



Live healthy!

**BCBSAZ Health Choice Pathway HMO D-SNP
Member Newsletter Summer 2024**

2024 Benefits Refresher

We prioritize your health and well-being.
**Here's a quick reminder of the benefits available
to you at NO COST.**

Over-the-Counter (OTC) and Healthy Food Card Benefit

You get a **\$600** allowance every three months for covered OTC products, healthy food, and produce. With this benefit, your allowance will be loaded onto your Visa® flex card each quarter to pay for covered groceries and OTC items. You can view the 2024 OTC catalog on our website at [HealthChoicePathway.com](https://www.healthchoicepathway.com).

Covered items include:



Healthy foods like fruits, vegetables, meat, seafood, dairy products, water, and more



Brand-name and generic OTC products, like vitamins, pain relievers, toothpaste, cough drops, and more

Placing Orders with CVS:

Call CVS at **1-844-457-8938**, **TTY: 711**, Monday through Friday, 9 a.m. to 8 p.m., local time. Begin the call by stating you're calling regarding the InComm flex card benefit and give the plan name: BCBSAZ Health Choice Pathway. Have your flex card number ready, as you'll be prompted to enter it using the dial pad to finalize your order.

Checking your Balance:

To get your balance, call **1-833-684-8472** or visit mybenefitscenter.com. To review all purse balances, kindly listen to all prompts attentively. Balances from the different benefits will be presented from highest balance to lowest.

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Participating Retailers:

The flex card will only work at approved locations. To check participating locations, go to mybenefitscenter.com or download the OTC Network App.

Eligible Items:

To search for products that are covered, call **1-833-684-8472**. You may also download the OTC Network App, which is available in the app store.

Instructions:

1. Log in to the OTC Network app on a mobile device.
2. Select the "Scan Product" button at the bottom of any screen.
3. Choose the retailer.
4. Select "Scan Code with Camera."
5. Scan the barcode of the product.

Results:

- a. Eligible
- b. Not Eligible

**Note: Members should check their available balances before purchasing. This can be done through the app as well when members receive the eligible/not eligible prompt to check their balance. The eligible purse will display along with the available balance. InComm and CVS d/b/a OTC Health Solutions are independent and separate companies contracted with BCBSAZ Health Choice Pathway (HMO D-SNP) to provide over-the-counter, mail-order benefits and services. Visa is a registered trademark of Visa, U.S.A., Inc.*

You Also Get These Benefits at No Cost:



\$0 copay on covered generic and brand-name prescriptions, 31-day or 100-day supply



\$4,000 allowance towards comprehensive dental, including dentures (once every 5 years) and bridges, and no maximum amount for preventive services



\$450 eyewear allowance for eyeglasses and/or contacts and **\$0** copay on 1 routine eye exam



\$2,500 hearing aid allowance for both ears combined and **\$0** copay for 1 hearing exam



\$1,000 allowance to use toward Dental, Hearing, and Vision expenses



\$900 annual maximum combined allowance each year between In-Home Support Services, Home and Bathroom Safety Devices and Modifications, Support for Caregivers of Enrollees (Respite Care), and Home Repairs

\$0

copay for



12 routine acupuncture treatments



12 routine chiropractic visits



6 routine podiatry visits

Routine eye and hearing exam and hearing aid benefits available through participating providers.

With BCBSAZ Health Choice Pathway, you have a whole team behind you.

If you have questions, call Member Services at

1-800-656-8991, TTY: 711, 8 a.m. to 8 p.m., 7 days a week.

Welcome to the Improved Member Portal!

We're excited to introduce the improved Member Portal, designed with your needs in mind. Whether you've used our portal before or are logging in for the first time, we invite you to explore all the features and benefits now available to you.

Why Use the Member Portal?

Our enhanced Member Portal is your one-stop destination for managing your healthcare benefits with ease. Here's what you can do:

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

How to Get Started:

1. Create Your Account:

- a. Visit HealthChoiceAZ.com/Portal.
- b. Click on "Register" and follow the prompts to create your account using your member ID.
- c. Set up your username and password.

2. Log In:

- a. Go to HealthChoiceAZ.com/Portal. Enter your username and password to log in.

3. Explore and Personalize:

- a. Navigate through the portal to familiarize yourself with its features.
- b. Update your profile and preferences to tailor the portal to your needs.

Need Assistance?



