



Happy New Year

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



IMPORTANT: 2025 Flex Card Benefit Changes

2025 Over-the-Counter (OTC) and Healthy Food Card Benefit

We are excited to partner with The Helper Bees to offer a simple way to shop for OTC and healthy food and produce.

What does this mean for you?

You will receive a new Mastercard® flex card with the Helper Bees logo to use for your purchases on and after January 1, 2025. You will get a \$125 allowance loaded to your Mastercard flex card **every month** to pay for covered groceries and OTC items. If you have not received a Mastercard flex card by December 31, 2024, please call The Helper Bees at **1-888-454-1423, TTY: 711**, Monday through Friday, 8 a.m. to 8 p.m.

Covered items include:

- Healthy foods like fruits, vegetables, meat, seafood, dairy products, water, and more
- Brand-name and generic OTC products, like vitamins, pain relievers, toothpaste, cough drops, and more

Placing Orders:

Call The Helper Bees at **1-888-454-1423, TTY: 711**, or visit bcbs-az.thehelperbeesportal.com to place an order. Have your flex card number handy to finalize your order.

Checking Your Balance:

To get your balance, call **1-888-454-1423** or visit bcbs-az.thehelperbeesportal.com.

Participating Retailers:

The flex card will only work at approved locations. To check participating locations, call **1-888-454-1423** or visit bcbs-az.thehelperbeesportal.com.

Eligible Items:

To search for products that are covered, call **1-888-454-1423** or visit bcbs-az.thehelperbeesportal.com.

You can view the 2025 OTC catalog on our website at azblue.com/hcpathway. Any remaining allowance at the end of the month will expire and does not roll over to the next month. Any unused allowance will not carry over to the next plan year.

Learn About Your Benefits

As a BCBSAZ Health Choice Pathway member, you get these extra benefits at **NO COST!**

\$1,000 for General Support for Living – Lodging and Utilities

If you meet the eligibility requirements, we provide a maximum annual limit of **\$1,000** to assist with covering the expenses of lodging after an eligible inpatient stay and/or specific utilities such as electric, gas, sanitary, water, and/or telephone services. To be eligible for this Special Supplemental Benefits for the Chronically Ill (SSBCI) benefit, you must be actively engaged with our care management program and incur complications from prediabetes or diabetes, have a recent hospitalization for diabetes, or have a medical condition worsened by prediabetes or diabetes. Not all members qualify, as other coverage criteria may also apply. For more information, call Member Services at **1-800-656-8991, TTY: 711**.

You Also Get These Benefits At No Cost:

- **\$0** copay on covered generic and brand-name prescriptions, up to a 100-day supply
- **\$3,500** allowance towards comprehensive dental, including dentures (once every 5 years) and bridges, and no maximum amount for preventive and diagnostic services
- **\$350** eyewear allowance for eyeglasses and/or contacts and **\$0** copay on 1 routine eye exam

- **\$1,500** hearing aid allowance for both ears combined and **\$0** copay for 1 hearing exam
- **Fitness Benefit**
- **Personal Emergency Response System (PERS)**
 - Coverage includes one personal lightweight, discrete wearable device that allows you to easily access any type of help 24/7, 365 days a year, whether at home or on the go. To get started, call Connect America at **1-800-979-9238, TTY: 711**, 8 a.m. to 5 p.m., Monday through Friday or visit bcbsaz.connectamerica.com.

With BCBSAZ Health Choice Pathway, you have a whole team behind you. If you have questions about these benefits, call Member Services at **1-800-656-8991, TTY: 711**, 8 a.m. to 8 p.m., 7 days a week. We're ready to help you get the care you need and make life a little easier.

Stay active and live comfortably, with benefits that include alternative treatments for chronic pain.

If you're suffering from chronic pain but want alternatives to prescription medication or surgery, BCBSAZ Health Choice Pathway covers routine podiatry, chiropractic, acupuncture, and therapeutic massage.

