

Member Advocacy Committee

**Welcome BCBSAZ Health
Choice Arizona and BCBSAZ
Health Choice Pathway
Members!**

May 3rd, 2024





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Agenda

- **Welcome**
- **Nurturing Your Mental Health**
- **SDOH Questions: Member's Access to Resources**



Purpose



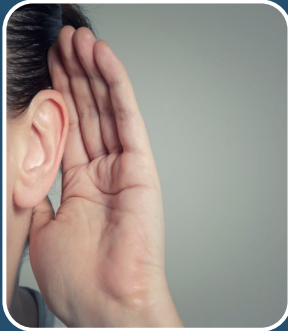
The purpose of the Member Advisory Committee and Advocacy Council (MAC) is to:

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

As part of serving on the MAC, you will be asked for your commitment by participating and providing feedback on services and products that are offered by **US**.

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.

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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Nurturing Your Mental Health!

Jennifer DeMaris, RN, CCM
Manager, Integrated Care Management



Mental Health Statistics

Arizona and Mental Health

- Arizona is in the top 10 for highest rates of mental health concerns
- We rank 48 out of 50 for mental health (Idaho and Nevada are higher)
- About **1 out of every 4 (23.89%) Arizonans** admit they are struggling. That's 1.8 MILLION people



Arizona is one of the top 10 states for highest rates of mental health concerns

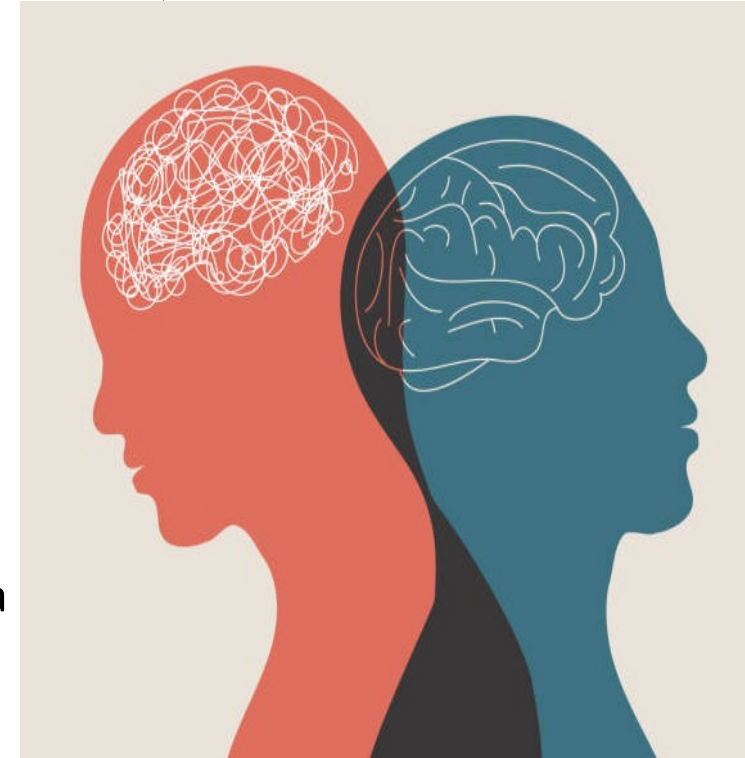


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What does it mean?

- Mental health is a vital aspect of overall health and wellness as it can affect daily living, relationships, and physical health. People with good mental health realize his or her own abilities, can be productive and cope with the normal stress of everyday life, and is able to make a contribution to his or her community.
- [National Alliance on Mental Illness](#) estimates 1 in every 5 adults experiences mental health problems each year. Every person has some risk of developing a mental health disorder. Some common risk factors, however, include social and economic pressures (job, education, etc.) and biological factors, such as a family history.
- 2021 data from a CDC nationwide health survey identified the rate of frequent mental health distress (14 or more days of poor mental health in a month) increased in 2021 after a brief respite in 2020. Slightly higher than the US as a whole, just over 15% of Arizonans report frequent mental health issues. One significant appears to be family income. 1 in 3 earning less than \$15,000/yr report frequent mental health distress as compared with fewer than 1 in 10 of those who make over \$100,000



What Are We Doing to Support You and all Arizonans?



