

2024 Q1 Health Choice & Health Choice Pathway Provider Forum

March 27, 2024

Zoom Recording:

<https://azblue.zoom.us/rec/share/7Jps1L0B7U44pSPWMVBJouJJOSjPoJlk2YEavDY4cNjM86dq2XQgx1cYuO1MRPzt.mLRuXZzVlnX1ZiSh>



An Independent Licensee of the Blue Cross Blue Shield Association

Health
Choice

Agenda

- 
1. Welcome
Charlotte Whitmore, VP Network Services 2 minutes
 2. Sonora Quest Laboratories
Angela Parker, Sr. Director of Sales and Services 20 minutes
 3. SISU Healthcare Solutions
Diane Pagliuca, Director of Infusion Sales 10 minutes
 4. Office of Individual and Family Affairs (OIFA) Roadshow
Maria Reyes, Member Liaison Coordinator
Josh Napoleon, Child Behavioral Health Member Liaison 5 minutes
 5. Clinical and Integrated Health Updates
Jennifer DeMaris, Manager Integrated Care Management 15 minutes
 6. Performance Improvement Updates
Dr. Jane Dill, MD, BCBSAZ Health Choice Medical Director 20 minutes
 7. Provider Resources
Jadelyn Fields, Network Provider Service Manager and Educator 10 minutes
 8. Q and A 10 minutes



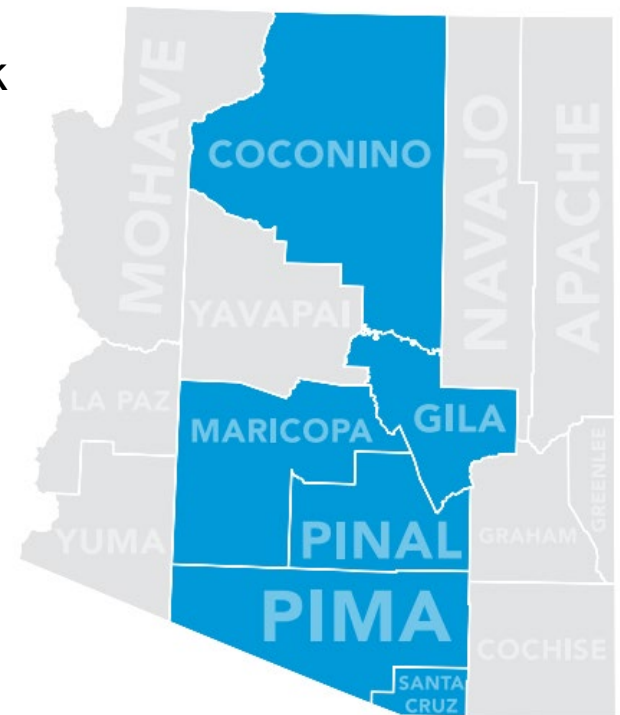
ACA StandardHealth with Health Choice Next Provider Forum – Summer 2024



A New 2024 Affordable ACA Plan

StandardHealth HMO plan + Health Choice network
=
ACA StandardHealth with Health Choice

- Attract Health Choice members who are no longer eligible for Medicaid
- Offer plan in select counties
- Deliver a lower premium plan



ACA StandardHealth with Health Choice

This plan is ideal for those who:

- Are transitioning from a Health Choice plan and want to keep their same doctors
- Want added support and resources for chronic health conditions
- Prefer fixed costs for doctor and specialist visits and prescription drugs
- Need help coordinating care across multiple providers

	Cost-Share Reduction Plan Options (with financial help from the federal government)			
	ACA StandardHealth with Health Choice	ACA StandardHealth with Health Choice CSR		
	Silver	Silver 4	Silver 5	Silver 6
Deductible	\$5,900	\$5,700	\$700	\$0
Out-of-Pocket Maximum	\$8,700	\$7,200	\$3,000	\$1,800
Assigned PCP Required	Yes	Yes	Yes	Yes
Specialist Referral Required	Yes	Yes	Yes	Yes
PCP Visit	\$40	\$40	\$20	\$0
Specialist Visit	\$80	\$80	\$40	\$10
Tier 1 (Generic Drugs)	\$20	\$20	\$10	\$0



Sonora Quest Laboratories & Health Choice Provider Forum

Wednesday March 27th 2024



Today's Discussion

Sonora Quest in-network for all products effective 1/1/24

Sonora Quest Laboratories Overview

To connect with your Account Manager, Call **602-685-5285** or toll free is **800.766.6721 ext. 5285**

Sonora Quest Laboratories – Arizona

**Main Lab Located in
Phoenix, AZ**

Flagstaff
Tucson
Yuma
Prescott
Peoria Lab

3,900+ employees serving more than **30,000** patients every day throughout Arizona, performing more than **95 million** diagnostic tests per year

**Local Core Laboratory with
Advanced Diagnostics**

24/7

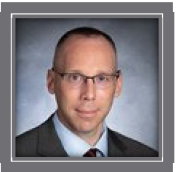


Value-Added Services – Local Medical Experts



Regina Van Buren, M.D.

- Medical Director, Sonora Quest Laboratories and Laboratory Science of Arizona
- Anatomic/Clinical Pathology Residency, University of Wisconsin Hospitals and Clinics
- Cytopathology Fellowship, University of Wisconsin Hospitals and Clinics
- Board Certified in Anatomic/Clinical Pathology and Cytopathology



Kelly W. Wilhelms, Ph.D. D(ABCC)

- Scientific Medical Director, General Laboratory/Toxicology
- Ph.D. in Toxicology, Iowa State University
- System Medical Director, LSA Point-of-Care Testing
- Board Certified in Clinical Chemistry by the American Board of Clinical Chemistry



Guang Liu, Ph.D., ABMGG, FACMG

- Scientific Medical Director, Genetics/Genomics
- M.D. in Medicine, Fujian Medical University, China
- Clinical Cytogenetics Fellowship, Mount Sinai School of Medicine, New York
- ABMGG Board Certified in Clinical Cytogenetics



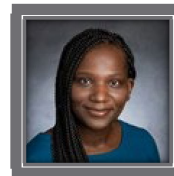
Stacy D. White, Ph.D., HCLD (ABB)

- Scientific Medical Director, Molecular
- Ph.D. in Molecular and Cellular Biology, Arizona State University
- Board Certified High Complexity Clinical Laboratory Director (HCLD) by American Board of Bioanalysis
- Board Certified in Medical Microbiology by American Society of Microbiology



Brian Mochon, Ph.D., D(ABMM)

- Scientific Medical Director, Clinical Microbiology and Infectious Disease Serology
- Director, LSA/SQL Clinical Research Program
- Medical and Public Health Microbiology Fellowship, University of California Los Angeles
- Board Certified in Medical Microbiology



Ashton Brock, PhD, NRCC

- Clinical Director, Toxicology
- Ph.D. in Chemistry, University of Virginia
- Clinical Chemistry Fellowship, University of Virginia School of Medicine
- Board Certified in Clinical Chemistry by the National Registry of Clinical Chemists



Maria Alzona, M.D.

