



Member Advocacy Council & Advisory Committee Meeting

August 20, 2025

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Agenda

- **Welcome**
- **Break-Out Session**
  - Health Choice Arizona
  - Health Choice Pathway (HMO-SNP)
- **Joint Session**
  - Renewing AHCCCS Benefits
  - Small Steps to Better Health
  - Preventative Care is the BEST Care – We are Here to Make it Easy
  - Arizona Wildfire Preparedness: Protecting Home and Family

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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

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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.

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Breakout Session

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HCA Breakout Session

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Agenda

- Olmstead Plan
- Member Benefits and Rewards
- Fluoride Dental



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Arizona Olmstead Plan

AUGUST 2025

JOSHUA NAPOLEON








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

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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

#	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

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Strategy #1: : Effective Permanent Supportive Housing (PSH) for members to successfully reside in the community			
Objective #1: Address barriers to the financing and delivery of supportive housing support and wrap-around services			
Section	**Target Date**	**Performance Targets**	**Progress Summary**
1. A: Review and revise AHCCCS Medical Policy Manual Policy 570 - Provider Case Management to clarify expectations on provider case management responsibilities related to coordination of medically necessary services specified in the member's service plan such as housing support and wrap-around services and benefits for SMI members	10/2025		**4/2025:** AMPM Policy 570 (Provider Case Management) has been reviewed by a multidisciplinary workgroup, released for public comment, revised to incorporate public comment, and completed management review as of 4/24/2025. Anticipated effective date is 10/1/2025.
1. B: Modify the AHCCCS Contractor Operations Manual (ACOM) Housing policy (ACOM 448) to clearly outline how Medicaid services may be used to help members obtain and maintain housing.	10/2024 (Completed) 7/2025 7/2025	• Transition and update ACOM 448 to AMPM 1710 and educate impacted MCOs. • Develop standardized training around evidenced based practices related to Permanent Supportive Housing. • Roll out standardized training and develop a tracking system to ensure all identified providers complete the training.	**4/2025:** The PSH learning track is still under development trending towards completion in July 2025.
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.			**4/2025:** There was an issue identified with the data on the most recent quarterly report from the Statewide Housing Administrator with Arizona Behavioral Health Corporation (ABC), which AHCCCS will need to address with ABC prior to reporting out. This is anticipated to be addressed mid-May and updated numbers in the Accomplishments section below will be updated in a future round of Olmstead Plan updates.

Olmstead Plan Updates

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Strategy #1: : Effective Permanent Supportive Housing (PSH) for members to successfully reside in the community			
Objective #2: Expand access and range of housing settings for all eligible populations.			
Section	**Target Date**	**Performance Targets**	**Progress Summary**
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	7/2025 7/2026	• Increase the number of transitional housing units to 50. • Maintain or exceed 95% occupancy across all units each month.	4/2025: Future updates on this project will soon be accessible on the AHCCCS Housing Programs web page.
2. B: Use covered Medicaid housing support services and partner with housing providers (e.g., Public Housing Authorities, 811 Project Rental Assistance, etc.) to expand permanent, community-based housing options.	7/2023 (Completed) 10/2026	• Establish baseline data of existing housing options provided to Medicaid members in conjunction with Medicaid covered services at the site. • Increase the number of housing units by 10%.	4/2025: During this quarter, AHCCCS continued to work on the following initiatives to support increasing the housing units by 10%: • The AHCCCS Housing and Health Opportunities (H2O) Demonstration and the Public Housing Authority (PHA) partnership with allocation of Housing Choice Vouchers (HCVs) to H2O. • Continuum of Care (CoC) partnership applications indicating leveraging of the health care system. • Improvement of supportive services provided through Medicaid to improve leveraging resources with PHAs.

Olmstead Plan Updates

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Strategy #1: : Effective Permanent Supportive Housing (PSH) for members to successfully reside in the community			
Objective #3: Increase speed with which appropriate housing options can be identified and provided.			
Section	**Target Date**	**Performance Targets**	**Progress Summary**
A. Strengthen screening, assessment, in-reach, outreach, member provider choice, and service coordination processes.	10/2024 (Completed) 10/2024 (Completed))	• Increase the number of members on the AHCCCS Housing Program (AHP) wait list who are identified on the Homeless Management Information System (HMIS) Unsheltered Reports. • Increase the number of providers who provide PSH following fidelity from the Substance Abuse and Mental Health Services Administration (SAMHSA).	
B. Improve PSH stability for members in AHCCCS Housing Programs (AHPs).	10/2024 (Completed) 7/2025 7/2025	• Establish baseline data for length-of-stay in AHCCCS housing units in order to determine subsequent strategies. • Reduce Behavioral Health Residential Facility (BHRF) utilization for members who reside in PSH. • Establish baseline data for the number of members residing in PSH who are on Court Ordered Treatment and strategize for determining how PSH improves member functioning while on COT . 5	

Olmstead Plan Updates

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Strategy #1: : Effective Permanent Supportive Housing (PSH) for members to successfully reside in the community			
Objective #3: Increase speed with which appropriate housing options can be identified and provided.			
Section	**Target Date**	**Performance Targets**	**Progress Summary**
C. Utilize a standardized assessment tool to evaluate the most appropriate and least restrictive housing settings and supportive services.	1/2025 (Completed) 4/2025	• Review LOCUS utilization and evaluate opportunities for it to be the standardized assessment tool. • Develop standard prioritization criteria across available housing resources to improve care coordination and more quickly provide housing options to members.	4/2025: Until 12/31/24, training and the copyright to both the CALOCUS and the LOCUS were under one entity. The LOCUS is now owned and copyrighted by the American Association for Community Psychiatry (AACP) with separate copyright and training costs. AHCCCS does not have the financial resources to contract with AACP for LOCUS at this time. Contractors are required to utilize the American Society of Addiction Medicine (ASAM) Criteria when determining the appropriate level of care for individuals with co-occurring mental health and substance use conditions

Olmstead Plan Updates

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Strategy #1: : Effective Permanent Supportive Housing (PSH) for members to successfully reside in the community	
Objective #1: Address barriers to the financing and delivery of supportive housing support and wrap-around services.	
Objective Section	**Accomplishment**
1.B: Modify the AHCCCS Contractor Operations Manual (ACOM) Housing policy (ACOM 448) to clearly outline how Medicaid services may be used to help members obtain and maintain housing.	ACOM 448 has transitioned to AMPM 1710 and the new policy is available online
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.	The process for the Statewide Housing Administrator to receive the number of members within the AHCCCS Housing Program (AHP) who are receiving clinical support is complete. It is now being reported to AHCCCS by the Statewide Housing Administrator on a quarterly basis. AHCCCS is currently working on strategies to implement opportunities for improvement. AHCCCS will continue to track progress in this Accomplishments section on members within the AHP who are receiving clinical support. Reporting on this began in the 10/2024 Olmstead updates and will be reported every other quarter moving forward. As of March 2025, there are 2,140 member households currently enrolled in the AHP, of which 93.5% are active in receiving wrap-around services with their health home.
Objective #2: Expand access and range of housing settings for all eligible populations.	
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	As of June 2023, AHCCCS is leveraging supportive services to support 2,964 units through partnerships with housing providers. As of March 2025, the length of stay in AHCCCS Housing Program (AHP) is 795 days.

