

BCBSAZ Health Choice Bik'ehgo Bizaad Ádaat'éígíí



Health
Choice

BCBSAZ Health Choice Pathway (HMO D-SNP) éi diné bá íiná át'èii dóó ha'át'íishjǫ́ nihik'ehgo baa nístsáhákees dooleeígíí yá'át'ééh nínizingo baa nitsííkees. T'áa aaníí nihizaad dóó nihit'íishjǫ́nǫ́ éi bee nihá nístsáhákees dooleeígíí **T'ÁÁ JIIK'EH!**

Díí naaltsos dóó saad bee nihá nístsáhákees dooleeígíí éi t'áa ákogi át'èii yee nihá nístsáhákees dooleeígíí yá'át'éehgo ályaa.

Nihíká adoolwo'ígíí éi nihá ánít'é. Áko éi baa hane' t'áa aaníí baa nitsííkeesgo, éi doo da'íiníílda dóó doo da'átchíní da dooleet da biniinaa doo nihá nístsáhákees da dooleet.

Go Ne' BCBSAZ Health Choice Pathway bíla'ashdla'ii, hastáqá diné t'áa' ndiit'jǫ́h bik'ehgo t'áa' ndiit'jǫ́h bizaad choida'ígíí bik'ehgo ádaat'é.

1. Bee'ínil'jǫ́go ádaat'éhígíí doodaii' háalá'í bit'áqá'

- T'áa' ákwíí BCBSAZ Health Choice Pathway ádaat'éhígíí bizaad choida'ígíí bik'ehgo t'áa' ákwíí bik'ehgo ádaat'éhígíí bik'ehgo áts'íísí. Nihíká adoolwo'go nihíká aná'álwo'ígíí:
 - Ha'át'íishjǫ́ nihik'ehgo baa nístsáhákees dooleeígíí baa hwiindzin.
 - Nihíká adoolwo'go baa nístsáhákees dooleeígíí doo baa nihidziih da nínizingo, t'áa hazhóó baa nihidziih doo. Nihíká adoolwo'go djǫ́ (4) ji bíghahgo nihíká aná'álwo'ígíí bich'jǫ́ hodiidzih, áko baa nístsáhákees dooleeígíí baa hwiindzin.
- Ákót'éego óolya da'áltso saad bee yániiltǫ́, dóó Diné Bizaad dóó ánídí saad. Níhóolya bídahoo'aahgo saad hane' bee áts'íísígo bíká'ígíí álahgo bee yániiltǫ́. Nízhnǫ́'go saad bee yániiltǫ́ bíká'ígíí óolya níhínigo nił hodílnih. Deesk'aaz [azblue.com/hcpathway](https://www.azblue.com/hcpathway) binahjǫ́' nt'éé' bik'ehgo t'áa' ákwíí bik'ehgo naaltsos bik'ehgo kéedahat'ínígíí. Łahgo saad níjǫ́go nahasdzáan bikáa'gi naaltsos bídi'ínígíí yiní'jǫ́go bína'anishgo na'anishígíí nánáahai doo'jǫ́. Díí áádóó wóshdóó' naaltsos. Díí nihá shikaadééł **1-800-656-8991, TTY: 711, 8 a.m. bií' 8 p.m., 7 nihit' ła' shił atk'idígíí.**

2. BCBSAZ Health Choice Sa'ah Naa'niltsoii

- BCBSAZ Health Choice Pathway Bee'ínil'íní bik'ehgo bizaad choida'ígíí bik'ehgo t'áa' ákwíí bik'ehgo ádaalyaa BCBSAZ Health Choice Pathway Azhé'é ádaat'éígíí bik'ehgo t'áa' ákwíí bik'ehgo naaltsos bik'ehgo ádaat'éígíí.
- Díí bits'áqádeéł'jǫ́go doodaii' ha'íiníł't'éehgo BCBSAZ Health Choice Pathway Naakaii' t'áa' nłéi bik'ehgo bizaad choida'ígíí ha'íiníł't'éeh. Nahat'á dóó bilasána biniiyé, Care Management, béesh doo éi doodá. BCBSAZ Health Choice atch'jǫ́dii

T'áa ajilii dóó éi bǫ́h yáhoot'ééł

- BCBSAZ Health Choice Pathway t'áa' ndiit'jǫ́h naaltsos éi English dóó Spanish bizaad bik'ehgo ádaat'é.
- Díí náás'á báah na'ásdáhigi naaltsos bináa' í' atchíní, Shił bééhózin BCBSAZ Health Choice Pathway Memba ádáhozhii nihá.



Ndaga'ígíí baa nihich'ǫ́ nístsáhákees dooleet?

Nihíká adoolwo'ígíí baa nihich'ǫ́ nístsáhákees dooleet nínizingíí éi, hwiidziih!

Memba Éi Dii' Łizh Yáhoot'ééł éi bił

1-800-656-8991, TTY: 711, 8 a.m. to 8 p.m., 7 nizhónigo bihíjǫ́'ígíí.

BCBSAZ Health Choice Member Language Services



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BCBSAZ Health Choice Pathway (HMO D-SNP) wants you to get the healthcare you need and in the language you prefer. Language services are available to you at **NO COST!** Language services include interpretation (oral) and translation (written) and must be provided by a qualified interpreter and/or translator.

Your privacy is important to us. Because of the nature of the information that may be discussed, we cannot allow minors or children to provide language services for you.

As a BCBSAZ Health Choice Pathway member, there are two ways to obtain language services depending on when you need the services.

1. Provider or doctor's office

- All BCBSAZ Health Choice Pathway providers must arrange for language services for your appointments with that provider.
When you make your healthcare appointment with your provider:
 - Tell them the type of language services that you need.
 - If you forget to mention that you need language services at the time of scheduling, you can still arrange these services. Contact your provider four (4) days before your appointment to let them know your language service needs.
- Many providers speak English and other languages. Our provider directory lists the languages that are spoken at the provider's office. You may choose a provider by the language spoken. Visit azblue.com/hcpathway to view our online provider directory. You may also request a printed copy in your preferred language be mailed to you. This is available at no cost. Call us at **1-800-656-8991, TTY: 711**, 8 a.m. to 8 p.m., 7 days a week for a copy.

2. BCBSAZ Health Choice Representative

- BCBSAZ Health Choice Pathway Member Services must arrange language services for your appointments with BCBSAZ Health Choice Pathway Staff, such as Member Services or Care Management.
- When you make your appointment or speak with BCBSAZ Health Choice Pathway team members, let them know your language service needs. Examples of health plan staff are Member Services, Care Management, or other BCBSAZ Health Choice departments.

Materials and Written Information

- BCBSAZ Health Choice Pathway provides all written materials in English and Spanish.
- If you need written information in another language, let BCBSAZ Health Choice Pathway Member Services know.



Do you need help making an appointment?

If you need help making your healthcare appointment, let us know!

**Member Services can be reached toll-free at
1-800-656-8991, TTY: 711, 8 a.m. to 8 p.m., 7 days a week.**