



Member Advocacy Council & Advisory Committee Meeting

February 27th 2025

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

Proprietary & Confidential

Agenda

- Welcome
- AHCCCS Renewals – Dannery Morales
- CAHPS Surveys – Manny Felix
- Mental Health & Suicide Prevention – Joshua Napoleon
- Social Determinants of Health (SDOH) – Manny Felix
- Cancer Prevention – Jennifer DeMaris
- Break-out session

Proprietary & Confidential

Purpose



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

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

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

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

Housekeeping Rules

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



Be present.



Listen attentively & don't interrupt.

Seek first to understand then to be understood.

Listen to other's opinions.



Participation is key!

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



Speak honestly.

Share ideas, ask questions and contribute to discussion.

Honest and constructive discussions provide best results.



Be respectful.

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

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



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

Renewing AHCCCS Benefits



By: Dannery Morales
Consumer Outreach Senior Specialist

Proprietary & Confidential

AHCCCS Renewals

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





Your Voice Matters: Understanding the CAHPS Survey

Consumer Assessment of Healthcare Providers and Systems (CAHPS)

By: Manny Felix
Senior Manager – Medicaid Sales



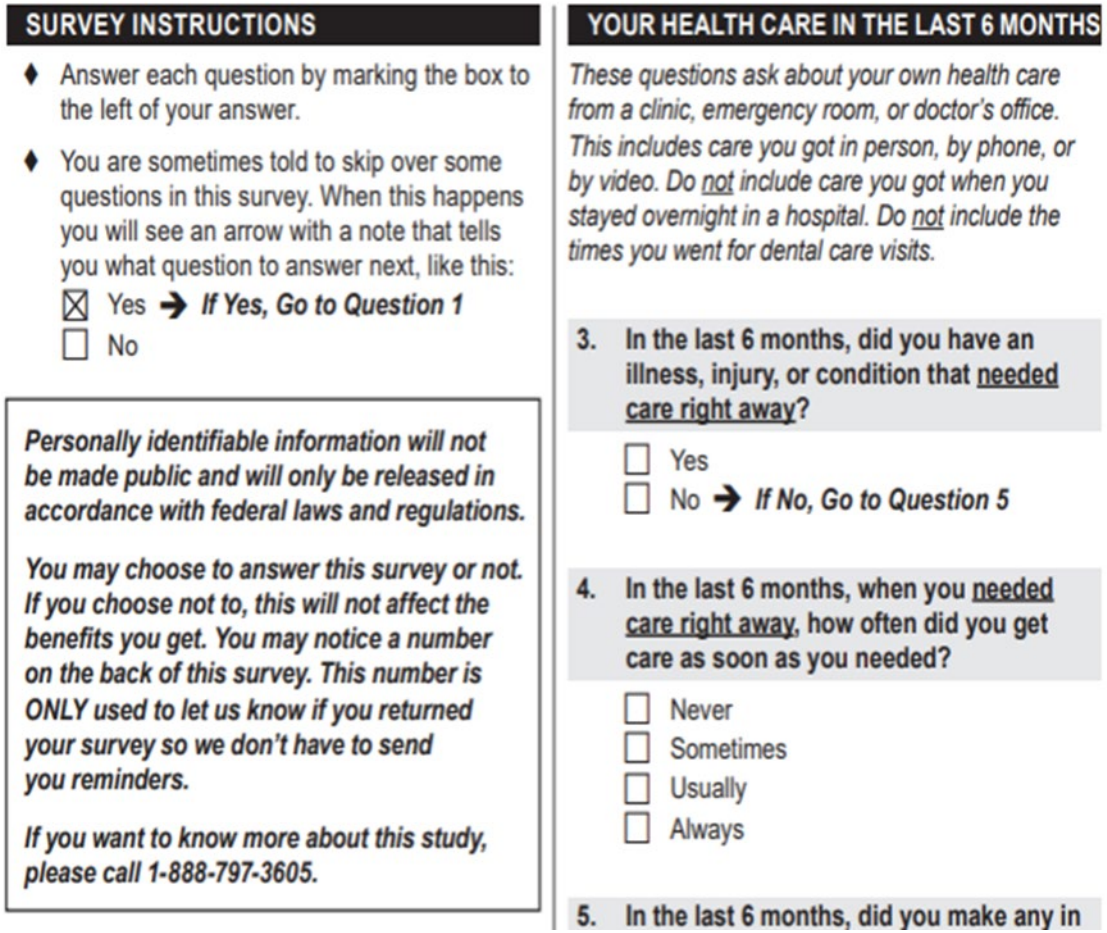
Proprietary & Confidential

What is the CAHPS Survey?

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

- The Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey collects feedback on your healthcare experiences.
- The survey is designed to assess members' experiences with their health plan and providers.
- Confidential and anonymous – your responses are kept private.
- Asks about your interactions with your doctors, specialist, and health help.
- A random selection of members is chosen to participate each year.

Sample Survey



SURVEY INSTRUCTIONS

- Answer each question by marking the box to the left of your answer.
- You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:
  - ☒ Yes → *If Yes, Go to Question 1*
  - ☐ No

Personally identifiable information will not be made public and will only be released in accordance with federal laws and regulations.

You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the back of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-888-797-3605.

YOUR HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your own health care from a clinic, emergency room, or doctor's office. This includes care you got in person, by phone, or by video. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.

3. In the last 6 months, did you have an illness, injury, or condition that needed care right away?

- ☐ Yes
- ☐ No → *If No, Go to Question 5*

4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

5. In the last 6 months, did you make any in

Purpose of the CAHPS Survey

- Gather honest feedback about your experiences with your health plan and the care you receive.
- Help health plans and providers understand what's working well and where improvements are needed.
- Use your responses to improve care coordination, access to services, and communication between members and providers





Proprietary & Confidential

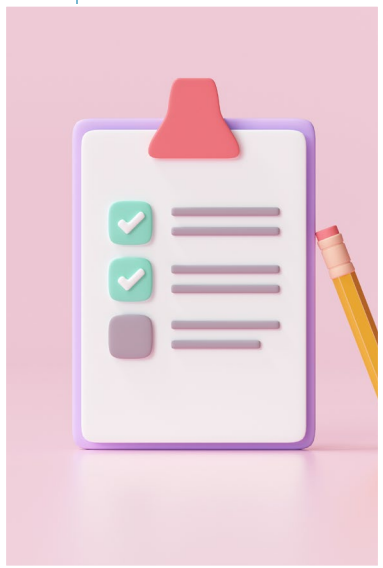
Why is Your Feedback Important?

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

- Helps us understand what we're doing well and where we can improve.
- Directly impacts how we make changes to our services and programs.
- Ensures we are meeting your needs and expectations.
- Your voice helps share the future of your healthcare!

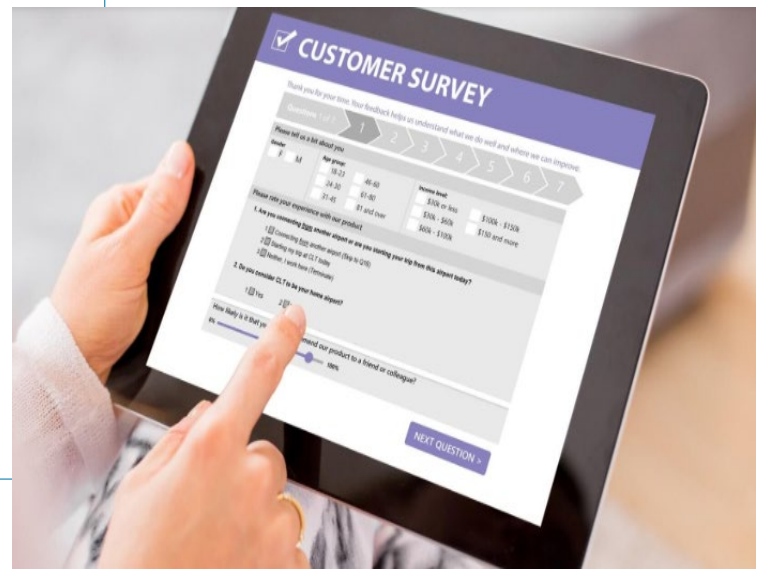
What Does the Survey Ask About?

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



Topics Covered

- Getting needed care and appointments.
- Communication with doctors and staff.
- Customer Service experience.
- Prescription Drugs.
- Coordination of care.
- Overall satisfaction with your health plan.



What is the CAHPS Survey and Star Ratings

- CMS rates Medicare Advantage and Part D plans on a 1 to 5 star scale.
- Measures includes clinical outcomes, member experience, and plan operations.
- Key CAHPS Measures in Star Ratings: Overall Health Plan Rating, Customer Service, and Member Experience with Care.

CAHPS Weighting:
CAHPS measures have a weight of 4.0, making them one of the most heavily weighted components of Star Rating.

How Your Feedback is Used





- Improves care coordination between doctors and hospitals.
- Enhances access to necessary services and specialists.
- Improves communication between members and providers.
- Helps health plans identify areas for improvement and implement positive changes.
- Identifies gaps in care and services.

Results and Impact

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

What Happens to Your Feedback?

We use it to:

Identify strengths

Focus on areas for improvement

Feedback influences overall rating for our health plan

Example Improvements

Added after-hour care options

Improve customer services processes

Shorter wait times for appointments

Enhanced communication from healthcare providers

How to Complete the Survey

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

- You may receive the survey by mail or phone.
- Easy to follow instructions are included.
- Takes only 15-25 minutes.
- Responses are anonymous.
- Every response helps improve healthcare services.



Complete the Survey: Help US Help YOU!

- Complete the survey if you are selected.
- Share your honest experiences to help us improve.
- Share the importance of the CAHPS Survey.
- Encourage friends and family members to complete it.
- More responses = better improvements!
- Together, we can create a better healthcare experience.



