



Health  
Choice

# BCBSAZ Health Choice Pathway HMO D-SNP Member Advisory Committee Meeting (MAC)

2<sup>nd</sup> Quarter  
September 27th, 2023



# Agenda

- Introduction/Icebreaker
- Advance Directives
- Website Navigation of Resources & Materials
- Healthy Rewards
- 2024 Member Benefits
- Member Discussions

# Icebreaker



1. What is your favorite food?
2. Have you received a healthy rewards incentive?
3. How long have you lived in Arizona?
4. What is your favorite dessert?
5. What do you do for fun?
6. Do you have a favorite plant?



# Purpose



The purpose of the Member Advisory Committee is to:

- ✓ Gain input from you as members of BCBSAZ Health Choice Pathway
- ✓ Provide a place for you to share your feedback and help us make improvements
- ✓ Enhance overall Member experience.
- ✓ Centers of Medicare and Medicaid (CMS) requirement

As part of serving on the Member Advisory Committee, you will be asked for your commitment by participating and providing feedback on services and products that are offered by Health Choice Pathway.

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.



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# 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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# Advance Directives

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# Introduction

- BCBSAZ Health Choice supports the right of members to develop advanced directives to enhance their control over his or her medical treatment when incapacitated and their right to utilize end-of-life care and hospice services as appropriate to their healthcare needs.
- Advance Directive is defined as a document by which a person makes a provision for health care decisions in the event they become unable to make those decisions. Simply stated, it provides directions in the event of an accident or illness which results in your inability to communicate your wishes yourself. An Advance Directive can also allow you to designate a person (a proxy) who will make healthcare decisions for you.
- Ultimately, Advance Directives are used to enhance an incapacitated member's control over his or her medical treatment.

# Health Care Decisions can include:

- Surrogate decision-makers
- Cardiopulmonary resuscitation (CPR)
- Ventilator use
- Artificial nutrition (tube feeding) and artificial hydration (IV, or intravenous, fluids)
- Use of pain medications
- Antibiotic use
- Comfort care

# Types of Advance Directives

There are four types of Advance Directives:

1. **Living Will (End of life care)** – A Living Will is a piece of paper that tells doctors what types of services you do or do not want if you become very sick and near death and may not be able to make health care decisions or give consent for yourself. For example, in your Living Will you might tell doctors if you want to be kept alive with machines or fed through tubes if you cannot eat or drink on your own.
2. **Medical Power of Attorney** – A Medical Power of Attorney is a paper that lets you choose a person to make decisions about your health care when you cannot do it yourself.
3. **Mental Healthcare Power of Attorney** – A Mental Healthcare Power of Attorney names a person to make decisions about your mental health care if it is found that you cannot.
4. **Pre-Hospital Medical Directive (Do Not Resuscitate)** – A Pre-Hospital Medical Care Directive tells providers if you do not want certain lifesaving emergency care that you would get outside a hospital or in a hospital emergency room. You must complete a special orange form. You can get a free copy of this form by calling the Bureau of Emergency Medical Services at 602-364-3150.

# Obtaining an Advance Directive

- If you decide that you want to have an Advance Directive, there are several ways to get this type of form; from your lawyer, a social worker or from some office supply stores. To make it easier for our members, BCBSAZ Health Choice Pathway has posted the Living Will and Power of Attorney for Healthcare forms along with instructions on how to fill out the form.
- <https://www.healthchoicepathway.com/members/member-information/>

# Resources

Information	Documents
<p><a href="#"><u>National Hospice and Palliative Care Organization(opens in a new tab)</u></a></p>	<p><a href="#"><u>Arizona Healthcare Directives Registry(opens in a new tab)</u></a></p>
<p><a href="#"><u>Communication skills for end of life discussions(opens in a new tab)</u></a></p>	

# Website Navigation of Resources & Materials

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# Healthy Rewards

Earn a prepaid Visa® flex card for taking care of your health.

[Learn More](#)

Understanding Enrolling and Eligibility for

# Medicaid

Made Easier

Click or call for more information today!

**1-844-390-8935**  
Call us Monday - Friday, 8 a.m. - 5 p.m.,  
or visit [HealthEARizonaPlus.gov](https://HealthEARizonaPlus.gov)

Learn more ways to stay healthy with our health and wellness tips.

