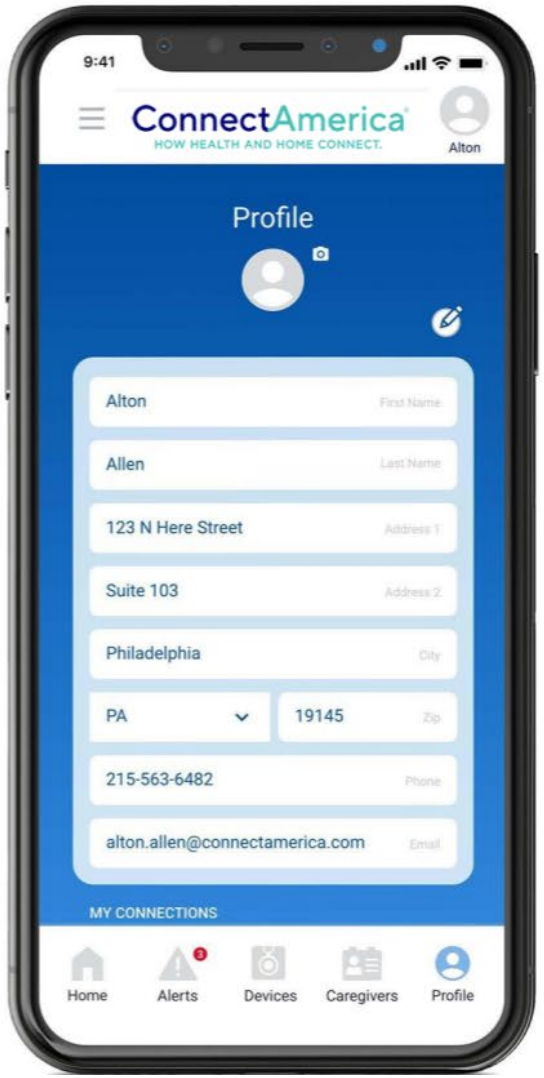
The Connect Notify App

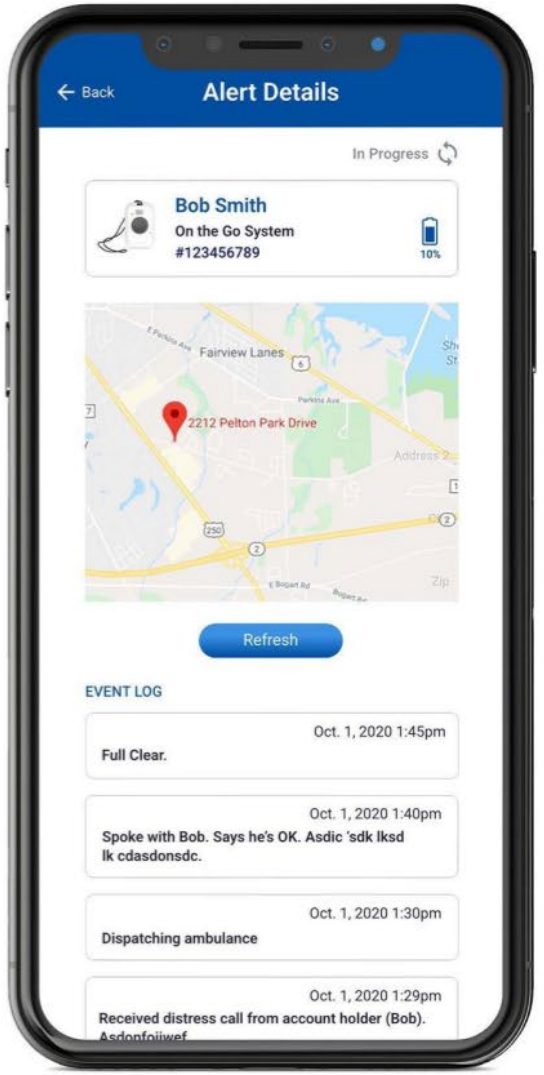
Helps families and caregivers know their loved ones are safe

