

2027 Individual ACA Prosano Health® plans by AZ Blue

Exclusively for members of Blue Cross® Blue Shield® of Arizona residing in Maricopa or Pima County

PROSANO HEALTH®

For Members of Blue Cross® Blue Shield® of Arizona


ROSANO
HEALTH

Prosano Health Plans by AZ Blue

$0 copay to see a Prosano Health provider, $0 for in-house basic primary care labs, and $0 for virtual visits with Prosano Health. Prosano Health plans by AZ Blue are ideal for members who want convenient access to care, a dedicated primary care team, and more value from their health plan.

Prosano® Protect

Low monthly premium for basic care needs

- Financial protection against unexpected serious illness or injury
- Low-cost generic prescription drugs

Prosano Clarity

Fixed costs for most types of services and prescription drugs

- $0 medical deductible
- Copays for PCP, specialist, inpatient, outpatient surgery, and emergency room visits

Prosano Priority

Gold plan with lower costs when you receive care

- Lower deductible
- Copays for most types of services and prescription drugs

Prosano Connected Care

Chronic condition support with care navigation

- Copays for specialist visits and preferred brand prescription drugs
- Extra support with specialists and prescription drug management

Why Choose **Prosano Health?**

Establishing regular care

Individuals who are establishing care, haven't seen a provider regularly, or want a more connected healthcare experience with easy access to primary and sick care

Managing chronic conditions

Those with well-managed conditions such as diabetes, hypertension, obesity, asthma, or heart disease who benefit from ongoing monitoring, personalized care plans, and proactive support

Primary, sick, and wellness needs

Individuals ages 5 and up who are managing multiple conditions or medications can benefit from care coordination, advocacy, and help navigating their healthcare journey

Consider frequent doctor visits

Those who frequently need provider visits, lab work, telehealth, behavioral health support, or chronic condition management and want to maximize the value of their healthcare dollars

Proactive prevention and long-term wellness

Individuals who value preventive care, health coaching, and a proactive approach to managing their overall health



Value for Members:

With $0 copays for provider visits, $0 in-house basic primary care labs, and $0 virtual visit at Prosano Health Care Centers, members can access many routine healthcare services at no additional cost beyond their monthly premium.

Real Stories from
Prosano Health Members

"Prosano Health has made managing my chronic conditions much easier. I visit every few months for labs and a check-in with my doctor, all in one location and at no cost to me. It's more convenient and helps me stay on top of my health."

— Tom, 43

"The doctor was really good. They have counseling there too, and a lot of other services. It made it easy to get the help I needed."

— Jackson, 20

"With four kids, someone is always bringing home a cold or bug. Prosano Health makes it easy to get care quickly, and we've saved money by avoiding unnecessary urgent care visits. Preventive care and immunizations are simple and convenient, and managing our family's health is a lot easier."

— Amanda, 40

Top 6 Reasons to Recommend
a Prosano Health Plan by AZ Blue

1. **All services are included in the premium**
   Members pay $0 for visits with Prosano Health providers, virtual visits, and in-house basic primary care labs at Prosano Health Care Centers.

2. **Comprehensive care under one roof**
   Members have access to primary care, sick care, short-term counseling, chronic condition support, labs, and more.[1]

3. **Convenient access to care**
   Same- or next-day appointments[2] help members get care when they need it.

4. **A strong option for ongoing health needs**
   Prosano Health is especially valuable for those seeking preventive care, chronic condition management, and a long-term relationship with a primary care team.

5. **Support navigating the healthcare system**
   Care Guides and Benefit Liaisons help members understand benefits, coordinate care, and connect with in-network providers.

6. **Access to a broader provider network**
   When care is needed outside of Prosano Health, members can access a broad network of specialists and providers, with support coordinating appointments.

[1]Wellness and preventive care for ages 5 and older. Sick care for all ages.
[2]Availability may vary by location and provider.

Focus Network + Prosano

The Focus Network + Prosano is a larger, expansive network featuring thousands of providers and major hospital systems in Maricopa and Pima counties.