Olmstead Plan Updates

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Strategy #1: : Effective Permanent Supportive Housing (PSH) for members to successfully reside in the community	
Objective #3: Increase speed with which appropriate housing options can be identified and provided.	
Objective Section	**Accomplishment**
3.A: Strengthen screening, assessment, in-reach, outreach, member provider choice, and service coordination processes	• As of January 2025, AHCCCS has implemented a process for the health plans to receive member information from the Homeless Management Information System (HMIS) for their members. The health plans are responsible for using their network of providers to help members on the HMIS report complete applications for housing resources they may be eligible for. The progress is tracked through the Quarterly Supportive Housing deliverable. AHCCCS is working on a report that will be made publicly available once finalized and posted that will, in part, speak to this progress. • As of January 2025, the RBHA's had used the Mental Health Block Grant (MHBG) American Rescue Plan Act (ARPA) infrastructure dollars to increase the number of providers who provide dedicated Permanent Supportive Housing (PSH) services to members across the state. The new providers added with ARPA funding were Resilient Health and Catholic Charities. Contractors are required to provide PSH services to members throughout the state. Oversight and monitoring of these providers to ensure the fidelity of the evidence-based practice of PSH occurs through the health plans and through a contract with the Western Interstate Commission for Higher Education (WICHE).

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

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Earn Gift Cards!

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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

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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)

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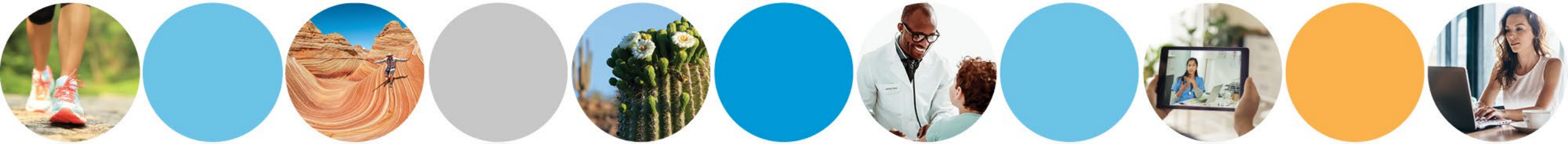
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Dental: Importance of Fluoride Varnish

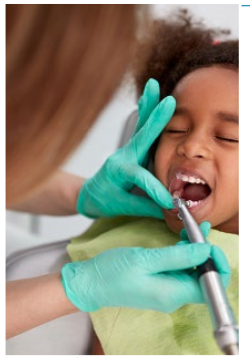
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MANAGER – DENTAL PROGRAM

AUGUST 2025

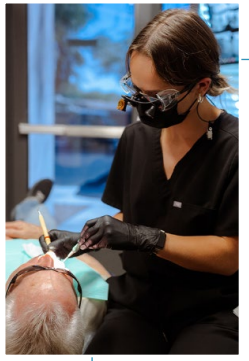


Did you know?



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

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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!

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Questions & Answers









Health Choice Pathway (HMO-SNP) Breakout Session

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Agenda

- SilverSneakers
- Wider Circle
- Helper Bees:
  - Review Member Concerns
  - Flex Card
  - In Home Support
  - Home Modifications Benefits



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SilverSneakers

Carrie Perez



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Move How You Want, When You Want With SilverSneakers®



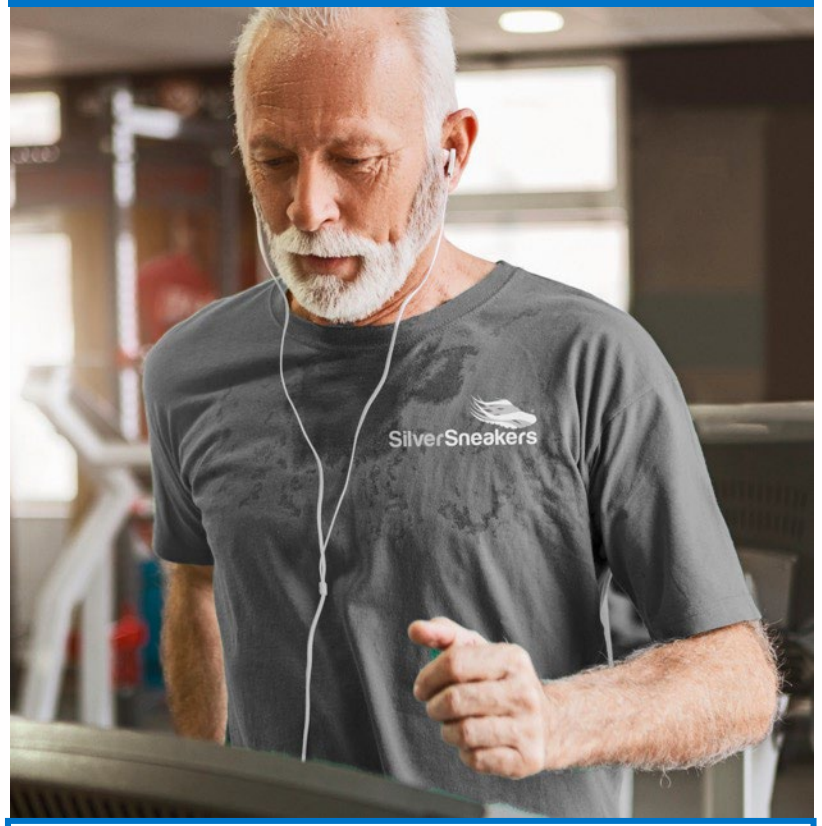
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Tivity Health is an independent and separate company contracted with Health Choice Pathway to provide health and wellness services to Health Choice Pathway HMO D-SNP members. Health Choice Pathway is a subsidiary of Blue Cross® Blue Shield® of Arizona, an independent licensee of the Blue Cross Blue Shield Association.

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



Wider Circle

Jayson Inestroza



Wider Circle

Wider Circle is a separate, independent company contracted with Health Choice Pathway to provide health and wellness services. Health Choice Pathway is a subsidiary of Blue Cross® Blue Shield® of Arizona, an independent licensee of the Blue Cross Blue Shield Association.

Who We Are & What We Do

- We are a health care company addressing SDoH with a novel community care model.
- **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.

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

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

Helper Bees

Chani Feldman



The Helper Bees is a separate, independent company contracted with Health Choice Pathway (HMO D-SNP) to provide over-the-counter, mail-order benefits and services. Health Choice Pathway is a subsidiary of Blue Cross® Blue Shield® of Arizona, an independent licensee of the Blue Cross Blue Shield Association.

The Helper Bees

2025 Benefit Offerings

Who we are

Blue Cross Blue Shield of Arizona Health Choice is offering you valuable benefits to support your health, independence, and daily needs. From in-home support to OTC essentials and utility assistance, these benefits are designed to help you live well at home.

To make accessing these services easier, Blue Cross Blue Shield of Arizona Health Choice works with The Helper Bees, a trusted provider that connects you with approved resources so you can make the most of your coverage.



Your Benefits Overview

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In-home Support and Home Safety

$1,000 per year to help you stay safe and independent at home

Includes

- Personal care
- Home and bathroom safety
- Home assistance items



OTC & Healthy Food Allowance

$125 per month to spend on over-the-counter (OTC) items and healthy food.

Includes

- Healthy foods
- Oral care
- Personal hygiene
- Household products
- Eye care
- Sensory & compression clothing

Lodging & Utilities Assistance

$1,000 per year to help cover essential expenses like lodging and utilities

To be eligible for this Special Supplemental Benefits for the Chronically Ill (SSBCI) benefit, you must be actively engaged with Health Choice Pathway Care Management. You must also have a recent hospitalization for diabetes or a medical condition worsened by prediabetes or diabetes. Not all members qualify, as other coverage criteria may also apply.

In-home Support and Home Safety

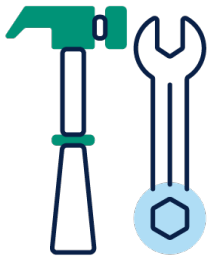
What it includes

In-home Support & Home Safety

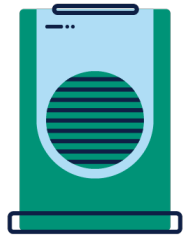
$1,000 per year
to help you stay safe and independent at home



Personal care



Home and Bathroom Safety



Home Assistance Items

Personal Care

The Helper Bees will provide a range of services to help with personal, everyday needs.