Mental Health & Suicide Prevention



By: Joshua Napoleon
Child Behavioral Health Member Liaison

Proprietary & Confidential

Example of Mental Illness

Anxiety	general, social, and phobias
Dissociative	dissociative identity and dissociative amnesia
Mood	major depressive, premenstrual dysphoric, and unspecified depressive
Bipolar	bipolar I and bipolar II
Trauma and stress-related	adjustment, posttraumatic stress, acute stress
Sleep-wake	night terrors, restless leg syndrome, and insomnia
Parasomnias	sleepwalking, hypnotic hallucinations, and rapid eye movement sleep behavior
Neuro-cognitive	dementia, traumatic brain injury, and amnesia
Substance-related	substance intoxication, substance withdrawal, and substance-induced
Non-substance related	gambling, sexual addiction, and internet addiction
Obsessive-compulsive	trichotillomania, phantom limb syndrome, and body dysmorphic

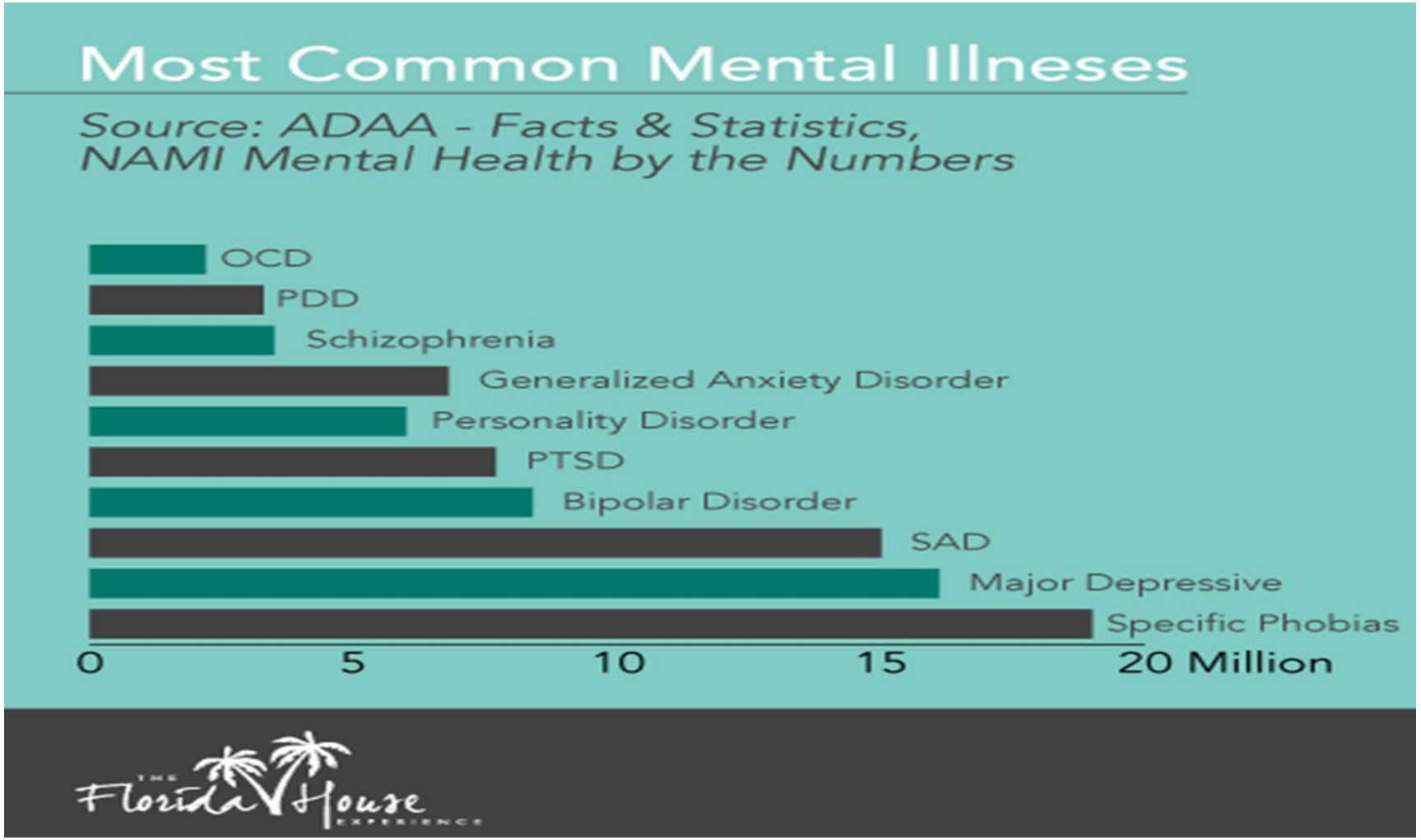


There are more than 200 types of mental health disorders.

Mental Illness Statistics

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





Common Signs of Depression



- Persistent sad, anxious or “empty” mood
- Feelings of hopelessness or pessimism
- Feelings of irritability, frustration or restlessness
- Feelings of guilt, worthlessness, or helplessness
- Loss of pleasure in activities

Common Signs of Anxiety

BlueCross BlueShield Arizona | Health Choice

An Independent Licensee of the Blue Cross Blue Shield Association

- Restlessness
- A sudden feeling of panic and fear
- Uneasiness, nausea, or cramps
- Sleep-related problems – excessive Sleep or sleeplessness
- Cold or sweaty hands or feet
- Numbness in the hands or feet
- Shortness of breath
- Increased heart rate
- Chest pain
- Dry mouth
- Hot flashes or chills
- Sudden trembling
- Dizziness
- Avoidance of situations that may cause fear
- Obsessions and compulsions





Proprietary & Confidential

Common Signs of Post-Traumatic Stress Disorder (PTSD)

BlueCross BlueShield Arizona | Health Choice

An Independent Licensee of the Blue Cross Blue Shield Association

Intrusion (re-experiencing)

- Recurrent intrusive memories
- Traumatic nightmares
- Flashbacks

Persistent avoidance of stimuli

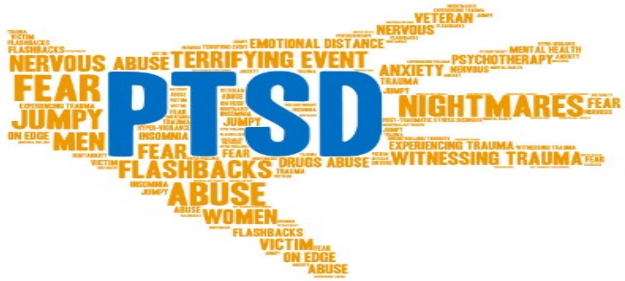
- Avoiding trauma-related thoughts and feelings and/or objects,
- People, or places associated with the trauma

Negative alternations in cognitions and mood

- Distorted beliefs about
- Oneself or the world
- Feelings of alienation
- Inability to recall key details
- Persistent shame or guilt of the trauma
- Emotional numbing

Persistent avoidance of stimuli

- Irritability Sleep disturbance
- Hypervigilance Difficulty in concentrating
- Reckless behavior





Symptoms of Bipolar Disorder

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



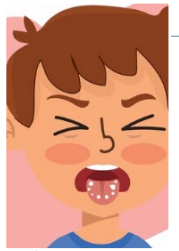
Common Signs of Obsessive-Compulsive Disorder (OCD)

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

- Fear of contamination or dirt.
- Doubting and having a hard time dealing with uncertainty.
- Needing things to be orderly and balanced.
- Aggressive or horrific thoughts about losing control and harming yourself or others.
- Unwanted thoughts, including aggression, or sexual or religious subjects.



Common Signs of Borderline Personality Disorder



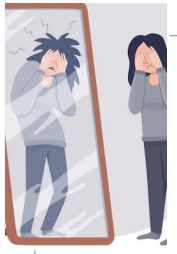
Dry mouth



Frantic efforts to avoid real or imagined emotional abandonment



Unstable and chaotic interpersonal relationships, characterized by alternating extremes of idealization and devaluation



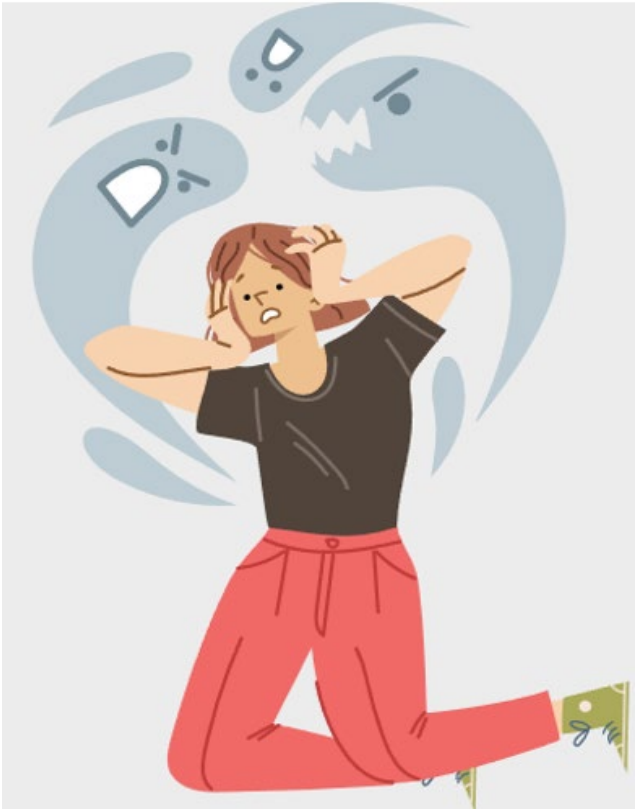
A markedly disturbed sense of identity and distorted self-image



Feeling empty inside



Low self-esteem



Common Signs of Substance Abuse

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

Physical

- Bloodshot eyes/pupils smaller/larger than usual
- Changes in appetite, sleep patterns, or appearance
- Unusual smells on breath, body, or impaired coordination

Behavioral

- Drop in attendance/performance at school and/or work
- Engaging in secretive behaviors
- Sudden change in friends, hobbies, or social events

Psychological

- Unexplained change in personality or attitude
- Sudden mood swings, irritability, or angry outbursts
- Appears fearful, anxious, or paranoid for unknown reasons

How to Get Help…Contact US!

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



Member Services

- Contact us for provider information and appointment
  - Phone: **1-800-322-8670, TTY 711**
  - Email**: HCHComments@azblue.com**
  - Monday – Friday 8 a.m. to 5 p.m.



Office of Individual and Family Affairs

- Email: **OIFA@azblue.com**
- Monday – Friday 8 a.m. to 5 p.m.



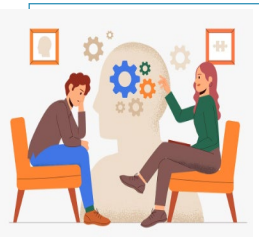
Member Liaison Coordinator

- Email: **Maria.Reyes@azblue.com**
- Phone: **602-864-5779**
- Monday – Friday 8 a.m. to 5 p.m.

Which Type of Services Are Available?

* Health Choice Pathway Members Only

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



Counseling

- In-person
- Telehealth



Treatments

- CBT
- DBT
- Neuro
- Biofeedback



Health Plan Programs

- Pyx
- UniteUs/Contexture
- Wider Circle*
- Helper Bees *



Therapy

- Individual
- Family
- Group



Substance Abuse

- Outpatient
- Inpatient
- Intensive Outpatient Program



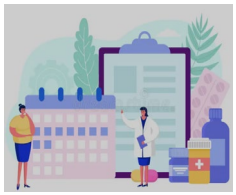
Support Groups

- Anxiety
- Parenting
- Depression
- Grief or loss



Community Based Programs and Resources

- Housing
- Employment Services



Medication Management

- Understanding Your Medication
- Manage Medications Safely



Peer Support

- Mental Health Diagnosis
- Parenting

Pyx Health

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

Most everyone can use a little help sometimes.

