

2027

Quick Start Guide

Plan Information
at Your Fingertips



HMO Medicare Advantage Plans

Maricopa & Pinal Counties

Blue Best Life Plus (HMO)
Blue Best Life Classic (HMO)
Blue Best Life Select (HMO)

Pima County

Blue Best Life Classic (HMO)
Blue Best Life Select (HMO)

Quick Contacts

Contact Member Services for:

- Coverage decisions
- Payment requests
- Appeals & grievances
- Replacement/extra Member ID cards
- Benefit questions
- Or any other questions

480-937-0409 in Arizona

1-800-446-8331, TTY: 711 (toll-free)

Hours: 8 a.m. to 8 p.m., local time

- October 1 – March 31: seven days a week
- April 1 – September 30: Mon. – Fri.

Fax (general): **602-916-8485**

Fax (appeals and grievances standard): **602-544-5656**

Fax (appeals and grievances expedited): **602-544-5655**

Mailing Address

AZ Blue Medicare Advantage

P.O. Box 29234

Phoenix, AZ 85038-9234

Prescription Drug Questions – OptumRx, Inc.

AZ Blue partners with OptumRx for your drug coverage

1-844-883-8523, TTY: 711

Hours: 24 hours a day, seven days a week

Mailing Address: OptumRx
P.O. Box 2975
Mission, KS 66201-1375

Welcome to Blue!



Living your best life starts with good health.

This guide will help you get the most from your AZ Blue Medicare Advantage plan.

New to AZ Blue? Get helpful health information by scanning the QR code and registering for your member portal.¹

To see your plan details and additional resources (including FAQs), go to azblue.com/getstartedtoday.



**Member
Portal**

Sign up for an Online Member Account

Manage your AZ Blue health plan using our free, online member account. It's the most convenient and accurate way to find a doctor or specialist, view your claims and plan benefits, and much more. Visit azblue.com/memberaccount two days after your effective date of coverage to register.

1. Visit azblue.com/memberaccount and click on **Create an Account**

2. Enter your **Member ID** (from your ID card) or your Social Security number, plus your date of birth

3. Follow the on-screen prompts to:
 - a. **Create** your username
 - b. **Verify** your email address
 - c. **Set** your communication preferences

4. **Success!** You're now registered and ready to access your benefits.

What to Expect Next

Review Your Documents

Your well-being is our #1 priority. We want you to be ready to use your benefits as soon as your coverage begins. And we are here to help every step of the way.

Enclosed with your Quick Start Guide you will find:



Member Card

Your AZ Blue ID card contains both your medical and dental plan details.

Use it when you:

- See a doctor or other healthcare professional
- Go to an emergency room/urgent care center, hospital, walk-in clinic
- Call AZ Blue Member Services

Keep your member ID card in a safe place so it's easy to find when you need care.



Welcome Call

NEW to our plan? Our Member Advocate Team will be calling to help you get started and answer any questions.



Choose a Primary Care Provider (PCP)

You should have selected a PCP, who provides primary care and coordinates your overall care, when you enrolled. If you need to select a provider, go to the Provider Directory at azblue.com/FindMedicareDoc or call Member Services.



How to Find Plan Benefit Documents and Forms

Call Member Services to request hard copy materials or visit azblue.com/MAPDDocs.

Download health plan documents and forms, such as:

Evidence of Coverage (EOC) – Contains a full breakdown of payment and coverage information

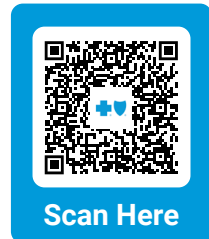
Formulary – Updated Drug List

Continuity of Services Form – Provides information to help our Utilization Management and Care Management staff coordinate your ongoing medical services and future appointments

Mail Order Form – Get up to a 100-day supply of generic drugs and pay less

Appointment of Representative Form – Request a person to represent you or have access to your confidential information

Medical and Drug Claim Forms – Submit a claim form for reimbursement for a covered benefit or drug that you may have paid out of pocket



How to Find Privacy Practices

Visit azblue.com/MAPPrivacy.

We have updated our Notice of Privacy Practices to reflect a change in law about how we use and share substance use disorder records. You can review these changes on our website.

