BlueCross BlueShield Arizona
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Health Choice

Happy New Year!

from your team at Health Choice Pathway (HMO D-SNP)

We're excited to help you make the most of your benefits this yea .
Here's what's new and available to support your health in 2026.

IMPORTANT: 2026 Benefit Changes

Healthy Food and Produce Benefit

$0 copay for **$225 allowance every three months** for Healthy Food and Produce.

For members with an eligible chronic condition, a quarterly allowance is loaded to your Mastercard® flex card to pay for approved healthy groceries.

To be eligible for this Special Supplemental Benefits for the Chronically Ill (SSBCI) benefit, you must have one of the following plan-approved chronic conditions:

- Chronic alcohol use disorder and other substance use disorders (SUDs)
- Cardiovascular disorders
- Chronic heart failure
- Diabetes mellitus
- Overweight, obesity, and metabolic syndrome
- Chronic gastrointestinal disease
- Chronic lung disorders
- Chronic and disabling mental health conditions
- Chronic conditions that impair vision, hearing (deafness), taste, touch, and smell
- Conditions that require continued therapy services in order for individuals to maintain or retain functioning

Not all members qualify.

Not sure if you qualify yet?

If you're a new member or haven't had a recent checkup, completing your annual wellness visit and recommended health screenings may help identify qualifying chronic conditions. This could make you eligible for the Healthy Food benefit and earn you Healthy Rewards. Talk to your primary care provider or schedule your visit today to take the first step.

How to use your healthy food benefit

To check your card balance, search for eligible products, and find participating store locations, call The Helper Bees at **1-888-454-1423,TTY: 711,** Monday – Friday, 8 a.m. to 8 p.m. local AZ time, or visit **bcbs-az.thehelperbeesportal.com.** Any remaining allowance at the end of the quarter will expire and will not roll over to the next month.

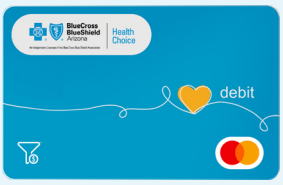
Over-the-Counter (OTC) Items Benefit

$0 copay for **$50 every three months allowance** for OTC products. With this benefit, the allowance will be loaded to your Flex Card every three months to pay for covered OTC items.

Covered OTC products include items such as vitamins, pain relievers, toothpaste, cough drops, and more. You can view the 2026 OTC catalog on our website at **azblue.com**/hcpathway.

To place an order, view the card balance, view and search for eligible products, and find participating store locations, visit **bcbs-az.thehelperbeesportal.com** or call **1-888-454-1423, TTY: 711,** Monday – Friday, 8 a.m. – 8 p.m. local AZ time. Any remaining allowance at the end of the quarter will expire and will not roll over to the next month.

Frequently Asked Questions



When will I receive my flex card?

Current members will continue using their existing card. New members will receive a card by January 1, 2026. Keep your card safe—it reloads every quarter!

What if my card is lost or stolen?

Contact The Helper Bees at **1-888-454-1423, TTY: 711** for assistance.

Should I keep my card if there is no balance on it?

Yes! Keep your card even if it has no balance, as funds are reloaded quarterly.

Your Voice Matters: Join a MAC Meeting

The Member Advisory Committee (MAC) is your opportunity to share feedback, ask questions, and help improve your health plan experience. These meetings are open to all Health Choice Pathway members and are held throughout the year.

Why attend?

- Share your ideas and concerns
- Learn about new benefits and services
- Hear updates from your health plan
- Connect with other members and staff

What to expect:

MAC meetings are friendly, informative, and designed to help you feel heard. You don't need to prepare anything—just bring your thoughts and questions.

Interested in joining?

Call Member Services at **1-800-656-8991, TTY: 711** to learn more.

Benefits and Extras for a Healthier You!

Here are additional benefits **available at no cost to you!**

Dental Benefit

You receive a **$3,500** allowance towards preventive, diagnostic, and comprehensive services like dentures, crowns, fillings, extractions, and endodontics. Review your Evidence of Coverage (EOC) for a listing of all covered services. Find a participating dental provider at **azblue.com**/hcpathway.

Routine Vision Services

You receive a **$350** allowance towards your choice of contacts and/or eyeglasses (lenses and frames), and one routine eye exam (eye refraction). Find a participating vision provider at **azblue.com**/hcpathway.

