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Member Advocacy/Advisory Committee – 4th Quarter

Welcome BCBSAZ Health Choice Arizona and BCBSAZ Health Choice Pathway Members!

November 19, 2024

H5587_D41453PY24_C



Agenda

- **Welcome**
- **Housing Resources and Coordination**
- **Mental Health and Suicide Prevention**
- **SDOH Questions: Member's Access to Resources**
- **2025 BCBSAZ Health Choice Pathway HMO D-SNP Breakout Session – Website Navigation and Resources, Communications and Feedback**



Purpose



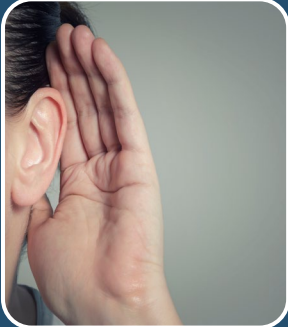
The purpose of the Member Advisory Committee and Advocacy Council (MAC) is to:

- ✓ 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 serving on the MAC, you will be asked for your commitment by participating and providing feedback on 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



Be present.

Listen attentively & don't interrupt.
Seek first to understand then to be understood.
Listen to other's opinions.

Participation is key!
Respect the group's time and keep comments brief and to the point.

Speak honestly.
Share ideas, ask questions and contribute to discussion.
Honest and constructive discussions provide best results.

Be respectful.
Respect other's point of view without agreeing with them is okay.
It's okay to disagree, respectfully and openly without being disagreeable.

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



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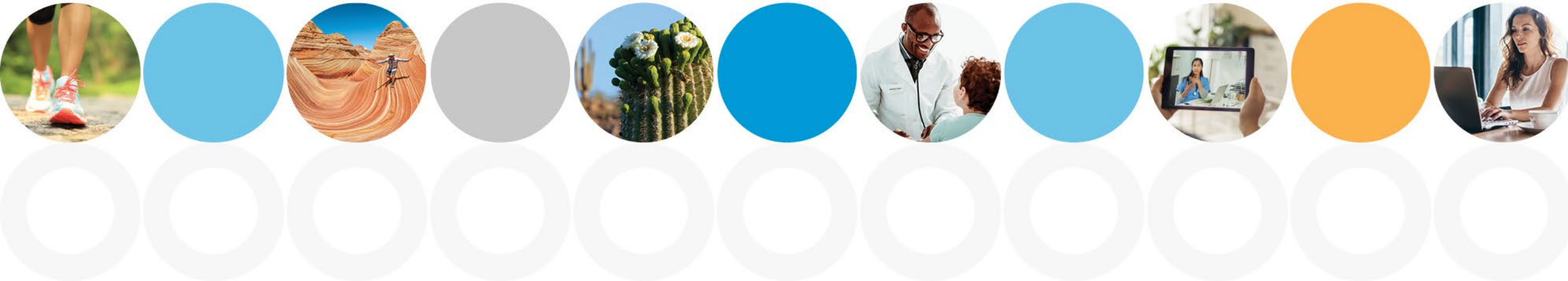
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Housing Resources – Mohave County

NOVEMBER 2024

BRIANNA FLORES

MANAGER HEALTH EQUITY ADVANCEMENT



Housing is Healthcare

Housing addresses a key social determinant of health and promotes whole health.

Access to Housing:

- **Improves stability** by ensuring a safe place to live.
- **Enhances access to healthcare** by allowing you to focus on your health care. This can result in better management of chronic conditions and preventive care.
- **Increases social supports** by providing a community, neighborhood, and network of local resources. It provides a sense of belonging.
- **Empowerment and self-sufficiency** - Housing resources can provide empowerment by providing individuals with the stability and resources needed to work towards their personal goals.