What it includes

In-home support services



Cleaning



Household chores



Meal preparation



Errands

Respite/caregiver relief



Home and Bathroom Safety

Select items meant to help you stay safe and independent at home.
Installation by a qualified professional is included.

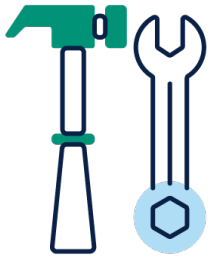
What it includes



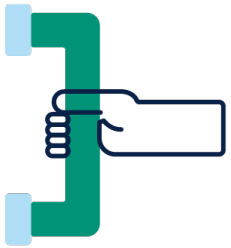
In-home safety assessments



Handheld shower



General handyman service



Bathroom grab bar(s)



Air conditioner

And more!

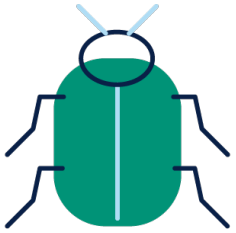
Home Assistance Items

Choose from a range of products to make your home more comfortable.
We'll deliver them directly to your door.

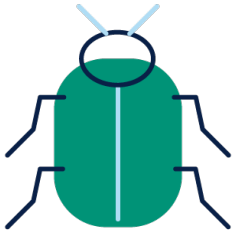
What it includes



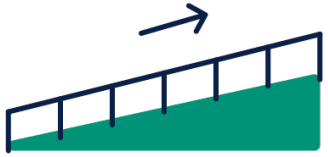
Evaporative air cooler



Crawling insect bait traps



Bottle of spray for common household insects



Portable wheelchair ramp

And more!

Lodging and Utilities Assistance

Members with conditions including diabetes or pre-diabetes, or if who have been recently hospitalized as a result of these conditions, **may quality for an additional $1,000 for lodging and utilities.**

$1,000 per year
to help cover essential expenses like lodging and utilities.



To see if you qualify

Please contact your Care Manager or The Helper Bees for more details.

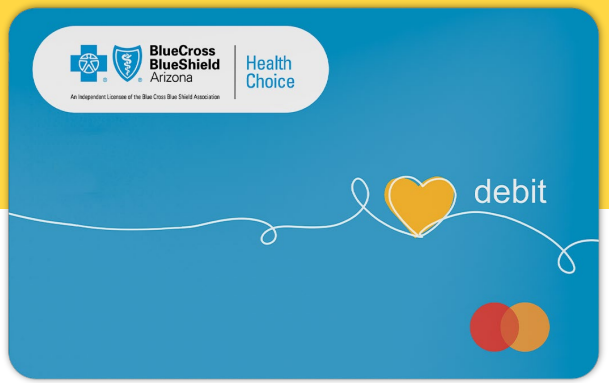
How to access your benefits

Call us

The Helper Bees
1-888-454-1423 TTY: 711
8 AM - 8 PM local time,
Monday - Friday

Confidential & Proprietary

OTC & Healthy Food Allowance



$125 per month
to spend on over-the-counter (OTC) items and healthy food.

What you can spend it on

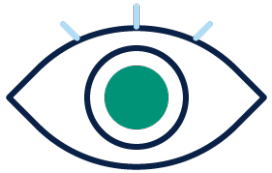
A full list of items is available online at **thehelperbees.com/bcbsaz**

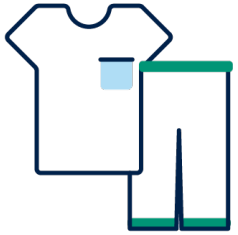

Household products


Healthy foods

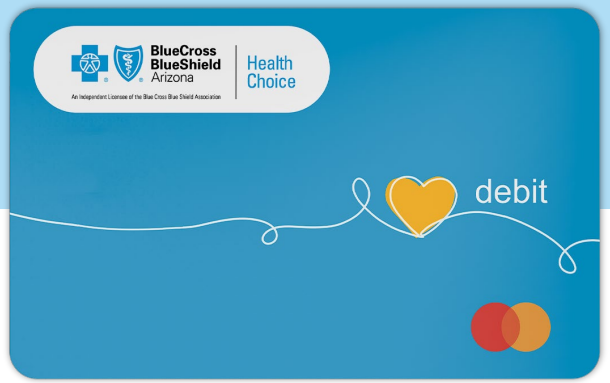

Personal hygiene


Oral care


Eye care


Sensory & compression clothing

OTC & Healthy Food Allowance



$125 per month

to spend on over-the-counter (OTC) items and healthy food.

How you can use it



Shop online
at your convenience and get items shipped to your door
thehelperbees.com/bcbsaz



Visit stores

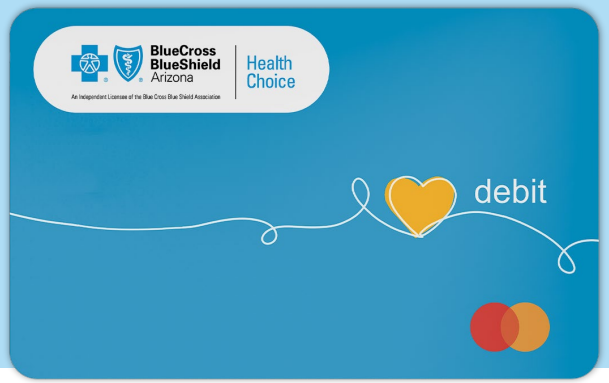
Eligible retailers include brands like:

Walgreens
Walmart
CVS pharmacy
RITE AID
Kroger
giant eagle
COSTCO WHOLESALE
DOLLAR GENERAL

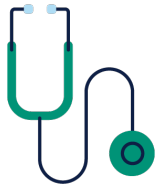
*Retailer availability may vary by plan. Use our store locator to find participating locations near you.

Earn rewards by completing healthy activities

Complete any of the health related activities, funds will be added to your rewards and incentives purse upon completion.