Our dedicated support team is here to help you make the most of the Member Portal. If you have any questions or need assistance with your account, contact us at [1-800-656-8991](tel:1-800-656-8991), TTY: 711, 8 a.m. to 8 p.m., 7 days a week.



Don't wait –
sign up today and
start exploring all
the features at your
fingertips!



Reminder: Earn Rewards by Keeping Healthy

Our Healthy Rewards program encourages you to stay proactive about your well-being by participating in various health activities, while being rewarded in the form of a prepaid Visa gift card.

How It Works

Earn \$25 for completing:

- **A Medicare Annual Wellness Visit**
- **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)

Earn \$50 for completing:

- **Breast cancer screenings** every year for those ages 50 – 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)

Spotlight on Mammograms – Learn more about what you can do to help detect breast cancer early.

Early detection is the key to surviving breast cancer. 1 in 8 women, or approximately 13% of the female population in the U.S., will develop breast cancer in their

lifetime. Breast cancer is the most common cancer in American women, except for skin cancers. It is estimated that in 2023 approximately 30% of all new female cancer diagnoses will be breast cancer. Help fight breast cancer by getting screened!

Upcoming Breast Cancer Screening Events

To make it easier for you to participate, we have scheduled several upcoming mammogram screening events. Take the first step towards a healthier you and get rewarded!

August 16, 2024; 9 a.m. to 5 p.m.

Yavapai Community Health Center
51 Brian Mickelson, Cottonwood
[602-962-5892](tel:602-962-5892)

September 11, 2024; 9 a.m. to 5 p.m.

Tri-State Community Healthcare Center
8700 S. Hwy 95, Mohave Valley
[602-962-5892](tel:602-962-5892)

September 18, 2024; 9 a.m. to 5 p.m.

Northern Arizona Medical Group
3555 Western Ave, Kingman
[602-962-5892](tel:602-962-5892)

**Don't
ignore
mail from
AHCCCS**

If you receive a notice from AHCCCS asking for information, please respond immediately. You can log in to healtharizonaplus.gov or call our Community Assistor line at **1-844-390-8935, TTY: 711**, Monday through Friday, 8 a.m. to 5 p.m., for assistance updating your information with AHCCCS. We're here to help you keep your healthcare coverage.



Looking for BCBSAZ Health Choice members to join the Member Advisory Committee (MAC)!

Would you like to share your thoughts on how we can improve health services for our members? We invite you to join us at the next Member Advisory Committee (MAC). The committee's purpose is to get feedback from our members – like yourself! You can make a difference by sharing your experiences as a member of our health plan and helping us make improvements.

Why Join the MAC?

- **Champion diversity, equity, and inclusion:** Help us create a healthcare system that is fair and accessible to all, regardless of background.
- **Be a voice for change:** Share your ideas for improvements.
- **Make new friends:** Meet others who want to make a difference in healthcare for all.
- **Learn more about BCBSAZ Health Choice:** Learn more about BCBSAZ Health Choice and the care that is available to you.

We will arrange free transportation and serve lunch, and members will earn \$25 on their prepaid Visa card for participating.

Our next meeting will be:

Date and Time:

Thursday, August 22, 2024, 10:30 a.m.

Location:

BCBSAZ Health Choice office
1300 S Yale St.
Flagstaff, AZ 86001

Call to RSVP: 602-864-5779

For more information, contact **Maria Reyes**, Member Liaison Coordinator, at **602-864-5779** or email **Maria.Reyes@azblue.com**

Beat the Heat and Stay Hydrated: Essential Tips for Arizonans

Arizona's summer heat can be extreme, with temperatures often soaring above 100°F. Staying cool and hydrated is important. Here are some quick and effective tips to help you beat the heat:

1. Hydrate Effectively

- a. **Drink Water Frequently:** Aim for at least 8-10 glasses a day, increasing if you're active.
- b. **Eat Hydrating Foods:** Incorporate water-rich fruits and vegetables such as watermelon, cucumbers, and oranges.

2. Dress Smart

- a. **Light, Loose Clothing:** Choose light-colored, breathable fabrics like cotton or linen.
- b. **Sun Protection:** Wear a wide-brimmed hat, UV-protection sunglasses, and apply SPF 30 sunscreen regularly.