Hearing Services

You receive two hearing aids (one per ear, every 3 years) and one routine hearing exam. Services are covered through TruHearing® providers. To schedule an appointment or ask questions, call **1-833-723-1154, TTY: 711,** Monday – Friday 8 a.m. to 8 p.m. MST. TruHearing is an independent and separate company contracted with Health Choice Pathway to provide hearing aid services to its members. TruHearing is a registered trademark of TruHearing, Inc. All other trademarks, product names, and company names are the property of their respective owners.

SilverSneakers® Fitness Program

SilverSneakers is more than a traditional fitness program—it's a way of life. It provides an opportunity to get physically active.

With SilverSneakers, you get access to:

- SilverSneakers LIVE online classes taught daily by instructors trained in senior fitness
- SilverSneakers On-Demand videos available anytime, including yoga, stretching, and guided meditations
- The SilverSneakers GO mobile app with digital workout programs
- SilverSneakers Community classes in neighborhood locations
- Helpful wellness articles to support your mind and body

If you haven't already, activate your online account today at **SilverSneakers.com/GetStarted.**

Always talk with your doctor before starting an exercise program. SilverSneakers is a registered trademark of Tivity Health, Inc. © 2025 Tivity Health, Inc. All rights reserved. Tivity Health is an independent and separate company contracted with Health Choice Pathway to provide health and wellness services to its members.

Transportation Services

You receive up to 24 additional one-way transportation trips (curb-to-curb, wheelchair-accessible vans available). Each one-way trip must not exceed 50 miles. If you need transportation to and from plan-approved locations, including medical appointments, call **1-888-418-0903, TTY: 711,** 24 hours a day, 7 days a week. Please call 72 hours before your appointment to schedule transportation.

Personal Emergency Response System

We partnered with Connect America to provide a Personal Emergency Response System (PERS), also known as a medical alert system, which provides continuous in-home and mobile monitoring to aging and at-risk populations. PERS allows our members to call for assistance 24/7, whether at home or on the go.

What's included:

One in-home or mobile medical alert device with 24/7 emergency support.

To get started, call **1-800-979-9238, TTY: 711,** 8 a.m. to 5 p.m. EST, Monday through Friday, or visit **bcbsaz.connectamerica.com.** Connect America is an independent and separate company contracted with Health Choice Pathway to provide Personal Emergency Response System services to Health Choice Pathway members. All other trademarks referenced are the property of their respective companies.

Meal Benefit: Nutritious Meals Delivered to Support Your Health

If you've recently been discharged from a hospital or are managing a chronic health condition, you may qualify for up to 56 home-delivered meals per year—at no cost to you.

These meals are designed to support your recovery and overall health, with options tailored to your dietary needs. You can choose from a variety of menus, including:

- General Wellness
- Heart Healthy
- Diabetic Friendly
- Gluten Free
- Renal Friendly
- Pureed
- Vegetarian

Who qualifies?

Post-Hospital Stay: You may receive 28 meals after each discharge from a hospital, skilled nursing facility, or inpatient rehab.

Chronic Condition Support: If you're enrolled in our Care Management program and have a qualifying chronic condition, you may also receive 28 meals to help support lifestyle changes.

Eligible chronic conditions include:

- Chronic Obstructive Pulmonary Disease (COPD)
- Congestive Heart Failure (CHF)
- Diabetes (DM)

These meals help you stay nourished while focusing on your health. If you think you may qualify, reach out to your Care Manager or Member Services at **1-800-656-8991, TTY: 711** to learn more.

Healthy Rewards Program

Reminder: Earn rewards for completing important health exams and screenings. It's easy—speak with your primary care provider to discuss which screenings are best for you.

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 40 – 74
- Osteoporosis management for women ages 67 – 85 who have experienced a fracture, and within six months of the fracture, received either a bone mineral density test or a prescription for osteoporosis treatment

Visit **azblue.com**/healthyrewards to learn more. Your rewards will be automatically added to your prepaid Mastercard® flex card. The rewards are for your use only, may not be sold or transferred, and have no cash value. Rewards could be subject to future changes.

Wider Circle: Connecting Neighbors for Better Health

Wider Circle's Connect for Life® program brings together members in the same neighborhood for fun, informative events that support your health and well-being. You'll meet new people, learn helpful tips to stay healthy, and get support from others who've had similar experiences—all at no cost to you.