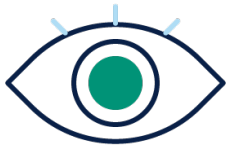
1 **Complete activities**



Annual health appraisals



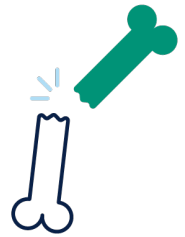
Colon cancer screenings



Diabetic eye exams



Breast cancer screenings



Women's osteoporosis management

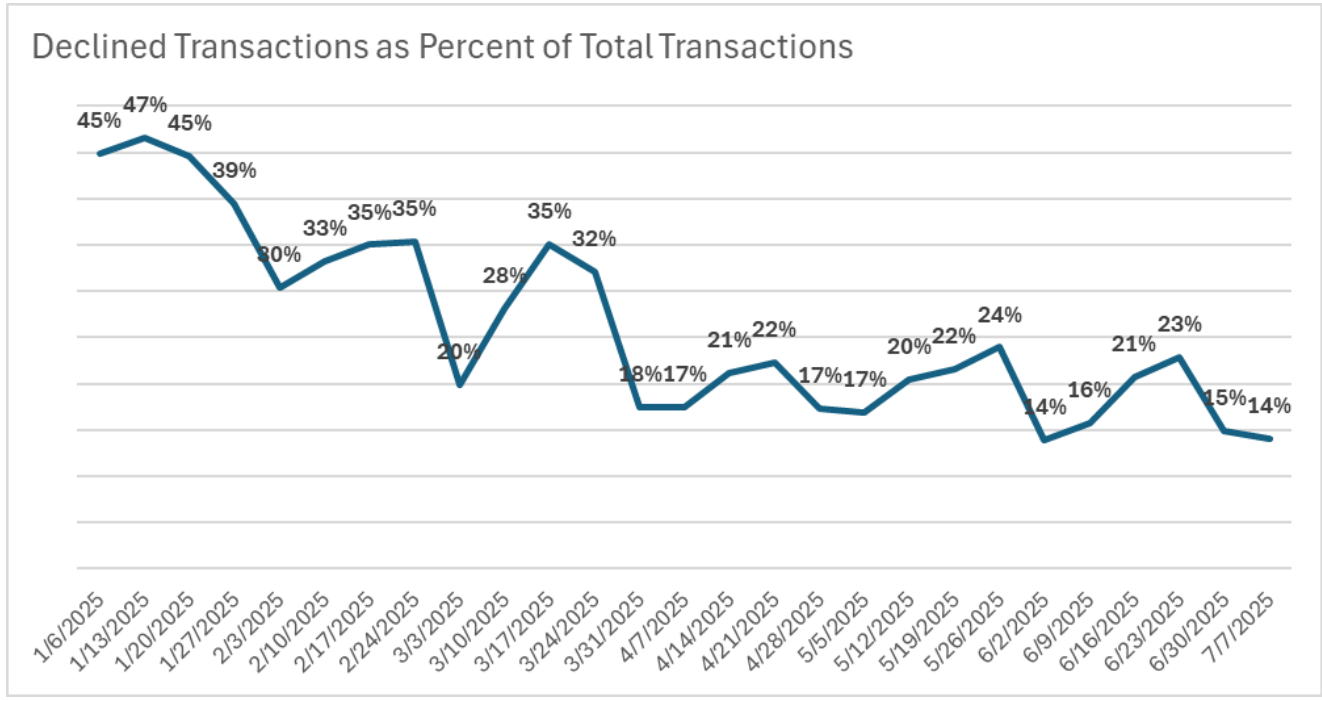
2 **Earn rewards**

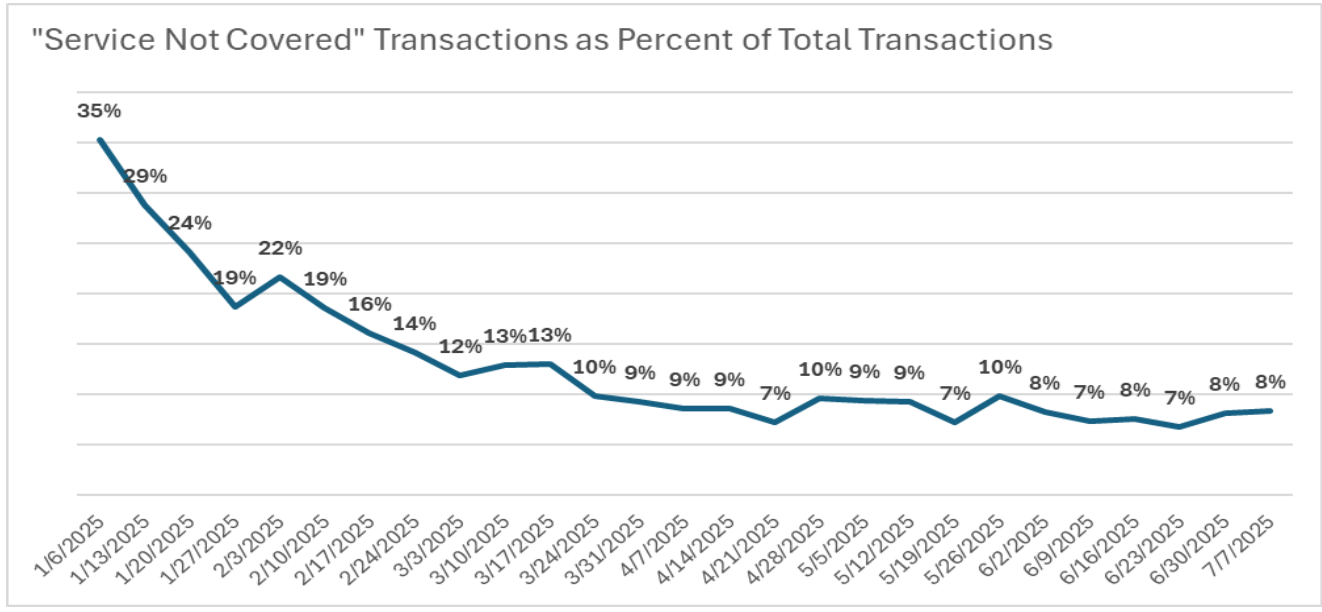
3 **Shop the portal at thehelperbees.com/bcbsaz**

Eligible activities and the amount of rewards you'll receive may vary.

YTD Declinations

- Declinations data reflects individual checkouts.





Product Scanner

- **Quickly check eligibility:** Scan a product's barcode to instantly see if it's covered under your benefit.
- **Shop with confidence:** Know before you buy whether an item can be purchased with your card.
- **Reduce returns and confusion:** Ensure purchases align with your benefit rules before checking out.

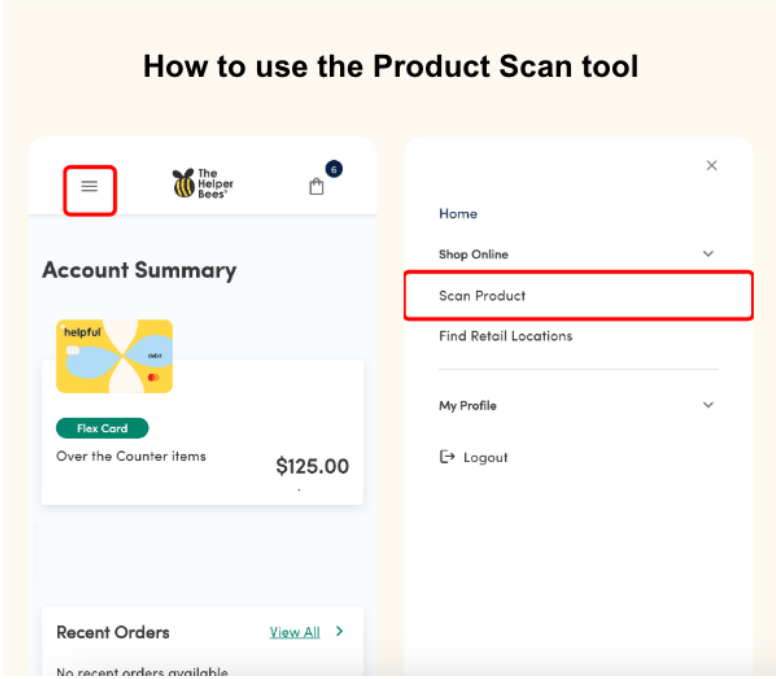
The Helper Bees®

Hello,

Your helpful™ Flex Card from The Helper Bees makes it easy to shop for thousands of products and healthy foods, but when you're shopping in stores, you'll need help figuring out which things you can purchase with your benefits — and which ones you can't — before you check out.

Not sure if you can buy a certain item with your Flex Card? **Just scan it with your phone!** Our quick, convenient Product Scan tool can tell you if something is approved before you put it in your basket. When you're done shopping, you'll be all ready to pay and head home!

Watch this video to see how to find and use the Product Scan feature, or follow the step-by-step instructions below.



Safeway Concerns

Overview:

- Some Safeway locations are currently not accepting the benefit card at checkout.
- This is a **terminal-specific issue**—meaning it depends on the payment system used at that store.
- Other Safeway locations remain fully covered.