Local Housing Resources

- **Catholic Charities**, 928-774-9125, <https://www.catholiccharitiesaz.org/bhc-shelter>
 - Bullhead City Shelter offers emergency shelter for adults with options for transitional housing
- **Cornerstone Mission Project**, 928-757-1535, <https://cornerstonemissionaz.com/>
 - Faith-based emergency shelter in Kingman for men with meals served daily
- **Mohave County Community Services**, 928-753-0723, <https://housing.az.gov/mohave-county-housing-authority>
 - Offers coordinated entry, call or visit Mon-Fri, 8am-5pm for intake
- **Western Arizona Council of Governments (WACOG)**, 928-753-6247, <https://www.wacog.com/>
 - Offers rental and homelessness counseling in Mohave, Yuma, and La Paz Counties. For counseling appointment call 866-559-2264 or email housingcounseling@wacog.com
- **Faith House**, Lake Havasu City, <https://faithandgraceinc.com/emergency-shelter-faith-house/>, 928-302-1358
 - Domestic and sexual violence shelter and support services for women and children
- **US Vets Prescott**, <https://usvets.org/locations/prescott/>
 - Offers transition housing for veterans, including case management, workforce development, meals, and more. Always have openings! For any questions, or to make direct referrals please contact Outreach Coordinator, Justin Price, at 928-379-1763 or Outreach Specialist, Andy Calin, at 928-978-1922.
- **Westcare – Corky’s House**, Bullhead City, 928-763-1945, <https://westcare.com/places/Arizona/>
 - Bullhead City's first transitional housing program for Women & Children



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Statewide Housing Resources

- **AHCCCS Housing Program (AHP)**, <https://azabc.org/ahp>
 - AHP offers vouchers for rental assistance and permanent supportive housing programs for members with a Serious Mental Illness (SMI) or general mental health and substance use. Applications submitted through behavioral health homes..
- **211 Arizona**, <https://211arizona.org/>
 - Call 211 or visit website to be connected to housing resources in your area
- **Housing Search Arizona**, 877-428-8844, <https://housingsearch.az.gov/>
 - Search engine for finding affordable housing rentals, accessible units, and more for seniors, veterans, and more.
- **Community Legal Services**, 800-852-9075, <https://clsaz.org/>
 - Legal aid provides free or low-cost legal help, including eviction prevention, housing discrimination, and other housing related issues
- **BCBSAZ Health Choice Housing Inbox**, hchousingsupport@azblue.com
 - We provide a list of housing resources in your area and can work with your provider to coordinate housing, recommend resources, and submit applications.

* Though listed as statewide, these resources offer support and have options in Mohave County.



Local Food Resources

- **Salvation Army Bullhead**, 928-758-3141, <https://bullheadcity.salvationarmy.org/>
 - Offer food boxes and meals, call for assistance and details.
- **Colorado River Food Bank**, Laughlin, NV, 702-298-922, <https://www.mightycause.com/organization/Colorado-River-Food-Bank>
 - Offer two food programs eligible for Arizona residents including monthly food boxes and monthly food pantry.
- **St. Vincent de Paul**, Needles, CA, 760-326-4420, <https://www.facebook.com/StVincentDePaulOfNeedlesCa/>
 - Monthly food box options available.
- **Kingman Area Food Bank**, 928-757-4165, <https://kingmanareafoodbank.org/>
 - Pantry style food bank, open Mon-Fri, check website for hours each day.
- **Cornerstone Mission Project**, 928-757-1535, <https://cornerstonemissionaz.com/>
 - Food boxes and sack lunches Mon-Sat 9AM - 1PM. Dinner daily 3PM - 5PM
- **St. Vincent de Paul – Our Lady of the Lake**, Lake Havasu, 928-680-2874, <https://ourladyhc.org/stvdp>
 - Food Bank open Mon-Fri 9am – 1pm