3. Optimize Your Environment

- a. **Stay Indoors During Peak Hours:** Avoid outdoor activities from 10 a.m. to 4 p.m.
- b. **Cool Your Home:** Use fans, air conditioning, and close blinds to block out heat.

4. Recognize Heat-Related Illnesses

- a. **Heat Exhaustion:** Look for heavy sweating, weakness, nausea, and fainting. Move to a cooler place, hydrate, and use cool compresses.
- b. **Heat Stroke:** Symptoms include a high body temperature, confusion, and possible unconsciousness. Call 911 immediately if suspected.

5. Extra Care for Seniors and Pets

- a. **Elderly and Young Children:** Ensure they stay cool and hydrated, as they are more sensitive to the heat.
- b. **Pets:** Provide ample water and shade for pets; never leave them in parked cars.



By following these tips, you can stay safe, hydrated, and comfortable during Arizona's hottest months.

**Stay cool,
Arizona!**

Learn about the Care Management Program

BCBSAZ Health Choice Pathway's Care Management program has nurses and health care professionals to assist you in getting the health care you need. Our staff works closely with you and your healthcare team. This can include your primary care provider, specialist, and behavioral health team. We offer this service to help you better understand your health condition, medication, or any other services you may need to promote healthy living.

You may be eligible for Care Management programs if you:

- Have a health condition like heart disease, kidney or heart failure, COPD, asthma, diabetes, or high blood pressure
- Are getting or had a transplant
- Use the emergency department or hospital frequently
- Use a high dosage of pain medicines or anxiety medicines for more than 90 days
- Have an opioid or substance use disorder
- Have special health care needs
- Need help getting the right care

Members in Care Management programs have an assigned Care Manager. The Care Manager's goal is to assist the members in better caring for themselves. The Care Manager will work with you to develop a care plan with goals that address your needs. This is a free service provided at no cost to you. It is voluntary, so you may opt-in or out at any time.



Questions?

Call **1-800-656-8991, TTY: 711**,
8 a.m. to 8 p.m., 7 days a week.

Important Phone Numbers

Member Services:

1-800-656-8991, TTY: 711,
8 a.m. to 8 p.m., 7 days a week

Nurse Advice Line:

1-888-267-9037,
available 24 hours a day,
7 days a week

24-HOUR SUICIDE AND CRISIS HOTLINES:

988 Suicide & Crisis Lifeline:

988 (call or text); 2-1-1 press 7

24/7 Arizona Statewide Crisis Hotline:

1-844-534-HOPE

National Substance Use and Disorder Issues Referral and Treatment Hotline:

1-800-662-4357

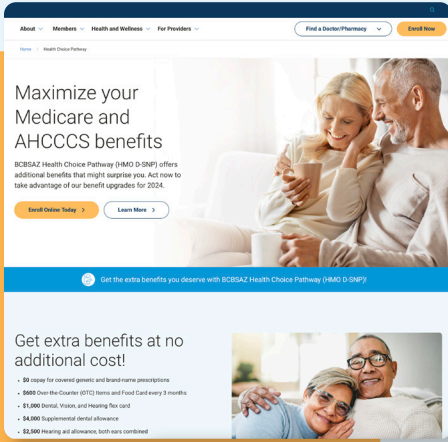
or text the word "HOME" to 741741

Veterans Crisis Line:

1-800-273-8255

Be Connected for veteran-specific
resources: **(1-866-4AZ-VETS** or
1-866-429-8387)

Our Website Has a New Look



We are excited to announce that our health plan website has a new look, now beautifully aligned with Blue Cross® Blue Shield® of Arizona's branding. This redesign enhances visual consistency and improves the overall user experience with a sleek, modern interface. The updated design ensures that navigating our health plans, resources, and support services is easier and more intuitive than ever before.

Our website now features enhanced functionality to serve you better. With advanced search tools and an expanded FAQ section, finding the information you need is quick and straightforward. We invite you to explore the newly designed site and experience the seamless integration with Blue Cross Blue Shield of Arizona, reinforcing our commitment to making it easy. Visit us at azblue.com/hcpathway.

All health information is for educational purposes only, and is not a substitute for medical treatment, advice, or diagnosis by a healthcare professional. Talk to your provider before undertaking any medical treatment, exercise program, or dietary change.



Health
Choice

8220 N. 23rd Avenue
Phoenix, AZ 85021

Important Plan Information

<Member Name>
<Address>
<Address>