What This Means:

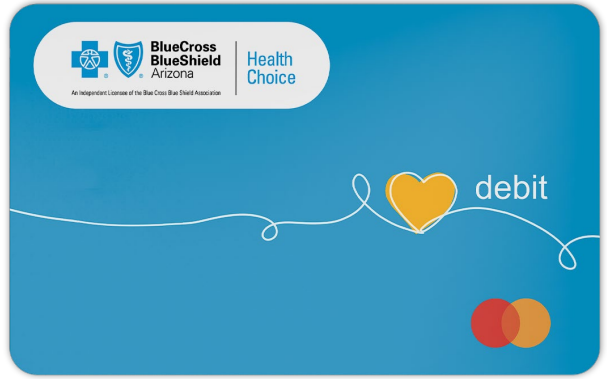
- The issue is not with your card or benefit.
- Purchases at affected terminals will be declined, even for eligible items.

Next Steps:

- We are working with our payment processor to identify and resolve the affected terminals.
- In the meantime, members can:
    - Try a different Safeway location
    - Shop at other participating retailers
    - Use the online ordering option



How to Access Your Flex Card Benefits



1. Sign up at

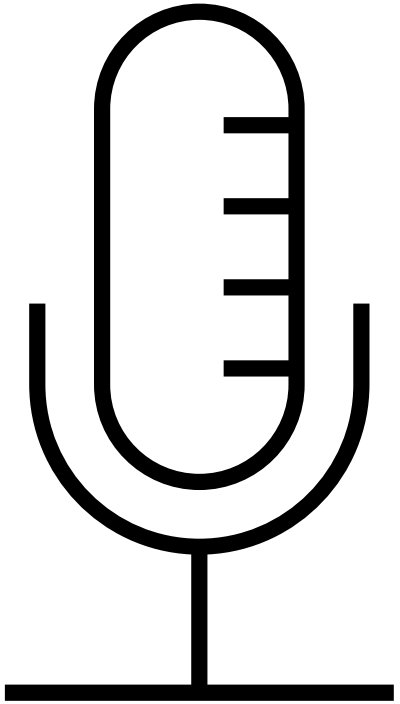
2. Provide your name, zip code, and BCBSAZ member ID

3. Start shopping!

Thank you

The Helper Bees





Please complete Member Feedback Survey

Joint Session



Proprietary & Confidential

Agenda

- **Joint Session**
  - Renewing AHCCCS Benefits
  - Small Steps to Better Health
  - Preventative Care is the BEST Care – We are Here to Make it Easy
  - Arizona Wildfire Preparedness: Protecting Home and Family

Renewing AHCCCS Benefits



By: Michelle Roberts
Consumer Outreach 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





Small Steps to Better Health

Rose Kent, MPH

Social Determinants of Health and Centers of Excellence Programs Coordinator



Proprietary & Confidential

Benefits of Walking

- ***Free & Easy Exercise*** – No gym required; walk at your own pace, anytime
- ***Keeps Your Heart Healthy*** – Helps lower blood pressure and improve circulation
- ***Supports Mental Health*** – Relieves stress and lifts your mood
- ***Helps Manage Weight*** – A simple way to burn calories and stay active
- ***Strengthens Bones & Muscles*** – Reduces risk of falls and keeps you mobile
- ***Improves Chronic Conditions*** – Can help manage diabetes, arthritis, and more
- ***Encourages Daily Routine*** – Builds healthy habits and consistency



Other Tips:

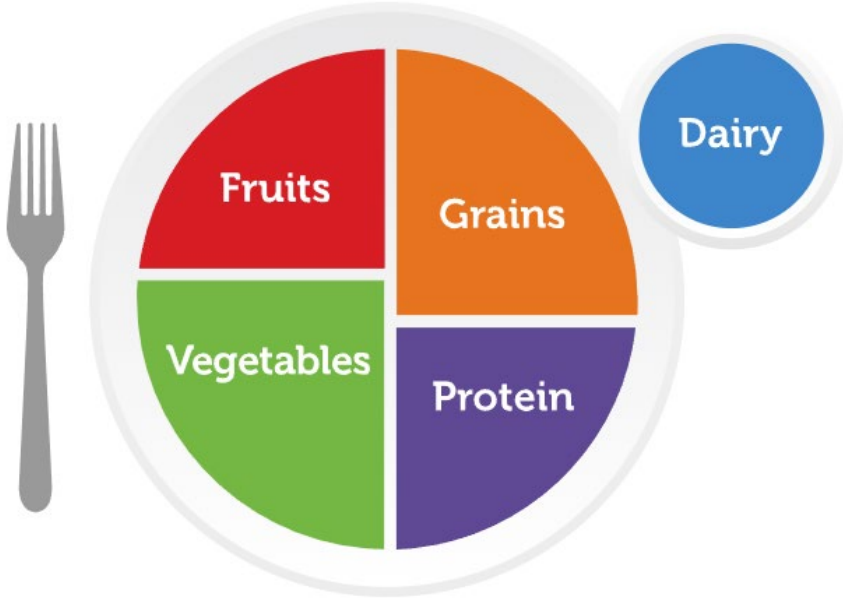
- Utilize green spaces, such as urban trails and parks.
- Look on Facebook Marketplace or Craigslist for treadmills – sometimes as little as $25.
- To get more steps in, park farther from the entrance, take the bus, or walk to the mailbox.
- Remember – watch out for weather related conditions – including ice or extreme heat.
- Always check with your doctor before starting a new exercise if you have health conditions that may be impacted.

Easy steps to a Healthier Diet

- ***Build your meals according to "My Plate"*** – focus on whole foods in various categories.
- ***Add more color to your plate*** – this includes natural colors from fruits and vegetables.
- ***Focus on portion control*** – make the same meal, but smaller.
- ***Cut back on sugary drinks*** – replace with water, non-sweetened teas, or diet sodas.
- ***Cook more at home*** – this allows you to control what goes in your food, how much you make, etc.

Other tips:

- Learn more about My Plate MyPlate.gov | Start Simple with MyPlate App
- Find healthy, low-cost recipes online - Eat Healthy | Health Choice AZ
- Utilize resources in your area – SNAP, Double Bucks, & food banks
- Get apps for various grocery stores to get more cost savings
- Frozen fruits and vegetables are a great option!



Harm Reduction for Alcohol

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Health Choice

Benefits of drinking less:

- ***Improved Mental Clarity & Energy*** – Improve focus, memory, and feel more motivated
- ***Improved Mood & Sleep*** – Enjoy deeper rest and fewer emotional ups and downs
- ***Easier Weight Management*** – Fewer empty calories and better metabolic health
- ***Save Money*** – Less spending on alcohol means more for essentials or treats
- ***Stronger Relationships*** – Reduce conflict and improve communication
- ***Support for Chronic Conditions*** – Helps manage diabetes, lower blood pressure, and reduce cancer risks

Ways to reduce alcohol:

- ***Set Personal Limits*** – Decide how many days or drinks per week feels right for you
- ***Build Alcohol-Free Days*** – Choose regular days to skip alcohol entirely
- ***Swap It Out*** – Try seltzer, flavored water, or other non-alcoholic options
- ***Know Your Triggers*** – Notice when or why you tend to drink, and create a plan
- ***Lean on Support*** – Talk to a friend, join a group, or speak with a health provider
- ***Find New Habits*** – Pick up hobbies or activities to take your mind off drinking
- ***Take It Slow*** – Small changes over time can lead to lasting results

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Preventative Care is the BEST Care – We are Here to Make it Easy

Jennifer DeMaris RN, CCM
Manager, Integrated Care



Why Preventative Care Matters

Catch problems early, before they get serious.	Regular check-ups can find health issues sooner – which means easier, more effective treatment.
Stay healthier longer.	Preventive care (like screenings and vaccines) helps you avoid illness and disability, improving quality of life.
It's FREE for you.	All these check-ups All these check-ups and screenings cost you **$0** under your Health Choice (Medicaid) or Health Choice Pathway (HMO-SNP) (Medicare) plans.
Earn rewards!	With our *Healthy Rewards* program, you can get **gift cards** for completing annual exams and screenings.