- Feeling stressed or anxious? Just need someone to talk to?
- Or could you use help finding things like food or transportation?

We're teaming up with Pyx Health to give you extra support.

- All members ages 13+ have access to Pyx Health.
- We also have specialized apps for:
  - ✓ Caregivers of Health Choice Pathway members
  - ✓ Teens (13-17 years old)
  - ✓ Pregnant and postpartum members



<u>There is no cost to you.</u>

- Sign up today!
  - ✓ Go to www.HiPyx.com, or
  - ✓ Members: Call Pyx Health at **1-855-499-4777** for a helping hand.
  - ✓ Non-member caregivers: Call Pyx Health at **1-855-287-8197**.

Resources

BCBSAZ Health Choice

- The Office of Individual and Family Affairs | Health Choice AZ

Arizona Health Care Cost Containment System (AHCCCS) OIFA

- HowToAccessBehavioralHealth.pdf (azahcccs.gov)
- OIFA Empowerment Tools (azahcccs.gov)
- JacobsLawTrainingFlyer.pdf (azahcccs.gov)
- AdultFamilySupportIsKeyToRecovery.pdf (azahcccs.gov)
- PeerSupportServices.pdf (azahcccs.gov)
- PeerRunOrganizationsFlyer.pdf (azahcccs.gov)
- FamilyRunOrganizationsFlyer.pdf (azahcccs.gov)



Resources Cont.



Community Resources

- Peer and Family Career Academy (azpfca.org)
- NAMI Arizona | National Alliance on Mental Illness
- Be Connected: Help & Support for Arizona Veterans, Military, and families (beconnectedaz.org)
- azpeerandfamily.org (google.com)
- Home (matforce.org)
- Ability360 (ability360.org)

Proprietary & Confidential

Suicide Prevention

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



Getting HELP: Resources and Support

Arizona Statewide Crisis Line:

- Call **1-844-534-HOPE (1-844-534-4673)**
- Text **4HOPE (44673)**, or
- Start a chat via Solari Crisis Response

Accessibility and Confidentiality:

- One of the key features of crisis hotlines is their accessibility and confidentiality.
- These services are available to all individuals regardless of insurance coverage.
- Confidentiality is upheld to ensure that individuals feel safe and supported when seeking help.



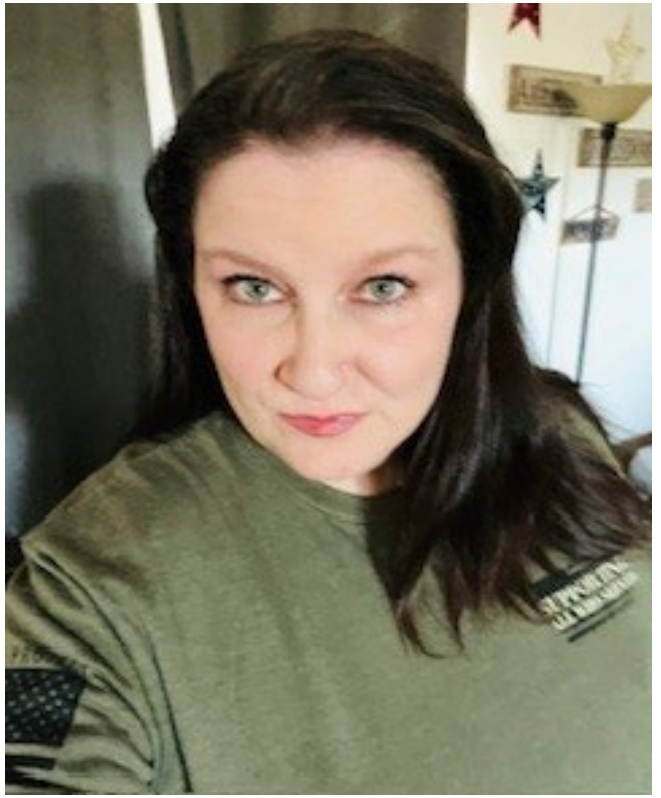
Meet the Office of Individual and Family Affairs (OIFA) Team



Joshua Napoleon (He/Him/His)
Child Behavioral Health Liaison



Angimar Rodriguez (She/Her/Hers)
Adult Behavioral Health Liaison



Veronica Welch (She/Her/Hers)
Manager - OIFA

Questions?

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

Email Us:

OIFA@azblue.com



Discussion: Members' Access to Resources

Rose Kent, MPH
SDOH & Center of Excellence Program Coordinator



Proprietary & Confidential

Social Determinants of Health

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

- Access to education
- Quality of education
- Health literacy

- Access to specialty care
- Getting to doctor's appointments
- Cost & quality

- Job availability
- Wages

- Crime
- Pollution
- Housing availability
- Recreation spaces

- Community centers
- Social isolation
- Connection to family & friends



Proprietary & Confidential

Discussion: Access to Resources



Question:

- What help do people in your community need most? (finding food, healthcare, transportation, etc.)

- ¿Qué es lo que más se necesita en su comunidad (comida, atención médica, transporte, etc.)?

Discussion: Access to Resources

Question:

- How has it been for you or your family / friends to get the things you need from places that already offer help?

- ¿Cómo consiguió usted o sus familiares/amigos lo que necesitaban de lugares que ofrecen ayuda?



Discussion: Access to Resources

Question:

- What makes it hard to get help? (cost, language, transportation, finding info etc.)

- ¿Qué dificulta obtener ayuda (costos, idioma, transporte, búsqueda de información, etc.)?

Discussion: Access to Resources

Question:

- How can BCBSAZ Health Choice help to meet these needs?

- ¿Cómo puede BCBSAZ Health Choice satisfacer estas necesidades?

Proprietary & Confidential

Discussion: Access to Resources

Question:

- How can we work better with your community to make getting help easier? (e.g., clinics, support groups)

- ¿Qué podemos mejorar de nuestro trabajo con sus comunidad para facilitar la obtención de ayuda (por ejemplo, clínicas y grupos de apoyo)?



Cancer Prevention: Steps to Reduce Your Risks

Jennifer DeMaris RN, CCM
Manager, Integrated Care



Proprietary & Confidential

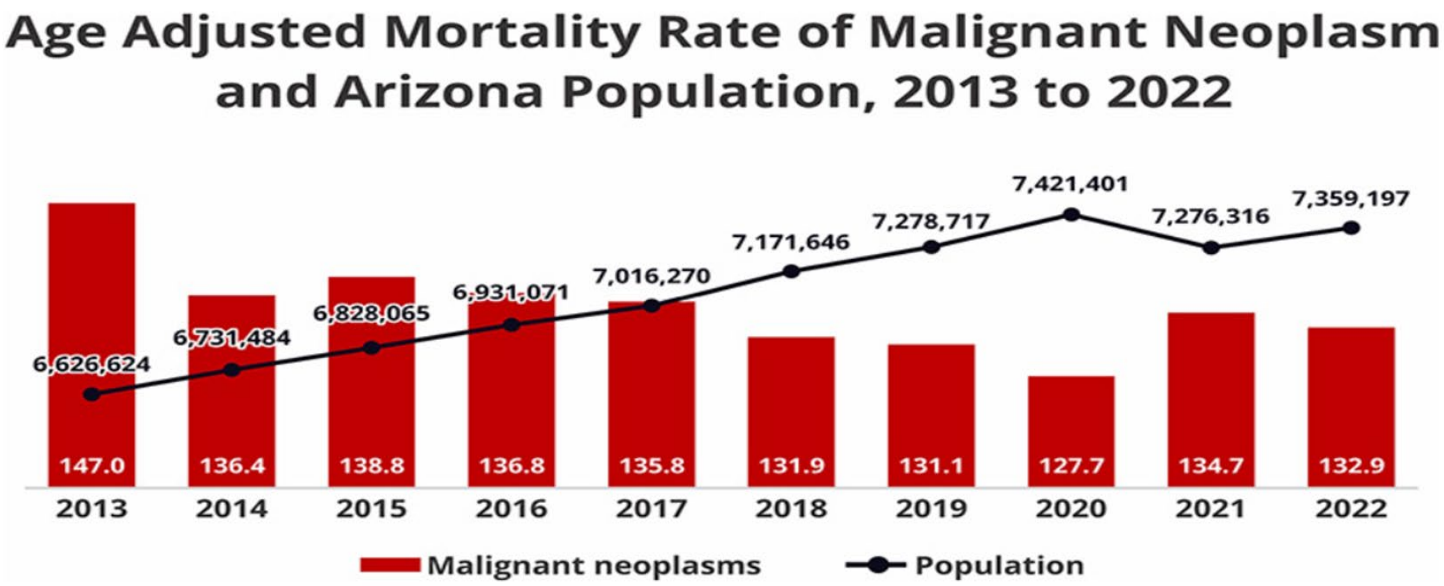
Overview

Cancer Prevention

- Is especially crucial in Arizona due to the state's unique environmental and demographic factors.
- With high levels of sun exposure, Arizona residents face an increased risk of skin cancer.
- Additionally, certain ethnic groups in Arizona, such as American Indians and Hispanics, experience higher rates of specific cancers.
- By focusing on cancer prevention, we can reduce the incidence and mortality rates, improve quality of life, and alleviate the emotional and financial burdens associated with cancer treatment.

Arizona Cancer Control Plan

- Emphasizes the importance of early detection, healthy lifestyle choices, and community education to address these challenges.
- Through collaborative efforts, we have implemented evidence-based strategies to reduce cancer risk and ensure that all Arizonans have access to the resources and support they need.



Cancer Prevalence in Our Communities

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

Top 10 Leading Causes of Death in Arizona 2022			
Leading causes of death	**Deaths**	**Age-adjusted rate**	**Rank**
Diseases of heart	14,593	148.5	1
Malignant neoplasms (Cancer)	**13,171**	**132.9**	**2**
Accidents (unintentional injuries)	5,929	75.6	3
COVID-19	4,608	47.4	4
Chronic lower respiratory diseases	3,577	35.1	5
Cerebrovascular diseases	3,390	34.5	6
Alzheimer disease	2,823	28.4	7
Diabetes mellitus	2,424	25.1	8
Intentional self-harm (suicide)	1,604	20.6	9
Chronic liver disease and cirrhosis	1,492	17.5	10

In 2022, malignant neoplasm was ranked the second leading cause of death in Arizona with 13,171 deaths in the state (132.0 per 100,000).