Mental Health and Suicide Prevention

Veronica Welch

Office of Individual and Family Affairs
Manager



SUICIDE PREVENTION



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

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



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



Veronica Welch (She/Her/Hers)
Manager



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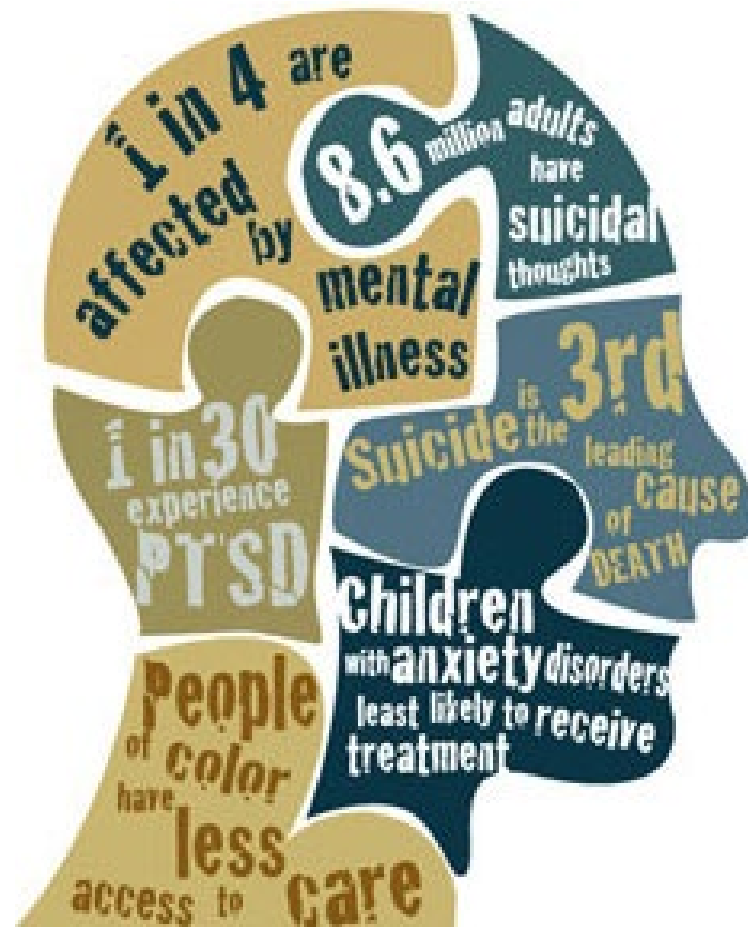
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What is Mental Illness?

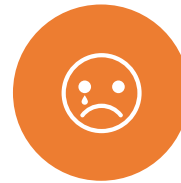


<https://www.youtube.com/watch?v=-squqwaTuxo>

Mental Illness Statistics



Common Signs of Depression



Persistent sad, anxious or “empty” mood



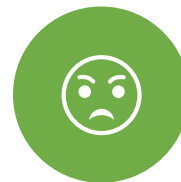
Feelings of hopelessness or pessimism



Feelings of irritability, frustration or restlessness



Feelings of guilt, worthlessness, or helplessness



Loss of pleasure in activities



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Common Signs of Anxiety

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



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Common Signs of Post-Traumatic Stress Disorder (PTSD)

Intrusion (re-experiencing)

- Recurrent intrusive memories
- Traumatic nightmares
- Flashbacks

Persistent avoidance of stimuli

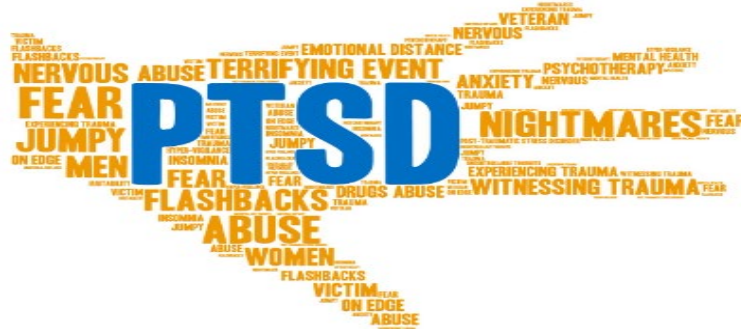
- Avoiding trauma-related thoughts and feelings and/or objects,
- People, or places associated with the trauma