Prevents Serious Illness

Finding issues early saves lives. Many conditions (like cancer or diabetes) can be treated or even cured if caught in time.

No Cost to You

Preventive services are fully covered. You pay nothing out-of-pocket for check-ups or recommended screenings on our plan.

We Pay You!

Get rewarded for staying healthy. Earn gift card rewards for completing certain screenings (like colon or breast cancer tests).

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Annual Check-ups (Wellness Visits)

Everyone:

- Should see their primary doctor **once a year** for a check-up, even if you feel fine.
  - Children Under 3 should see the doctor more frequently. Especially in the first 15 months of life. (They can also earn *a **$25** gift card each time)*
  - Children 2 to 21 can also earn a **$25** gift card for a yearly dental visit
  - Moms-to-be should also see their doctor more frequently. You can earn an additional $25 gift card for doing a prenatal visit in your first trimester and in your postpartum visit



What happens:

- The doctor checks your overall health – weight, blood pressure, heart, lungs – and updates vaccines. They'll ask about how you're feeling and any concerns.

Why:

- Regular exams catch problems early (for example, high blood pressure, signs of diabetes, growth or developmental delays) so you can address them before they worsen.

Cost:

- $0 – free under your plan

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Skin Cancer Screening

Who:

Everyone men *and* women of all ages – should be aware. Arizona has very high sun exposure; **skin cancer risk is higher here**.

What & When:

Check your skin regularly (monthly self-checks). There's no set age for doctor skin exams, but at your annual check-up, ask the doctor to look at any odd moles. High-risk individuals (fair skin, lots of sun, family history) might get a **yearly skin exam** by a dermatologist.

How:

Look for new or changing moles/spots. Use the "ABCDE" rule for warning signs (Asymmetry, Border, Color, Diameter, Evolving).

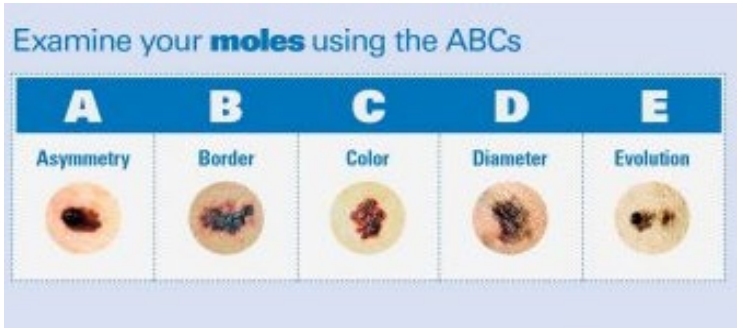
Why:

Catches skin cancer early. Most skin cancers can be cured if found early. Melanoma (the deadly kind) is much easier to treat when small. In Arizona, melanoma rates are ~40% higher than national average – so screening **really matters** here.

Cost:

Free on your plan. Always wear sunscreen and protective clothing to **prevent** skin cancer, too





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Colon Cancer Screening (Colonoscopy/Stool Test)

Who:

- **All adults age 45 to 75** (men and women) need regular colon cancer screening. (If you have a family history or other risk factors, your doctor may start you earlier or screen more often.)

When & How:

- Start by **age 45**. Two common options:
  - **Stool test (FIT)** – do **once every year** at home (simple kit checks for hidden blood).
  - **Colonoscopy** – do **once every 10 years** (a doctor uses a tiny camera to exam your colon, under sedation). This test can also remove polyps on the spot.

Why:

- **Can prevent cancer!** Colon cancer usually begins as polyps (small growths). Screening finds and removes polyps *before* they turn into cancer. It also finds cancer early when it's treatable. If caught early, colon cancer has a **91%** five-year survival (late-stage only ~13%). It's one of the most preventable cancers with screening.

Cost:

- Free under your plan (no cost share).

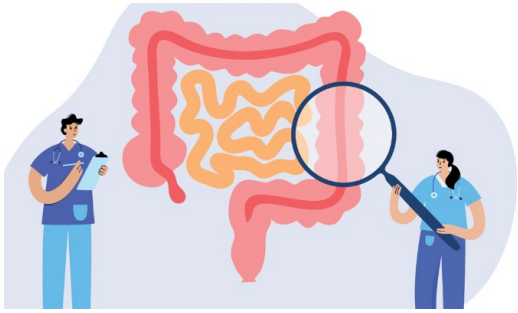
Health Choice Pathway (HMO-SNP):

- Members **45-75** get a **$25 gift card** for completing a colon screening.

Colon Cancer Survival (Early)

~9/10

About 9 in 10 people survive 5+ years when colon cancer is found **early**.



Colon Cancer Survival (Late)

~1/10

Only ~1 in 10 survive 5 years if it's found **late**.

Screening can make the difference.

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Breast and Cervical Cancer Screening (Mammogram and Pap Test)

Who:

- **Women ages 40 to 74** should get regular mammograms. (Women under 40 can choose to start earlier based on discussion with doctor, especially with risk factors.)

What/When:

- **Mammogram** (breast X-ray) every **1 to 2 years**. It can detect breast cancer early, often years before a lump can be felt.

Why:

- **Early detection saves lives.** Routine mammograms have led to a ~40% drop in breast cancer death rate since 1990. Finding cancer early means simpler treatment and much better chances of survival. Most women survive breast cancer when it's caught at an early stage.

Cost:

- $0 cost on your plan.

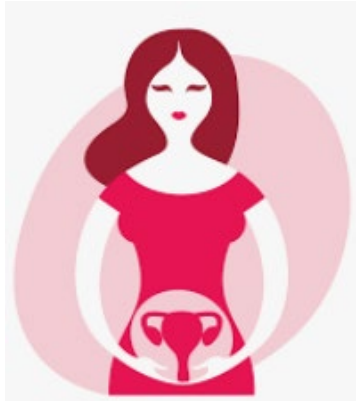
Healthy Rewards:

- Women **ages 40-74** earn a **$50 gift card** for getting a mammogram each year.

Cervical Cancer :

- *Women should also have a **cervical cancer** screening with Pap smears regularly between ages 21-65.*
  - Cervical cancer testing (screening) should begin at age 25.
  - Those aged 25 to 65 should have a primary HPV test* every 5 years. If primary HPV testing is not available, screening may be done with either a co-test that combines an HPV test with a Papanicolaou (Pap) test every 5 years or a Pap test alone every 3 years.
  - People who have been vaccinated against HPV should still follow these guidelines





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Prostate Cancer Screening

Who:

- **Men about 50 and over** should **talk with their doctor** about prostate screening. It's not automatic for everyone – it's a personal decision. **High-risk men** (African American men or those with a father/brother who had early prostate cancer) should consider starting at **45**.

What/When:

- The usual test is a **PSA blood test** (it measures a prostate-related protein). Doctors often suggest doing it every **1-2 years** between ages 50-69 if you choose to screen. Men **70+** generally do **not** need routine PSA screening, unless specifically advised.

Why:

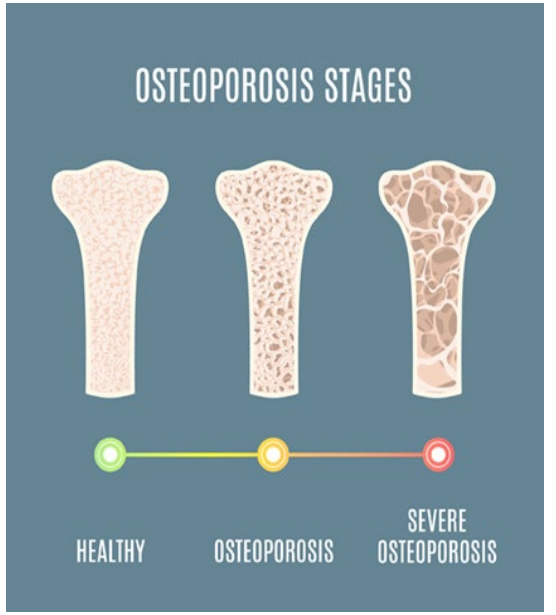
- **Find cancer early.** Prostate cancer is common in older men. Many grow slowly, but some are aggressive. An early find can be treated and cured before it spreads. Discussing with your doctor helps weigh the benefits (early detection) vs. risks (some cancers may never cause issues). If you have symptoms or concerns, definitely get checked.