Users can…

- View all connected devices
- Keep track of loved ones through an event log
- Locate a member's PERS device
- View device battery status
- Edit user and caregiver profiles, permissions, and contact details

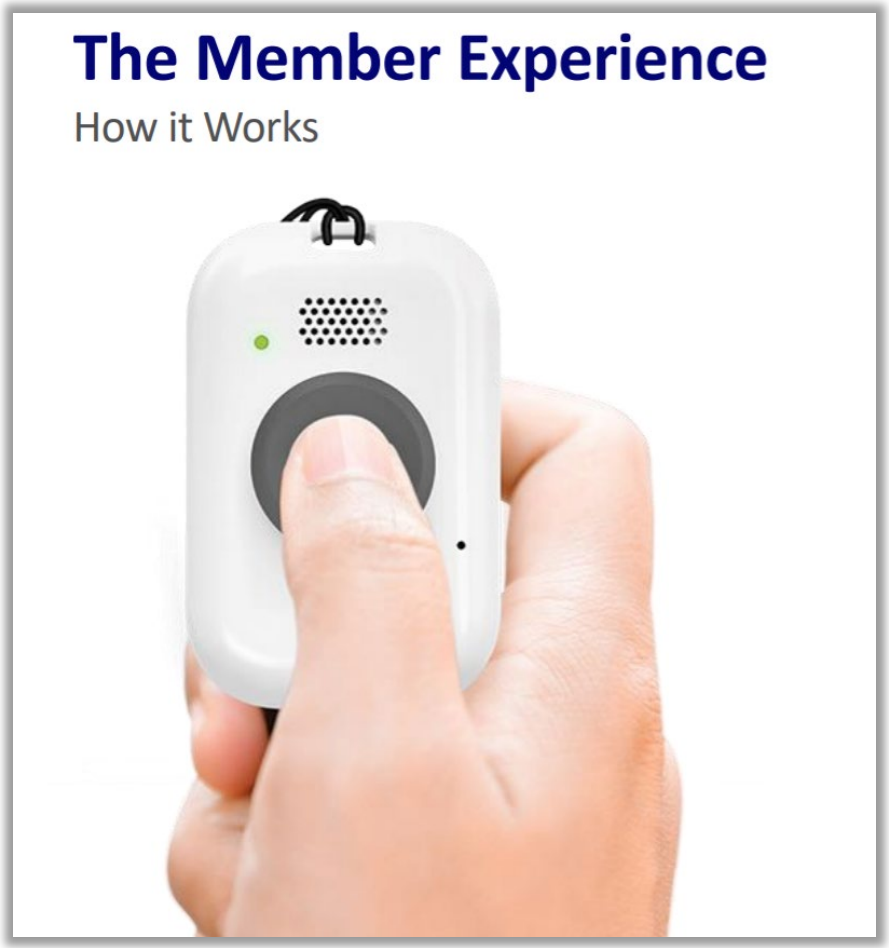
* Download instructions included in Member Welcome Kit





Requesting the PERs Device

- Please complete the Sign-up sheet
- To speak to one of Connect America's agents, please call us **Monday through Friday 8 a.m. to 5 p.m. at 1-800-979-9238, TTY 711.**