Our commitment is to you. Recognizing the significance of good mental health, we set a goal in 2023 to connect 525K members to mental health services by 2025.



Stigma Free AZ - Our goal is to help end stigma around behavioral health in our state. Behavioral health struggles are common and deserve attention, awareness, and treatment – **not** shame, judgment, and stigma



Established New, Innovative Partnerships and Collaborations



Meeting our Members' Needs through Programs and Community Connections



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Which Type of Services Are Available?

* Health Choice Pathway Members Only



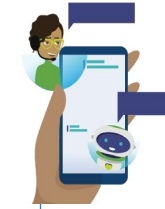
Counseling

- In-person
- Telehealth



Treatments

- CBT
- DBT
- Neuro
- Biofeedback



Health Plan Programs

- Pyx
- UniteUs/Contexture
- Wider Circle*
- Helper Bees *



Therapy

- Individual
- Family
- Group



Substance Abuse

- Outpatient
- Inpatient
- Intensive Outpatient Program



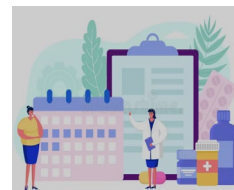
Support Groups

- Anxiety
- Parenting
- Depression
- Grief or loss



Community Based Programs and Resources

- Housing
- Employment Services



Medication Management

- Understanding Your Medication
- Manage Medications Safely



Peer Support

- Mental Health Diagnosis
- Parenting



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Care Management Can Help

Collaborative Approach:

- Your care manager will work closely with you, your family or loved one, your provider(s) and community supports

Services Provided:

- **Comprehensive Care Coordination**
 - Collaborate with your providers (physical/behavioral) providers to ensure seamless communication and continuity of care
- **Care Plan or Treatment Plan Collaboration**
 - Gain clarity on your treatment options and make an informed decision
- **Resource Identification**
 - Help in finding resources tailored to your specific needs (e.g., food, housing, and clothing)
- **Support and Education**
 - Increase your knowledge and access to tools for managing your health
 - Feel more confident in getting assistance from medical, behavioral and community providers
- **Personalized Advocacy**
 - Ensure your voice is heard and your unique needs are met
- **Medication Teaching**
 - Assistance in understanding your medication(s)



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Community Based Resources

Crisis

- **Call: 988 Nationwide** or **Arizona Crisis line at 844-534-4673**
- **Text:** HOPE to 4HOPE (44673)
- **Chat:** Solari-inc.org – click “I need help now” to start a chat



Resources

- UnitedUs
- Arizona 211

City of Surprise (

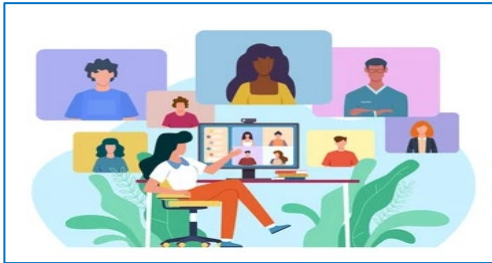
- **Resources / Services Offered Include:**
 - Employment services, Parent education, AHCCCS, TANF, SNAP and Affordable Care Act Application and Enrollment, Eviction Prevention, Utility assistance
 - WIC (Women, Infant and Children) Nutritional Services, Domestic Violence support groups and services, Surprise Veteran Job Club, Computer lab, Homeless Referrals, Emergency Food Boxes



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Support Groups



Online

- **Stepping Stones:** Peer Support Group
 - Any Mental Health Diagnosis
 - Date: Mondays
 - Time 7:00-9:00 p.m.
- **New Dawn:** Peer Support Group
 - Any Mental Health Diagnosis
 - Date: Tuesdays
 - Time 7:00-9:00 p.m.
- **Bipolar Bears:** Peer Support Group
 - Bipolar/Depression
 - Date: Wednesdays
 - Time: 7:00-9:00 p.m.