- Director of Dermatopathology, Clinpath Associates
- Medical Director of Histology, Sonora Quest Laboratories
- Anatomic/Clinical Pathology Residency, University of California, Los Angeles
- Dermatopathology Fellowship, Ackerman Academy of Dermatopathology, New York, NY
- Board certified in Anatomic/Clinpath Pathology and Dermatopathology



Comprehensive Services - Local Core Laboratory



Comprehensive Test Menu

Encompasses routine, molecular, prescription drug monitoring, genetics/genomics, and pathology testing services. Ninety-five percent of all testing is performed at our primary testing facilities located in Phoenix, Tucson, Flagstaff, Prescott, and Yuma.



Rapid Turnaround Time

More than 93% of routine tests are resulted by 8:00 a.m. the following day - with many tests reported same day and STAT testing reported within four hours.



24/7 Operations

We are the only core laboratory in Arizona performing comprehensive testing on a 24/7 basis to support our hospital customers.



Commitment to the Future

We relocated our core lab to a 175,000 square foot state-of-the-art facility in 2020.

Patient Service Centers Statewide

More Patient Service Centers mean more options



We provide a network of **70+ Patient Service Centers** statewide, including 15 sites conveniently located in Safeway stores – just next to their pharmacy.



Widespread availability means patients are more likely to find a center close to home or work. Expanding with Carside, and Provider Offices.



Patient Service Center focused on pediatric care, tailored to making **pediatric** patients feel more comfortable and relaxed when having their samples collected.



Now offering **mobile collection services** performed in the comfort of patient's home or place of work.



Patient Service Centers

Providers.SonoraQuest.com - Provider Portal



Order Supplies

Request collection supplies, lab order forms, and more. Supply images and categories make it easy-to-use, and reordering is simple with the ability to save favorite supplies and view order history.



Manage Invoices

Securely view and download detailed client invoices, make payments, and view payment history.



Request an Interface

Submit a request to link your EMR/EHR with Sonora Quest.



Manage Ordering Physicians

View the ordering physicians for your facility and submit requests to add or remove them as needed.



Access Provider Resources

View laboratory testing updates (Client Grams) and sign up to receive them via email, locate your Sonora Quest Account Manager contact information, and more.



Utilize our Test Directory

Search our comprehensive test menu and obtain specimen requirements, CPT codes, EMR interface mapping, reference ranges, clinical significance information, and more.

Additional self-service functionality includes the ability to update your facility information, such as address and contact info, and management of multiple facilities under one Provider Portal user account.

Awards and Recognition



ORBIE CIO Awards – Sonny Varadan

- 2023 Corporate Finalist
- Inspire CIO Leadership Network (InspireCIO)



Champions of Change Award Finalist – David Dexter

- Healthcare Leader of the Year - 2023
- AZ Big Media



IMPACT Awards - Finalist

- Industry Innovator - 2023
- Greater Phoenix Chamber of Commerce



Top 25 Outstanding Women in Business Honoree – Christina Noble

- 2023
- Phoenix Business Journal



St. George ACS National Award – David Dexter

- 2023
- American Cancer Society

Other Notable Awards & Recognitions

- #1 Bioscience Company in Arizona (2022)
- 100 Best Arizona Companies (2017; 2022)
- Most Admired Leaders – David Dexter (2022)
- The UNIVANTS of Healthcare Excellence Top Global Winner (2021)
- Top 40 Most Admired Companies in Arizona (2010 – 2019; 2021)
- Az Business Angels Award, Collaboration of the Year with SARSEF (2021)
- Achieve Award - Recognition of leadership and innovation in health awarded by Health Current (2020)



Sonora Quest Laboratories Community Involvement



Thank you!

Q & A



An Independent Licensee of the Blue Cross Blue Shield Association

Health
Choice

Health Choice Arizona is committed to providing quality care and benefits to its members. They aim to keep Arizonans healthy and feeling their best by offering comprehensive health services and support.



We are proud to support the mission of Health Choice by providing timely discharges and quality care for their patients.



Our mission is to provide the best care to individuals and support their families while working through their course of therapy and treatment to achieve the best possible outcome.

What does SISU mean?

Sisu defined is a Finnish trait that encompasses: the strength of will, determination, endurance, tenacity, perseverance, and acting rationally in the face of adversity.

Sisu is not momentary courage, but the ability to sustain that courage. It stands for the philosophy that what must be done will be done.

As our patients work through their course of treatment and disease – we support their endurance, resilience, tenacity, determination, and perseverance.

Scope of Services

Sisu Healthcare Solutions is a local, privately owned home infusion company that is dedicated to providing excellent clinical service to our patients through-out Arizona and Nevada.

We provide comprehensive infusion therapy services that include the provision of nutritional, antibiotics, and specialty drugs including all the necessary supplies.

Our multidisciplinary clinical team, comprising nurses, dietitians, and pharmacists, collaborates with physicians to tailor a care plan that aligns with each patient's specific therapeutic needs.

Our nurses conduct thorough assessments of the home environment, provide medication administration, and offer comprehensive education to patients and their caregivers, either at their residence or within our dedicated Ambulatory Infusion Suite.