Source: CDC Wonder Data

Statistics in Arizona

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

Incidence Rate

The overall cancer incidence rate in Arizona is approximately 400 cases per 100,000 people

Mortality Rate

The cancer mortality rate in Arizona is around 150 deaths per 100,000 people.

Common Cancers

The most common cancers in Arizona are breast, prostate, lung, and colorectal cancers

Cancer by Race and Gender (2017-2021)

Race/Ethnicity	Case counts	Age-adjusted rates
White Non-Hispanic	138,054	431.6
White Hispanic	20,863	284.3
Black/African American	5,551	342.9
American Indian/Alaskan Native	4,060	263.8
Asian/Pacific Islander	3,226	227.5
Unknown Race	3,746	N/A

Sex	Case counts	Age-adjusted rates
Males	90,018	418.3
Females	85,482	378.9

Arizona males have higher rates of invasive cancer compared to Arizona females. Males have a 10% higher rate of invasive cancer diagnoses compared to females.

Source: ADHS - Arizona Cancer Control Plan

Most Common Types of Cancer and Prevalence

	Female breast	Lung and bronchus	Prostate	Melanoma	Colorectal	Cervical
Early stage	71.3%	26.9%	66.0%	93.1%	31.2%	43.0%
Late stage	24.7%	59.9%	23.5%	5.0%	58.3%	43.2%
Unknown stage	4.0%	13.2%	10.5%	1.5%	10.5%	13.7%

Cancer site	Case counts	Age-adjusted rates
Female Breast	26,298	118.7
Lung and Bronchus	20,176	42.6
Prostate	18,489	80.7
Melanoma	13,946	31.7
Colorectal	13,946	32.0

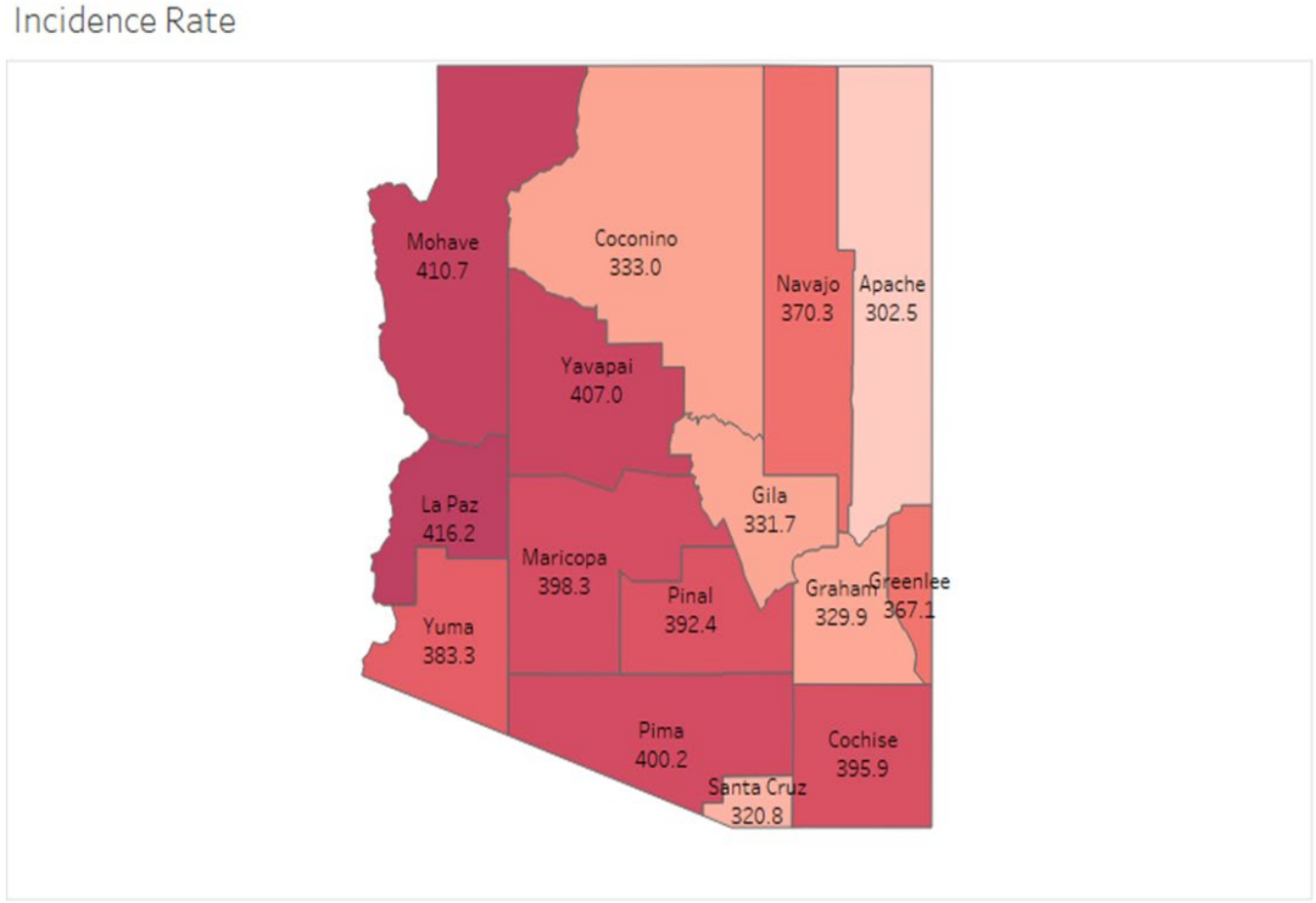
Most common cancer types among Arizonans:

- Female breast, lung and bronchus, prostate, colorectal cancer and melanoma.
- Arizona's melanoma rate is higher than the national melanoma rate (23.0 cases per 100,000 people)

Later Stage Cancer Diagnosis:

- Lung and bronchus and colorectal cancer are being diagnosed at later stages and cervical cancer is being diagnosed equally at early and later stages.
- These cancers are being diagnosed in later stages despite available lung, colorectal and cervical cancer screening, and vaccinations available to prevent potential cervical cancer cases.

What Does This Look Like for Arizona?



Map based on Longitude (generated) and Latitude (generated). Color shows sum of Incidence Rate. The marks are labeled by County and sum of Incidence Rate. Details are shown for State and County.

From 2018 to 2022, Arizona experienced **63,193 cancer-related deaths**

Understanding Cancer – What it is and Common Types

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

What is Cancer?

- **Cell Growth:** Normally, cells grow and divide to form new cells as the body needs them. When cells grow old or become damaged, they die, and new cells take their place.
- **Abnormal Growth:** Cancer begins when genetic changes interfere with this orderly process. Cells start to grow uncontrollably and may form a mass called a tumor (except in the case of blood cancers like leukemia).



Common Types of Cancer

- **Carcinomas:** Cancers that begin in the skin or tissues that line or cover internal organs.
- **Sarcomas:** Cancers that begin in the bone, cartilage, fat, muscle, blood vessels, or other connective or supportive tissue.
- **Leukemias:** Cancers that begin in the blood-forming tissue of the bone marrow.
- **Lymphomas:** Cancers that begin in the cells of the immune system.



Understanding Cancer - Causes



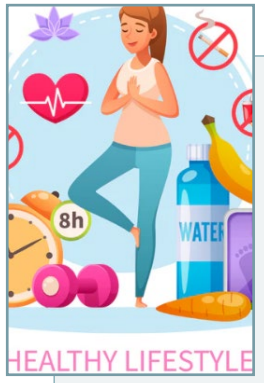
Genetic Factors

- Inherited genetic mutations can increase the risk of certain cancers.



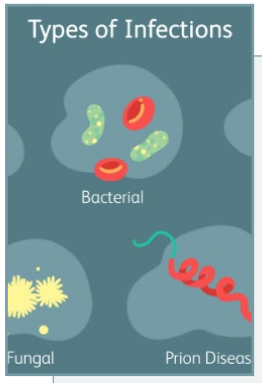
Environmental Factors

- Exposure to harmful substances like tobacco smoke, radiation, and certain chemicals.



Lifestyle Factors

- Diet, physical activity, and alcohol consumption can influence cancer risk.



Infections

- Certain viruses and bacteria can increase the risk of cancer (e.g., HPV, Hepatitis B and C).

Understanding Cancer – Genetic Factors

Hereditary Cancer Syndromes

- **Inherited genetic mutations passed down from parents to children**
  - **BRCA1 and BRCA2 Genes:** Mutations in these genes increase the risk of breast, ovarian, and other cancers.
  - **Lynch Syndrome:** Caused by mutations in genes responsible for DNA repair, increasing the risk of colorectal, endometrial, and other cancers.

Family Cancer Syndromes

- **Higher-than-average risk of developing specific types of cancer, often at an earlier age**
  - **Familial Adenomatous Polyposis (FAP):** A syndrome caused by inherited changes in the APC gene, leading to a high risk of colorectal cancer.

Ethnic Groups

- **Higher Risk in Arizona**
  - **American Indians:** This group has a higher incidence of certain cancers, such as liver and bile duct cancer, compared to other ethnic groups in Arizona
  - **Hispanics:** Hispanic women in Arizona have higher rates of cervical cancer compared to non-Hispanic women
  - **African Americans:** African Americans in Arizona have higher mortality rates for prostate and breast cancers compared to other ethnic groups

Proprietary & Confidential

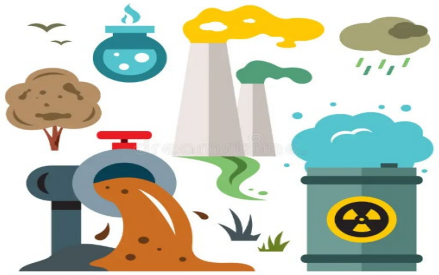
Understanding Cancer – Environmental Factors

Tobacco Smoke/Secondhand Smoke	**Carcinogens:** Tobacco smoke contains numerous carcinogens that can cause lung, mouth, throat, esophagus, and other cancers
Ultraviolet (UV) Radiation	**Sun Exposure:** Prolonged exposure to UV radiation from the sun can lead to skin cancers, including melanoma
	Tanning Beds: Use of tanning beds also increases the risk of skin cancer
Chemical Exposure	**Asbestos:** Exposure to asbestos fibers can cause mesothelioma and lung cancer
	Formaldehyde: Used in building materials and household products, formaldehyde exposure is associated with nasopharyngeal cancer and leukemia
Pollution	**Air Pollution:** Long-term exposure to air pollution, including particulate matter and industrial emissions, is linked to lung cancer
	Water Contaminants: Contaminants like arsenic in drinking water can increase the risk of skin, bladder, and lung cancers
Occupational Exposures	**Industrial Chemicals:** Workers exposed to chemicals like vinyl chloride, arsenic, and certain dyes have an increased risk of developing cancers **Pesticides: H**igher risk of cancers such as leukemia and lymphoma (RoundUp)









Understanding Cancer – Lifestyle Factors

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

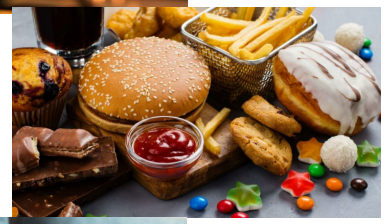
Alcohol Consumption — **Heavy Drinking**

- Regular and heavy alcohol consumption is associated with an increased risk of cancers of the mouth, throat, esophagus, liver, colon, and breast.