In Person

- **First Light:** Peer Support Group
 - Bipolar & Depression
 - Date: Tuesdays
 - Time: 5:30–7:30 p.m.
 - Location: Room 2
Lord of Life Lutheran Church, 13724 W. Meeker Blvd. Sun City West, 85375
- **Abraham Low Self - Help Systems (Christian Church)**
 - Phone: 623-974-0566
 - Website” www.recoveryinternational.org/meetings
 - Weekly group mtgs for people with mental health challenges (depression, anxiety, etc.) using self-help



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Pyx Health and BCBSAZ Health Choice

Working Together to Support You

Pyx Health
Because no one gets better alone

Hi friend...

BlueCross BlueShield Arizona Health Choice

Frequently Asked Questions

Q: What is the Pyx Health App?

A: BCBSAZ Health Choice has contracted with Pyx Health to provide their technology platform to our members. Loneliness and social isolation have been identified as significant risk factors for death by any cause, and they have increased during the COVID pandemic. BCBSAZ Health Choice partnered with Pyx Health, which uses smart phone-based technology to decrease loneliness and isolation. Pyx users can do fun programs, look at resources or even talk with live compassionate support center (call center) representatives.

Q: How do members enroll with Pyx?

A: Pyx Compassionate Support Center Representatives will guide interested members through the process of downloading the app, setting up an account using their AHCCCS ID number, and getting started in the app. Members may also self-onboard by downloading the app from the Pyx website www.hipyx.com to their phone and following a few in-app prompts to setup their account. Members can call the Pyx Compassionate Support Center at 1-855-499-4777 for assistance.

Q: Who are ANDYs?

A: Pyx Compassionate Support Center Representatives are also called ANDYs. ANDY is an acronym:

Authentic
Nurturing
Dependable
Your friend

Q: What are the minimum requirements to use the app?

A: Members must meet the following requirements:

1. Any smartphone: iPhone or Android (no flip phones)
2. 18 yrs. and older, teen program for 13-17
3. Available in Spanish too!

Q: How much medical history/info is on the app? Can someone using my phone see personal health information (PHI)?

A: No protected health information (PHI) is stored in the app, other than your first name.



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A no cost program for teens.

WHEN LIFE IS HARD

Pyx Health can help.

If you feel lonely, depressed, or anxious navigating today's world, Pyx Health can help.

Our app and trained staff can help you feel better, day and night. With Pyx Health, you're not alone.

Confidential, judgement-free support

Connect with someone who gets it

App loaded with resources and activities



Enroll using your health plan ID

PyxHealth.com



Download the Pyx Health app on your phone or tablet to get started. You can also sign up by phone 1-855-499-4777 (TTY: 711)



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Pyx Health and BCBSAZ Health Choice

Two NEW Programs – Just for Teens and Care Givers



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Uplifting support for caregivers



A program for caregivers at no cost

As a caregiver, you face unique challenges and stresses. While caregiving has its rewards, it comes at a cost.

That's why we're offering caregivers a program of support for help with loneliness and isolation, stress, and caregiver fatigue. The friendly staff and easy-to-use app support you with compassion and practical help.

- ✓ *Unlimited calls to our trained staff who understand the challenges of caregiving*
- ✓ *Activities and tools to support you as a caregiver and help you feel less alone*
- ✓ *Access to resources like respite care, support groups, and more*

You're not alone. We encourage you to sign up for the Pyx Health program using code **caregiverhealthchoice**. When you're supported with compassion and understanding, you and the one you care for benefit.



Download the Pyx Health app on your phone or tablet to get started. You can also sign up by phone 1-855-287-8197 (TTY: 711) 8am-6pm. Mon.-Fri.

Enroll using partner code: **caregiverhealthchoice**



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Pyx Health and BCBSAZ Health Choice

Two NEW Programs – Just for Teens and Care Givers

Discussion: Members' Access to Resources

Jeanette Mallory
Cultural Competency Administrator



Social Determinants of Health

- Access to education
- Quality of education
- Health literacy



- Access to specialty care
- Getting to doctor's appointments
- Cost & quality

- Job availability
- Wages

- Crime
- Pollution
- Housing availability
- Recreation spaces

- Community centers
- Social isolation
- Connection to family & friends

Social Determinants of Health
Copyright-free

Healthy People 2030



Discussion: Access to Resources



Question:

- What help do people in your community need most? (finding food, healthcare, transportation, etc.)
- ¿Qué es lo que más se necesita en su comunidad (comida, atención médica, transporte, etc.)?