Offered Services

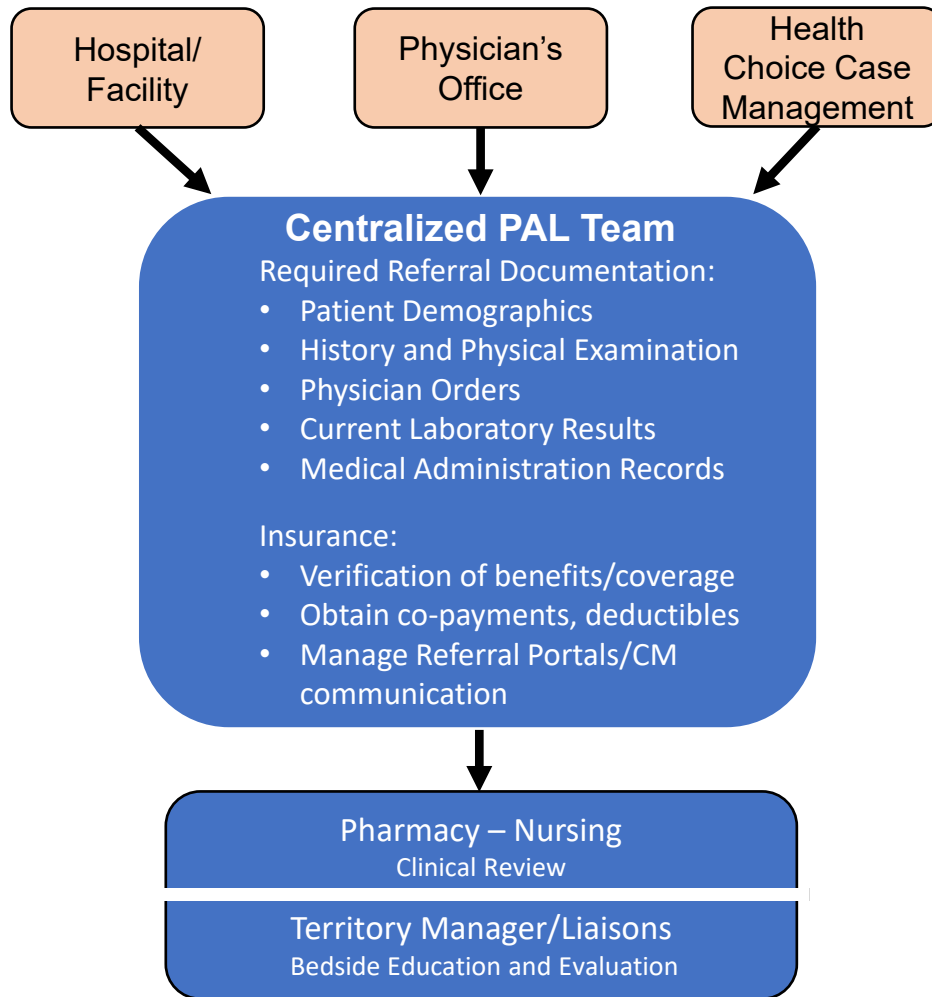
Home Infusion Therapies Include:

- Antibiotic, Antiviral, Antifungal Therapies
- Hydration
- Immune Globulin (IVIG)
- Specialty Medications
- Total Parental Nutrition (TPN)
- Nursing for Infusion
 - Initial teaching
 - Lab Draws
 - PICC line maintenance

Clinical Support Services Include:

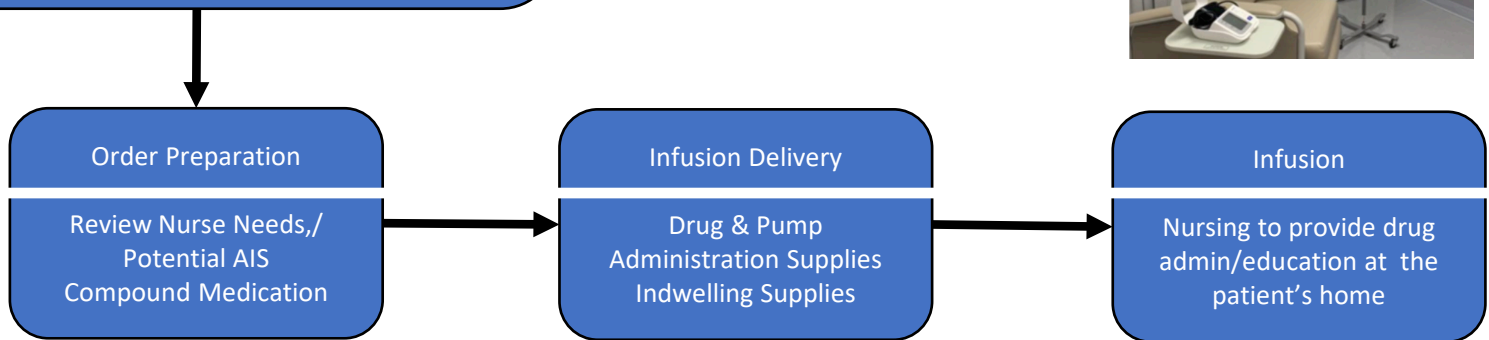
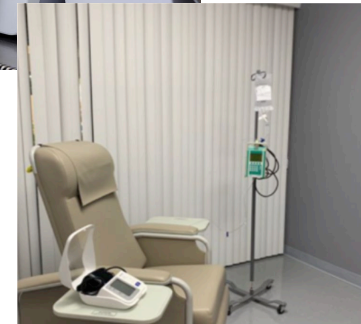
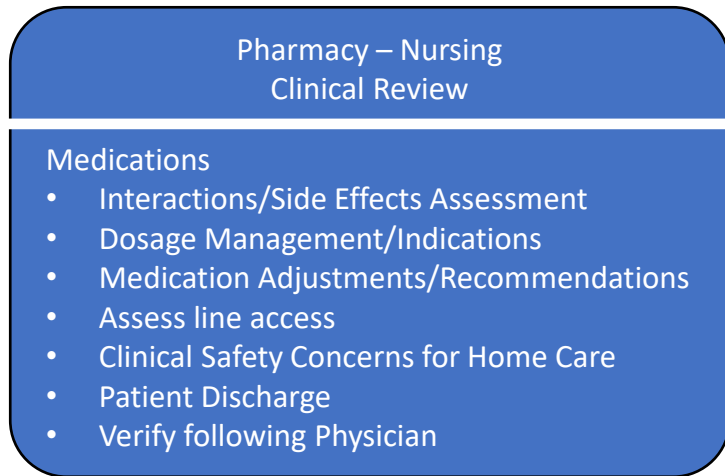
- Development of customized care plans
- Monitoring of lab reports
- Ongoing pharmacist and clinical consultation
- Follow up with patients and physicians
- Development of TPN formulations
- Individualized instructions on the administration of medications and follow-up care

Referral Process



Our Patient Support Team consists of nurses, pharmacists, hospital liaisons and PALs (Patient Advocate Liaisons) to successfully and timely onboard patients to Sisu Healthcare Solutions

Clinical Review/ Patient Evaluation



Going Home on Infusion...

Suitable for Home Infusion

- No vision, dexterity, or memory issues for self-administration
- Initial visit and weekly follow up nursing visits provided
- Confirmation of caregiver availability and support
- Determine adequate home environment with essential amenities
- Additional Services are being provided as needed

Clinical Concerns

- Past history of substance abuse
- History of non-compliance
- Located in a rural area

Example Issues

- Dalvance prescribed for appropriate diagnosis
- Utilize of our Ambulatory Infusion Suite
- Access to outpatient support in rural setting



Sisu Difference – It's the little things that matter the most

Patient education: We provide patient and caregiver detailed education prior to hospital discharge.

Streamlined treatments: We offer elastomeric infusion pumps for continuous antibiotic infusions for 97% of patients.

