



An Independent Licensee of the Blue Cross Blue Shield Association

Health  
Choice

# Live healthy!

BCBSAZ Health Choice Member News



## From the desk of Dr. Heather Carter

### Hello BCBSAZ Health Choice members:

I'm new here at Blue Cross® Blue Shield® as the Health Choice Medicaid Segment General Manager and CEO. I'm excited to meet you!

As a lifelong educator who also served in the Arizona State Legislature, I've spent my career making sure people in Arizona get the care they need. Thank you for choosing BCBSAZ Health Choice as your Medicaid/AHCCCS plan. We work hard to make healthcare easy for you.

If you have questions about your AHCCCS coverage or need help renewing your benefits, our bilingual community assistors are here for you. Call **1-844-390-8935**, Monday through Friday, 8 a.m. to 5 p.m. We care about your health and want to help keep you covered.

If you have questions about this newsletter, please contact BCBSAZ Health Choice Member Services at **1-800-322-8670**. We're here to help.

Thank you for letting me introduce myself. I'm here to serve you in all your healthcare needs!

All my best,  
*Heather*

## What Is Needed to See a Specialty Doctor

Sometimes, you may need help from a provider who is an expert in providing care for certain parts of the body. These doctors are called specialists. Some medical services or specialists need prior approval by BCBSAZ Health Choice. If prior approval is needed, your Primary Care Provider (PCP) must arrange for prior authorization of these services. Your PCP's office will let you know if your prior authorization request is approved.

If your PCP's request is denied, BCBSAZ Health Choice will let you know by mail. If you have a question about the denial, you can call Member Services. You also have the right to file an appeal. Member Services can guide you on how to file an appeal.

### You do not need a referral from your PCP for the following services:

Dental services

OB/GYN covered services

Behavioral health services



Female members, or members assigned female at birth, have direct access to preventive and well-care services from a gynecologist within BCBSAZ Health Choice's network without a referral from a primary care provider.

## New Member Handbook

Every year, your member handbook is updated. It is located online at **BCBSAZ Health Choice Member Handbook**. At any time, you may request to receive a hard copy mailed to you at no cost. You can call Member Services to get one in the mail. This important tool contains information about:

- Your Rights and Responsibilities (including Privacy and Confidentiality Rights)
- How to find a Specialist
- Interpreter Services; and availability of materials in alternate formats
- Quality Improvement Programs and Utilization of Services
- How to File a Grievance or Appeal an Adverse Decision
- Advance Directives (End-of-Life Decisions)

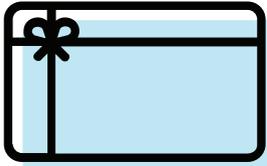
## New look for the BCBSAZ Health Choice website

The next time you join us online, we hope you like our new look!

We made these changes with our members in mind. First and foremost, the new site has extra features to keep your information safe. And we kept our members in mind during design, so it is easier to find information you need.

Visit us at [azblue.com/hca](https://www.azblue.com/hca).

# Get Gift Cards for Well-Child and Other Exams – Check Out Our Healthy Rewards Program



We want to remind our members about the BCBSAZ Health Choice Healthy Rewards program.

We offer gift cards to members for completing screenings for themselves, their children, and teens to be sure everyone is healthy.

Look at all the ways you can get rewards for going to important exams.



## Babies, children, and teens:

As a parent or guardian who takes time to schedule Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) visits, you can keep your little ones healthy and add a little to your wallet for helping your kiddos stay well.

- **Well-child visits** – up to \$150 yearly
  - \$25 per visit up to six visits during 0-15 months of age
  - \$25 for one visit during 16-30 months of age
- **Child and Adolescent Well-Care**, 3 to 21 – \$25 annually
- **Trip to the dentist** for children 2 to 21 – \$25 once per year
- **Completion of Health Appraisal** ages 3 to 17 – \$25 annually

## Pregnant and postpartum members:

- **Prenatal visit (first three months of pregnancy)** – \$25 gift card for attending your prenatal visit during your first trimester or within 42 days of becoming newly enrolled with BCBSAZ Health Choice
- **Postpartum visit (7 to 84 days after delivery)** – \$25 gift card for attending your postpartum visit

## Additional activities and screenings:

- **Breast Cancer Screening**, ages 40 to 74, annually as long as the last screening occurred within the last two years – \$50

We make it easy to get mammograms. Be sure to check out our mammogram screening events:

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

To learn more about program guidelines and how to earn rewards, visit [Healthy Rewards](#).