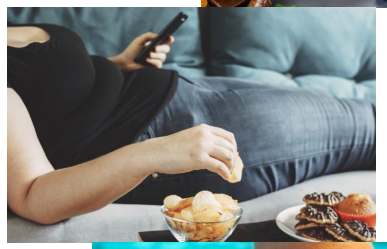
Diet — **Unhealthy Diet**

- Diets high in red and processed meats, saturated fats, and low in fruits and vegetables can increase the risk of colorectal, stomach, and other cancers.



Physical Inactivity — **Lack of Exercise**

- Physical inactivity is linked to an increased risk of breast, colon, and endometrial cancers.



Obesity — **Excess Body Weight**

- Obesity is associated with a higher risk of several cancers, including breast, colon, endometrial, esophageal, kidney, and pancreatic cancers.

Sun Exposure — **UV Radiation**

- Prolonged exposure to ultraviolet (UV) radiation from the sun or tanning beds increases the risk of skin cancers, including melanoma.



Infections — **HVP and Hepatitis**

- Infections with human papillomavirus (HPV) and hepatitis B and C viruses can increase the risk of cervical, liver, and other cancers.

Substance Abuse — **Drug Use**

- Use of certain drugs, including anabolic steroids and recreational drugs, can increase cancer risk.



The Effect of Weight on Cancer

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

Being overweight or obese increases the risk of developing several types of cancer. Here are some of the cancers associated with excess body weight

- **Breast Cancer** (in women past menopause)
- **Colon and Rectal Cancer**
- **Endometrial Cancer** (cancer of the lining of the uterus)
- **Esophageal Cancer** (adenocarcinoma)
- **Gallbladder Cancer**
- **Kidney Cancer**
- **Liver Cancer**
- **Ovarian Cancer**
- **Pancreatic Cancer**
- **Stomach Cancer** (upper stomach)
- **Thyroid Cancer**
- **Multiple Myeloma** (a type of blood cancer)
- **Meningioma** (a type of brain cancer)

- Excess body weight can lead to chronic inflammation, higher levels of insulin and insulin-like growth factors, and increased levels of sex hormones, all of which can contribute to cancer development.
- Maintaining a healthy weight through a balanced diet and regular physical activity can help reduce the risk of these cancers.

Proprietary & Confidential

Screening and Early Detection

Importance of Early Detection

- **Life-Saving Potential:** Early detection of cancer significantly increases the chances of successful treatment and survival.
- **Improved Outcomes:** For example, nearly all women diagnosed with early-stage breast cancer survive for at least five years, compared to only about 30% of those diagnosed at the most advanced stage.

Common Screening Tests

- **Mammograms:** Used to detect breast cancer early, often before symptoms appear. Recommended annually for women aged 40-54 and biennially for those 55 and older.
- **Pap Smear and HPV Test:** These tests help detect cervical cancer and precancerous conditions. Recommended every three years for women aged 21-29 and every five years for women aged 30-65 when combined with an HPV test.
- **Colonoscopy:** A procedure to detect colorectal cancer and polyps. Recommended every ten years for adults aged 45-75.
- **Low-Dose CT Scan:** Lung cancer screening in high-risk individuals, heavy smokers aged 50-80.
- **Fecal Occult Blood Test (FOBT):** A non-invasive test to detect hidden blood in the stool, which can be an early sign of colorectal cancer. Recommended annually for adults aged 45-75.

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

Screening Rates in Arizona:

Mammograms: About 70% of women aged 50-74 in Arizona have had a mammogram in the past two years

Colonoscopies: Around 65% of adults aged 50-75 in Arizona have had a colonoscopy or similar screening test



Complete Your Screenings – Get Rewards

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

Pathways Healthy Rewards Program

Earn $50 for

Breast cancer screenings every year for those ages 40 – 74

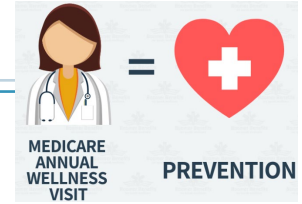




Osteoporosis management for women ages 67 – 85 who had a fracture (bone mineral density test or a prescription for a drug to treat osteoporosis in the six months after the fracture)

Earn $25 for Completing

A Medicare Annual Wellness Visit for all BCBSAZ Health Choice Pathway members

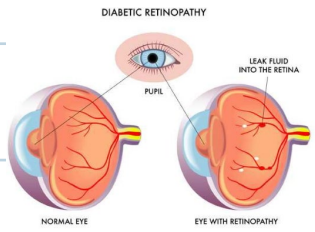


An Annual Health Appraisal when you mail in your completed Appraisal or call us to complete it



Colon cancer screenings for those ages 45 – 75, a colonoscopy, or opt for a mail-in test that you can do at home

Diabetic Eye Exam for those ages 18 – 75 with diabetes (type 1 and type 2)



Complete Your Screenings – Get Rewards

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

Medicaid Healthy Rewards Program



Earn $50 for

- **Breast cancer screenings** every year for those ages 40 – 74

Earn $25 for Completing

- **Health Risk Assessment**



Moms-To-Be

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

Babies, Children, and Teens

- Well-Child visits – **up to $150 annually,** $25 per visit, up to six visits
  - **$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
- Dentist visit (Oral evaluation) – **$25 annually**
  - For ages 2 to under 21



Resources

- Arizona Department of Health Services (AZDHS): Arizona Cancer Control Plan 2024-2029 ADHS - Arizona Cancer Control Plan
- Arizona Department of Health Services (AZDHS): ADHS - Cancer Prevention & Control Programs – Home
- Leading Causes of Death in Arizona: CDC Wonder Data
- National Cancer Institute Obesity and Cancer Fact Sheet – NCI
- Centers for Disease Control and Prevention Obesity and Cancer | Cancer | CDC
- American Cancer Society Excess Body Weight and Cancer Risk | Obesity Effect on Cancer Risk | American Cancer Society

Proprietary & Confidential

Breakout Session



HCA Breakout Session



Agenda

- AHCCCS Work Requirements & 5-year Limits
- Olmstead Plan
- Member Benefits and Rewards



BlueCross BlueShield Arizona

An Independent Licensee of the Blue Cross Blue Shield Association

Health Choice

AHCCCS work requirements & 5-year limits



By: Matt Jewett

Program Manager for External Strategies

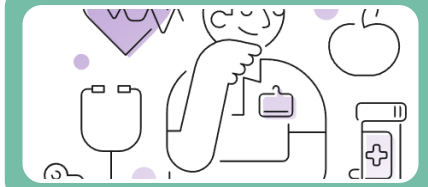
AHCCCS wants feedback!

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

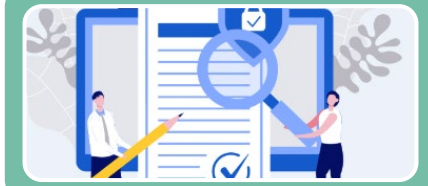
In 2015, AZ legislature/Governor passed a bill requiring AHCCCS to ask the federal government for permission to:



Require “able-bodied adults” to work/volunteer/go to school to receive Medicaid

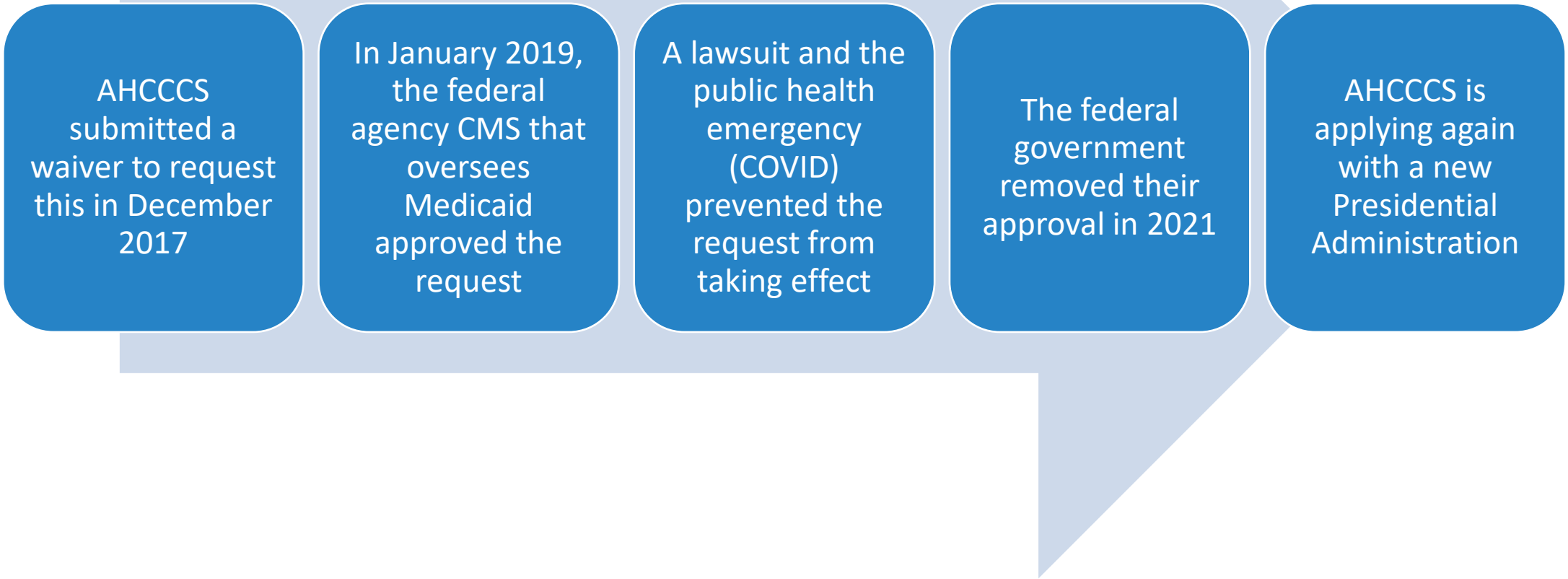


Put 5-year lifetime limit on Medicaid benefits for “able-bodied adults”



Begin cost-sharing (copays, etc.) for nonemergency use of emergency departments and ambulance services when not emergency or medically necessary

Then what happened?