Clinical support: With comprehensive support from nursing and pharmacy teams for training, coordination, monitoring, and communication.

Line Access Coordination: We help facilitate the placement of PICC lines prior to IV starts in the patient's home for seamless care



Compliance/Quality & Performance Improvement

Sisu has implemented a multi-pronged compliance program to ensure commitment to providing quality home infusion therapy while maintaining high standards of ethical and legal conduct

Our Quality Assurance program reviews a collection of clinical outcomes data and patient perception data to monitor, evaluate and improve the quality of patient care.

Outcome and Service Reporting

- Patient satisfaction, complaints and concerns
- Delivery timeframe and standards
- Patient education of medical and disposable equipment use
- Medication storage and handling
- Emergency procedures
- Vascular access device management
- Drug compliance and adverse reactions
- Patient compliance

The image shows two overlapping forms from Sisu. The top form is a 'Patient Education Survey' with fields for Name, Address, City, State, and Date. It includes a table with columns for 'YES' and 'NO' and a section for 'QUESTIONS'. The bottom form is a 'Customer Satisfaction Survey' with a table with columns for 'YES' and 'NO'.

Combining missions

The mission statements of Sisu Healthcare Solutions and Health Choice Arizona demonstrate our shared commitment to providing quality care and support to patients.

Health Choice is committed to keeping Arizonans healthy by offering comprehensive services.

Sisu aims to provide the best care to support patients through treatment to achieve optimal outcomes.

We look forward to working together.

Thank you for your time.

OIFA & Health Equity Advancement & Roadshow

Angimar Rodriguez
Joshua Napoleon
Maria Reyes

OIFA & Health Equity Advancement Roadshow

Overview



Is a collaborative effort to engage with healthcare providers, members, family members, and peers.



Through this Roadshow, we aim to foster connections, enhance awareness, and provide support, ultimately leading to improved healthcare and greater equity.



During the Roadshow, our we engage with provider staff and members through informative presentations, and open discussions. We encourage active participation, questions, and the sharing of insights to make this engagement truly collaborative.

OIFA & Health Equity Advancement OIFA Roadshow

Purpose

Facilitate Networking

OIFA and Health Equity Advancement Roadshow aims to create new networking opportunities for providers, members, family members, and peers, fostering connections and collaboration.

Increase Awareness

One of its purposes is to educate and raise awareness about OIFA and Member Advocacy Council among providers, members, peers, and family members, ensuring that they understand its role, mission, and the role members play.

Provide Support

The Roadshow is designed to answer questions and offer support, addressing the needs and concerns of providers, family members, and members, promoting a supportive environment.

Identify Barriers and Needs

Building relationships with providers, family members, and members, the Roadshow aims to identify barriers and service needs, fostering collaboration and partnerships to enhance healthcare and equality.

OIFA & Health Equity Advancement Roadshow 2023-2024 Calendar

Office of Individual Family Affairs and Health Equity Advancement Roadshow 2023-2024				
County	Month	Date	Time	Name of Site
Mohave	April	TBD	TBD	Mohave Mental Health
Mohave	April	TBD	TBD	Southwest Behavioral Health
Navajo	Nov	TBD	TBD	Change Point Integrated Health
Navajo	Nov	11.16.23	TBD	Community Bridges
Gila	May	TBD	TBD	Horizon Health Wellness
Gila	May	TBD	TBD	Southwest Behavioral Health
Apache	Nov	TBD	TBD	Little Colorado Behavioral Health
Apache	Nov	TBD	TBD	TBD-Collaborate with Holly Figueroa to identify provider site
Yavapai	Oct	10.26.23	11:00	Granite Mountain Behavioral Health
Yavapai	July	TBD	TBD	Spectrum Healthcare
Coconino	Dec	TBD	TBD	Southwest Behavioral Health
Coconino	Dec			Kaibab Health Services
Coconino	Dec	TBD	TBD	Child and Family Support Services
Coconino	Jan	1.19.24	10:30	HOPE Lives
Maricopa	Jan	TBD	TBD	STARS
Pinal	June	TBD	TBD	Community Bridges
Pinal	June	TBD	TBD	La Frontera

Clinical and Integrated Health Updates



An Independent Licensee of the Blue Cross Blue Shield Association

Health
Choice

CommunityCares

Closed Loop Referral System (CLRS)





BlueCross
BlueShield
Arizona

Health
Choice

An Independent Licensee of the Blue Cross Blue Shield Association

AHCCCS has
partnered with
Contexture and Unite
Us to provide
CommunityCares,
Arizona's Statewide
Closed-Loop Referral
System





An Independent Licensee of the Blue Cross Blue Shield Association

Health
Choice

What is CommunityCares?

CommunityCares is a free tool available to help AHCCCS health care providers and community-based organizations quickly and efficiently screen and refer members for Health-Related Social Needs, also known as Social Determinants of Health.



- Health care providers can use any Health-Related Social Needs screening tool they would like, as long as it screens for homelessness/housing instability, food insecurity, transportation assistance, employment instability, utility assistance, interpersonal safety, justice/legal involvement, and social isolation/social support.
- Health care providers can use CommunityCares on the web for free or integrate it into their Electronic Health Record at an additional cost.
- Health care providers are also able to screen and refer members to organizations that do not use CommunityCares.



How Does the Referral Process Work?

How does CommunityCares work?



1. An AHCCCS member has a visit with their health care provider.
2. The health care provider uses one of CommunityCares' screening tools to ask the member questions to see if they have any Health-Related Social Needs.
3. If the member reports having a Health-Related Social Need the health care provider uses CommunityCares to find a local community-based organization that can assist the member.
4. The health care provider sends an electronic referral to the local community-based organization through CommunityCares and provides information about the organization to the member.
6. The local community-based organization receives the referral and contacts the member to fulfill the referral request.
7. Once the referral has been fulfilled, the local organization marks the referral as complete in CommunityCares.
8. CommunityCares notifies the referring health care provider that the referral has been completed and the member received the help they needed.

What are the benefits?

In addition to helping AHCCCS members address Health-Related Social Needs to improve their overall wellbeing, providers may also benefit:

Receive feedback on the outcome of your referrals

Eligible for [AHCCCS' Differential Adjusted Payment \(DAP\) Program](#) and receive financial incentives for using the system

CommunityCares offer financial incentives to community agencies who join the network up to \$15,000 in financial incentives.





An Independent Licensee of the Blue Cross Blue Shield Association

Health
Choice

[Learn more about CommunityCares,](#)
including the
system's features,
financial
incentives
available, and how
to sign up



Opt In/Opt Out AZ - Contexture

Member participation is voluntary – they get to choose whether they want their information included.

Care providers participating in the Arizona HIE are required to notify patients of their participation. It may accompany your HIPAA privacy notification.