Discussion: Access to Resources

Question:

- How has it been for you or your family / friends to get the things you need from places that already offer help?
- ¿Cómo consiguió usted o sus familiares/amigos lo que necesitaban de lugares que ofrecen ayuda?



Discussion: Access to Resources

Question:

- What makes it hard to get help? (cost, language, transportation, finding info etc.)
- ¿Qué dificultad obtener ayuda (costos, idioma, transporte, búsqueda de información, etc.)?



Discussion: Access to Resources



Question:

- How can BCBSAZ support getting help easier?
 - How can BCBSAZ Health Choice help to meet these needs?
-
- ¿Cómo puede BCBSAZ facilitar la ayuda?
 - ¿Cómo puede BCBSAZ Health Choice satisfacer estas necesidades?



Discussion: Access to Resources

Question:

- How can we work better with local groups to make getting help easier? (e.g., clinics, support groups)
- ¿Qué podemos mejorar de nuestro trabajo con grupos locales para facilitar la obtención de ayuda (por ejemplo, clínicas y grupos de apoyo)?



Breakout Session



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Member Advocacy Committee

BCBSAZ Health Choice Pathway Breakout Session

May 3rd, 2024



Agenda

- **SilverSneakers**
- **The Helper Bees**
- **Wider Circle**





AZ Blue benefit partnership



“Social determinants can be more important than health care or lifestyle choices in influencing health accounting for 30% - 55% of health outcomes.”

But bringing holistic care into the **home** is *hard*.

for payers, providers,
members and their families.

For AZ Blue we manage a broad suite of benefits that support Independence at Home



\$900 credit from AZ Blue can be used for Services Available



Personal Care

The Helper Bees will provide a range of services to help with personal, everyday needs.

- In-home Support services including cleaning, household chores, meal preparation, errands, and light yard work
- Personal care
- Respite



Home and Bathroom Safety

Select items meant to help keep you safe and independent at home. Installation by a qualified professional is included.

- In-home safety assessment
- Lever handle faucet
- Handheld shower
- Raised toilet seat
- Non-slip stair treads
- Bathroom grab bar(s)
- Window-unit air conditioner
- Portable air conditioner
- Folding shower seat
- General handyman service



Home Assistance Items

Choose from a range of products to make your home more comfortable, all delivered directly to your door.

- Evaporative air cooler
- Crawling insect bate traps
- Bottle of spray for common household insects
- Portable wheelchair ramp

How to Utilize your benefits

Connect With Us to Get Started



Contact The Helper Bees at
888-454-1423

or call your BCBSAZ Health Choice
Pathway care team at
1-800-656-8991, TTY: 711,
8 a.m. to 8 p.m., 7 days a week.