Negative alterations 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



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Symptoms of Bipolar Disorder

BIPOLAR DISORDER SYMPTOMS

BIPOLAR DISORDER INCLUDES MANIC EPISODES:



FEELING OVERLY HAPPY FOR LONG PERIODS OF TIME



TALKING VERY FAST WITH RACING THOUGHTS



BECOMING EASILY DISTRACTED



HAVING OVERCONFIDENCE IN ABILITIES



ENGAGING IN RISKY BEHAVIOR (E.G. GAMBLING)

BIPOLAR DISORDER INCLUDES DEPRESSION EPISODES:



FEELING SAD OR HOPELESS FOR LONG PERIOD OF TIME



SIGNIFICANT CHANGE IN APPETITE



THINKING ABOUT OR ATTEMPTING SUICIDE



FEELING FATIGUE OR LACK OF ENERGY



PROBLEMS WITH MEMORY AND CONCENTRATION



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Common Signs of Obsessive-Compulsive Disorder (OCD)



Fear of contamination or dirt.



Doubting and having a hard time dealing with uncertainty.



Needing things to be orderly and balanced.



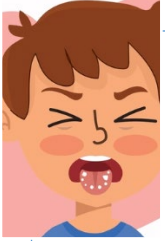
Aggressive or horrific thoughts about losing control and harming yourself or others.



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



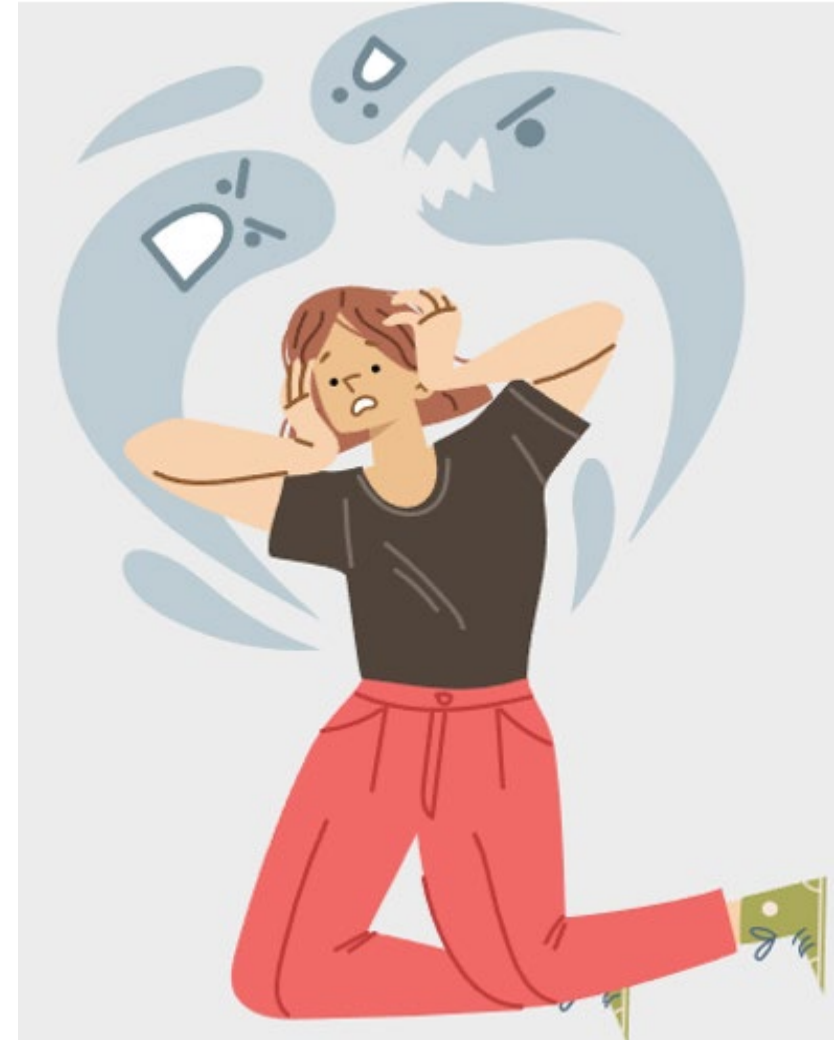
A markedly disturbed sense of identity and distorted self-image