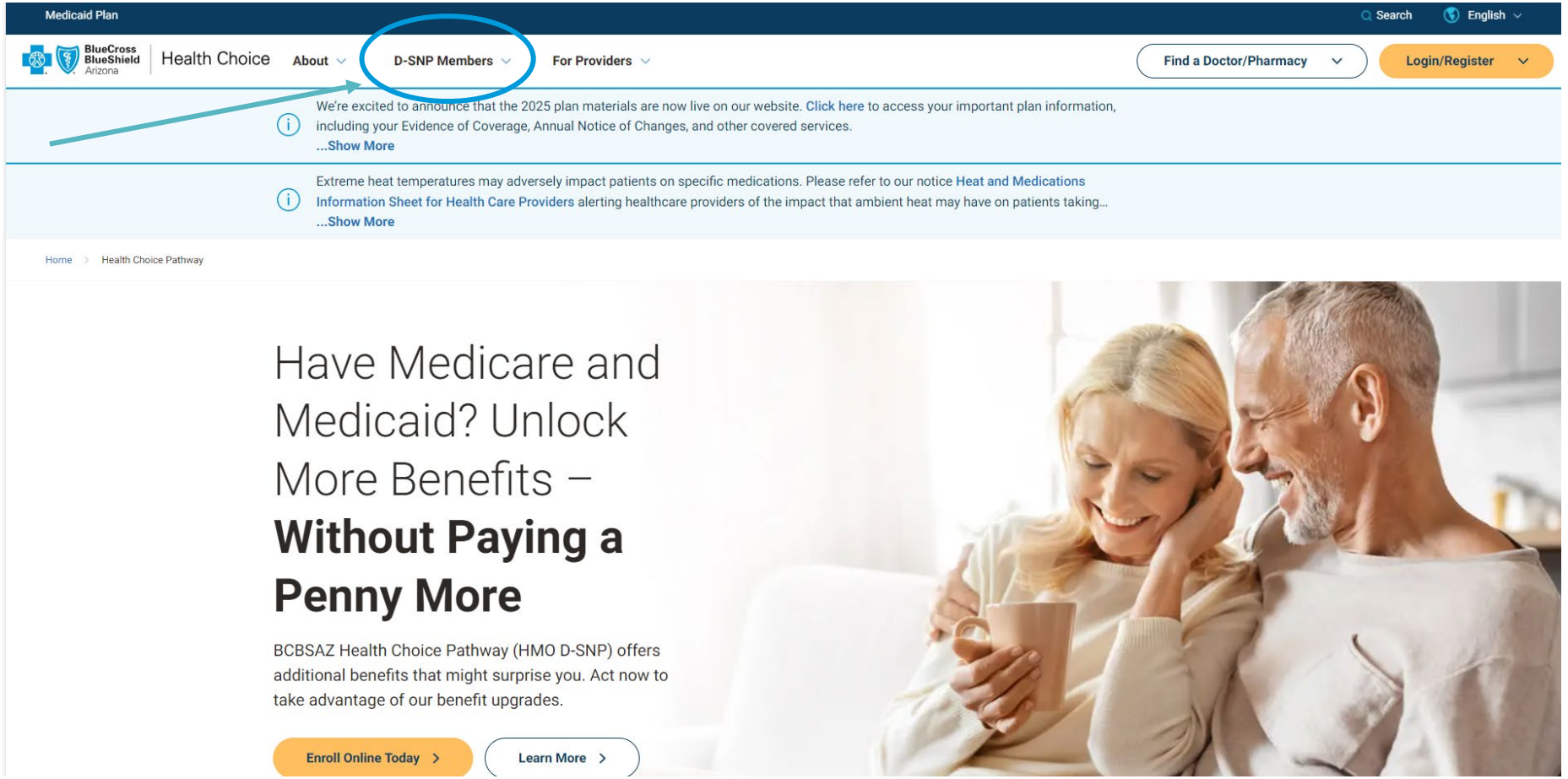
Website Navigation of Resources & Materials