[Click here](#)

**EARN REWARDS** when you participate in the Healthy Rewards Program!



- Member Information
- Member Information
- Prescription Drug Information
- Member Services
- Health & Wellness
- Healthy Rewards Program
- Member Communications
- Member Materials
- Supplemental Benefits
- Grievances, Organization Determinations and Appeals
- Behavioral Health Services
- Coronavirus Alert

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Click

Learn  
to stay  
health

Click here

**EARN REWARDS ▶**  
when you participate in the Healthy Rewards Program!



# On October 1<sup>st</sup>, 2024 materials will be available

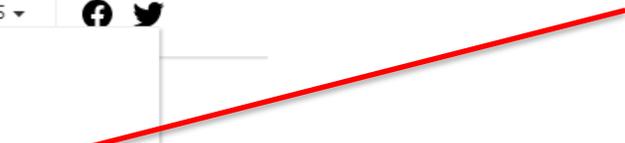
2023 PLAN YEAR 	
<a href="#">Evidence of Coverage</a>	<a href="#">Evidence of Coverage</a> (Updated - 01/10/2023 11:24 PM) <a href="#">Evidencia de Cobertura</a> (Updated - 01/10/2023 11:24 PM)
<a href="#">Summary of Benefits</a>	<a href="#">Summary of Benefits</a> (Updated - 09/15/2023 06:17 PM) <a href="#">Resumen de Beneficios</a> (Updated - 12/23/2022 01:00 AM)
<a href="#">Annual Notice of Changes</a>	<a href="#">Annual Notice of Changes</a> (Updated - 12/23/2022 12:42 AM) <a href="#">Aviso anual de cambios</a> (Updated - 12/23/2022 12:36 AM)
<a href="#">Pharmacy Directory</a>	<a href="#">Pharmacy Directory   Directorio de farmacias</a> (Updated - 09/11/2023 12:21 PM)  Search tool: <a href="#">Pharmacy Directory   Directorio de farmacias</a>

# On October 1<sup>st</sup>, 2024 materials will be available

HOME | FIND A DOCTOR | PHARMACY | ENROLL NOW

ABOUT | MEMBERS | CONTACT | FOR PROVIDERS

- Member Information
- Prescription Drug Information
- Member Services
- Health & Wellness
- Healthy Rewards Program
- Member Communications
- Member Materials
- Supplemental Benefits
- Grievances, Organization Determinations and Appeals
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- Coronavirus Alert



Formulary (List of Covered Drugs)

2023 PLAN YEAR	
Formulary (List of Covered Drugs)   Formulario (Lista de medicamentos cubiertos) (Updated - 08/31/2023 07:48 PM)	
Search tool: Formulary (List of Covered Drugs)   Formulario (Lista de medicamentos cubiertos)	
Prior Authorization Criteria (Updated - 08/31/2023 07:50 PM)	
Utilization Management Criteria	Step Therapy Criteria (Updated - 10/07/2022 07:03 PM)
Upcoming Changes to Formulary	Upcoming Changes to the Formulary (Updated - 08/31/2023 07:49 PM)



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# Healthy Rewards

# Did you know?

**Q: How many reward dollars can I earn for completing an eligible health activity?**

**A:** The amount of reward dollars you earn varies by health-related activity. The following are the 2023 eligible health activities, and the associated dollar amounts for all plans:

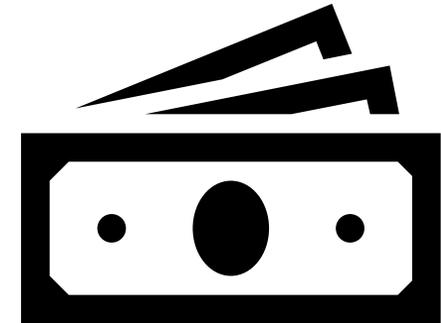
Annual Wellness Visit/In-Home Assessment: **\$25**

Breast Cancer Screening (Mammogram): **\$50**

Colorectal Cancer Screening: **\$25**

Diabetic Retinal Eye Exam: **\$25**

Osteoporosis Management: **\$50 (2 per year)**



**Contact Member Services for more details on how to receive your healthy rewards.**



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# 2024 Member Supplemental Benefits

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# Your extra benefits

## Dental Preventive and Comprehensive

BCBSAZ Health Choice Pathway provides you with:

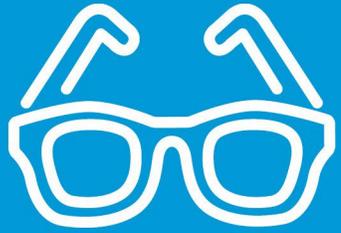
- **\$4,000** allowance every year towards comprehensive dental services like crowns, fillings, extractions, endodontics, bridges, and dentures (every 5 years)
- 2 oral exams every year
- 2 X-rays every year
- 2 cleanings every year, one every 6 months
- 1 fluoride treatment every year

**Contact Member Services or your  
Health Care Buddy to learn more!**



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# Your extra benefits

## Vision Benefit

BCBSAZ Health Choice Pathway provides you with:

- 1 routine eye exam (eye refraction) every year
- **\$450** allowance toward your choice of contacts and/or eyeglasses (lenses and frames) every year

Contact Member Services or your Health Care Buddy to learn more!