Patients can choose not to share their health information – this is called “opting out.”

Download and complete the required “opt out” form to be submitted by the medical provider.

[English PDF](#)

[Spanish PDF](#)



Quality Updates

Jane Dill, MD



Health
Choice

2024 AHCCCS Primary Measures

Measure Name	Acronym	Threshold Benchmark	High Performing Benchmark
Well Child Visits in the First 15 months of life	W30A	58.4%	61.6%
Child and Adolescent Well-Care Visits	WCV	44.6%	48.1%
Timeliness of Prenatal Care	PPC1	81.8%	84.2%
Follow-Up after Hospitalization for Mental Illness - 7 day	FUH	52.9%	59.9%
Breast Cancer Screening	BCS	48.1%	55.3%
Plan All Cause Readmissions - Observed to Expected (O/E) ratio	PCR	0.985	0.927

2024 AHCCCS Secondary Measures

Measure Name	Acronym	Threshold Benchmark	High Performing Benchmark
Cervical Cancer Screening	CCS	50.9%	53.4%
Antidepressant Medication Management - Effective Acute Phase Treatment	AMM	57.4%	60.8%
Follow-Up after Emergency Department Visit for Mental Illness - 7 day	FUM	46.4%	51.3%
Hemoglobin A1c Poor Control for Patients with Diabetes (A1c > 9.0)	HBD (GSD)	34.8%	33.5%
Childhood Immunization Status - Combo 3	CIS-3	60.3%	64.0%

Childhood Immunizations Combo 3 Definition

Children who turned two years of age during 2024 who received the following immunizations on or before their 2nd birthday:

- 4 Diphtheria, tetanus & acellular pertussis (DTap)
- 4 Pneumococcal (PCV)
- 3 Polio (IPV)
- 3 Hemophilus influenza, or H.flu, type B (HiB)
- 3 Hepatitis B (Hep B);
- 1 Measle, Mumps and Rubella (MMR)
- 1 Chicken pox (VZV)

Childhood Immunizations – Combo 3

EXCLUSIONS/EXCEPTIONS (prior to 2 years of age):

- evidence of contraindication to a vaccine
- encephalopathy due to vaccination and a vaccine causing an adverse effect recorded on the same date
- a disorder of the immune system before their second birthday
- a diagnosis of lymphoreticular cancer, multiple myeloma, or leukemia
- severe combined immunodeficiency or intussusception. hospice care

*Parent/guardian declination of vaccination is not an exclusion. The measurement targets take this into account.

WCV and Sports Physicals

Preparticipation Sports Physicals completed March 1, 2024 or later are accepted for the 2024-2025 school year *

- Have AIA forms available in the office for adolescent well visits
- Help increase well visit participation by encouraging sports physicals early in the year

*for schools/sports which follow AIA rules

EPSDT Documentation Reminder

BCBSAZ Health Choice requires providers to send completed EPSDT Clinical Sample Templates or the EHR equivalent Well Child Visit note to the Pediatric Clinical Programs Department / Health Promotion Coordinator.

Please submit the AHCCCS EPSDT Clinical Sample Templates or equivalent Electronic Health Records (EHRs) directly to the Health Choice EPSDT department, either by email or fax. It is not necessary to attach templates to claims submissions.

Email: HCEPSDTCHEC@azblue.com

Fax: (480) 760-4716



BlueCross
BlueShield
Arizona









Health
Choice

An Independent Licensee of the Blue Cross Blue Shield Association

2024 Healthy Rewards Program

BCBSAZ Health Choice Arizona (Medicaid)







Member Services: 1-800-322-8670, TTY: 711

-  **\$25 for a Well Child Visit, 0 – 15 months,** up to six visits (Up to \$150 annually)
-  **\$25 for a Well Child Visit 16 – 30 months,** once per year
-  **\$25 per Well Child Visit, 3 – 21 years of age,** once per year
-  **\$50 for Mammogram** during the measurement year for women 50 – 74 years of age
-  **\$25 for a Prenatal Visit** within the first trimester
-  **\$25 for a Postpartum Visit,** 7 – 84 days post delivery
-  **\$25 for completing a Health Risk Assessment,** members ages 3 – 17
-  **\$25 Oral Evaluation** with a dental provider, for children under 21 years of age

HCA members need to call Member Services for gift card redemption.

BCBSAZ Health Choice Pathway (Medicare)

Member Services: 1-800-656-8991, TTY: 711

- \$25 for Medicare Annual Wellness Visit** (All HCP members) 
- \$25 for Colorectal screening** during the measurement year, 45 – 75 years of age 
- \$50 for Mammogram** during the measurement year for women 50 – 74 years of age 
- \$25 for a Diabetic Eye Exam,** 18 – 75 years of age with diabetes (type 1 & 2) 
- \$50 for Osteoporosis Management** in women 67 – 85 years of age with fracture 
- \$25 for completing a Health Risk Assessment** (Initial or Annual) 

HCP member rewards are distributed on a prepaid Visa® flex card based on claims activity. It is essential for providers to bill the correct codes to ensure member rewards are distributed.

PCP Assignments and Name Changes

Patients or parents/guardians may call or email HCA member services to confirm or update their PCP with Health Choice.

BCBSAZ Health Choice Arizona Member Services Department is open 8 a.m. – 5 p.m., Monday-Friday (except holidays)

- ▶ Phone **1-800-322-8670** (TTY 711).
- ▶ e-mail HCHComments@azblue.com
- ▶ **These are the same contacts for claiming Healthy Rewards!**

Name changes, including Baby Boy/Baby Girl names require and update through AHCCCS. Members should be instructed to contact AHCCCS for name changes.

AHCCCS phone number: **1-855-432-7587**

Follow up after Emergency Department Visit

Conditions commonly related to recurrent Emergency Room Visits

1. COPD
2. Mental Health Disorders

Timely outpatient follow up may assist with

- medication management/adherence
- DME needs
- specialty coordination
- changes in treatment when necessary

Follow up Visits after Inpatient Stay

Camden Study – Readmission Rates after Inpatient Stay

	Had F/U appt	No F/U appt
30 days	12.7%	17.5%
90 days	28%	38.7%

[Measuring the Success of the 7-Day Pledge Program to Avert Post discharge Hospital Visits \(ajmc.com\)](http://ajmc.com)

Follow up services

- ▶ Outpatient visit (example, clinic visit)
- ▶ Telephone Visit
- ▶ Transitional Care Management Service
- ▶ Case Management Visit
- ▶ Complex Care Management Service
- ▶ E-visit or virtual Check-In
- ▶ Telehealth Visit

2024 Provider Materials

Provider Toolkit

- Concise 2-page guide for common quality measures and related coding

[1184869-22-BCBSAZ-HC_Provider-Toolkit_8-5x14_v1-indd.pdf \(azblue.com\)](#)

- Information for Quality Improvement Specialist Program and Care management referrals is in the toolkit.