A network of doctors and hospitals that are close and convenient

For residents of Maricopa and Pima counties

Includes Abrazo Health, Banner Health, HonorHealth, Tucson Medical Center, Carondelet Health, and more

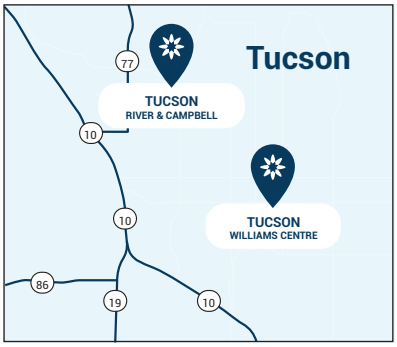
Providers located in Maricopa and Pima counties

Find care in the Focus Network + Prosano

- Paired with the Prosano Protect, Prosano Clarity, Prosano Priority, and Prosano Connected Care plans
- Only providers in the Focus Network + Prosano are considered in-network
- Log in to your member portal at **azblue.com**/member and click **Find Care** to find all providers in your network
- Check with your doctors, facilities, and other health professionals to make sure they are in the Focus Network + Prosano before receiving care



Find a location near you:



Tucson: River & Campbell
1790 E. River Rd.
Ste. 200

Tucson: Williams Centre
5210 E. Williams Cir.
Ste. 120

Chandler/Gilbert
3530 S. Val Vista Dr.
Ste. B105

Deer Valley
19810 N. 7th Ave.
Ste. 150

Goodyear
1360 N. Bullard Ave.
Ste. 102

Mesa
1910 S. Stapley Dr.
Ste. 101

Peoria
9000 W. Thunderbird Rd.
Ste. 110

Phoenix/Avondale
9321 W. Thomas Rd.
Ste. 420

Phoenix—Cotton Center
4039 E. Raymond St.

Scottsdale
7373 N. Scottsdale Rd.
Ste. A178

The care you need— with a personal touch

Prosano Health Care Centers offer preventive care, sick care, behavioral health support, and chronic condition management, all in one convenient location.

Preventive and Wellness

- Annual wellness exams (ages 5+)
- Health screenings and sports physicals
- Well-woman exams
- Immunizations

Sick Care

- Cough, cold, and flu
- Stomach pain
- Rashes and infections
- Muscle and joint pain

Behavioral Health Support

- Grief and bereavement support
- Mild to moderate anxiety and depression
- Emotional wellness strategies
- Medication management in partnership with your primary care physician

Chronic Condition Management

- Diabetes
- Asthma
- High blood pressure
- High cholesterol
- Weight management



What Members Can Expect
at Their First Visit

Meet
your primary care provider and care team.

Review
health history, medications, and current concerns.

Discuss
health goals and preventive care needs.

Complete
recommended screenings and assessments.

Learn
about available Care Center services, including sick care, chronic condition support, behavioral health, and telehealth.

Create
a personalized plan for ongoing care and follow-up appointments.



Schedule your first appointment shortly after enrollment.

Members who establish care early are more likely to take advantage of the services available through Prosano Health and maximize the value of their plan.

Members who go to Prosano Health*:

16%
Fewer ER Visits

29%
Fewer Specialist Visits

15%
Fewer Acute Hospital Admissions

*2025 group members who go to Prosano Health providers for healthcare and navigation compared to group members who go to other providers.

Prosano Health: Frequently Asked Questions

Prosano Health Plans

What is different about Prosano Health plans compared to other plans?
Prosano Health plans offer exclusive access to Prosano Health Care Centers where members pay $0 for all services.

What counties are Prosano Health plans available in?
Prosano Health plans are only available to residents in Maricopa and Pima counties.

What is the network associated with Prosano Health plans?
You will have access to thousands of providers in the Focus Network + Prosano including Banner Health, HonorHealth, Carondelet Health, and Tucson Medical Center.

Do members have to go to a Prosano Health Care Center?
Typically, when members get care at Prosano Health Care Centers, they receive the best value from their plan. If members want to see doctors outside of Prosano Health, they can through the plan's broader network with standard cost sharing.

What's included at a Prosano Health Care Center?
Exclusive access to Prosano Health Care Centers, online scheduling, the choice and flexibility of in-person or virtual visits, same- or next-day care[1], longer visits when you need more time, chronic condition support, short-term counseling, on-site labs, on-site pharmacy, and after-hours support.[2]

Where can I learn more about Prosano Health plans?
Visit **azblue.com**/ACAProsano.

Prosano Health Care Centers

What services are available at Prosano Health Care Centers?

- Preventive and wellness for patients 5 and up: Routine wellness exams, health screenings and sports physicals, well-woman exams, immunizations.
- Sick care for all ages: Examples include cough, cold, flu, stomach pain, and rashes.
- Behavioral health: We can provide short-term counseling to help members get through difficult times like grief and bereavement.
- Chronic health conditions: Care for diabetes, asthma, high blood pressure, high cholesterol, and lifestyle changes.