What's included?

- Social gatherings and wellness events near you
- Tips to keep your mind and body sharp
- Help navigating your healthcare
- A welcoming community of neighbors

No commitment required—just stop by, enjoy a snack, and see if it's right for you!

Call Wider Circle at **1-855-203-2271, TTY: 711,** 7 a.m. to 3 p.m., Monday–Friday, or visit **bcbsaz.widercircle.com** to find events near you. Wider Circle is a separate, independent company contracted with Health Choice Pathway to provide health and wellness services. All other trademarks referenced are the property of their respective companies.

Care Management Program

Our Care Management Program connects you with nurses and healthcare professionals who work with you—and your care team—to make sure you get the support you need to stay healthy.

What does a Care Manager do?

- Helps you understand your health and medications
- Coordinates with your doctors, specialists, and community partners
- Creates a personalized care plan based on your goals
- Supports you in managing chronic conditions or complex health needs

You may qualify if you:

- Have conditions like heart disease, diabetes, COPD, asthma, or high blood pressure
- Use the ER or hospital often
- Take high doses of pain or anxiety medications
- Have had or are waiting for a transplant
- Live with substance use or opioid disorders
- Have special healthcare needs or need help getting the right care

This service is voluntary. You can opt in or out at any time. Call Member Services at **1-800-656-8991, TTY: 711** to learn more.

Important Plan Information

How to Find Plan Benefit Documents

View or download health plan documents, such as a complete listing of your providers, pharmacies, formulary (list of covered drugs), and your Evidence of Coverage at **azblue.com**/materials. Call Member Services to request hard copy materials at **1-800-656-8991, TTY: 711,** 8 a.m. to 8 p.m., 7 days a week.

Help with AHCCCS (Medicaid) Coverage

If you have questions about your AHCCCS coverage or eligibility, call us! Our team is here to help. Call our bilingual Community Assistors team at **1-844-390-8935, TTY: 711,** 8 a.m. to 5 p.m., Monday through Friday. You can also visit **HealthEArizonaPlus.gov** to update your information.

Community Resources

If you need help with resources for food, housing, or utilities assistance, you can get help by dialing 2-1-1 or visiting **211Arizona.org.** The 211 Arizona hotline is available from 9 a.m. to 7 p.m., 7 days a week.

Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey

Your opinion matters! Help improve your health plan by completing the CAHPS survey. The CAHPS survey helps the Centers for Medicare & Medicaid Services (CMS) learn what members think about their health plan and healthcare services. This survey will run from March to June 2026. If you receive one, please complete and return it. Your feedback helps us improve member care and services. If you're having any trouble getting care or service, call us at **1-800-656-8991, TTY: 711,** 8 a.m. to 8 p.m., 7 days a week, so we can make it right.

Register for Your Online Member Account

Easy access to keep your member information up to date, locate providers, order replacement ID cards, and more! Register at **azblue.com**/hcportal.

Important Phone Numbers

Member Services Contact Member Services for: • Benefit and eligibility questions • Pharmacy benefit information • Assistance in finding a provider • Prior authorization information • Order replacement Member ID cards	**1-800-656-8991, TTY: 711,** 8 a.m. to 8 p.m., 7 days a week **azblue.com**/hcpathway
24/7 Nurse Advice Line	**1-855-458-0622,** 24 hours a day, 7 days a week
Arizona Crisis Hotline	**1-844-534-HOPE (1-844-534-4673)**
National Suicide and Crisis Lifeline	**988**
AHCCCS	**1-855-HEA-PLUS (1-855-432-7587)** **azahcccs.gov**
Medicare	**1-800-MEDICARE (1-800-633-4227)** **medicare.gov**
Social Security Administration	**1-800-772-1213** **ssa.gov**

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 doctor before undertaking any medical treatment, exercise program, or dietary change. Health Choice Pathway HMO D-SNP is a subsidiary of Blue Cross® Blue Shield® of Arizona (AZ Blue), an independent licensee of the Blue Cross Blue Shield Association. 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 companies referenced are separate, independent companies contracted with Blue Cross Blue Shield of Arizona to provide health and wellness services. All other trademarks referenced are the property of their respective companies.

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