

Health Choice Pathway HMO D-SNP Quarterly Member Advisory Committee Meeting

June 30, 2022



An Independent Licensee of the Blue Cross Blue Shield Association

Health
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Meeting Information



Join Teams Meeting:

[Click here to join the meeting](#)



Meeting ID:

266 326 369



Or Dial In by Phone:

480-485-1973

Agenda

Topic	Time
Introduction	1:00
Purpose of the Member Advisory Committee	1:10
General Housekeeping Rules	1:15
CAHPS Survey	1:20
Member Materials/Rights & Responsibilities	1:25
Supplemental Benefits	1:30
Healthy Rewards	1:35
Upcoming Community Events	1:40
Open Discussion	1:45
Additional Information	1:55

What is the Purpose of the Member Advisory Committee?

Member Advisory Charter



The purpose of the Member Advisory Committee is to gain input from you as members of Health Choice Pathway.

We would like to provide a place for you to share your feedback to help us make improvements for the programs and services offered by Health Choice Pathway (HMO D-SNP) and ultimately enhance your overall member experience.



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.

General Housekeeping Rules



Please Be Present During Meetings



Listen attentively to others and don't interrupt or have side conversations. Be Respectful.



Your Participation is Key



Sharing ideas, asking questions, and contributing to discussions. Speak honestly.



Listening to Other's Opinions



Respect each other's thinking and value everyone's contributions.



Value the learning from different inputs. Listening to others allows us to be open to new ways of doing things.



Respecting another person's point of view without agreeing with them is okay.

General Housekeeping Rules

Think Before Speaking

Seek first to understand, then to be understood.

It's OK to disagree, respectfully and openly, and without being disagreeable.

Stay on point and on time

Respect the group's time and keep comments brief and to the point.

Address Issues Not Others

Respectfully challenge other ideas.

Honest and constructive discussions are necessary to get the best results.

Decisions and Follow up

We will be sure to note pending issues discussed and provide updates during future committee meetings.

CAHPS Survey

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) is an annual survey which is used for rating a patient's health care experiences. These surveys focus on healthcare quality and aspects of the healthcare experience that patients may find important.

CAHPS surveys help Health Choice Pathway use data to identify strengths and weaknesses, determine where we need to improve, and track progress over time.

2022 Medicare Experience Survey

MEDICARE SURVEY INSTRUCTIONS

This survey asks about you and the health care you received in the last six months. Answer each question thinking about yourself and the times you got health care in person, by phone or by video call. Please take the time to complete this survey. Your answers are very important to us. Please return the survey with your answers in the enclosed postage-paid envelope to SPH Analytics.

- If you changed your Medicare plan for 2022, answer the questions thinking about your experiences in the last 6 months of 2021.
- Answer all the questions by putting an "X" in the box to the left of your answer, like this:
 Yes
- Be sure to read all the answer choices given before marking your answer.
- You are sometimes told not to answer some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:
[→ If No, Go to Question 3]. See the example below:

EXAMPLE

1. Do you wear a hearing aid now?
 Yes
 No → If No, Go to Question 3
2. How long have you been wearing a hearing aid?
 Less than one year
 1 to 3 years
 More than 3 years
 I don't wear a hearing aid
3. In the last 6 months, did you have any headaches?
 Yes
 No

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. This applies to both mandatory and voluntary collections of information. The valid OMB control number for this information collection is 0938-0732. The time required to complete this information collection is estimated to average **15 minutes**, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: CMS, 7500 Security Boulevard, Attn: PRA Reports Clearance Officer, Mail Stop C1-25-05, Baltimore, Maryland 21244-1850.