Feeling empty inside



Low self-esteem



Common Signs of Substance Abuse

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

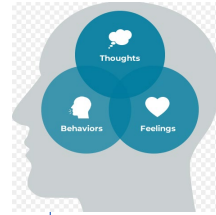
Which Type of Services Are Available?

* Health Choice Pathway Members Only



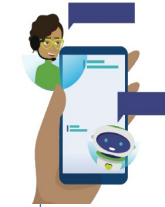
Counseling

- 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



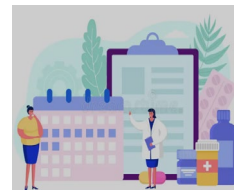
Support Groups

- 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



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Resources

BCBSAZ Health Choice

- The Office of Individual and Family Affairs | BCBSAZ Health Choice
 - <https://www.azblue.com/health-choice-az/members/the-office-of-individual-and-family-affairs>
 - oifa@azblue.com

Arizona Health Care Cost Containment System (AHCCCS) OIFA

- **How To Access Behavioral Health**
 - <https://www.azahcccs.gov/AHCCCS/Downloads/HowToAccessBehavioralHealth.pdf>
- **OIFA Empowerment Tools**
 - <https://www.azahcccs.gov/AHCCCS/HealthcareAdvocacy/OIFA/Tools.html>
- **Jacob's Law Training**
 - <https://www.azahcccs.gov/Members/Downloads/Resources/JacobsLawTrainingFlyer.pdf>
- **Adult Family Support Is Key To Recovery**
 - <https://www.azahcccs.gov/AHCCCS/Downloads/AdultFamilySupportIsKeyToRecovery.pdf>
- **Peer Support Services**
 - <https://www.azahcccs.gov/AHCCCS/Downloads/PeerSupportServices.pdf>
- **Peer Run Organizations**
 - <https://www.azahcccs.gov/AHCCCS/Downloads/PeerRunOrganizationsFlyer.pdf>
- **Family Run Organizations**
 - <https://www.azahcccs.gov/AHCCCS/Downloads/FamilyRunOrganizationsFlyer.pdf>



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Resources Cont.



Community Resources

- [Peer and Family Career Academy \(azpfca.org\)](https://azpfca.org)
- [NAMI Arizona | National Alliance on Mental Illness \(namiarizona.org\)](https://namiarizona.org)
- [Be Connected: Help & Support for Arizona Veterans, Military, and families \(beconnectedaz.org\)](https://beconnectedaz.org)
- AZPeerandFamily.org
- [Home \(matforce.org\)](https://matforce.org)
- [Ability360 \(ability360.org\)](https://ability360.org)

Suicide Prevention



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

988 Suicide & Crisis LIFELINE

**Dial 988 for
24/7
emotional
support
anywhere
in the U.S.**



Call 988



Text 988



Visit 988lifeline.org/chat



to reach a caring counselor.

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.



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Questions?

OIFA@azblue.com



Discussion: Members' Access to Resources

Manny Felix
Senior Manager – Medicaid Sales



Social Determinants of Health

- 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

Social Determinants of Health
Copyright-free

Healthy People 2030

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Discussion: Access to Resources



Question:

- What help do people in your community need most? (finding food, healthcare, resources, etc.)
- ¿Qué es lo que más se necesita en su comunidad (comida, atención médica, recursos, 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, finding info etc.)
- ¿Qué dificulta obtener ayuda (costos, idioma, 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?