Requirements

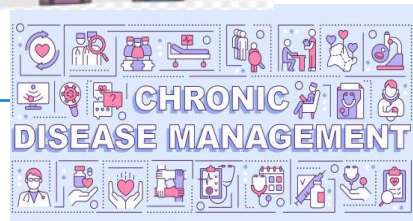




- Be employed
- Attend school
- Attending an Employment Support and Development (ESD) program.
  - **ESD program includes:**
    - English as a Second Language courses;
    - Parenting classes;
    - Disease management education;
    - Courses on health insurance competency; and
    - Healthy living classes.







Who is exempt?

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

Individuals who are at least 56 years old;

Those qualifying for services through the Indian Health Service or Tribally Operated Health Facilities, such as members of federally recognized American Indian/Alaskan Native (AI/AN) Tribes;



Women up to the end of the 12-month postpartum period;

Former Arizona foster youths up to age 26;

Individuals determined to have a serious mental illness (SMI);

Individuals in active treatment for a substance use disorder (SUD);

Individuals currently receiving temporary or permanent long-term disability benefits from a private insurer or the government;



More exemptions

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

Individuals who are determined to be medically frail;
Full-time high school students who are older than 18 years old;
Full-time trade school, college or graduate students;
Victims of domestic violence;
Individuals who are homeless;
Individuals who have recently been directly impacted by a catastrophic event such as a natural disaster or the death of a family member living in the same household;
Parents, caretaker relatives, foster parents, and legal guardians (per A.R.S. 14-5209);
Individuals exempt from the Arizona Department of Economic Security (DES) Nutrition Assistance Work Requirement programs;
Individuals who were incarcerated within the last six months;
Caregivers of a family member who is enrolled in the Arizona Long Term Care System (ALTCS) ; or
Veterans regardless of the discharge status.

Your Feedback Is NEEDED!

- We want your feedback so we can give it to AHCCCS.

- AHCCCS upcoming listening sessions:
  - Tuesday, March 4, 1-3 p.m. (hybrid)
  - Thursday, March 13, 11 a.m. – 1 p.m. (virtual)

- Send written comments to waiverpublicinput@azahcccsaz.gov

- More info: https://www.azahcccs.gov/Resources/Federal/ahcccsworks1115waiver.html





Discussion?

Feedback?

Questions?

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

BlueCross BlueShield Arizona

An Independent Licensee of the Blue Cross Blue Shield Association

Health Choice

Arizona Olmstead Plan

FEBRUARY 2025

MARIA REYES

MEMBER LIAISON COORDINATOR








What it the Olmstead Plan

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

Arizona's Olmstead Plan

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

Arizona Olmstead Plan

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.

Summary of 2024 Updates

- Creation of the Olmstead Orientation training video.
- Creation of the Olmstead one page resource document.
- Developing a Permanent Supportive Housing learning track that will be on Relias.(#1).
- Established a streamlined process for reporting members within the AHP who are connected to clinical support. (#1).
- Since January 2024 12 new providers added CALOCUS portal accounts resulting in a total of 96 (#2).
- AHCCCS offered a Differential Adjusted Payment Program to incentivize providers to use the Closed Loop Referral (CLR) system (#2).
- Increased from 4 to 9 counties who are sharing data with AHCCCS to support enrollment (#3).
- The Arizona Department of Corrections, Rehabilitation, and Reentry has actively begun using the CLR system (#3).
- WFD updates (#5)
    - As of June 2024 4,081, jobs posted, up 100 from previous quarter,
    - 547 AHCCCS providers have been onboarded, up from 193 the previous quarter,
    - 4,903 users who are students or job seekers, up from 392 the previous quarter,
    - 11,854 post-secondary users that have used the platform to explore careers, up from 1,161 the previous qtr.
- 100% of MCO's have at least one center of excellence for children at risk of/with Autism Spectrum Disorder(#6). **BCBSAZ Health Choice has 3 Centers of Excellence.**
- 93 behavioral health providers have enrolled one or more staff members in the 13-course training program (#6).
- Please take time to familiarize yourself with the Olmstead Plan and learn of the important work being done.. www.azahcccs.gov/Olmstead

LOCUS = Level of Care Utilization System; CALOCUS = Child and Adolescent LOCUS; HCBS = Home & Community Based Services; ADCRR = Az Dept of Corrections, Rehabilitation & Reentry; IGA = Inter-Governmental Agreement; SOAR = Supplemental Security Income/Social Security Disability Insurance Outreach, Access, and Recovery

Member Involvement

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



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

How to Get Involve?

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

AHCCCS
Arizona Health Care Cost Containment System

Arizona Olmstead Plan

Healthy Rewards Program

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



Earn Gift Cards!

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

Babies, children, and teens:

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

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

Moms-to-be:

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

Additional activities and screenings:

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

Proprietary & Confidential

To Earn Your Rewards

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



To begin earning your Healthy Rewards start by:

- Scheduling an appointment
- Complete your appointment



Upon completion of the visit(s)

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





Reach US by:

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

BCBS AZ - Health Choice Resources



Resource: Member Services



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

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

Hours of Operation

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

Questions & Answers





Wider Circle

Connecting Neighbors for Better Health

Arizona

Wider Circle Inc. is a separate, independent company contracted with BCBSAZ Health Choice Pathway (HMO D-SNP) to provide community wellness services. Blue Cross®, Blue Shield®, and the Cross and Shield Symbols are registered service marks of the Blue Cross Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans. All other trademarks referenced are the property of their respective companies.

Who We Are & What We Do

- We are a health care company working with BCBSAZ addressing Social Determinants of Health (SDoH) with a novel community care model.
- Wider Circle employs analytics and psychology of influence to form lasting neighborhood groups or circles of health plan members.
- **Members of Wider Circle (CFL) 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.**



How it Works: Connect for Life®

Wider Circle

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.