Thank You

Daniel Murphy, PMP

General Manager



We Connect Neighbors for Better Health



Who We Are & What We Do

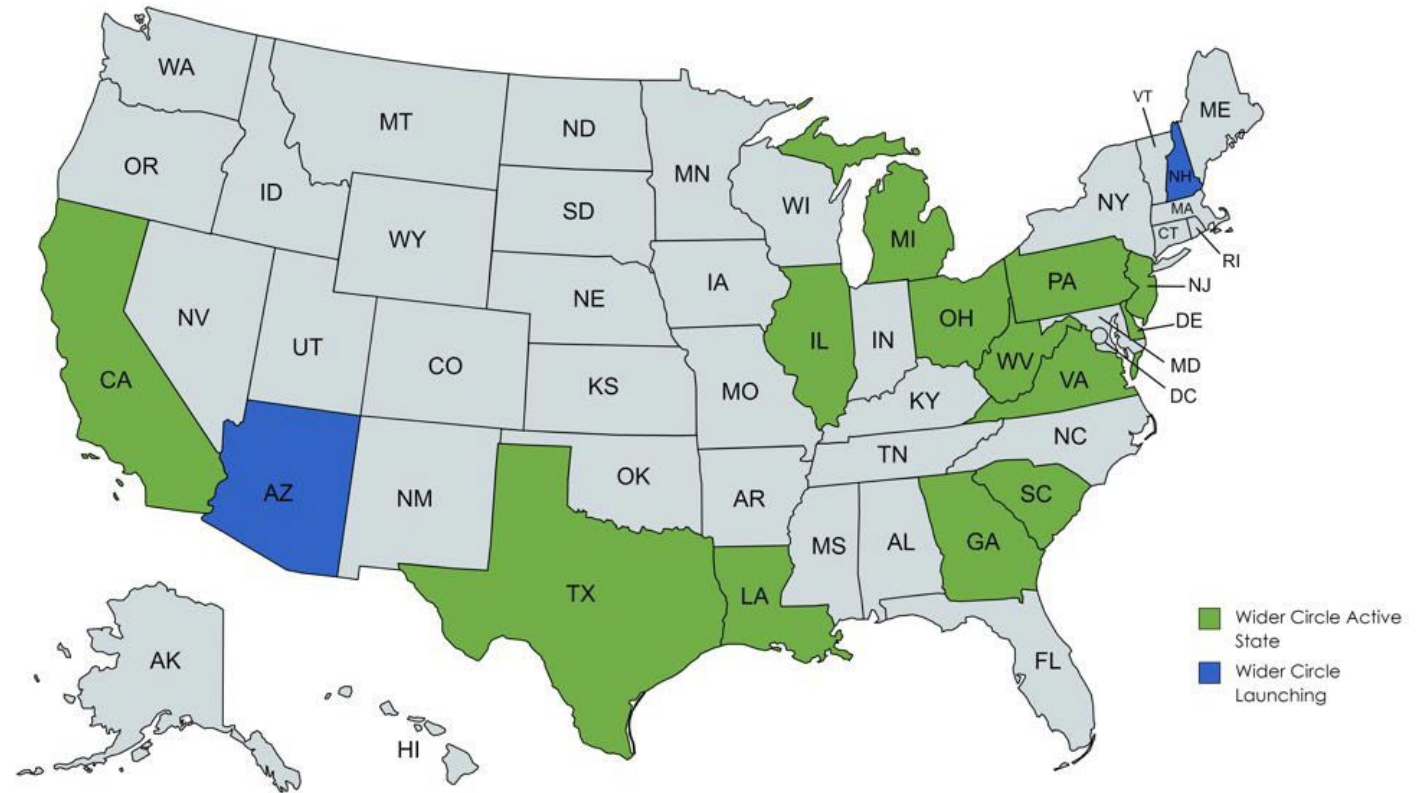


- We are a health care company addressing SDoH with a novel community care model.
- Wider Circle employs analytics and psychology of influence to form lasting neighborhood groups or circles of health plan members.
- **Members of Wider Circle groups inform, support, and motivate their neighbors to achieve better health in a culturally competent manner.**
- **When your circle is bigger, life is better. Engaged members are happier, healthier, more active and overcome isolation.**



Our Footprint

- Wider Circle is active in **13** states & recently launched **2** new states - Including Arizona and New Hampshire!
- Today we serve sponsor members in **5 different languages** both virtually and telephonically



How it Works: Connect for Life®



Human Connection

Local meet-ups revive **latent connections**



Relationships drive **engagement**



Purposeful peers support **lasting behavior change**

We hire hyper local staff!

- Trained and coached by Wider Circle
- Immersed in the local culture, they're your neighbors!
- They help to guide introductions and help you meet other members!

Build Trusted Connections

- Our program hopes to be a familiar and trusted engagement, which prides itself on monthly meetings both virtual and in-person
- We help members share and engage on shared experiences, navigating life's challenges!