Care management referral form for both HCA and HCP:

[BCBSAZ_HC_Exhibit_5-1-Care-Management_Referral_Form_1-19-2023.pdf \(azblue.com\)](#)

2024 Provider and Member Materials

2024 Mammogram event information on HCA and HCP websites

[Breast Cancer - BCBSAZ Health Choice \(healthchoiceaz.com\)](https://healthchoiceaz.com)

[Breast Cancer - BCBSAZ Health Choice Pathway](#)

2024 Healthy Reward Member pages are live on HCA and HCP websites

- Patient centered Healthy reward flyers available in PDF, JPG and print (English and Spanish versions)

[Healthy Rewards Program Flyer \(azblue.com\)](https://azblue.com)

[2024 Healthy Rewards Program/ Programa Healthy Rewards folleto \(healthchoicepathway.com\)](https://healthchoicepathway.com)



Provider Resources

Jadelyn Fields, Network Provider Service Manager and Educator



An Independent Licensee of the Blue Cross Blue Shield Association

Health
Choice

BCBSAZ Health Choice Provider Manuals

Our Provider Manuals are designed to provide basic information about the administration of the BCBSAZ Health Choice Arizona, BCBSAZ Health Choice Pathway and ACA StandardHealth with Health Choice programs.

Details within our manuals are intended to furnish providers and their staff with information, covered services, claim and/or encounter submission requirements.

The Health Choice Arizona provider manual is an extension of the Health Choice Arizona Subcontractor Agreement, executed by the participating provider. The participating provider agrees to abide by all terms and conditions set forth within our Provider Manuals. The Provider Manual is incorporated into the contract each provider holds with Health Choice.

Please take advantage of additional resources available online on the 'For Providers' tab of our websites or from the 'Home' screen of your secure online provider portal.

BCBSAZ Health Choice Arizona: www.HealthChoiceAZ.com

BCBSAZ Health Choice Pathway: www.HealthChoicePathway.com

ACA StandardHealth with Health Choice: www.standardhealthhc.com

Annual Model of Care Training – Special Needs Plans (DSNP)

A SNP is a type of Medicare Advantage plan providing targeted care, improved care coordination and continuity of care to members with special needs. SNPs operate under the Model of Care (MOC) structure to identify and help meet the unique health care needs of each SNP member.

BCBSAZ Health Choice Pathway 2024 Annual MOC training is available online!

Visit: [Provider Education - BCBSAZ Health Choice Pathway](#)

- Special Needs Plan (SNP) Model of Care (MOC) training is required initially and annually by the Centers for Medicare & Medicaid Services (CMS) for care providers who treat members in SNPs.
- A SNP is a type of Medicare Advantage plan that provides targeted care, improved care coordination and continuity of care to members with special needs.
- You are considered to be a SNP care provider if you treat members who are enrolled in a SNP, even if you treat just one SNP member.
- One clinical or non-clinical staff member of each practice, clinic or medical group may take the training and communicate the information within the practice.

UTILIZATION MANAGEMENT CRITERIA

Opportunity for Practitioner Input

- Health Choice values our network of providers and is interested in your input regarding UM criteria
- If you have interest in assisting with development or review of UM criteria, please send your contact information along with your field of practice to:

Ellen N. Lewis

Vice President, Medicaid & DSNP Clinical Operations

BCBSAZ Health Choice

ellen.lewis@azblue.com

Coding & Billing Updates AHCCCS AMPM, ACOM and CMS

!STAY UP TO DATE!

View updates to the [AHCCCS Medical Policy Manual \(AMPM\)](#) , [AHCCCS Contractor Operations Manual \(ACOM\)](#), [AHCCCS News & Press Releases \(azahcccs.gov\)](#), and [Medical Coding Resources](#) on the [AHCCCS website](#) .

The AHCCCS Medical Coding Unit is responsible for the update and maintenance of all medical coding related to AHCCCS claims and encounters processing. This includes place of service, modifiers, new procedure codes, new diagnoses, and coding rules. This unit is also responsible for reviewing and responding to any medical coding related guidelines or questions. This includes questions related to daily limits, procedure coverage, etc.

Visit the [AHCCCS Encounters Resource](#) page for additional resource and guidance regarding coding and plan coverage updates.

Visit the [CMS website](#) and subscribe to email updates for the latest information on Medicare enrollment, policies, benefits, and other helpful tools.

Update to Physical and Correspondence Address

As of August 1, 2023, the BCBSAZ Health Choice physical and correspondence address has changed to:

8220 N. 23rd Ave, Phoenix, AZ 85021

***NOTE:** The claim submission address is not changing*

Sending Correspondence to a specific department?

Help us stay efficient in distributing your mail to the correct department. Please indicate which department your mail should be directed to:

BCBSAZ Health Choice, BCBSAZ Health Choice Pathway
OR ACA StandardHealth with Health Choice

Attention: SPECIFIC DEPARTMENT

(i.e. Claim Reconsideration/Dispute/Appeal/Grievances,
FWA, EPSDT Forms, Dental Prior Authorization forms,
Medical Claims Review)

8220 N. 23rd Ave
Phoenix, AZ 85021



Claim Submissions

KEEP YOUR RECORDS UP TO DATE!

By not keeping your information current, you may experience claim rejections, non-payments, or returned check payments.

All providers are recommended to submit claims/encounters electronically. Electronic billing ensures faster processing and payment of claims, eliminates the cost of sending paper claims, allows tracking of each claim/encounter sent, and minimizes clerical data entry errors.

BCBSAZ Health Choice (AHCCCS)

Health Choice Arizona Payer ID# 62179

P.O. BOX 52033, PHOENIX, AZ 85072-2033

BCBSAZ Health Choice Pathway (Medicare Advantage D-SNP)

Health Choice Pathway Payer ID# 62180

P.O. BOX 52033, PHOENIX, AZ 85072-2033

ACA StandardHealth with Health Choice (ACA IU65 – 1/1/2024)

ACA StandardHealth with Health Choice Payer ID# RP105

P.O. BOX 52033, PHOENIX, AZ 85072-2033

Claim Submission Reminders

KEEP YOUR RECORDS UP TO DATE!

By not keeping your information current, you may experience claim rejections, non-payments, or returned check payments.

No Staple Required

Please do not staple documents or claims. If there is a document being submitted with the claim, the document should lay directly behind the claim and each page of documentation should indicate the claim number.

Prior Authorization Number

Submit claims with the full and complete Prior Authorization number reported, including leading zeros.