Cost: Free on your plan.



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Bone Density Screening (Osteoporosis)



Who:

- **Women 65 and older** should get at least one bone density test. **Younger post-menopausal women (<65)** should test if they have risk factors (e.g. past broken bone, very low weight, steroid use, rheumatoid arthritis) – talk to your doctor.
- **Men 70 and older** might consider a test, especially if they have risk factors for bone loss.

What/When:

- **DEXA scan** (quick, low-dose X-ray of the hip/spine) to measure bone strength.
  - *Women:* Get a baseline at **65**. If normal, you may not need another for 5-10 years; if low bone mass, doctor may treat you and repeat sooner.
  - *Men: N*o official routine guideline, but at **70** it's worth discussing once. Men 50-69 should discuss if they have risk factors.

Why:

- **Prevent fractures.** This test finds weak bones (osteoporosis) before they cause a broken bone. Weak bones can break easily (like a hip fracture) which is very serious for older adults. If your test shows low bone density, you can take steps (medication, calcium/vitamin D, exercise) to strengthen bones and prevent breaks.

Cost:

- Free under your plan. **Healthy Rewards:** If a woman 67-85 on our plan suffers a fracture, she can earn **$50** for completing follow-up osteoporosis care (a bone test or treatment) – but ideally, get tested *before* any fracture!

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Preventative Care for Members with Diabetes Take These Extra Steps to Stay Healthy!

Eye Exam (Every Year):	Visit an eye doctor (optometrist or ophthalmologist) once a year for a **diabetic retinal screening**. They'll dilate your pupils and check for any damage in the back of your eyes. This exam can catch problems like retinopathy **early** and help prevent blindness.
Foot Check (Every Visit):	Have your primary doctor **check your feet** at each visit. Diabetes can cause numbness or sores on the feet that you might not notice. Regular foot exams prevent small issues from becoming serious infections.
Blood Sugar Test (A1C):	Get your HbA1c blood test at least **twice a year** (or as often as your doctor advises) to check long-term blood sugar control. This helps make sure your diabetes is under control and alerts you to needed adjustments in medication or diet.
Kidney Screening (Every Year):	Do a simple urine test once a year to look for early signs of kidney damage (microalbumin test). Catching kidney issues early can allow treatments to protect your kidneys.
Why all this?	Diabetes can quietly harm your eyes, feet, kidneys, heart, and more. **Regular preventive checks help avoid serious complications.** More than 90% of diabetes-related blindness is preventable with early detection and treatment. Foot checks can prevent amputations. A1C tests guide your care to prevent heart and kidney problems.
Healthy Rewards:	**M**embers age 18-75 with diabetes get a **$25 gift card** for completing the annual eye exam

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Summary: Who Needs What & When Key Preventative Services and Guidelines

Service	Who (Sex/Age)	When / How Often
Annual Check-up (Wellness Visit)	**Everyone** – All ages, men & women.	**Every year (annually).** (Kids have several in the first years, then yearly; adults yearly.)
Skin Cancer Check	**Everyone** – especially if high risk (lots of sun, fair skin, etc.).	**Self-check monthly.** Doctor check at routine visits; High-risk: consider **dermatologist yearly**.
Colon Cancer Screening	**Everyone 45–75** (men & women).	**Start by 45.** Colonoscopy every 10 yrs **OR** stool test every year. Continue through age 75. (76-85: ask doctor.)
Breast Cancer Screening	**Women 40–74** (average risk). (40–49: consider earlier).	**Every 2 years** (some prefer **every year**). If starting in 40s, usually yearly. Continue through 74 (or beyond, if in good health).
Prostate Cancer Screening	**Men ~50–69** (average risk). (High risk start ~40).	**No fixed schedule – individual decision.** If chosen: PSA blood test every 1-2 yrs. Not routinely after 70.
Bone Density Test (DEXA)	**Women 65+.** (<65 if postmenopausal + risks). **Men 70+** (if risk factors).*	**At 65 (women)** – at least once. Earlier if risks. **Men 70** – discuss one-time test. Repeat tests based on initial results (5-10 yrs if normal, sooner if issues).

Your doctor may adjust these guidelines based on your personal risk factors

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Preventative Wellness – Flagstaff Focus

Strong Sun in Arizona :

Arizona - even high-elevation areas like Flagstaff — has **intense UV rays**, increasing the risk of **skin cancer**.

- Use **sunscreen** and **hats**
- Do regular skin checks

Arizona has one of the **highest skin cancer rates** in the nation – prevention is especially important here.

Local Screening Resources:

Flagstaff and surrounding communities offer many free or low-cost screening programs:

- *Well Woman HealthCheck:*
  - **Free mammograms** and Pap tests for eligible women.
- *Community Clinics:*
  - Many provide free **FIT kits** (at-home colon tests) starting at age 45, and blood pressure/glucose checks at health fairs.
- *Mobile Screening Units:*
  - Traveling mammography vans, or skin cancer screening events at fairs (keep an eye out for local events).

Health Choice Plans Support You:

- Transportation benefits:
  - We can help arrange a **ride** to your doctor if needed.
- Reminders & Scheduling Help:
  - Our care managers can remind you about check-ups and help schedule them. We want to make it easy!
- Language & Literacy:
  - We provide materials in Spanish and simple English. If you need help understanding something, just ask – we're here to help.

Bottom line:

No one in our community needs to go without preventive care.

- There are resources to help *everyone* get screenings, even if you don't have a personal doctor or have other challenges.
- Just reach out – we'll connect you.

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Key Takeaways & Next Steps

Schedule your annual check-up.

- If you haven't had one this year, call your doctor and set it up. It's the foundation of staying healthy.
- **Stay on track with screenings.**
  - Know which tests you need for your age (and health conditions like diabetes). If you're due, make the appointments now – don't put it off.
- **Use your Healthy Rewards.**
  - Remember, you can earn **$$ rewards** for many screenings: wellness visits, colonoscopies/FIT kits, mammograms, diabetic eye exams, etc. It's our way of saying thank you for taking care of your health.
- **Need help?**
  - We're here for you. Call us if you need help finding a doctor, scheduling a screening, arranging a ride, understanding your benefits or managing your chronic conditions. We have staff ready to assist, and in multiple languages.
- **Spread the word.**
  - Encourage family and friends to get their check-ups and screenings, too. Many people skip these, but early detection can save lives – maybe someone you care about.

Take charge of your health today.

- Preventive care is the best care. By investing a little time in check-ups and tests now, you're investing in a healthier, happier future. *Stay proactive, stay informed, and stay healthy!*

All these services are FREE with your Health Choice coverage – no copays, no cost to you.

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Thank you for being a valued Health Choice member!

Remember, your health plan is not just here for you when you're sick – we're here to help you stay well. So, get those check-ups and screenings, earn your rewards, and enjoy life with the confidence that you're taking great care of your health.