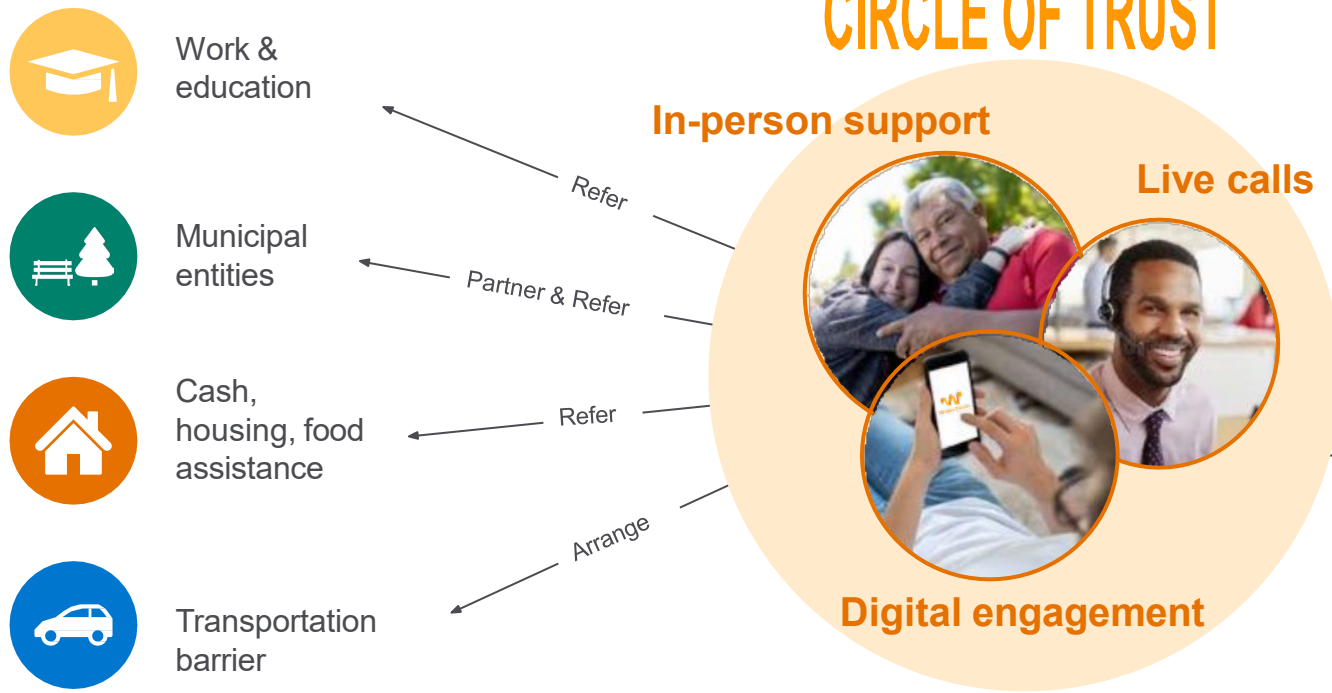
Ambassador Driven Chapters

- We identify and empower influential, purpose-driven community leaders just like yourself to become more involved!
- They then go on to use their peer influence to support others with behavior change.

Wider Circle Activates an SDOH Support Ecosystem for Members and Coordinates Members Needs with the Sponsor

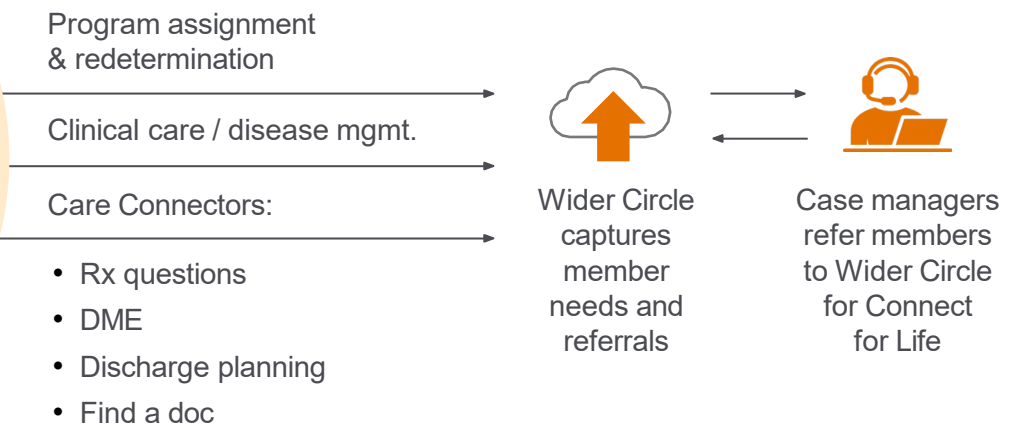


Wider Circle's CIRCLE OF TRUST



Wider Circle engagement specialists close the loop:

- We ensure you get the resources you need
- Pairs member with value add services available through the plan
- Connect members with local community based organizations
- Circle back with member to ensure issue is resolved



Wider Circle provides: ✓ SDOH barrier assessment ✓ Ongoing member engagement ✓ Issue resolution ✓ Services referrals ✓ Escalation path

Member Overcomes Isolation by Taking a Chance on Wider Circle!

A BCBSAZ member came out to attend our recent gathering in Phoenix. She shared this was the first time she had attended a social gathering since the loss of her husband last year. Our facilitator talked about the importance of community and maintaining a healthy and active lifestyle. These members are excited to build additional member connections and friendships and our new attendee has even taken a more active role as an ambassador, helping to strategize on future member meetings and activities.



New BCBS AZ Ambassadors Meet to Share Ideas and Experiences!

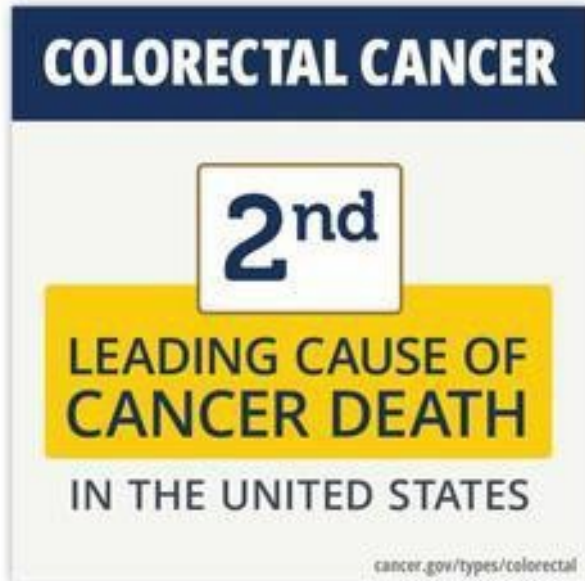
Our Wider Circle program has quickly gained recognition amongst the BCBS AZ community. We have already welcomed 9 member ambassadors to our program in the short time we've been engaging with members. These ambassadors will be a pivotal asset as we work to keep members engaged in between meetings via buddy check-ins and also think of new and exciting activities that members can participate in in the future months!



Themes, Initiatives and Gap Closures

Month	Theme / Health Initiative	Gap Closure
January	Open the Door to 2024	Health Risk Assessment (HRA)
February	American Heart Month	Blood Pressure Screening
March	Colorectal Cancer Awareness Month	Colon Cancer Screenings
April	National Volunteer Appreciation Month	Dental Care
May	Mental Health Awareness Month	Mental Health
June	Member Appreciation Month	Annual Wellness Visits (AWV)
July	Social Wellness Month	Vaccines
August	Self Awareness Month	Vision Care
September	Healthy Aging Month	Annual Enrollment Period (AEP)
October	Breast Cancer Awareness Month	Breast Cancer Screenings
November	Diabetes Awareness Month	Diabetes Screening
December	Wider Circle Celebrates	Annual Wellness Visits (AWV)





on cancer, with no symptoms at all.

ancer Coalition, patients who are diagnosed with colon cancer often do not have any

ie family

ling, or child with colorectal cancer have two or three times the risk of developing colon cancer, no family history of the disease.

ise of death for young adults

- The Colon Cancer Coalition estimates that in 2020, there will be about 18,000 cases of colorectal cancer diagnosed in people under 50, the equivalent of 49 new cases per day. If you were born in the 1990s, you have double the risk of colon cancer and, four times the risk of rectal cancer than those born in 1950. A disappointing statistic for any millennials.

4. Screening works

- Colorectal cancer incidence rates in individuals of screening age have been declining in the U.S. since the mid-1980s. This is due to increased awareness and screening, but the screening rate remains low, especially among those who are uninsured or don't have doctor's offices within reasonable driving distance of their home.