Member Website Review

Manny Felix

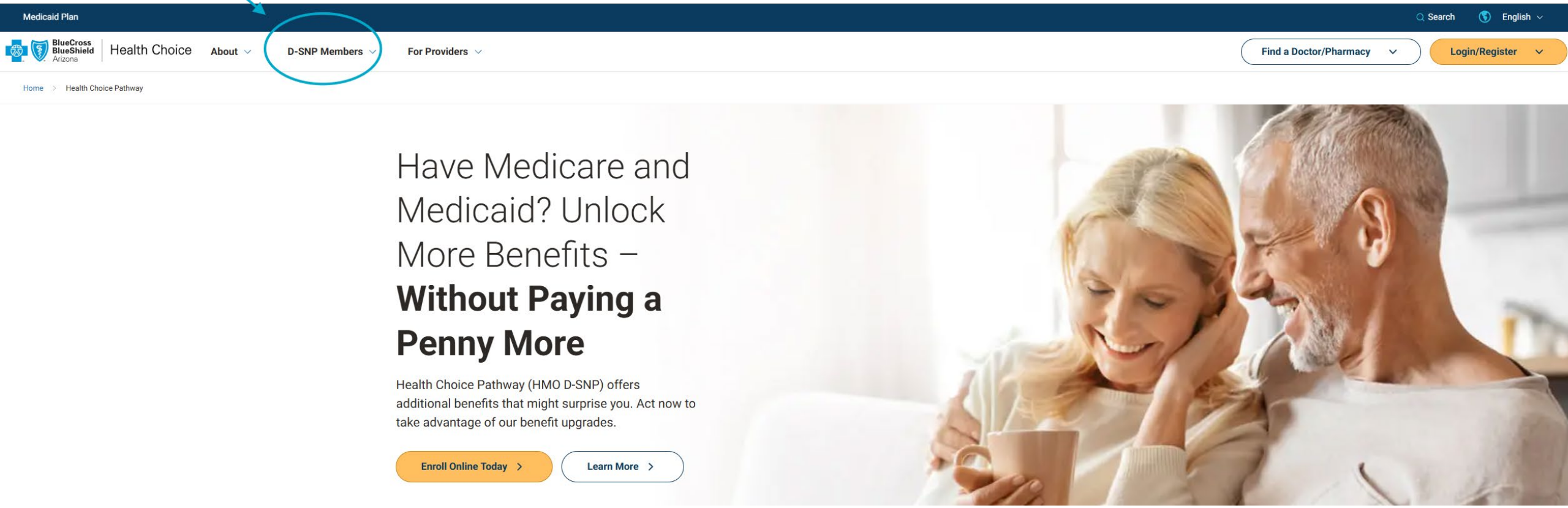


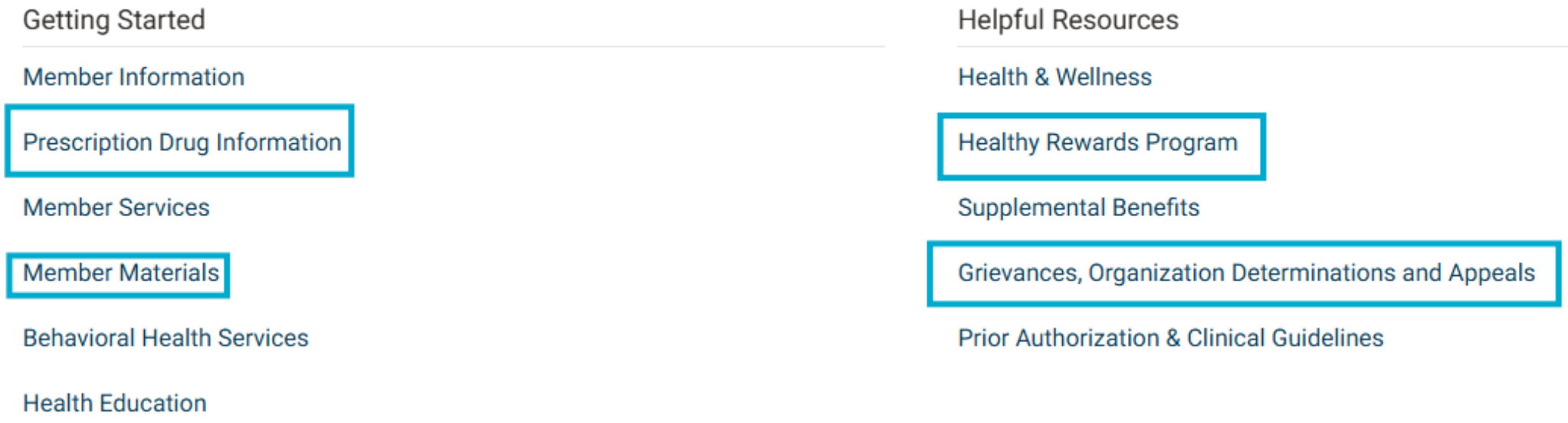
Proprietary & Confidential

BlueCross BlueShield Arizona | Health Choice

An Independent Licensee of the Blue Cross Blue Shield Association

Click on D-SNP Members for Member Resources

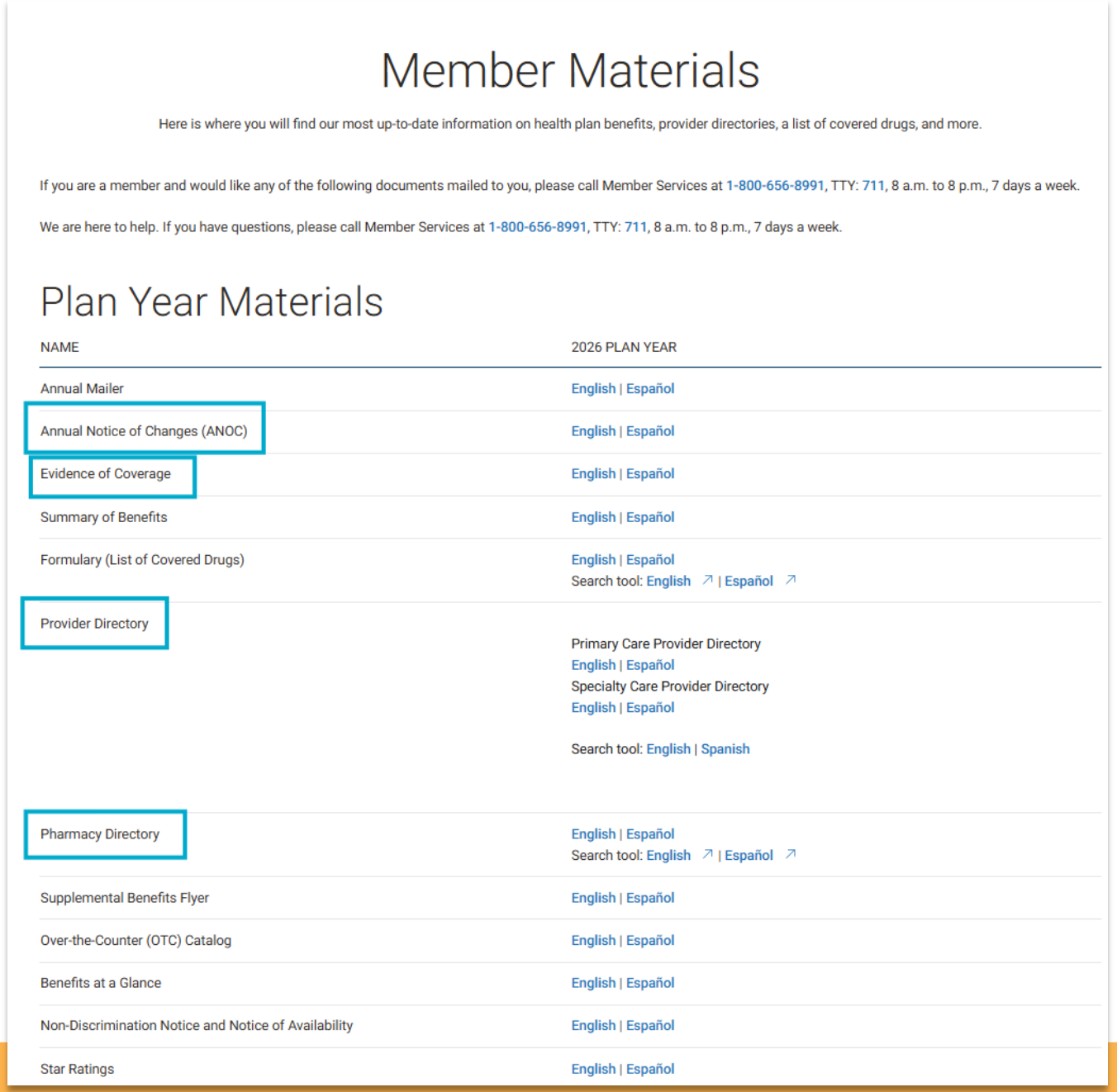




Examples of Resources Available Through the Member Website:

- *Prescription Drug Information* – Drug coverage and formulary information
- *Member Materials* – Member handbooks, forms, and plan documents
- *Healthy Rewards Program* – Incentives and wellness rewards
- *Grievances, Organization Determinations and Appeals* – Complaint and appeal information

Select "*Member Materials*" to access important plan documents, including the Annual Notice of Change (ANOC), Evidence of Coverage (EOC), Provider and Pharmacy Directories. These documents are available in English and Spanish.



Member Materials

Here is where you will find our most up-to-date information on health plan benefits, provider directories, a list of covered drugs, and more.

If you are a member and would like any of the following documents mailed to you, please call Member Services at 1-800-656-8991, TTY: 711, 8 a.m. to 8 p.m., 7 days a week.

We are here to help. If you have questions, please call Member Services at 1-800-656-8991, TTY: 711, 8 a.m. to 8 p.m., 7 days a week.

Plan Year Materials

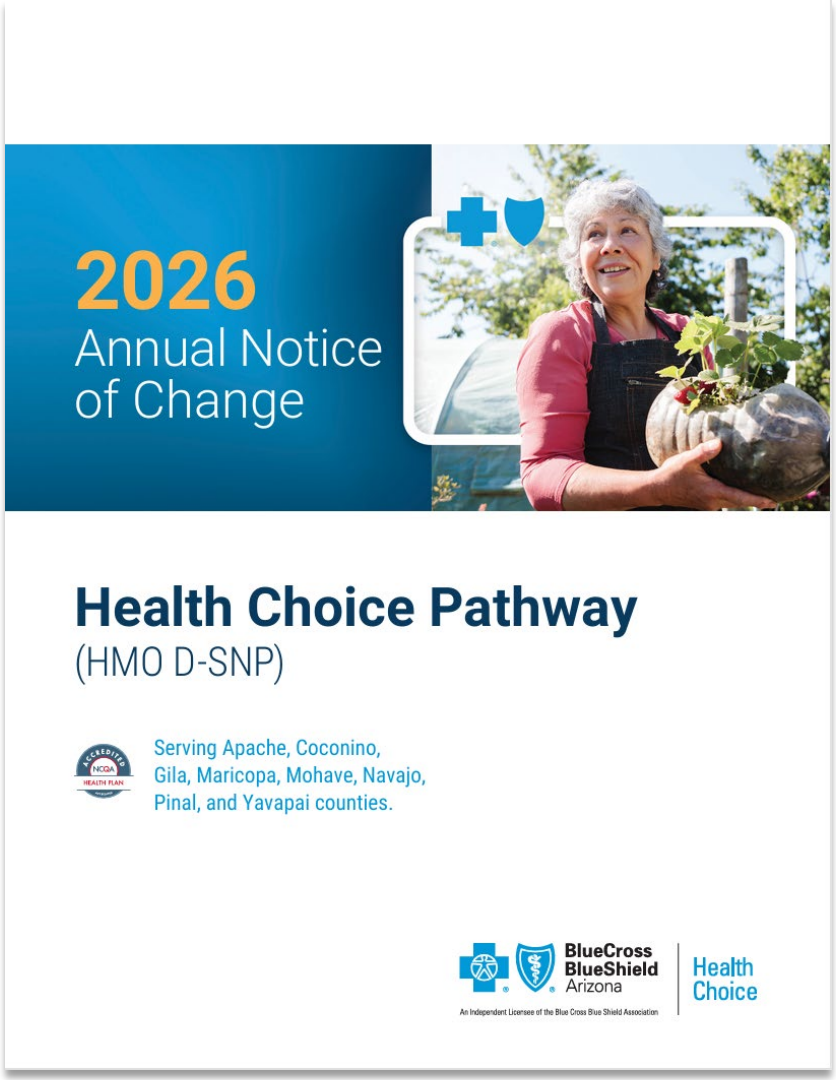
NAME	2026 PLAN YEAR
Annual Mailer	English | Español
Annual Notice of Changes (ANOC)	English | Español
Evidence of Coverage	English | Español
Summary of Benefits	English | Español
Formulary (List of Covered Drugs)	English | Español Search tool: English ↗ | Español ↗
Provider Directory	Primary Care Provider Directory English | Español Specialty Care Provider Directory English | Español Search tool: English | Spanish
Pharmacy Directory	English | Español Search tool: English ↗ | Español ↗
Supplemental Benefits Flyer	English | Español
Over-the-Counter (OTC) Catalog	English | Español
Benefits at a Glance	English | Español
Non-Discrimination Notice and Notice of Availability	English | Español
Star Ratings	English | Español