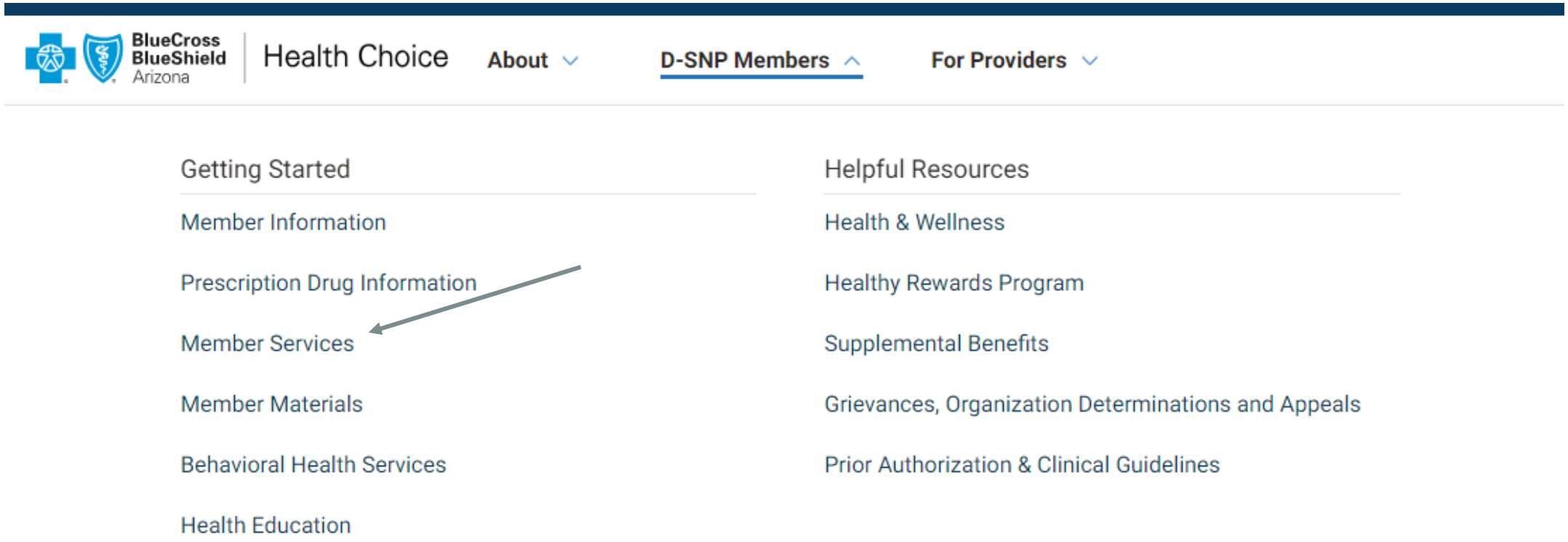
Manny Felix



Proprietary & Confidential

Website Navigation of Resources & Materials




BlueCross BlueShield Arizona
Health Choice
About
D-SNP Members
For Providers
Getting Started
Member Information
Prescription Drug Information
Member Services
Member Materials
Behavioral Health Services
Health Education
Helpful Resources
Health & Wellness
Healthy Rewards Program
Supplemental Benefits
Grievances, Organization Determinations and Appeals
Prior Authorization & Clinical Guidelines