Plan Highlights

Plan Benefit	Blue Best Life Classic (HMO) (H0302-006) (H0302-008)
Service Area (County)	Maricopa/Pinal/Pima
Monthly Premium	\$0
Maximum Out-of-Pocket Limit	\$3,550
Primary Care Provider (PCP)	\$0 copay
Specialist (i.e., oncologist, cardiologist, orthopedist, podiatrist)	\$0 Virtual or Tele-Visit copay \$35 Office Setting copay
Physical Therapy Services	\$0 Virtual or Tele-Visit copay \$40 Office Setting copay
Acupuncture (Medicare Covered)	\$5 copay
Chiropractic (Medicare Covered)	\$5 copay
Acupuncture, Chiropractic, and Therapeutic Massage (Non-Medicare Covered)	\$5 (30 combined visits)
X-rays	\$0 Free-Standing copay \$120 Hospital copay
CT, MRI, MRA, SPECT	\$275 copay
Inpatient Hospital	\$280 (day 1) \$180 (days 2-5)
Emergency Care	\$135 copay
Urgent Care Services	\$0 Virtual or Tele-Visit copay \$65 Urgent Care Site copay



Plan Benefit	Blue Best Life Plus (HMO) (H0302-001)
Service Area (County)	Maricopa/Pinal
Monthly Premium	\$49
Maximum Out-of-Pocket Limit	\$3,000
Primary Care Provider (PCP)	\$0 copay
Specialist (i.e., oncologist, cardiologist, orthopedist, podiatrist)	\$0 Virtual or Tele-Visit copay \$15 Office Setting copay
Physical Therapy Services	\$20 copay
Acupuncture (Medicare Covered)	\$5 copay
Chiropractic (Medicare Covered)	\$20 copay
Acupuncture, Chiropractic, and Therapeutic Massage (Non-Medicare Covered)	\$15 (30 combined visits)
X-rays	\$10 copay
CT, MRI, MRA, SPECT	\$150 copay
Inpatient Hospital	\$230 (days 1-5)
Emergency Care	\$135 copay
Urgent Care Services	\$0 Virtual or Tele-Visit copay \$65 Urgent Care Site copay

Plan Highlights

Plan Benefit	Blue Best Life Select (HMO) (H0302-010) (H0302-011)
Service Area (County)	Maricopa/Pinal/Pima
Monthly Premium	\$0
Maximum Out-of-Pocket Limit	\$4,450
Primary Care Provider (PCP)	\$0 copay
Specialist (i.e., oncologist, cardiologist, orthopedist, podiatrist)	\$35 copay
Physical Therapy Services	\$35 copay
Acupuncture (Medicare Covered)	\$20 copay
Chiropractic (Medicare Covered)	\$20 copay
Acupuncture, Chiropractic, and Therapeutic Massage (Non-Medicare Covered)	\$15 (30 combined visits)
X-rays	\$25 Free-Standing copay \$120 All Other Settings copay
CT, MRI, MRA, SPECT	\$250 copay
Inpatient Hospital	\$375 (days 1-6)
Emergency Care	\$150 copay
Urgent Care Services	\$50 copay



Benefits and Extras for a Healthier You!

Over-the-Counter (OTC) Benefit and Blue Medicare Healthy Rewards Program

- **OTC Allowance**

Get a quarterly allowance on your AZ Blue OTC/Rewards Benefits Card Mastercard®.

(Only available for Blue Best Life Plus members)

- **Healthy Rewards**

Earn reward dollars for annual wellness visits and more.

Learn more at azblue.com/health-ed.

YOU MUST ACTIVATE YOUR REWARDS MASTERCARD® BEFORE USE.

Activate your card at azbluebenefits.com or call the activation number on your card. Our Member Advocate Team is ready to help at **602-313-7135** or toll-free at **1-888-267-9046, TTY: 711**, Mon. – Fri., 8 a.m. to 4:30 p.m.

Dental Benefits through BlueDentalSM Prime

The BlueDental Prime statewide network provides preventive and comprehensive benefits to help manage oral healthcare for less. Review your EOC for a listing of all covered services.

Find a participating dental provider at
azblue.com/FindMedicareDoc.



SilverSneakers® Fitness Program

Improve your health and connect with your community!

- Thousands of locations²
- Group classes and activities³
- Virtual fitness classes

Questions? Go to [SilverSneakers.com](https://www.silversneakers.com) or call
1-888-423-4632, TTY: 711 Mon. – Fri., 8 a.m. to 8 p.m. ET.

Hearing Services

Get comprehensive hearing care through TruHearing®. High-quality hearing aids and local, professional care at a fraction of the cost.⁴

Contact TruHearing directly at **1-855-205-5007, TTY: 711**
Mon. – Fri., 8 a.m. to 8 p.m.

Routine Vision Services

Your plan includes a non-medical eye exam and eyewear allowance through Davis Vision.