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)?



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Breakout Session

Health Choice Pathway



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Member Advocacy Committee

BCBSAZ Health Choice Pathway Breakout Session

November 19, 2024



Connecting Neighbors for Better Health

Arizona



Who We Are & What We Do

- We are a health care company working with BCBSAZ addressing 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®



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.

Website Navigation of Resources & Materials

Manny Felix

Website Navigation of Resources & Materials

The screenshot shows the website's navigation bar with the following elements:

- Medicaid Plan
- Search
- English
- BlueCross BlueShield Arizona logo
- Health Choice
- About
- D-SNP Members** (circled in red with an arrow pointing to a notification below)
- For Providers
- Find a Doctor/Pharmacy
- Login/Register

Below the navigation bar, there are two notification boxes:

- Notification 1: "We're excited to announce that the 2025 plan materials are now live on our website. Click here to access your important plan information, including your Evidence of Coverage, Annual Notice of Changes, and other covered services. ...Show More"
- Notification 2: "Extreme heat temperatures may adversely impact patients on specific medications. Please refer to our notice Heat and Medications Information Sheet for Health Care Providers alerting healthcare providers of the impact that ambient heat may have on patients taking... ...Show More"

The main content area features a breadcrumb trail: Home > Health Choice Pathway.

The main headline reads: "Have Medicare and Medicaid? Unlock More Benefits – **Without Paying a Penny More**".

Below the headline, the text states: "BCBSAZ Health Choice Pathway (HMO D-SNP) offers additional benefits that might surprise you. Act now to take advantage of our benefit upgrades."

At the bottom of the main content area, there are two buttons: "Enroll Online Today" and "Learn More".



Getting Started

Member Information

Prescription Drug Information

Member Services

Member Materials

Behavioral Health Services

Health Education

Helpful Resources

Health & Wellness

Healthy Rewards Program

Supplemental Benefits

Grievances, Organization Determinations and Appeals

Prior Authorization & Clinical Guidelines



Plan Year Materials

NAME	2024 PLAN YEAR	2025 PLAN YEAR
Annual Mailer	English Español	Coming Soon
Annual Notice of Changes (ANOC)	English Español	English Español
Evidence of Coverage	English Español	English Español
Summary of Benefits	English Español	English Español
Formulary (List of Covered Drugs)	English Español Search tool: English ↗ Español ↗	English Español Search tool: English ↗ Español ↗
Provider Directory	Primary Care Provider Directory English Español Specialty Care Provider Directory English Español	Primary Care Provider Directory English Español Specialty Care Provider Directory English Español
Pharmacy Directory	English Español Search tool: English ↗ Español ↗	English Español Search tool: English ↗ Español ↗
Supplemental Benefits Flyer	English Español	English Español
Over-the-Counter (OTC) Catalog	English Español	English Español - Coming Soon
Benefits at a Glance	English Español	English Español
Non-Discrimination Notice and Multi-Language Interpreter Services	English Español	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.

The image shows a promotional graphic for a Medicare Annual Notice of Change (ANOC). On the left, a dark blue vertical bar contains the text "2025 Annual Notice of Changes" in white and orange. To the right is a photograph of a smiling woman with glasses and a patterned vest. Below the photo, the text "BCBSAZ Health Choice Pathway (HMO D-SNP)" is displayed in orange and blue. At the bottom left is the NCAHA Accredited Health Plan logo, and at the bottom right is the text "Serving Apache, Coconino, Gila, Maricopa, Mohave, Navajo, Pinal, and Yavapai counties." The overall design is clean and professional, using a color palette of blue, orange, and white.