- Are you dealing with back and hip discomfort, or frequent headaches? **Chiropractic** care may be right for you. You get **12** routine chiropractic visits.
- Have you experienced a new painful injury or have long-standing arthritic pain in your knee? **Acupuncture** care may be right for you. You get **12** routine acupuncture visits.
- Are you feeling persistent achiness and tightness in your neck related to seated posture or sleeping position? **Therapeutic massage** may be right for you. You get **6** therapeutic massage visits.
- Need help with routine footcare, including nail trimming and preventive foot hygiene? **Podiatry** services may be right for you. You get **6** routine podiatry visits.

You must use an American Specialty Health (ASH) provider to receive these covered services. Call American Specialty Health Customer Service at **1-800-678-9133**, **TTY: 711** (Monday through Friday, 6 a.m. to 9 p.m.; Saturday, 1 to 9 p.m. Mountain time) for a list of participating providers near you or visit ashlink.com/ash/BCBSAZHCP.

\$1,000 combined allowance between In-Home Support Services, Home and Bathroom Safety Devices and Modifications, Support for Caregivers of Enrollees (Respite Care), and Home Repairs benefit

As a BCBSAZ Health Choice Pathway member, you have \$1,000 to use however you choose through The Helper Bees. While funds remain in your account, you can apply them to the services that best fit your needs. You can order goods and services as frequently as needed, with costs depending on your choices. Remember, unused funds do not roll over, so be sure to use them before the year ends. For more information on services or additional assistance, please visit bcbs-az.thehelperbeesportal.com or call **1-888-454-1423**, **TTY: 711**, Monday through Friday, 8 a.m. to 8 p.m. local AZ time.

• \$0 copay for In-Home Support Services

Members have access to in-home support services, including cleaning, household chores, meal preparation, errands, light yard work, and assistance with other instrumental activities of daily living. Prior authorization may be required.

• \$0 copay for Home and Bathroom Safety Devices and Modifications

This benefit will include temporary home modifications, including ramps and the addition of grab bars and safety rails in the shower.

• \$0 copay for Support for Caregivers of Enrollees (Respite Care)

Caregiver respite encompasses a temporary reprieve for primary caregivers, offering them a crucial break from their caregiving responsibilities.

• \$0 copay for Home Repairs

This benefit will include the widening of hallways or doorways, permanent mobility ramps, and easy-use doorknobs and faucets. To qualify for this benefit, you must be actively engaged with BCBSAZ Health Choice Pathway care management and have one or more of the following qualifying chronic conditions:

- Chronic heart failure (CHF)
- Chronic lung disorders
- Diabetes
- Post-Acute Sequelae of SARS CoV-2 infection (PASC)/Long COVID

Not all members qualify, as other coverage criteria may also apply.

New Year. More Support. For You AND Your Caregiver.

No one should go through life's challenges alone. That's why BCBSAZ Health Choice Pathway has partnered with Pyx Health to help you and your caregiver with loneliness and isolation. Pyx Health can help you:

- Connect to resources to support your physical and mental health
- Make the most of what your health plan offers
- Feel better each day with companionship and humor

Pyx Health for caregivers gives them:

- Mentors who know the challenges and support with empathy
- Articles and tools specific to the issues caregivers face
- Access to local and national caregiver resources

All BCBSAZ Health Choice Pathway members and their caregivers have access to the Pyx Health smartphone app and friendly, trained mentors. Take advantage of the extra support and encourage your caregiver to sign up, too.

Sign up for the program today —there is no cost!

How you sign up: Go to pyxhealth.com/store-download to download the app or call Pyx Health at **1-855-499-4777, TTY: 711**, 8 a.m. to 6 p.m., Monday through Friday, for a helping hand.

How your caregiver signs up: Go to pyxhealth.com/store-download to download the app entering partner code = caregiverhealthchoice when registering to unlock the caregiver content. Or call Pyx Health at **1-855-287-8197, TTY: 711**, 8 a.m. to 6 p.m., Monday through Friday, mention partner code = caregiverhealthchoice.



Introducing Wider Circle – Connecting neighbors for better health

BCBSAZ Health Choice Pathway is excited to bring you the Connect for Life® program from Wider Circle® at no extra cost to you. It's an easy and fun way to learn how to get the care you deserve and enjoy a variety of activities close to your home. Even those of us who are social and active can benefit from events that teach us new things and create environments to meet new people. Plus, we could use your help creating a welcoming community for others with fewer connections in their lives.