Member Rights & Responsibilities

Notice of Privacy Practices



Your Rights

You have the right to:

- Get a copy of your health and claims records
- Correct your health and claims records
- Request confidential communications
- Ask us to limit the information we share
- Get a list of those with whom we've shared your information
- Get a copy of this privacy notice
- Choose someone to act for you
- File a complaint if you believe your privacy rights have been violated

Your Choices

You have some choices in the way that we use and share information as we:

- Answer coverage questions from your family and friends
- Provide disaster relief

Our Uses and Disclosures

We may use and share (disclose) your information as we:

- Help manage the healthcare treatment you receive
- Run our organization
- Pay for your health services
- Administer your health plan
- Help with public health and safety issues
- Do research
- Comply with the law
- Respond to organ and tissue donation requests and work with a medical examiner or funeral director
- Address workers' compensation, law enforcement, and other government requests
- Respond to lawsuits and legal actions

Member Rights & Responsibilities

Your Rights



When it comes to your health information, you have certain rights.

To exercise any of these rights, call Member Services at the number listed on your ID card.

- Get a copy of your health and claims records
- Ask us to correct your health and claims records
- Request confidential communications
- Ask us to limit what we use or share
- Get a list of those with whom we've shared information
- Get a copy of this privacy notice
- Choose someone to act for you
- File a complaint if you feel your rights are violated

You can find this Privacy Notice on the website at [HealthChoicePathway.com](https://www.healthchoicepathway.com).

Scroll to the bottom and click Privacy Notice.

<https://www.healthchoicepathway.com/privacy-notice/>

We've got you covered, so you, can Do Life.

Need more answers? We can help.
Call us: 1-855-243-3935, TTY 711, 8 a.m. to 8 p.m., 7 days a week.

Health Choice Pathway (HMO D-SNP) is a Health Plan with a Medicare contract and a contract with the state Medicaid program. Enrollment in Health Choice Pathway (HMO D-SNP) depends on contract renewal. Health Choice Pathway is a subsidiary of Blue Cross® Blue Shield® of Arizona.

Member Services can be reached at 1-800-656-8991, TTY 711, 8 a.m. to 8 p.m., 7 days a week. Member Services also has free language interpreter services available for non-English speakers.

Based on a Model of Care review, Health Choice Pathway (HMO D-SNP) has been approved by the National Committee for Quality Assurance (NCQA) to operate a Special Needs Plan (SNP) through 2023.

Every year, Medicare evaluates plans based on a 5-star rating system.



Member Communications Annual Notice of Changes (ANOC) Evidence of Coverage (EOC)

Summary of Important Costs for 2022

The table below compares the 2021 costs and 2022 costs for Health Choice Pathway in several important areas. **Please note this is only a summary of changes.** A copy of the *Evidence of Coverage* is located on our website at healthchoicepathway.com. You may also call Member Services to ask us to mail you an *Evidence of Coverage*. If you are eligible for Medicare cost-sharing assistance under AHCCCS (Medicaid), you pay \$0 for your deductible, doctor office visits, and inpatient hospital stays.

Cost	2021 (this year)	2022 (next year)
Monthly plan premium* *Your premium may be higher or lower than this amount. See Section 1.1 for details.	\$0 or \$30.70 based on your level of AHCCCS (Medicaid) eligibility.	\$0 or \$40.00 based on your level of AHCCCS (Medicaid) eligibility.
Deductible	\$0 or \$203 If you are eligible for Medicare cost-sharing assistance under AHCCCS (Medicaid), you pay \$0.	\$0 or \$233 If you are eligible for Medicare cost-sharing assistance under AHCCCS (Medicaid), you pay \$0.
Doctor office visits	Primary care visits: \$0 copayment or 20% of the cost per visit Specialist visits: \$0 copayment or 20% of the cost per visit If you are eligible for Medicare cost-sharing assistance under AHCCCS (Medicaid), you pay \$0 per visit.	Primary care visits: \$0 copayment or 20% of the cost per visit Specialist visits: \$0 copayment or 20% of the cost per visit If you are eligible for Medicare cost-sharing assistance under AHCCCS (Medicaid), you pay \$0 per visit.