Sending Correspondence to a specific department?

Help us stay efficient in getting your mail to the correct department, please indicate which department your mail should be directed to.

Physical/Correspondence

BCBSAZ Health Choice, BCBSAZ Health Choice Pathway OR ACA StandardHealth with Health Choice

Attention: SPECIFIC DEPARTMENT

8220 N. 23rd Ave

Phoenix, AZ 85021

Claim Submissions Outside of Arizona

As a reminder, Arizona providers and contracted providers located in contiguous counties to Arizona will submit claims to Health Choice directly.

As a Blue Cross Blue Shield of Arizona plan, we align with Blue billing requirements. This change only affects billing for services rendered to a Health Choice members outside of Arizona. Providers rendering services outside of Arizona will submit claims directly to the Blue plan within that state.

EXCEPTION: *Health Choice contracted providers located in contiguous (bordering) counties to Arizona will submit claims directly to Health Choice.*

Below is a current listing of contiguous counties (subject to change upon county boundary changes by each state).

- California: San Bernardino County
- Nevada: Clark County and Lincoln County
- Utah: Kane County and Washington County
- Colorado: Montezuma County
- New Mexico: San Juan County, McKinley County, Cibola County, Catron County, Grant County, and Hidalgo County

BCBSAZ Health Choice (Medicaid) Member ID Card Example



An Independent Licensee of the Blue Cross Blue Shield Association

Health
Choice



Member:
John Q Sample
ID #: **HCIA12345678**

RxBIN: **123456**
RxPCN: **Part D**
Group: **RX3898**

Health Plan Name:
Health Choice Arizona

Member Services:
1-800-322-8670

**ARIZONA HEALTH CARE
COST CONTAINMENT
SYSTEM**



An Independent Licensee of the Blue Cross Blue Shield Association

Health
Choice

HealthChoiceAZ.com

Member Services:

1-800-322-8670

24/7 Nurse Advice Line:

1-855-458-0622

Pharmacists Call:

1-800-364-6331

Arizona providers
send medical claims to:
Health Choice Arizona
PO Box 52033
Phoenix, AZ 85072-2033

Providers outside of Arizona
should file all claims to the
local Blue Cross and Blue Shield
Plan in whose service area the
member received services.

Benefits are limited to emergent care
outside of Arizona.

BCBSAZ Health Choice Pathway – Member ID Card Example



Health
Choice

Member:
John Q Sample
ID #: **MZHHC1234567**

RxBIN: **004336**
RxPCN: **MEDDADV**
RxGRP: **RX8748**

Health Plan Name:
Health Choice Pathway (HMO D-SNP)

Health Plan (80840)
Plan ID: **H5587-002**

MedicareRx **MEDICARE | HMO**
Prescription Drug Coverage **ADVANTAGE**



Health
Choice

Arizona providers
send medical claims to:
Health Choice Pathway
(HMO D-SNP)
PO Box 52033
Phoenix, AZ 85072-2033

Providers outside of Arizona
should file all claims to the
local Blue Cross and Blue Shield
Plan in whose service area the
member received services.





HealthChoicePathway.com

Member Services:
1-800-656-8991, TTY 711

Hours of Operation:
8 a.m. to 8 p.m., 7 days a week
Pharmacy Prior Auth and
Appeals Fax: **1-877-424-5690**
24/7 Nurse Advice Line:
1-855-458-0622
Pharmacy Help Desk:
1-866-693-4620

Benefits are limited to emergent care
outside of Arizona.

Health Choice Dual – Member ID Card Example

 BlueCross BlueShield Arizona <small>An Independent Licensee of the Blue Cross Blue Shield Association</small>	Health Choice	 AHCCCS <small>Arizona Health Care Cost Containment System</small>
Member: John Q Sample	RxBIN: 004336	
HCP ID #: MZHHC1234567	RxPCN: MEDDADV	
AHCCCS ID #: HCIA12345678	RxGRP: RX8748	
	Health Plan (80840)	
	Plan ID: H5587-002	
Health Plan Name: Health Choice Pathway (HMO D-SNP) Health Choice Arizona	Health Plan Phone #: 1-800-656-8991	
 MedicareRx <small>Prescription Drug Coverage</small>	MEDICARE ADVANTAGE HMO	 BlueCross BlueShield Arizona

An Independent Licensee of the Blue Cross Blue Shield Association

**Health
Choice**

HealthChoicePathway.com

Member Services:
1-800-656-8991, TTY 711

Hours of Operation:
8 a.m. to 8 p.m., 7 days a week
Pharmacy Prior Auth and
Appeals Fax: **1-877-424-5690**
24/7 Nurse Advice Line:
1-855-458-0622



Pharmacy Help Desk:
1-866-693-4620

Arizona providers
send medical claims to:
Health Choice Pathway
(HMO D-SNP)
PO Box 52033
Phoenix, AZ 85072-2033

Providers outside of Arizona
should file all claims to the
local Blue Cross and Blue Shield
Plan in whose service area the
member received services.

Benefits are limited to emergent care
outside of Arizona.

ACA StandardHealth with Health Choice – Member ID Card Example

 BlueCross BlueShield Arizona <small>An Independent Licensee of the Blue Cross Blue Shield Association</small>	ACA StandardHealth with Health Choice
MEMBER NAME IAZ987654321	ACA Health Choice Network Group Number INDU65 Plan Year 2024
	In-Network Cost Share Deductible Individual \$5900 Deductible Family \$11800 OOP MAX Individual \$9100 OOP MAX Family \$18200 Pediatric Member Dental YES
Copay PCP \$40 Copay Specialist \$80 Copay Urgent Care \$60 Copay RX Tier 1/2/3 \$20/40/80 Rx BIN# 603017	
PCP-HMO	See assigned PCP for services and specialist referrals.
AZDOI	

PROVIDER PORTAL

Are you registered for the Provider Portal?

Sign-up today!

Get access to secure member eligibility, claim status/reconsideration, submit medical, dental and pharmacy prior authorization requests and much more.

*****COMING SOON*****

Quality Gaps in Care Reporting

PDM and AzAHP Credentialing Enhancements to the Summary Page

Our portal is available under the 'Providers' tab of each of our plan websites:

[BCBSAZ Health Choice \(healthchoiceaz.com\)](http://healthchoiceaz.com)

[Home - BCBSAZ Health Choice Pathway](#)

[ACA StandardHealth with Health Choice \(standardhealthhc.com\)](http://standardhealthhc.com)

Easy to follow portal training video(s) on our websites

'For Providers' tab -> 'Provider Education'

Secure Provider Portal: Home Screen



Welcome to Health Choice Provider Portal

New & Upcoming Enhancements

- You can now submit Dental Prior Authorization and Dental Specialty Referral requests directly through your secure portal.
- Enhanced Member Eligibility search providing Coordination of Benefits.
- Dental and Vision Claims History now provides member benefit balance.
- Medical Review Documents (reserved ONLY for approved Hospital Tax ID): Update process for file upload directly to a claim only. Pardon our dust as we continue maintenance on this feature.