Plan Year Materials

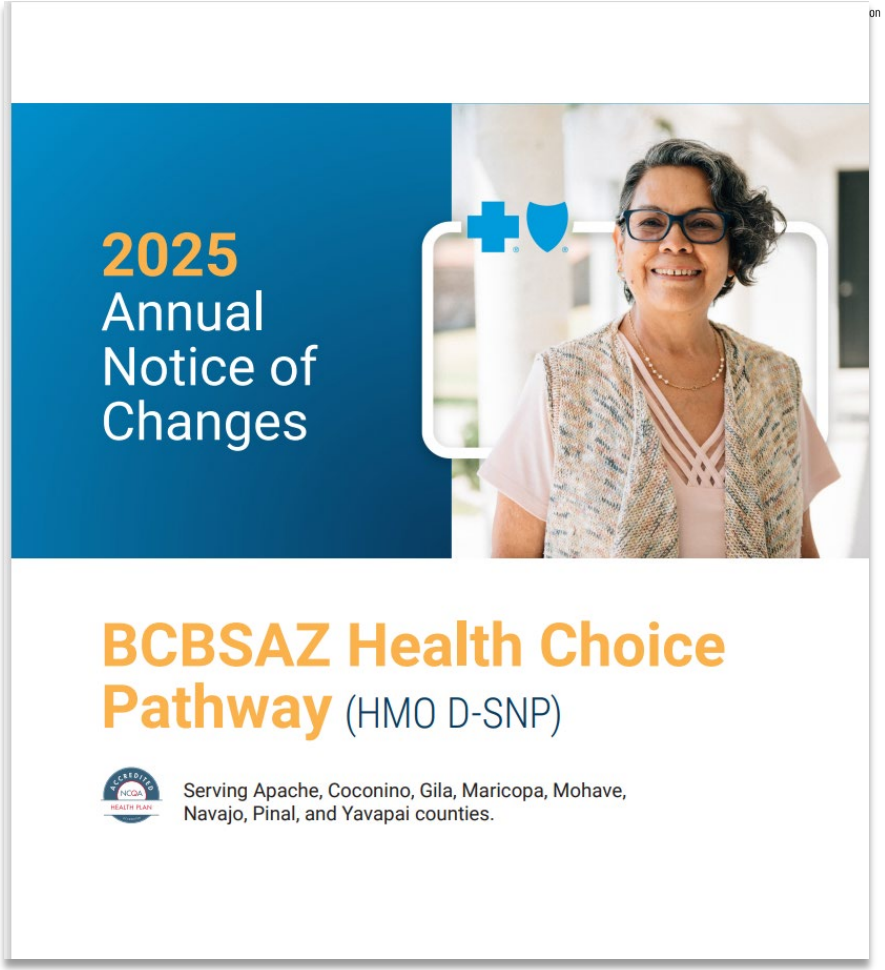
NAME	2024 PLAN YEAR	2025 PLAN YEAR
Annual Mailer	English | Español	Coming Soon
Annual Notice of Changes (ANOC)	English | Español	English | Español
Evidence of Coverage	English | Español	English | Español
Summary of Benefits	English | Español	English | Español
Formulary (List of Covered Drugs)	English | Español Search tool: English ↗ | Español ↗	English | Español Search tool: English ↗ | Español ↗
Provider Directory	Primary Care Provider Directory English | Español Specialty Care Provider Directory English | Español	Primary Care Provider Directory English | Español Specialty Care Provider Directory English | Español
Pharmacy Directory	English | Español Search tool: English ↗ | Español ↗	English | Español Search tool: English ↗ | Español ↗
Supplemental Benefits Flyer	English | Español	English | Español
Over-the-Counter (OTC) Catalog	English | Español	English | Español - Coming Soon
Benefits at a Glance	English | Español	English | Español
Non-Discrimination Notice and Multi-Language Interpreter Services	English | Español	English | Español

Medicare Materials

Annual Notice of Change (ANOC) is a document that members receive each year, typically by end of September. This notice outlines any changes to the plan that will take effect in the following year such as:

- Changes in premiums, copayments, and deductibles
- Updates to the coverage of services and drugs
- Modifications to rules and guidelines for using the plan

The ANOC helps members review upcoming changes so they can decide whether to stay with their current plan or switch during Medicare Open Enrollment Period.