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Arizona Wildfire Preparedness

Dwayne Gwinner – Veteran Services Liaison & Emergency Response Coordinator

Protecting Home and Family

Essential strategies for wildfire safety, prevention, and recovery in Arizona

Arizona Wildfire Statistics

2,162
Wildfires 2024

15%
Increase 2023

Rising
Drought Conditions

High
Risk Areas

Fire Season

Arizona experiences year-round wildfire risk with peak seasons

- Spring and summer months pose highest wildfire risks
- Drought conditions and high winds increase fire danger
- Climate change extends traditional fire season periods

Risk Factors

Multiple factors contribute to Arizona wildfire threats

- Dry vegetation and dead plant material fuel fires
- Lightning strikes cause many natural ignitions
- Human activities account for significant fire starts

Impact Areas

Wildfires affect communities throughout Arizona significantly

- Wildland-urban interface zones face greatest wildfire exposure
- Rural communities often have limited evacuation routes
- Property damage and displacement affect thousands annually

Ready Set Go Program Overview



Prepare before fire season arrives

Ready Phase

- Create defensible space around your property
- Develop family evacuation plans with multiple routes
- Assemble emergency supply kits and go-bags



Stay alert during fire season

Set Phase

- Monitor weather and fire conditions daily
- Keep vehicles fueled and ready for evacuation
- Stay aware of evacuation warnings and alerts



Leave immediately when ordered to evacuate

Go Phase

- Follow evacuation orders without delay
- Use predetermined evacuation routes only
- Take emergency supplies and important documents

The Five P's Evacuation Checklist

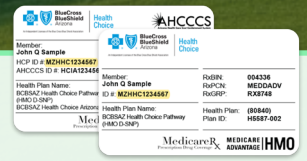
1 People and Pets

Account for all family members and pets with transportation plans

2 Prescriptions and Medications

Gather all essential medications and medical supplies for everyone

3 Papers and Documents



Collect important documents including insurance policies and identification in waterproof container

4 Personal Needs

Pack clothing changes and essential personal hygiene items for several days

5 Priceless Items

Secure irreplaceable photos memories and sentimental valuables safely

Home Protection Strategies

Defensible Space Overview

Create multi-zone defensible space around your home using vegetation management, fire-resistant landscaping, and structural modifications to reduce wildfire risk and protect your property

Defensible Zones

- Zone 1 (0-5 feet): Remove all flammable vegetation
- Zone 2 (5-30 feet): Create fuel breaks with spacing
- Zone 3 (30-100+ feet): Thin and prune trees

Structural Modifications

- Install fire-resistant roofing materials
- Use tempered glass windows
- Clear gutters and maintain siding



Landscaping

Use fire-resistant plants and proper spacing techniques



Maintenance

Regular yard cleanup and vegetation management schedules



Inspections

Annual professional defensible space assessments

Defensible Space Zone Layout



Zone 1: Immediate Zone

0-5 feet from house: Remove all dead vegetation, flammable materials, and combustible items. Keep area clean and well-watered. No plants touching structures.

Zone 2: Intermediate Zone

5-30 feet from house: Create fuel breaks with fire-resistant plants spaced properly. Remove ladder fuels and maintain 6-foot spacing between tree crowns.

Zone 3: Extended Zone

30-100+ feet from house: Thin vegetation and remove dead wood. Create shaded fuel breaks and maintain access roads for emergency vehicles.

Family Safety Measures

Emergency Planning

Develop family evacuation plans with multiple escape routes from your neighborhood

Practice evacuation drills and establish meeting points outside fire danger zones



Communication Strategy

Create family communication plans including out-of-state contact persons for coordination

Register for emergency alerts and know how to receive evacuation notifications



Prevention Resources Available in Arizona



State agency prevention programs and resources

State Resources

- Arizona Department of Forestry Fire Management prevention toolbox
- Fire district education programs and safety training
- Defensible space inspection and guidance services



Community-based prevention and education initiatives

Community Programs

- Firewise USA community certification and recognition programs
- Fire Adapted Communities network participation
- Neighborhood wildfire preparedness planning workshops



Financial assistance and mitigation support programs

Financial Assistance

- HMGP Post Fire mitigation grants available
- ARPA grants for fire districts equipment
- Insurance company wildfire mitigation incentive programs

Healthcare Needs During Wildfire Events



Before Wildfire Preparation

Maintain 30-day medication supply, backup medical records in waterproof container, identify alternate healthcare providers, prepare portable medical equipment, create medical information cards with conditions and medications

After Wildfire Health Management

Contact healthcare providers immediately, replace lost medications through emergency prescriptions, monitor air quality impacts, seek mental health support, maintain chronic condition management routines



High-Risk Medical Conditions: Special Considerations



Respiratory and cardiac condition management needs

Respiratory & Cardiac

- Extra inhalers, nebulizers, and oxygen supplies for evacuation
- Cardiac medications, nitroglycerin, and monitoring equipment backup
- N95 masks and air filtration devices for smoke protection



Chronic disease and mobility condition requirements

Chronic & Mobility

- Diabetes supplies: insulin, testing strips, syringes, and glucose
- Dialysis patient coordination with alternate treatment facilities
- Mobility aids, wheelchairs, walkers, and accessible transportation plans



Mental health and immunocompromised individual needs

Mental Health & Immune

- Psychiatric medications and crisis intervention contact information
- Immunosuppressive drugs and sterile supply maintenance protocols
- Stress management resources and mental health professional contacts

Functioning After a Wildfire



Immediate Post-Fire Safety

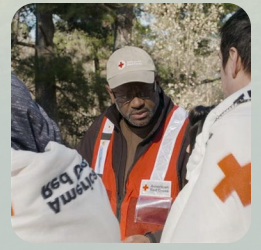
Wait for official all-clear before returning home check for structural damage gas leaks and compromised utilities contact professionals for safety inspections

Recovery and Rebuilding Process

Document damage for insurance claims work with licensed contractors for repairs address mental health needs and connect with community support resources



Post Fire Recovery and Assistance



Immediate Relief Services

Red Cross emergency shelter housing temporary assistance and disaster relief services: 1-800-842-7349 or redcross.org/local/az-nm/get-help



Financial Recovery Programs

FEMA assistance at DisasterAssistance.gov or 1-800-621-3362, SBA disaster loans 1-800-659-2955, USDA agricultural support programs



Long-term Recovery

After Fire USA resources afterthefireusa.org, community rebuilding programs, debris removal assistance through local emergency management offices

Key Contacts and Resources

Emergency Information Network

Access current wildfire information alerts and evacuation notices through Arizona's emergency notification systems and official state resources

Emergency Services

- Arizona Emergency Information Network: ein.az.gov
- Ready Set Go Program: ein.az.gov/ready-set-go
- Arizona Emergency Management: 602-464-6245

Recovery Resources

- FEMA Disaster Assistance: DisasterAssistance.gov or 1-800-621-3362
- Red Cross Disaster Relief: 1-800-842-7349
- After Fire USA: afterthefireusa.org/resources-by-state/arizona



Prevention

Arizona wildfire prevention: wildlandfire.az.gov and DFFM resources



Preparedness

Ready Set Go preparedness guides: ein.az.gov/ready-set-go



Recovery

Post-fire recovery assistance: afterthefireusa.org and local emergency offices

Additional Trusted Resources

BCBSAZ Health Choice Verified Sources

Blue Cross Blue Shield of Arizona Health Choice utilizes these official, reputable resources to verify wildfire information and provide accurate emergency updates

Real-Time Monitoring

- Watch Duty: Wildfire Maps & Alerts
- Inciweb: inciweb.nwcg.gov for incident information
- AZ 511: Real-time traffic and road conditions

Health & Emergency

- ADHS Wildfire and Critical Facilities mapping
- Red Cross shelter location services
- Arizona Emergency Information Network: ein.az.gov

Mapping

ZipCode lookup at unitedstateszipcodes.org for location verification

Official Sources

Verified responder agency websites and social media outlets

Health Services

ADHS critical healthcare facilities tracking during emergencies

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azblue.com/hca