What is Wider Circle?

Wider Circle is an organization that brings together people in the same neighborhood, through their popular Connect for Life program, for fun events, interesting health topics, and an opportunity to socialize. We welcome you to come have a snack and try out a Connect for Life event to see if you like it.



What's in it for me?

- Fun, thought-provoking events in your neighborhood
- A community of like-minded neighbors sharing similar experiences
- Tips to keep your mind and body young and sharp
- Assistance in getting the healthcare you deserve guided by local neighbors who have already done it
- The ability to share knowledge with neighbors

Do I have to commit to a long program by attending this event?

Of course not! Come, enjoy some food, meet our team, and learn about our program. If you like it, GREAT! If not, that is absolutely fine. The decision of whether to continue with the Wider Circle program is always yours to make.

Who do I call if I have additional questions?

Please call **1-855-203-2271, TTY:711**, 7 a.m. to 3 p.m., Monday through Friday, and a Wider Circle specialist will be happy to answer your questions. You can visit **bcbsaz.widercircle.com** for a full list of events and to learn more about the program.

Reminder: Earn Rewards by Keeping Healthy

BCBSAZ Health Choice Pathway cares about our members staying healthy. Our members earn rewards just for completing screenings and appointments meant to keep everyone feeling their best. 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)

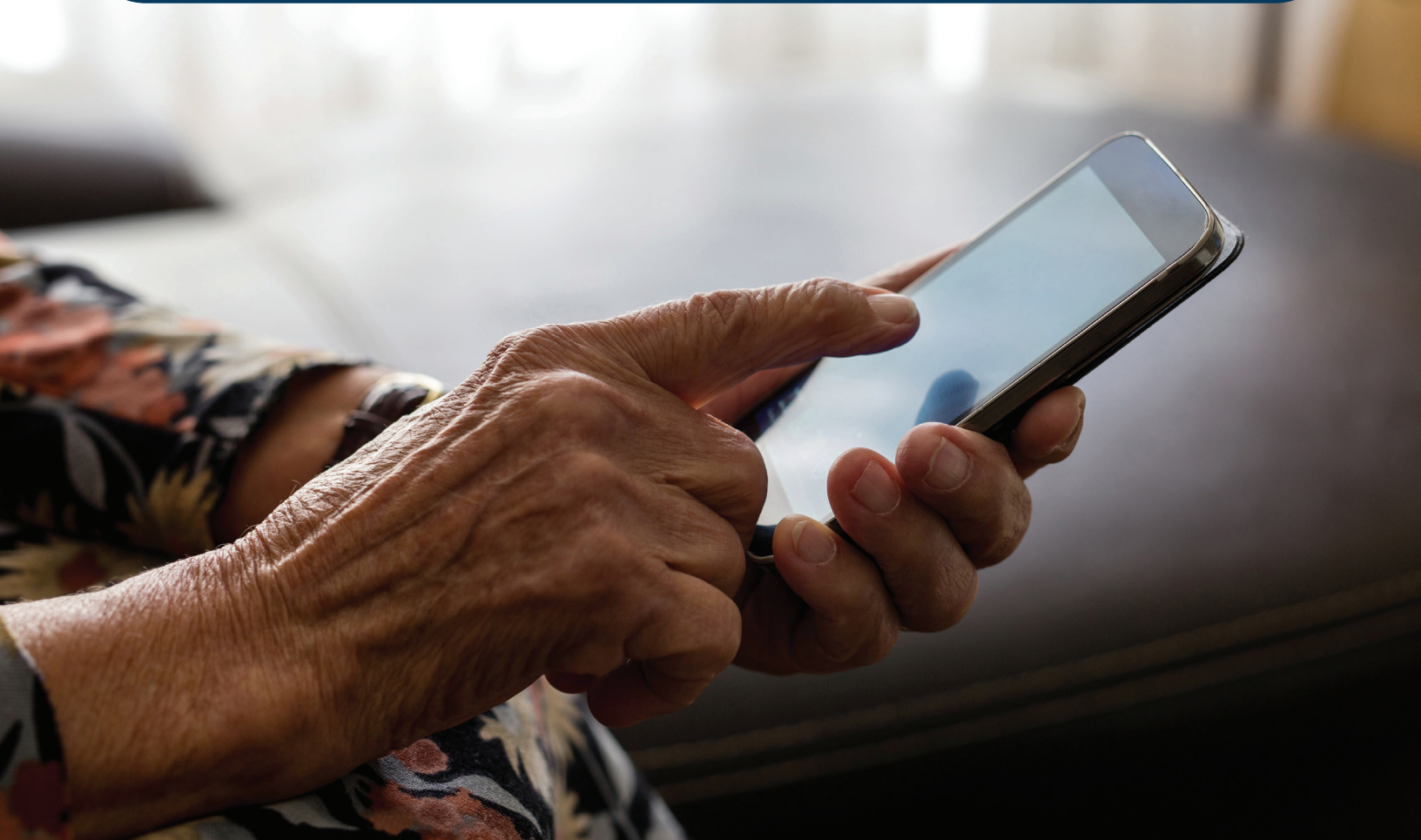
Earn \$50 for completing:

- **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

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.

Important Phone Numbers

Questions?
We are here to help!



National 24-Hour Suicide and Crisis Hotlines:

Arizona Crisis Hotline
1-844-534-HOPE (4673)

988 Suicide & Crisis Lifeline
988 (call or text)

Veterans Crisis Line
1-800-273-8255

**National Substance Use and Disorder
Issues Referral and Treatment Hotline**
1-800-662-4357

Text the word "HOME" to 741741

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

BENEFIT	CONTACT INFORMATION
Member Services <ul style="list-style-type: none"> • Transportation • Dental Services • Vision Services • Hearing Services 	1-800-656-8991, TTY: 711 8 a.m. to 8 p.m., 7 days a week HCHComments@azblue.com azblue.com/hcpathway
24-Hour Nurse Advice Line	1-855-458-0622 24 hours a day, 7 days a week
The Helper Bees® <ul style="list-style-type: none"> • Over-the-Counter Items and Food Flex Card • In-Home Support Services • Support for Caregivers of Enrollees (Respite Care) • Home and Bathroom Safety Devices and Modifications 	1-888-454-1423, TTY: 711 8 a.m. to 8 p.m., Monday through Friday bcbs-az.thehelperbeesportal.com
American Specialty Health® <ul style="list-style-type: none"> • Chiropractic Services (Supplemental) • Podiatry (Supplemental) • Acupuncture (Supplemental) • Therapeutic Massage (Supplemental) 	1-800-678-9133, TTY: 711 8 a.m. to 8 p.m., 7 days a week ashlink.com/ash/BCBSAZHCP
SilverSneakers® <ul style="list-style-type: none"> • Fitness Benefit 	1-888-423-4632, TTY: 711 8 a.m. to 8 p.m. ET, Monday through Friday SilverSneakers.com
Connect America® <ul style="list-style-type: none"> • Personal Emergency Response System (PERS) 	1-800-979-9238, TTY: 711 8 a.m. to 5 p.m., Monday through Friday bcbsaz.connectamerica.com
BlueCare AnywhereSM Telehealth	bluecareanywhereaz.com 24 hours a day, 7 days a week, 365 days a year
Pyx Health	1-855-287-8197, TTY: 711, 8 a.m. to 6 p.m., Monday through Friday PyxHealth.com/caregiver
Wider Circle	1-855-203-2271, TTY: 711, 7 a.m. to 3 p.m., Monday through Friday bcbsaz.widercircle.com



Your Health and Happiness Matter

Every year, surveys are sent to randomly selected members. If you receive one, please complete and return it. Your feedback helps us improve member care and services. If you're having any trouble with 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**.

Reminder – the Member Portal is here

Don't forget, your BCBSAZ Health Choice member portal is here to make managing your health plan easier! By logging in, you can quickly access important benefits, find in-network providers, request ID card replacements, and much more. If you haven't created your account yet, it's easy to get started – just visit azblue.com/hcpathway/portal and follow the simple steps to set up your profile. The member portal is designed with you in mind, so be sure to make the most of it!



An Independent Licensee of the Blue Cross Blue Shield Association

**Health
Choice**

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. BCBSAZ 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.