Health Choice Pathway (HMO D-SNP) 2022 Annual Notice of Changes

Serving Apache, Coconino, Gila, Maricopa, Mohave, Navajo, Pinal and Yavapai counties.



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Member Communications Annual Notice of Changes (ANOC) Evidence of Coverage (EOC)

<https://www.healthchoicepathway.com/members/member-information/>

Member Materials Available Online!



To search for these items, go to:
[HealthChoicePathway.com](https://www.healthchoicepathway.com)



Providers:
Choose 'Find a Provider'



Pharmacy:
Choose 'Find a Pharmacy'



Covered Drugs:
Choose the Member's tab;
Prescription Drug Information tab;
Formulary (List of Covered Drugs)



Coverage Information:
Choose the Member's tab;
Member Information tab;
Evidence of Coverage

When you visit the Health Choice Pathway (HMO D-SNP) website, you have access to important plan information, including a complete listing of Health Choice Pathway Providers, Pharmacies, Formulary (List of Covered Drugs), and your Evidence of Coverage. Your 2022 plan materials will be available online by October 15, 2021.

If you would like an Evidence of Coverage, Provider Directory, Pharmacy Directory, and/or Formulary mailed to you, call Member Services at **1-800-656-8991**, **TTY: 711**, 8 a.m. to 8 p.m., 7 days a week, or email your request to HCHComments@azblue.com.

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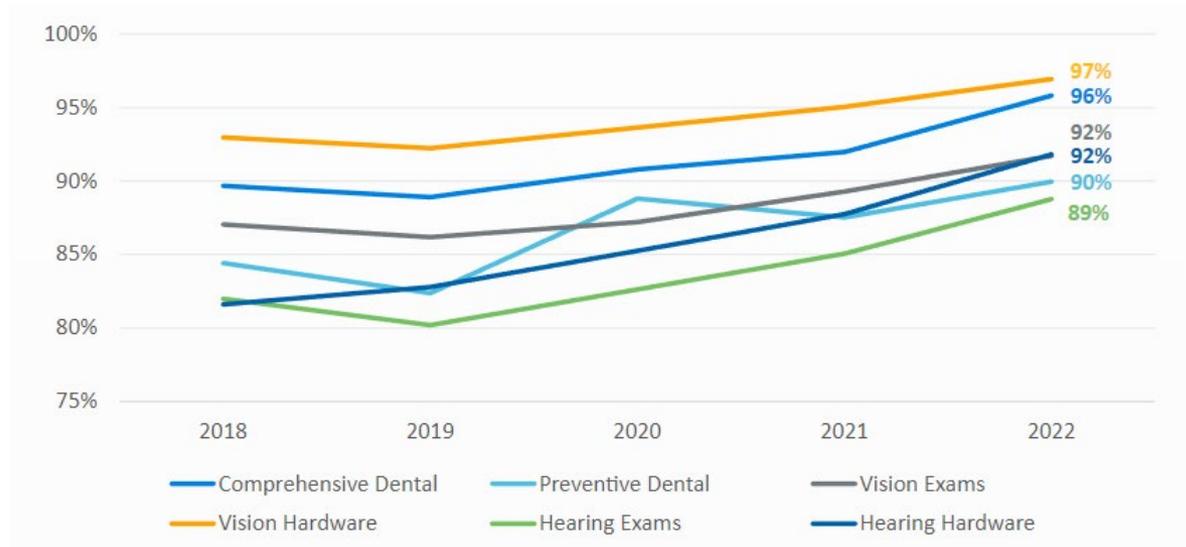
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Traditional Supplemental Benefits