# Your extra benefits

## Hearing Benefit

BCBSAZ Health Choice Pathway provides you with:

- 1 routine hearing exam every year
- 1 evaluation/fitting every year
- **\$2,500** allowance every year for hearing aids, for both ears combined

Contact Member Services or your Health Care Buddy to learn more!

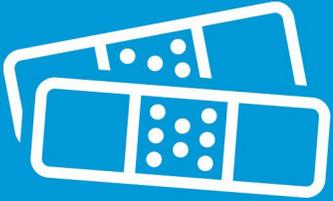


# Your extra benefits

## Dental, Vision, and Hearing Flex Card

- **\$1,000** prepaid Visa® debit card to help reduce your out-of-pocket expenses for dental, vision, and hearing services every year.
- Your benefit dollars may be spent between dental, vision, and hearing as you see fit.

# Your extra benefits

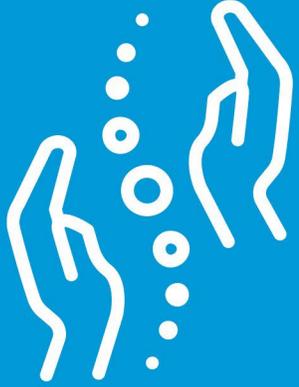


## Over-the-Counter (OTC) Items / Healthy Food and Produce Card

BCBSAZ Health Choice Pathway provides you with:

**\$600** allowance every 3 months> toward over-the-counter health items and healthy food and produce. Your allowance can roll over to the next quarter, but it will expire in the following quarter if unused.

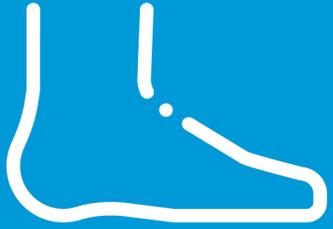
- You can buy healthy foods like fruits and vegetables, meat, seafood, dairy products, and water.
- You can buy OTC items such as toothpaste, pain relievers, cold remedies, vitamins, and more.



# Your extra benefits

## Chiropractic Services

- You are covered for up to 12 visits per year.
- Supplemental coverage for evaluation and management, X-ray examination, chiropractic manipulative therapy, modalities, therapeutic procedures, and physical rehabilitation for musculoskeletal conditions of the spine & extremities.
- Chiropractic services are provided by a Doctor of Chiropractic

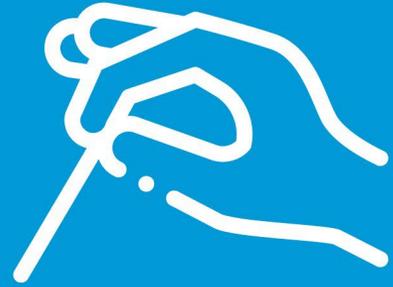


# Your extra benefits

## Podiatry Services\*

- You are covered for up to 6 visits per year.
- Preventive routine foot care services include toenail care, including removal of corns and calluses, nail trimming, and preventive foot hygiene.

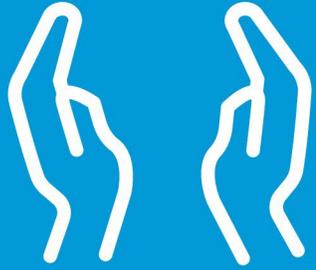
\*Network may vary for non-routine Podiatry services



# Your extra benefits

## Acupuncture Services

- You are covered for up to 12 visits per year.
- Supplemental coverage for evaluation and management, acupuncture and acupressure, modalities, and therapeutic procedures for the treatment of pain syndromes, musculoskeletal conditions, and nausea not covered by Medicare.



# Your extra benefits

## Therapeutic Massage

- You are covered for up to 12 visits per year.
- Services include assessment, massage, or soft tissue work for the treatment of myofascial conditions, musculoskeletal injuries, and pain syndromes.
- Therapeutic Massage services are provided by licensed providers of massage, including licensed massage therapists (LMTs), and can also be provided by physical therapists.