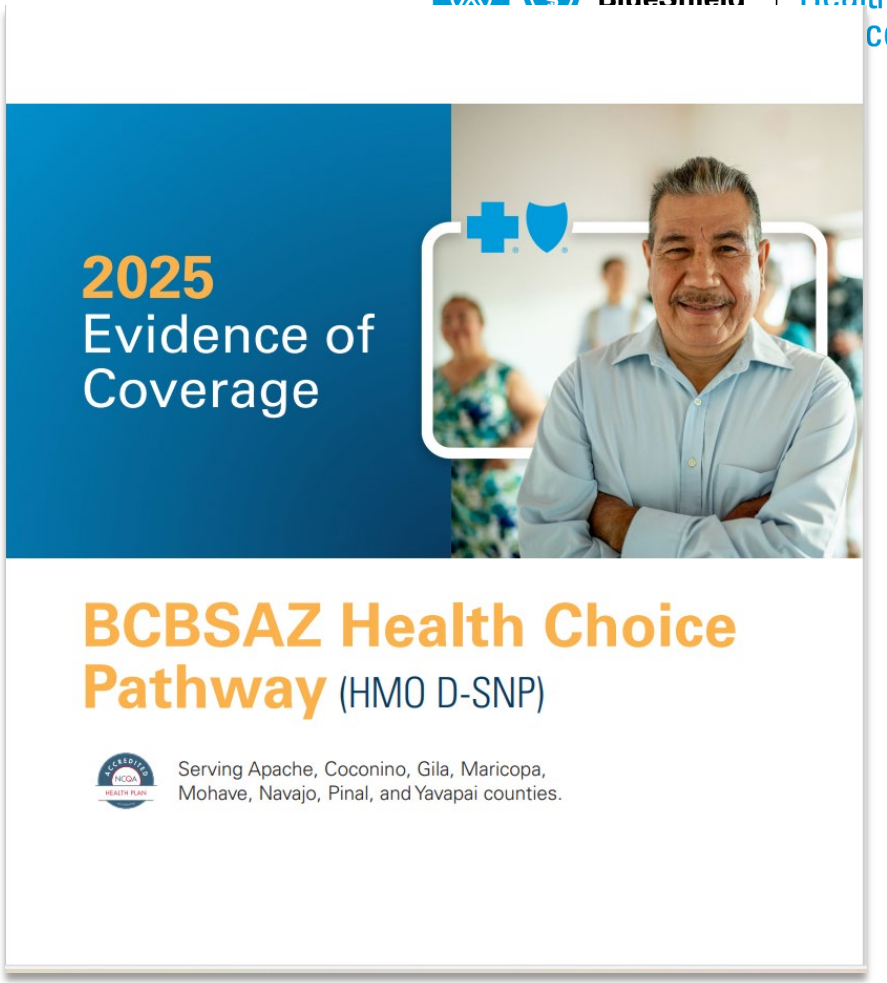
Medicare Materials

Evidence of Coverage (EOC) – This document serves as a comprehensive guide that explains the specific details of the plans including:

- Coverage and costs
- Rules for using the plan
- Rights and Responsibilities
- Benefit Information

The EOC helps beneficiaries understand how their plan operates and what they can expect in the coming year. The EOC is no longer sent by mail however, members can request a copy by contacting Member Services at **1-800-656-8991,** 8 a.m. to 8 p.m., 7 days a week. Member Services also has free language interpreter services available for non-English speakers. **TTY 711**, calls to this number are free. 8 a.m. to 8 p.m., 7 days a week.

Members can also view the EOC online at our website at **https://www.azblue.com/health-choice-pathway.**



Member Focus Groups

Manny Felix



Proprietary & Confidential

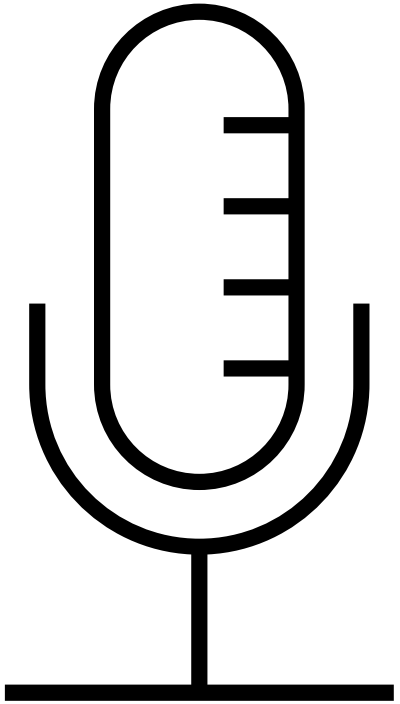
Focus Group Questions

- What was the most important benefit or feature that helped you choose this Medicare plan, and what types of benefits are must-haves for you when selecting a plan?
- Have you considered switching plans? If so, what made you stay?
- What could we do to improve your experience or better meet your needs?

Future Benefits:

- Is there anything else you'd like to share that would help us design better benefits in 2026?





Please complete Member Feedback Survey

BlueCross BlueShield Arizona

An Independent Licensee of the Blue Cross Blue Shield Association

Health Choice

azblue.com/hca