The Benefits of Volunteering



“As you grow older, you will discover that you have two hands — one for helping yourself, the other for helping others.”

— Audrey Hepburn

Volunteering..

- **Improves your health:** Studies have shown that volunteering makes people feel physically healthier, helps manage chronic health conditions and reduces stress!
- **Makes an impact:** Every little bit counts. You get to make a difference in the lives of others, impacting the world around you.
- **Strengthens communities:** A strong community with a high quality of life means safer, healthier lives for you and those around you.
- **Provides an opportunity for you to meet others:** Coming together for a shared purpose creates friendships with a purpose.
- **Allows you to** take on a leadership role. You have the ability to shape the world around you in the ways you choose.
- **Lets you share your expertise:** Get out in your community and put your skills toward helping others. You may be surprised at how your knowledge and expertise can benefit others - and sharpen your own skills!

Discussion: Who has a story to share about a volunteer who helped you in a time of need? What experience can you benefit others - and sharpen your own skills!

Volunteer with your Wider Circle Community!

Ambassadors are..

- Passionate, caring & mission driven
- They provide peer to peer support
 - Creating an engaging community
 - Motivating others to participate
 - Encouraging members to achieve positive health outcomes
 - Help develop relationships: Everyone has a friend
- Support growth of our Connect for Life Program
 - Increasing engagement and empowerment of each community



Who would like to learn more?

May Events



Event Start	Language	Event Name	Venue Name	Address/Call-In	Facilitator
5/2/2024 11:00 AM	English	Movement with Wider Circle	Burton Barr Central Library	1221 N Central Ave Phoenix AZ 85004	Jayson Inestroza
5/3/2024 11:00 AM	English	Loteria con Juntos Convivimos	Margaret T. Hance Park	67 W Culver St Phoenix AZ 85003	Jayson Inestroza
5/6/2024 12:00 PM	Spanish	Lo que se aproxima en mayo	Virtual Call	(928) 833-1352	Jayson Inestroza
5/6/2024 2:00 PM	English	What's Coming Up in May	Virtual Call	(928) 447-6178	Jayson Inestroza
5/8/2024 10:00 AM	English	Cooking Healthy with Wider Circle	Bullhead City Community Park	1251 AZ-95 Bullhead City AZ 86429	Jayson Inestroza
5/8/2024 12:00 PM	English	Bowling with Wider Circle	Cerbat Lanes	3631 Stockton Hill Rd Kingman AZ 86409	Jayson Inestroza
5/13/2024 11:00 AM	English	Movies with Wider Circle	Brenden Theatres Kingman 4	4055 Stockton Hill Rd Kingman AZ 86409	Jayson Inestroza
5/13/2024 12:00 PM	Spanish	Manténgase informado: salud mental	Virtual Call	(928) 833-1352	Jayson Inestroza
5/13/2024 2:00 PM	English	In the Know: Mental Health	Virtual Call	(928) 447-6178	Jayson Inestroza
5/14/2024 10:00 AM	English	Paseo por el jardín Japonés	The Japanese Friendship Garden of Phoenix	1125 N 3rd Ave Phoenix AZ 85003	Jayson Inestroza
5/15/2024 10:00 AM	English	Explore Riordan Mansion with Wider Circle	Riordan Mansion State Historic Park	409 W Riordan Rd Flagstaff AZ 86001	Jayson Inestroza
5/20/2024 12:00 PM	Spanish	Concientización sobre la salud mental. Cómo superar el estigma	Virtual Call	(928) 833-1352	Jayson Inestroza
5/20/2024 2:00 PM	English	Mental Health Awareness. Overcoming the Stigma.	Virtual Call	(928) 447-6178	Jayson Inestroza
5/24/2024 11:00 AM	English	Bingo with Wider Circle	Margaret T. Hance Park	67 W Culver St Phoenix AZ 85003	Jayson Inestroza
5/29/2024 11:00 AM	English	Wider Circle Walk through the Phoenix Japanese Garden	The Japanese Friendship Garden of Phoenix	1125 N 3rd Ave Phoenix AZ 85003	Jayson Inestroza

Advanced Directives



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.



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



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