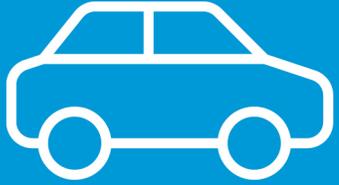


# Your extra benefits

## In-Home Support Services

Benefit includes a yearly **<\$900>** allowance to spend on extra support at home. Covered services include:

- The combined benefit allowance covers temporary home modifications, respite care, in-home support services, and home repairs.
- 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.
- Must use pre-approved contracted provider of services



# Your extra benefits

## Personal Emergency Response System (PERS)

- Personal emergency response system (PERS), also known as medical alert systems, provide continuous in-home and mobile monitoring to aging and at-risk populations.
- Personal emergency response system enables members to remain at home, living safely and independently.
- This system helps members request assistance in the event of an emergency.



# Your extra benefits

## Fitness Benefit

BCBSAZ Health Choice Pathway offers a fitness benefit that can help improve your health and well-being with regular exercise.

The SilverSneakers<sup>®</sup> Program provides you with the following services:

- Fitness center membership – access to up to 22,000 fitness locations nationwide, including Anytime Fitness, EōS Fitness, Mountainside Fitness, LA Fitness, Esporta Fitness, Life Time, YMCA, and Planet Fitness.<sup>1</sup>
- [Digital Workouts – you can view on-demand videos via the workout library.]

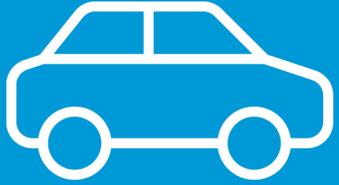
<sup>1</sup>Fitness brands vary by service area, and not all locations with a fitness brand participate in the SilverSneakers network. SilverSneakers is a registered trademark of Tivity Health, Inc. © 2023 Tivity Health, Inc. All rights reserved.

Tivity Health, Inc. is an independent and separate company contracted with BCBSAZ Health Choice Pathway to provide health and wellness services to BCBSAZ Health Choice Pathway members.



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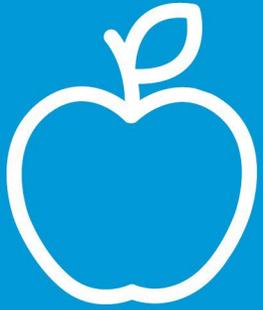
# Your extra benefits

## Transportation\*

The transportation benefit lets you take advantage of a convenient service to get to and from plan-approved locations that are normally not covered by AHCCCS at no cost to you.

- Up to **48** additional one-way transportation trips every calendar year
- Wheelchair-accessible vans available upon request
- Call us 72 hours before your appointment to schedule transportation

**\* AHCCCS provides transportation at no cost to covered medical appointments, pharmacies, and labs.**



# Your extra benefits

## Meal Benefit\*

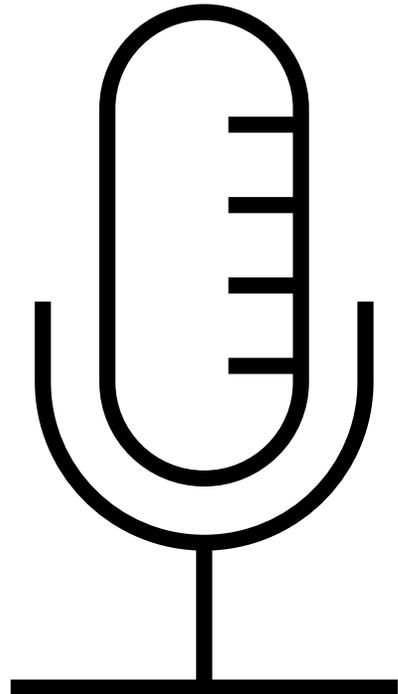
This benefit is for a temporary period of time and is uniquely designed to keep you healthy and strong while you are either recovering after an inpatient hospital stay or Skilled Nursing Facility (SNF) stay, or associated with specific chronic conditions such as congestive heart failure (CHF), chronic obstructive pulmonary disease (COPD), or diabetes.

- Provides up to 70 meals per admit (up to 2 meals per day for 35 days), once per calendar year, immediately following an acute inpatient hospital stay or SNF stay
- Provides up to 70 meals (up to 2 meals per day for 35 days), once per calendar year, for members at risk of hospitalization, emergency services, and having complications with the following conditions: congestive heart failure (CHF), chronic obstructive pulmonary disease (COPD), and diabetes

\*Prior Authorization required

# Member Communication Discussion

# Let's Talk Improvement



Please complete Member  
Feedback Survey

# Thank you for joining us today!



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