To find a preferred provider, contact Davis Vision at
1-800-999-5431, TTY: 711. Hours are 8 a.m. to 8 p.m.
local time Mon. – Fri. April – September, and 8 a.m.
to 8 p.m. local time Mon.-Sun. October – March.

More Benefits and Extras...

24/7 Nurse On Call

We partner with experienced registered nurses to give you 24/7 support for everyday health concerns. Our nurses can help you understand symptoms, and help you decide if you should take care of your issues at home or seek care from your primary care provider, urgent-care center, or emergency room (ER). Talk to a registered nurse anytime from wherever you are at **no additional cost!**⁵

Call **1-888-905-1172, TTY: 711**

Alternative Treatments for Chronic Pain

Your plan includes 30 visits each year with approved providers through American Specialty Health® (ASH). Refer to your plan benefit documents for more details on covered benefits and costs.⁶

- Chiropractic
- Acupuncture
- Therapeutic Massage

Call ASH directly: **1-800-678-9133, TTY: 711**
Mon. – Fri., 6 a.m. to 9 p.m., Sat., 1 to 9 p.m. MST.

Healthy Discounts and Savings

Enjoy discounts on a wide range of health, wellness, and lifestyle products and services from brands you know with Blue365®.



Blue365®

Visit blue365deals.com/BCBSAZ or call to learn more.
1-855-511-2583, TTY: 711, Mon. – Fri., 7 a.m. to 7 p.m. PST.



Integrated Care Management Program

Clinical Care Managers work with you to make sure you have the care and services you need.

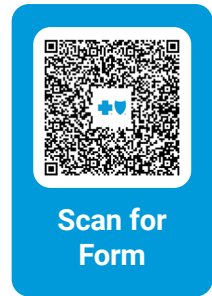
NO COST to participate in the program.

We can help you with:

- Arranging healthcare services
- Reviewing health history and diagnosis
- Navigating the health system
- Chronic conditions management

To learn more and request services, we encourage you to fill out the form on azblue.com/medicare/resources/care-management.

We encourage you or your family/caregiver to call **602-313-7135** (in Arizona) or toll-free at **1-888-267-9046, TTY: 711**. Hours are Mon. – Fri., 8 a.m. to 4:30 p.m.



Medication Therapy and Diabetes Management

For more information on the Medication Therapy Management program, go to azblue.com/medicare/mtm.

For help managing diabetes go to azblue.com/diabetes.

Managing Your Healthcare

Advance Directives

To create legal documents that state what kind of healthcare you prefer and who you wish to make decisions for you, use:

- The Five Wishes tool at [fivewishes.org](https://www.fivewishes.org)
- The forms and information provided by Arizona Attorney General's Office on their website or call **602-542-2123** (Phoenix) or toll-free at **1-800-352-8431, TTY: 711**

Find the Notice of Advance Directives with additional information at [azblue.com/medicare/resources](https://www.azblue.com/medicare/resources) or call Member Services at **480-937-0409, 1-800-446-8331, TTY: 711**



Using Your Prescription Drug Benefits



We partner with OptumRx to help manage your retail, mail-order, and specialty pharmacy benefits. Pharmacy claim submission information can be found on your Member ID card.

Is Your Drug Covered?

Review our formulary for covered drugs and costs at [azblue.com/MedicarePharmacy](https://www.azblue.com/MedicarePharmacy).

Mail-Order Pharmacy Program

Get started at [optumrx.com](https://www.optumrx.com).

Risks of Opioid Use

Opioid pain medications are sometimes prescribed by doctors to help treat pain. Common types of opioid medications include:

- Hydrocodone (Vicodin®)
- Oxycodone (OxyContin®)
- Morphine
- Codeine
- Fentanyl

A doctor may give you a prescription for an opioid medication to reduce pain after a major injury or surgery. You may also get them if you have severe pain from health conditions like cancer or chronic pain.

Risks of Opioid Use...

Opioids can **cause side effects** such as drowsiness, mental fog, nausea, and constipation.

Opioids can also cause slowed breathing, which can lead to overdose deaths. Other serious risks from using prescription opioids include dependence and addiction. These risks associated with opioid medications increase the more you take and the longer you use them.

Opioids are **highly addictive** and using them regularly may cause you to become dependent on them.

The main treatment for prescription opioid addiction is Medication-Assisted Treatment (MAT). MAT includes medication, counseling, and support from family and friends. MAT is covered under Medicare Part B when you get it through an Opioid Treatment Program (OTP).

A medication called naloxone can **reverse the effects of an opioid overdose** and prevent death if it is given in time.