Medicare Materials

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

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

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



Proprietary & Confidential

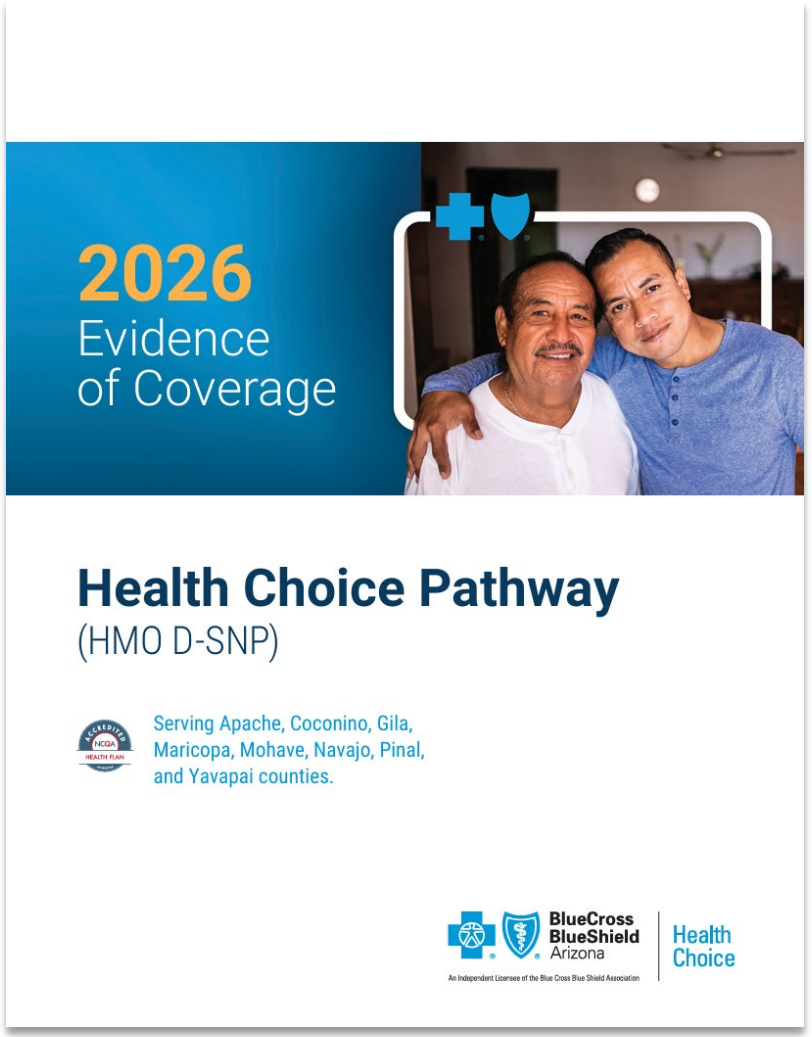
Medicare Materials

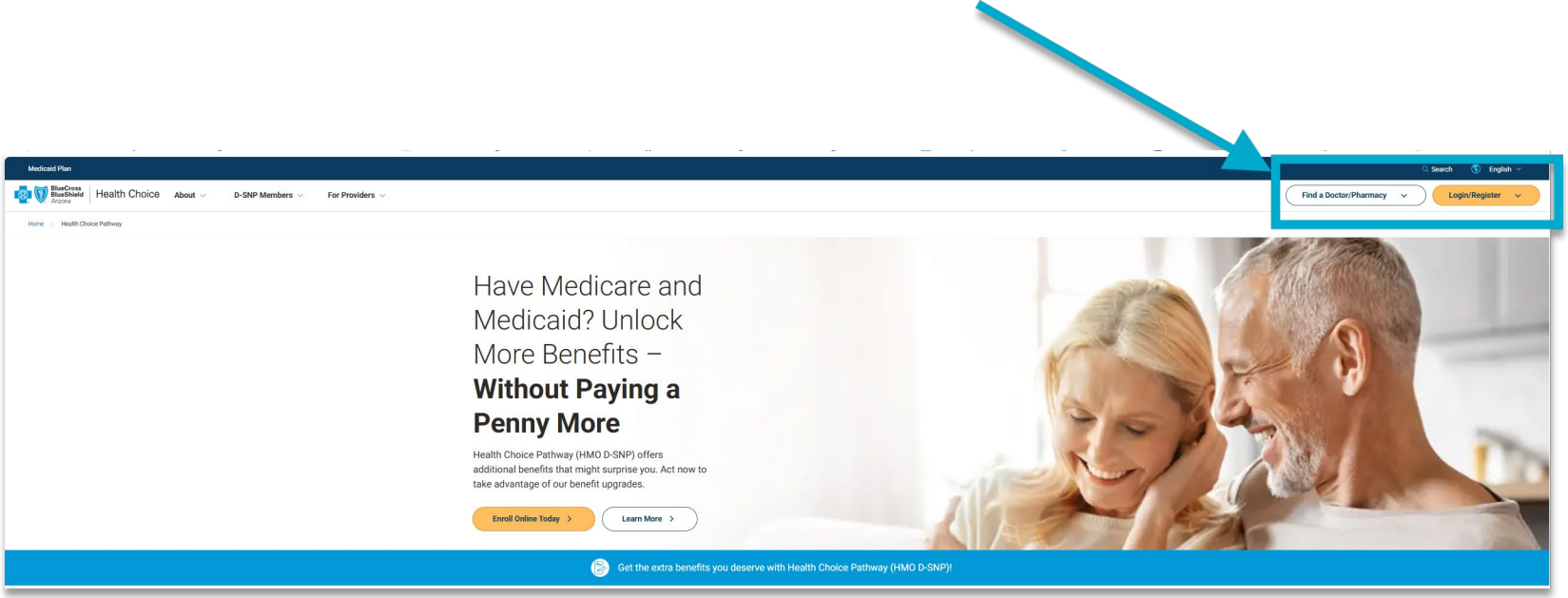
Evidence of Coverage (EOC) – This document serves as a comprehensive guide that explains the specific details of the plans including:

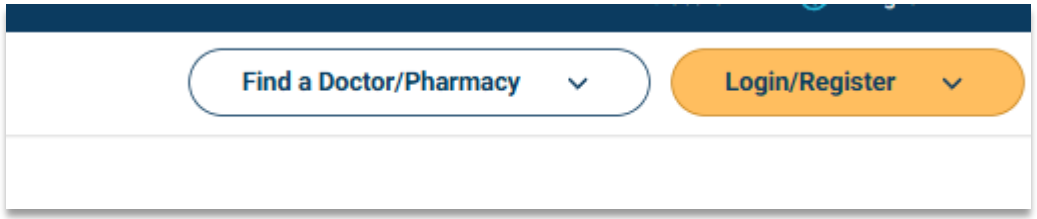
- Coverage and costs
- Rules for using the plan
- Rights and Responsibilities
- Benefit Information

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

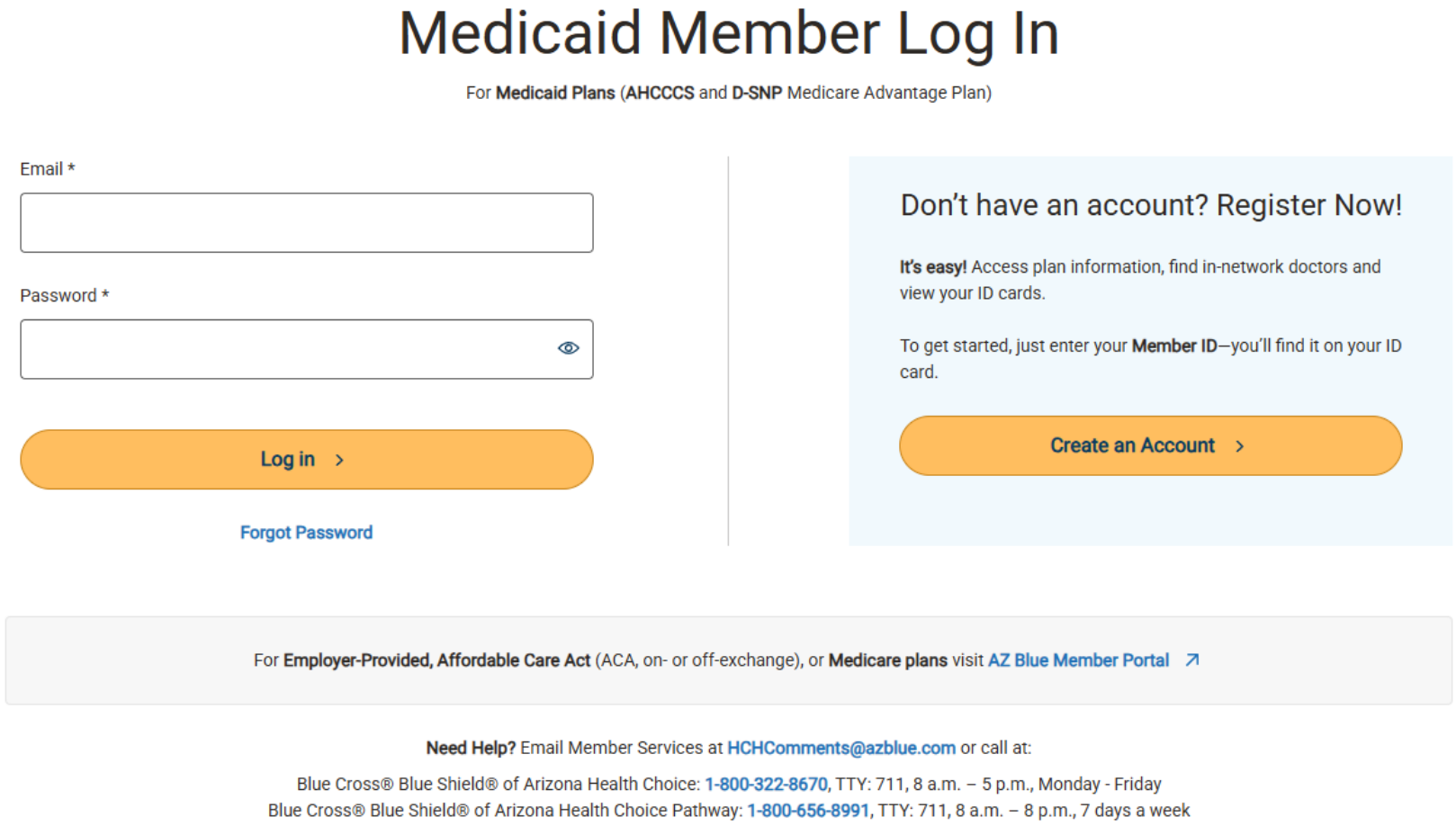
Members can also view the EOC online at our website at **https://www.azblue.com/health-choice-pathway.**







In the upper-right corner of the website, select "Find a Doctor/Pharmacy" to search for providers and pharmacies, or select "Login/Register" to access your member portal.



Member loging for portal

Participate in the Healthy Rewards Program and Earn Rewards!

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

Healthy Rewards Program

We care about our members staying healthy. Our members earn rewards in the form of a prepaid Mastercard® flex card just for completing screenings and appointments meant to keep everyone feeling their best.

Healthy Rewards Program Flyer - English

Folleto de Programa de Healthy Rewards - Español

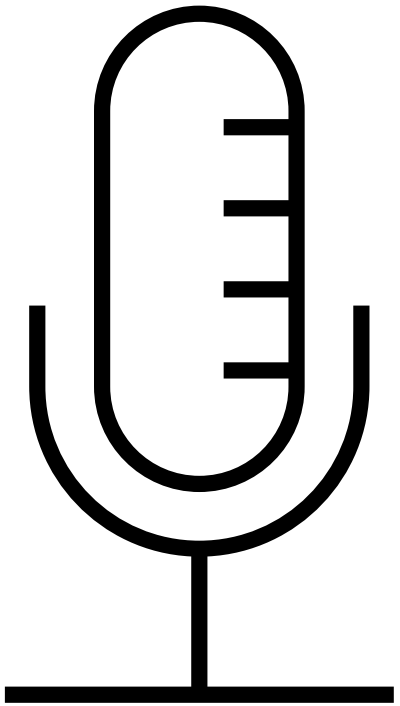




Earn $25 for completing:

- **A Medicare Annual Wellness Visit** for all of our members
- **An annual Health Appraisal** when you mail in your completed Appraisal or call us to complete it
- **Breast cancer screenings** every year for women ages 40 – 74
- **Colon cancer screenings** for those ages 45 – 75, a colonoscopy, or opt for a mail-in test that you can do at home
- **Diabetic Eye Exam** for those ages 18 – 75 with diabetes (type 1 and type 2)

Let’s Talk Improvement



Please complete Member Feedback Survey

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

Proprietary & Confidential

BlueCross BlueShield Arizona

An Independent Licensee of the Blue Cross Blue Shield Association

Health Choice

azblue.com/hca

BlueCross BlueShield Arizona

An Independent Licensee of the Blue Cross Blue Shield Association

Health Choice

azblue.com/hca