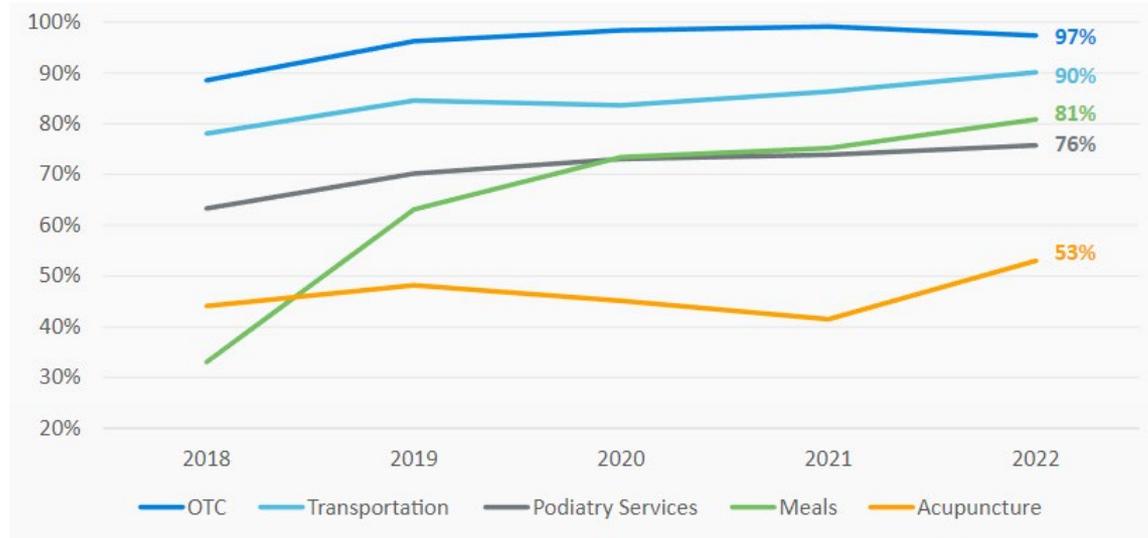
Vision, hearing, and dental benefits are among the most common supplemental benefits historically offered by DSNP plans.



Vision hardware is the most highly offered benefit of the group from 2018 to 2022, with 97% penetration in 2022.

Other Supplemental Benefits

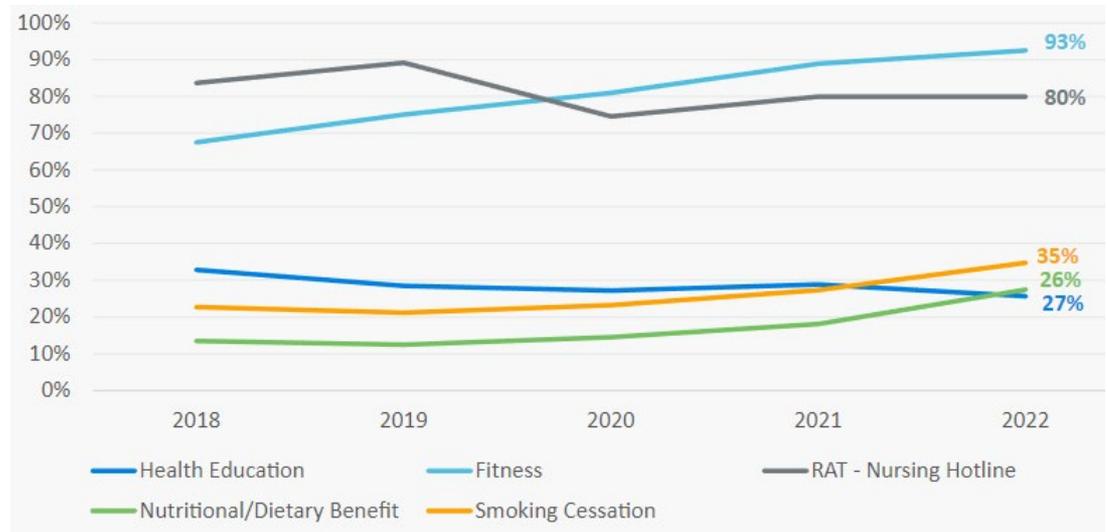
DSNP's can offer numerous additional supplemental benefits beyond vision, hearing, and dental. Other common supplemental benefits, including over the counter (OTC) drug cards, transportation, podiatry services, meals, and acupuncture.