[1]Availability may vary by location and provider. [2]Basic primary care laboratory testing panels. Prescription copayments apply as specified in members' benefit plans.

Prosano Health FAQs continued...

Are there Prosano Health Care Centers near me?
There are 10 convenient locations in Maricopa County and Tucson. To find one near you, visit: **prosanohealth.com/our-locations.**

What is different about Prosano Health compared to other carrier clinics?
Prosano Health Care Centers are only available to AZ Blue members who are enrolled in a Prosano Health plan by AZ Blue. Benefit Liaisons at Prosano Health can advise patients on plan benefits, costs, and network options since they are familiar with AZ Blue plans.

What is the relationship between AZ Blue and Prosano Health?
Prosano Health Care Centers are designed exclusively for members of AZ Blue who have Prosano Health plans.

Do Prosano Health Care Centers have prescriptions available on-site?
Members can get some common prescription medications for acute needs (for example: antibiotics, pain relievers, topical creams) filled on-site at almost all Care Center locations, which are subject to copay based on their benefit coverage.

How do labs work at Prosano Health Care Centers?
The Prosano Health team will be able to draw and process certain basic primary care laboratory testing panels on-site at our Care Centers for $0 when they are ordered by a Prosano Health provider.

Is imaging available at Prosano Health Care Centers?
Radiology is not currently available on-site at Prosano Health Care Centers. However, Care Guides are on-site to help members coordinate imaging needs.

Are Prosano Health Care Centers open to all ages?
Prosano Health Care Centers provide sick care for all ages, and primary care for patients 5 years and older.

Are there expansion plans for rural counties?
We are continually exploring future expansion opportunities.

Exclusions and Limitations

Examples of services and supplies not covered

The following is a *partial* list of conditions and services that are excluded or limited. Expenses for services that exceed the benefit limits are not covered. Detailed information about benefits, exclusions, and limitations is in the benefit plan booklets and is available upon request.

- Abortions
- Acupuncture
- Adult routine vision
- Alternative medicine
- Care that is not medically necessary
- Chiropractic services exceeding 20 visits per calendar year. Only applies to HMO plans.
- Cosmetic surgery, services, and supplies
- Custodial care
- Dental care, except as stated in plan, and adult orthodontic services
- Durable medical equipment (DME) rental/repair charges that exceed DME allowed amount
- Experimental and investigational treatments
- Eyewear, except as stated in plan
- Fertility and infertility medication and treatment
- Flat feet treatment and services
- Genetic and chromosomal testing
- Habilitation outpatient services exceeding 60 visits per calendar year
- Home healthcare and infusion therapy exceeding 42 visits (of up to four hours each) per calendar year
- Inpatient extended active rehabilitation (EAR) and skilled nursing facility (SNF) treatment exceeding 90 combined days per calendar year
- Long-term care, except long-term acute care
- Massage therapy other than allowed under evidence-based criteria
- Non-emergency care when traveling outside the U.S.
- Orthodontic services (pediatric) that are not dentally necessary
- Pediatric dental checkups exceeding two checkups and cleanings per calendar year
- Pediatric glasses or contact lenses exceeding one pair of glasses or contact lenses per calendar year
- Pediatric routine vision exam exceeding one visit per calendar year
- Private-duty nursing except when medically necessary or when skilled nursing is not available
- Rehabilitation outpatient services exceeding 60 visits per calendar year
- Respite care
- Routine foot care
- Services from providers outside the network, except in emergencies and other limited situations when use is preapproved
- Sexual dysfunction treatment and services
- Weight-loss programs

IMPORTANT

THIS IS ONLY A BRIEF SUMMARY OF THE BENEFIT PLANS AND IS DESIGNED TO HELP YOU COMPARE FEATURES OF DIFFERENT PLANS. MORE DETAILED INFORMATION ABOUT BENEFITS, COST SHARE, EXCLUSIONS, AND LIMITATIONS IS IN THE BENEFIT PLAN BOOKLETS AND PLAN SUMMARY OF BENEFITS AND COVERAGE (SBCs). BENEFIT PLAN BOOKLETS AND SBCs ARE AVAILABLE UPON REQUEST AND ON AZBLUE.COM/2027INDBOOKS. IF THE TERMS OF THIS SUMMARY DIFFER FROM THE TERMS OF THE BENEFIT PLAN BOOKLETS, THE TERMS OF THE BOOKLETS CONTROL AND APPLY.



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