Provider Reminders

- Member ID prefixes: Health Choice Arizona is HCI (e.g. HCIA12345678). Health Choice Pathway is MZH (e.g. MZHHC1234567)
- Providers can submit credentialing requests via our Provider Portal. Forms will automatically be routed to our Credentialing or Contracting department for processing with an accessible PDF form for your records. Click the [Provider Demographic Request/AzAHP E-Apply](#) Practitioner Data Form link under Provider Tools.
- Recent [Member Admissions and/or Discharges](#)
- View your Member [COVID Vaccine Status Report](#)
- Opportunity for Practitioner Input Health Choice values our network of providers and is interested in your input regarding Utilization Management (UM) Guidelines. If you have interest in assisting with development or review of UM criteria and technology, please send your contact information along with your field of practice to: HHCComments@azblue.com

Member Eligibility:

Click [here](#) to view eligibility and coordination of benefit details for a member

Claims

Use one of our convenient tools to learn more about our services.

- [Claims Lookup](#)
- [Dental Claims History](#)
- [Vision Claims History](#)

Authorizations

Need information regarding authorizations? Choose one of the following options below.

- [View Your Medical Prior Authorization Status](#)
- [View Your Dental Prior Authorization Status](#)
- [Health Choice - Pharmacy Prior Authorization Request](#)
- [Health Choice Arizona - Prior Authorization Grid](#)
- [Health Choice Pathway - Prior Authorization Grid \(Arizona\)](#)

Provider Tools

Use one of our convenient tools to manage your account or look up answers in our document library.

- [Provider Member Roster](#)
- [Provider Resources](#)
- [Health Choice Integrated Care Provider Portal](#)
- [Provider Demographic Request/Electronic Credentialing - AzAHP Practitioner Data form](#)

Provider Resources

Please note that user Account passwords should NOT be shared between employees. Sharing password

Visit us online under our "For Providers" tab for content specific to education-related material.

[BCBSAZ Health Choice \(Medicaid\)](#)

[BCBSAZ Health Choice Pathway \(Dual SNP HMO Medicare Advantage\)](#)

Provider Manuals

- [BCBSAZ Health Choice](#)
- [BCBSAZ Health Choice Pathway](#)
- [ACA StandardHealth with Health Choice](#)

Provider Notices

- [BCBSAZ Health Choice](#)
- [BCBSAZ Health Choice Pathway](#)
- [ACA StandardHealth with Health Choice](#)

Prior Authorization Guidelines

- [BCBSAZ Health Choice](#)
- [BCBSAZ Health Choice Pathway](#)
- [ACA StandardHealth with Health Choice](#)

Provider Forms

- [BCBSAZ Health Choice](#)
- [BCBSAZ Health Choice Pathway](#)
- [ACA StandardHealth with Health Choice](#)

Provider Education (POLT List, Portal Training Videos, Newsletters, Quality Coding)

- [BCBSAZ Health Choice](#)
- [BCBSAZ Health Choice Pathway](#)
- [ACA StandardHealth with Health Choice](#)

Dental Matrix and Clinical Review Criteria

- [BCBSAZ Health Choice Dental Benefits Matrices](#)
- [BCBSAZ Health Choice Pathway Supplemental Benefits](#)
- [ACA StandardHealth with Health Choice](#)

BCBSAZ Health Choice Pathway Model of Care

- [BCBSAZ Health Choice Pathway](#)

Prescription Drugs and Formulary

- [BCBSAZ Health Choice](#)
- [BCBSAZ Health Choice Pathway](#)
- [ACA StandardHealth with Health Choice](#)

Cultural Competency

- [BCBSAZ Health Choice](#)
- [BCBSAZ Health Choice Pathway](#)
- [ACA StandardHealth with Health Choice](#)

Clinical Guidelines

- [BCBSAZ Health Choice](#)
- [BCBSAZ Health Choice Pathway](#)

Quality & Performance Measures

- [BCBSAZ Health Choice](#)

Medical Management

- [BCBSAZ Health Choice](#)
- [BCBSAZ Health Choice Pathway](#)

Behavioral Health Resources

Provider Portal View: Provider Resources

Our Websites: For Providers -> Provider Resources

The screenshot displays the website's header and a navigation menu. The header includes a search bar, language options (English, Español), and contact information for crisis help and nurse advice. The navigation menu lists various resources for providers, including a provider portal, manual, notices, education, and guidelines. A dropdown menu is open, showing a list of provider resources.

Header:

- D-SNP Medicare Advantage Plan →
- Search 🔍
- English Español
- CRISIS HELP: 1-844-534-HOPE (4673) | 24/7 Nurse Advice Line: 1.855.458.0622 | Call Us: 1.800.322.8670 (TTY:711)
- FIND A DOCTOR/PHARMACY
- MEMBER PORTAL

Navigation:

- COVID-19 UPDATES
- ABOUT ▾
- MEMBERS ▾
- HEALTH & WELLNESS ▾
- COMMUNITY ▾
- CONTACT
- FOR PROVIDERS ▾
- Facebook
- Twitter

Provider Resources Dropdown Menu:

- Provider Overview & Joining Our Network
- Provider Portal
- Provider Manual
- Provider Notices
- Provider Education
- Prior Authorization Guidelines
- Clinical Guidelines
- Behavioral Health Resources
- Children's Behavioral Health
- Medical Management
- Quality & Performance Measures
- Prescription Drugs
- Dental
- Cultural Competency
- Claims
- Fraud, Waste & Abuse
- Health Information Exchange
- Forms
- Tribal Program
- Centers of Excellence & Star Ratings
- Mountain ECHO

Main Content Area:

- Stay Healthy This Season. Get Your Flu Shot Today.**
- Don't wait. Getting a flu shot is more important than ever.
- [Learn More](#)

Enrolled in Medicaid:

- Has your contact information changed in the past two years?
- 1-844-390-8935**
- Call us Monday - Friday, 8 a.m. - 5 p.m. or visit [HealthEArizonaPlus.gov](#) and update your mailing address to remain enrolled.
- [Find A Provider](#)
- [Find A Pharmacy](#)
- [Formulary \(List of Covered Drugs\)](#)
- [Member Newsletters](#)
- [Health Tips](#)

Q & A



An Independent Licensee of the Blue Cross Blue Shield Association

Health
Choice



An Independent Licensee of the Blue Cross Blue Shield Association

Health
Choice