An OTC drug card is the most highly offered benefit of the group from 2018 to 2022, with 97% penetration in 2022.

Other Defined Supplemental Benefit Supplemental Benefits

Multiple supplemental benefits fall under the 14c “Other Defined Supplemental Benefit” category. The most prevalent 14c benefits: health education, fitness, remote access technologies (RAT) – nursing hotline, nutritional/dietary benefit, and smoking cessation.

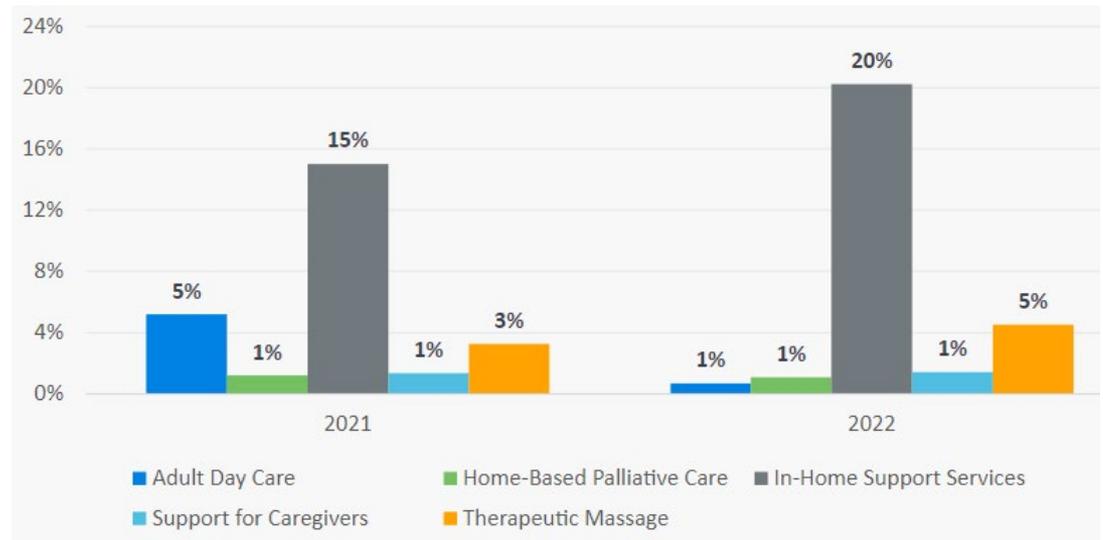


Coverage of remote access technologies – nursing hotline and health education decreased from 2018 to 2022, but all other benefits increased in the percentage of beneficiaries covered over this period.

Primary Health Related Supplemental Benefits

The definition of “primarily health- related benefits” was expanded starting in the 2019 to cover services used to:

- Diagnose
- Compensate for physical impairments
- Ameliorate the functional/psychological impact of injuries or health conditions
- Reduce avoidable emergency and healthcare utilization



This includes adult day care, home-based palliative care, in-home support services, support for caregivers, and therapeutic massage (for pain management).

Supplemental Benefits for the Chronically Ill (SSBCI)



	D-SNP	I-SNP	C-SNP	Non-SNP
Transitional/ Temporary Supports	7	0	8	17
Food and Produce	25	1	10	60
Meals (beyond limited basis)	7	0	24	38
Pest Control	19	0	12	51
Non-Medical Transportation	16	3	7	22
Indoor Air Quality Equipment and Services	2	0	0	15
Social Needs Benefit	6	3	2	19
Complementary Therapies	0	0	0	1
Services Supporting Self Direction	3	0	1	14
Structural Home Modifications	1	0	0	8

Source: HMA analysis of CMS PBP files, excludes MMPs and plans with fewer than 11 enrollees

Supplemental Benefits

*Complications from chronic heart failure (CHF), Diabetes with complications, Complications from chronic obstructive pulmonary disease (COPD), Complications of COVID