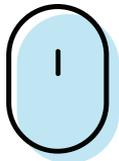
# Your Rights

BCBSAZ Health Choice complies with all federal, state, and local laws relating to your rights not only because it is the law, but it is the right thing to do.

Here are some examples. You can:

- Choose any provider within the BCBSAZ Health Choice system. This also includes the right to refuse care.
- Use any hospital for emergency care.
- Get a second opinion in network. You can have a second opinion arranged outside of the network, only if there is not in-network coverage, at no cost.
- Be treated with respect and dignity; this includes your right to privacy.

You have the right to speak up, ask questions, and voice concerns.



For more information on your rights, please visit [BCBSAZ Health Choice Member Rights](#) and click on the [Rights and Responsibilities](#) tab.



## Your Privacy

The privacy of your information is important. We work to keep your records private and safe.

Our Member Services staff will only talk to you or an approved person about your care. This is someone you tell us we can talk to, such as a family member, a close friend, legal guardian, or someone with medical power of authority.

You can tell us who can talk about your care by calling Member Services. Or send us copies of any court orders or other legal papers showing who is allowed to see your records. We will update our records to include the people you choose.

BCBSAZ Health Choice also has rules in place to protect your privacy. Our Notice of Privacy Practices tells you how we guard your medical information. The Notice also explains your rights. You can see the Notice on our website at <https://www.azblue.com/health-choice-az/privacy-and-legal> or call Member Services to tell us if you want a paper copy. We will send you one at no cost to you.

## End-of-Life Care Planning

No matter what your age, having a plan is important in case you are sick. It is best to have your wishes for medical care written out ahead of time in an advance directive. You can work with your doctor or family members to develop this written plan.

An advance directive lets you choose who should make medical decisions if you are too sick to decide for yourself. It lets you say what kind of care you might want. For example, you can choose whether you would want to receive blood or use a breathing machine called a ventilator. It is important to have an advance directive, so that your family knows what to do if you are in a sudden accident or have a serious, long-term illness.

Advance directive forms are available on the AZ Attorney General's website at <https://www.azag.gov/issues/elder-affairs/life-care-planning>.

You can also send questions to [azhdr@contexture.org](mailto:azhdr@contexture.org) or call **1-844-279-7120**. There are forms available in English and Spanish and you do not need a lawyer to fill out the forms.



## Important Phone Numbers:

### BCBSAZ Health Choice

#### Member Services:

**1-800-322-8670, TTY: 711,**

Monday – Friday (except holidays),  
8 a.m. – 5 p.m.

### BCBSAZ Health Choice

#### Nurse Advice Line:

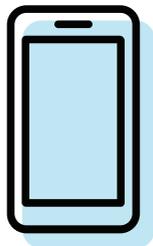
**1-888-267-9037**, available 24 hours  
a day, seven days a week

### BCBSAZ Health Choice

#### Transportation to medical appointments:

**602-386-3447**

Please call 72 hours or  
three days before your  
appointment to schedule  
a ride. The transportation  
line is available 24 hours  
a day, seven days a week.



## 24-HOUR SUICIDE AND CRISIS HOTLINES:

### 988 Suicide & Crisis Lifeline:

**988**

To start a chat: **988lifeline.org/chat/**  
**211**, press 7

### 24/7 Arizona Statewide Crisis Hotline:

**1-844-534-HOPE**

**Text** the word **HOPE** to **4HOPE (44673)**

or start a chat at: **crisis.solari-inc.org/start-a-chat/**

### National Substance Use and Disorder Issues Referral and Treatment Hotline:

**1-800-662-4357**

### Veterans Crisis Line:

**1-800-273-8255** Call or text **9-8-8**, press **1**.

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

If you or a loved one are having a medical  
emergency, call **911**.

BCBSAZ Health Choice complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

**ATTENTION:** If you speak a language other than English, language assistance services, free of charge, are available to you. Call **1-800-322-8670, TTY: 711**.

Español (Spanish): **ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-322-8670, TTY: 711**.

Diné Bizaad [Navajo]: Díí baa akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiiik'eh, éí ná hóló, kójjí' hódííłnih **1-800-322-8670, TTY: 711**.

**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.