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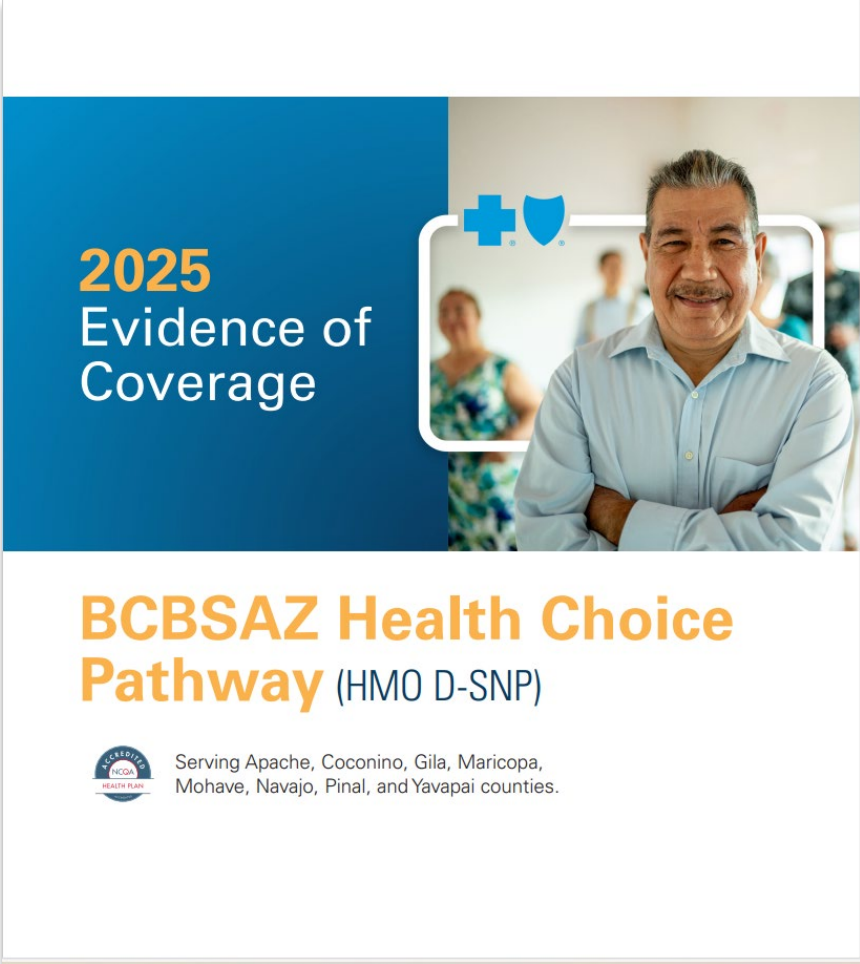
Medicare Materials

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>.



2025
Evidence of
Coverage

BCBSAZ Health Choice
Pathway (HMO D-SNP)

 Serving Apache, Coconino, Gila, Maricopa,
Mohave, Navajo, Pinal, and Yavapai counties.

Member Communication & Feedback Discussion

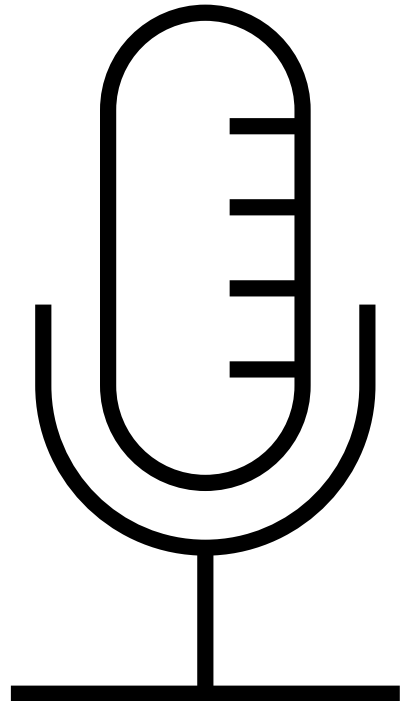
Manny Felix



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Let's Discuss & Talk Improvement



Open Discussion

- Share your thoughts and questions
- What challenges do you see?
- Open floor for questions and dialogue

Please complete Member Feedback Survey



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