**Complications from chronic heart failure (CHF) and determined to be a high-risk for hospitalization

***Complications from chronic heart failure (CHF), Diabetes with complications, Complications from chronic obstructive pulmonary disease (COPD), Cancer, High blood pressure, Digestive disorders, Eating disorders, End Stage Renal Disease (ESRD), Obesity, Social Determinants of Health (SDOH)

Benefit Category	2022 Health Choice Benefit Coverage	Most Important to You 1-24
Dental (Prevent/ Comprehensive)	\$4,000 combined limit per year	
Vision Hardware	\$450 per year	
Vision Exam Routine	\$0 (1 visit per year)	
Hearing Hardware	\$0,000 per year	
Hearing Exam Routine	\$0 (1 visit per year)	
OTC	\$270 per quarter	
Meal Benefit* Chronic obstructive pulmonary disease (COPD), Congestive heart failure (CHF), Diabetes (DM)	42 per year (28 post discharge)/14 per year (chronic)	
Fitness	Silver&Fit	
Non-Emergency Medical Transportation	24 trips per year	
Annual Preventive Exam (NMC)	Not covered	
Part C MOOP	\$3,450	
Cost share PARTB	\$0 – 20% based on LIS	
Chiropractic	Not covered	
Acupuncture	Not covered	
Podiatry	Not covered	
Message Therapy	Not Covered	
Worldwide ER	Not Covered	
Personal Emergency Response System (PERS)	Not Covered	
SSBCI		
Remote Patient Monitoring (RPM)*	\$0	
Enhanced Disease Management (EDM)**	\$0	
Healthy Food***	\$25 per month	
In-Home Support	Not Covered	
General Supports for Living – Transitional Supports (Lodging/Utilities)	Not Covered	

Did You Know About Our Healthy Rewards Program?

Health Choice Pathway Members can earn rewards by completing the following screenings:

- Annual Wellness Visit
- Breast Cancer Screenings
- Colon Cancer Screenings

Would you prefer to receive your reward in the form of a

- Gift card
- or
- Re-loadable card

Earn Rewards



with Health Choice Pathway (HMO D-SNP)'s Healthy Rewards Program

Did you know that as a Health Choice Pathway member, you can earn rewards like a \$25 gift card just for taking care of your health? Healthy Rewards is our member rewards program for YOU! Health Choice Pathway wants to reward you when you're going to your appointments because keeping up with your health is important.

Earn \$25 gift cards!

Members can get rewarded with a gift card for each important health activity they complete such as:

- **A Medicare Annual Wellness Visit** yearly for all Health Choice Pathway members
- **Breast cancer screenings** mammogram every 1 - 2 years for those 50 - 74
- **Colon cancer screenings** for those 50 - 75, screening colonoscopy or opt for a mail-in test that you can do at home!

And more!

Questions? Call or email us.

- 📞 1-800-656-8991 (TTY 711), 8 a.m. to 8 p.m., 7 days a week
- ✉️ Comments@HealthChoiceAZ.com

Here's how you earn your 2022 rewards:

- Check with your doctor to see what preventive screenings or visits you are due for
- Complete an eligible Healthy Reward service
- Once Health Choice Pathway receives a claim for the service, we will mail you your gift card(s). Please allow up to 8 weeks to receive your gift card.



HealthChoicePathway.com

- 👍 "Like" us on Facebook - Health Choice Pathway
- 👍 "Follow" us on Twitter - HealthChoiceSNP