Anyone can carry naloxone in case of emergencies. Some populations that may particularly benefit from having naloxone available include those taking opioids in high doses, those that have a respiratory condition (such as asthma), or those who are also taking a benzodiazepine (drugs that are commonly used for anxiety). Naloxone is covered under your Part D prescription benefit and available over the counter at your pharmacy.



There are many ways to manage pain safely and effectively. Prescription opioid medications can be helpful with managing pain, including chronic pain, but they are not always the only option. There may be other medications or ways to help manage your pain with less long-term risk. Examples include over-the-counter medications, such as acetaminophen (Tylenol®) or ibuprofen (Motrin®), physical therapy and exercise, cognitive behavioral therapy (CBT), and non-opioid prescription medication. Talk with your doctor about all your treatment options. Medicare Part B helps pay for some services that may help you manage your pain and related issues including:

- Medication management
- Behavioral health integration services
- Physical therapy
- Occupational therapy
- Manual manipulation of the spine
- Alcohol misuse screenings & counseling
- Depression screenings
- Individual and group therapy
- Acupuncture for chronic low back pain
- Health and behavioral assessment and intervention

Medicare drug coverage (Part D) helps pay for services such as prescription non-opioid pain medication, such as gabapentin and duloxetine, and opioid medication (coverage rules may apply).

To prevent problems with prescription opioids, be sure to follow your doctor's instructions when taking them. Never share your medicines with anyone. If you have any concerns about taking opioid medicines or ways to manage your pain, please contact your doctor.

You may visit hhs.gov/opioids/index.html for more information about State and Federal public health resources that can help you learn more about opioid medications and how to use them safely, including mental health services and other counseling services. You can also call the National Helpline at 1-800-662-4357.

Disclaimers

Blue Cross®, Blue Shield®, the Cross and Shield Symbols, and Blue365 are registered service marks, and BlueDental is a service mark, of the Blue Cross Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.

All other companies referenced are separate, independent companies contracted with Blue Cross Blue Shield of Arizona to provide services to members.

Mastercard and the circles design are registered trademarks of Mastercard International Incorporated.

¹By providing your email address, you are agreeing to receive email notifications from us for any benefit or health education materials, such as the Annual Notice of Change. By providing your cell phone number, you are agreeing to receive text message notifications from us regarding health education or alerts, as applicable. We will always give you the opportunity to opt-out of future communications.²Participating locations (PL) not owned or operated by Tivity Health, Inc. or its affiliates. Use of PL facilities and amenities limited to terms and conditions of PL basic membership. Facilities and amenities vary by PL.³Membership includes SilverSneakers instructor-led group fitness classes. Some locations offer Members additional classes. Classes vary by location. SilverSneakers and the SilverSneakers shoe logotype are registered trademarks of Tivity Health, Inc. Tivity Health, Inc. is an independent and separate company contracted with Blue Cross Blue Shield of Arizona (AZ Blue) to provide health and wellness services to AZ Blue members. The SilverSneakers program is not an insurance policy and does not provide insurance coverage. ©2026 Tivity Health, Inc. All rights reserved. ⁴TruHearing is an independent and separate company contracted with AZ Blue to provide hearing aid services to AZ Blue members. The TruHearing program is not an insurance policy

and does not provide insurance coverage. ⁵Nurse On Call is available to eligible participants. Services and treatment options presented may not be covered under your health insurance plan. Please review your benefits prior to receiving non-emergency services. Nurse On Call services are provided by an independent third party contracted with AZ Blue. ⁶Alternative therapy benefits are provided by American Specialty Health Fitness, Inc. (ASH Fitness), a subsidiary of American Specialty Health Incorporated (ASH). This information is not a complete description of the program. ASH is an independent and separate company contracted with AZ Blue to provide health and wellness services to AZ Blue members.

Blue Cross® Blue Shield® of Arizona (AZ Blue) is contracted with Medicare to offer HMO Medicare Advantage plans. Enrollment in AZ Blue plans depends on contract renewal.

**For more recent information
or other questions, please contact
AZ Blue Member Services at:**

480-937-0409 (in Arizona)
or toll-free at **1-800-446-8331**
(TTY users should call 711)

8 a.m. to 8 p.m., Mon. – Fri., from April 1
to September 30, and seven days a
week from October 1 to March 31,
or visit azblue.com/medicare.

Register for Your Online Member Account

Easy access to view claims status, locate providers, and more!
Register two days after your effective coverage date at
azblue.com/memberaccount.



**BlueCross
BlueShield
Arizona**

An Independent Licensee of the Blue Cross Blue Shield Association