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Upcoming Community Events

July

7/7/2022	Escalante Senior Center	10:00AM-11:00AM	2150 E Orange St	Tempe	85281
7/13/2022	Mobile Food pantry-CPLC	7:00AM-9:00AM	6850 W. Indian School Rd.	Phoenix	85033
7/16/2022	Prendergast Community Health Fair	9:00AM-1:00PM	10550 W. Mariposa St.	Phoenix	85037
7/20/2022	Casa Grande Senior Center	12:15PM-1:15PM	404 E Florence Blvd	Casa Grande	85122
7/21/2022	Tolleson Senior Center	10:00AM-11:00AM	Virtual Bingo	Tolleson	85353
7/25/2022	Phoenix Senior Opportunities	10:00AM-11:00AM	Virtual Bingo	Phoenix	85007
7/27/2022	Mesa Senior Meadows	10:00AM -11:00AM	333 E 6th St	Mesa	85201
7/27/2022	Mobile Food pantry-CPLC	7:00AM-9:00AM	6850 W. Indian School Rd.	Phoenix	85033
7/20/2022	Bullhead City Senior Campus	12:00PM-1:00PM	Virtual Bingo	Bullhead City	86442
7/28/2022	Superior Senior Center	10:30AM-11:30AM	360 W Main St	Superior	85173

<https://www.healthchoicepathway.com/outreach/>

Upcoming Community Events

August

8/2/2022	Florence Senior Center Healthy Bingo	10:00AM-11:00AM	330 E Pinal Street	Florence	85132
8/9/2022	Escalante Senior Center	10:00AM-11:00AM	2150 E Orange St	Tempe	85281
8/9/2022	Superior Senior Center	10:30AM-11:30AM	360 W Main St	Superior	85173
8/10/2022	Kachina Housing	11:00AM-12:00PM	316 N Ave A	Casa Grande	85122
8/17/2022	Mesa Senior Meadows	10:00AM -11:00AM	333 E 6th St	Mesa	85201
8/17/2022	Casa Grande Senior Center	12:15PM-1:15PM	404 E Florence Blvd	Casa Grande	85122
8/22/2022	Phoenix Senior Opportunities	10:00AM-11:00AM	Virtual Bingo	Phoenix	85007
8/25/2022	Superior Senior Center	10:30AM-11:30AM	360 W Main St	Superior	85173

September

9/6/2022	Florence Senior Center Healthy Bingo	10:00AM-11:00AM	330 E Pinal Street	Florence	85132
9/8/2022	Superior Senior Center	10:30AM-11:30AM	360 W Main St	Superior	85173
9/13/2022	Escalante Senior Center	10:00AM-11:00AM	2150 E Orange St	Tempe	85281
9/14/2022	Kachina Housing	11:00AM-12:00PM	316 N Ave A	Casa Grande	85122
9/20/2022	Superior Senior Center	10:30AM-11:30AM	360 W Main St	Superior	85173
9/26/2022	Phoenix Senior Opportunities	10:00AM-11:00AM	Virtual Bingo	Phoenix	85007
9/21/2022	Casa Grande Senior Center	12:15PM-1:15PM	404 E Florence Blvd	Casa Grande	85122
9/28/2022	Mesa Senior Meadows	10:00AM -11:00AM	333 E 6th St	Mesa	85201

Open Discussion



What benefits do you like that we offer?

- Do you have any issues with your providers?
- Do you have access to the Doctors you want to see
- What benefits are important to you?
- What benefits would you like to see that we don't currently offer?
- Do you view the ANOC or EOC online? Do you review any member materials online?
- Do you call into member services? If so, were they helpful?



What types of member communications do you find helpful?

- Email, phone, text message, postcard



What concerns, comments or questions do you have?

- Are you able to schedule appointments with your provider?
- Are you able to get your prescriptions easily?
- Would you recommend your health plan to family and friends?
- On a scale of 1-10, how would you rate the health plan?
- What can we do better to communicate with you?

Additional Information



Next Meeting:
September 30, 2022



Contact Information:
HCHComments@azblue.com



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Health Choice Pathway HMO D-SNP is a Health Plan with a Medicare contract and a contract with the state Medicaid program. Enrollment in Health Choice Pathway HMO D-SNP depends on contract renewal.

Gifts have a nominal value (are worth no more than \$15) based on the fair market value of the item or less, with a maximum aggregate of \$75 per person, per year.