

Your Health Matters



2026-27 Member Tools and Resources

(7/1/2026 effective date)

Plan administered by



At Blue Cross[®] Blue Shield[®] of Arizona (AZ Blue), **your health is our top priority.** We invite you to take a closer look at the programs and resources your plan offers to help you and your family get the care you need and reach your health goals.

If you have any questions about anything you see here, help is just a phone call away.

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Support When You Need It

Need Help Before Enrollment?

Our dedicated pre-enrollment customer service team is available to answer questions and help you prepare. You can call **1-844-817-4117** or visit azblue.com/SUSD to explore plan options, search for in-network doctors and facilities, review the Preferred Drug List, and learn more about AZ Blue programs and services.



Need Help After Enrollment?

Book an Appointment at Prosano Health®

You can see a provider at our Care Centers or online from home—whatever works best for you. We'll help you pick the right option, and you'll be seen quickly so you can get back to your day.

- New patients: Call **1-855-PROSANO (776-7266)** to book your first visit.
- Existing patients: Call or book online at prosanohealth.com.
- Care Centers are open Monday through Friday, 8 a.m. – 5 p.m. Arizona time

Need Help Outside of Regular Hours?

Call **1-855-PROSANO (776-7266)**. We'll help guide you to the right care.

AZ Blue Customer Service

Call the **number on the back of your member ID card**, Monday through Friday between 8 a.m. and 5 p.m. Arizona time. Visit azblue.com/members/24-7-help

Mi Consejero Azul

Personalized service and guidance for our Spanish-speaking customers.

Whether you're looking for detailed information about claims or benefits, or you need help finding a doctor or hospital, Mi Consejero Azul (My Blue Advisor) was designed just for you. Mi Consejero Azul provides one place for you to call for answers and help with a variety of health-coverage issues in Spanish.

Call **602-864-4884** or toll-free at **1-800-232-2345**, Option 9.

Meet Your Plan Choices

	BlueSignature SM Prosano SM PPO 2000	BlueSignature SM Prosano SM Alliance PPO 7000	AZ Blue HSA Prosano SM Saver HDHP 1700	AZ Blue HSA Prosano SM Saver HDHP 3400	AZ Blue HSA Prosano SM Saver HDHP 5000
Network	National PPO + Prosano	Alliance + Prosano Network	National PPO + Prosano	National PPO + Prosano	National PPO + Prosano
Prosano Health	All care from and labs ordered by a Prosano Health provider are included in your premium. Your deductible is waived for in-person or virtual services at Prosano Health [®] (excluding drugs and equipment).		Some of your care at Prosano Health [®] is included in your premium while some types of care may have a cost that applies to you.		
Annual Deductible	In-network: \$2,000/individual \$4,000/family Out-of-network: \$4,000/individual \$8,000/family	In-network: \$7,000/individual \$14,000/family Out-of-network: \$14,000/individual \$28,000/family	In-network: \$1,700/individual \$3,400/family Out-of-network: \$3,400/individual \$6,800/family	In-Network: \$3,400/individual \$6,800/family Out-of-network: \$5,000/individual \$10,000/family	In-network: \$5,000/individual \$10,000/family Out-of-network: \$10,000/individual \$20,000/family
Out-of-Pocket Max	In-network: \$6,000/individual or \$12,000/family Out-of-network: \$10,000/individual or \$20,000/family	In-network: \$8,500/individual or \$17,000/family Out-of-network: \$17,000/individual or \$34,000/family	In-network: \$6,000/individual or \$12,000/family Out-of-network: \$10,000/individual or \$20,000/family	In-network: \$6,000/individual or \$12,000/family Out-of-network: \$10,000/individual or \$20,000/family	In-network: \$6,750/individual or \$13,500/family Out-of-network: \$13,500/individual or \$27,000/family
Rx	\$100 individual/ \$200 family deductible Tier 1: \$10 copay; Tier 2: 20% up to \$80 max; Tier 3: 20% up to \$500 max; Specialty: 50% up to \$200 max	\$100 individual/ \$200 family deductible Tier 1: \$10 Copay; Tier 2: 20% up to \$80 max; Tier 3: 20% up to \$500 max; Specialty: 50% up to \$200 max	Tier 1: \$10 copay; Tier 2: 20% up to \$80 max; Tier 3: 20% up to \$500 max; Specialty: 50% up to \$200 max	Tier 1: \$10 copay; Tier 2: 20% up to \$80 max; Tier 3: 20% up to \$500 max; Specialty: 50% up to \$200 max	Tier 1: \$10 copay; Tier 2: 20% up to \$80 max; Tier 3: 20% up to \$500 max; Specialty: 50% up to \$200 max

Visit azblue.com/SUSD to check if your doctor is in-network, prescription coverage, and more.

AZ BLUE PPO NETWORK PROVIDERS

IN ARIZONA¹

96% of providers
98% of hospitals
including Mayo Clinic

NATIONALLY²

93% of physicians
96% of hospitals

We're Here for You.

Reach your AZ Blue Pre-Enrollment Service Team at **1-844-817-4117** 6 a.m. - 6 p.m. (MST), Monday through Friday. Be sure to let them know you work for Scottsdale Unified School District when calling so we can give you correct information.

¹Based on January 2025 provider report compiled by AZ Blue GIS Services. ²BlueCard data sources: BCBS Provider Data Repository (PDR), data as of February 2020.



Coverage with Care Built In

Top 10 Advantages of your Prosano Health® Plan by AZ Blue

- 1 Lower Costs** – With **\$0** visits for PPO, and visits starting at \$75 for high-deductible plans, Prosano Health gives you affordable care both in-person and virtually.
- 2** You can get primary care, sick care, short-term counseling, help for chronic conditions, labs, and more **all under one roof**.
- 3 You have access to a broader network** when you need care outside of Prosano Health. We'll even help you schedule appointments with in-network specialists and providers.
- 4** Get **same- or next-day care** when you need it fast.*
- 5 Your whole family** can receive care at Prosano Health, including sick care for all ages and immunizations for children ages 5+.
- 6** A **Care Guide** will help coordinate when you need care outside the Care Centers—you won't have to guess if providers are in- or out-of-network.
- 7** A **Benefit Liaison** can help you understand benefits, out-of-pocket costs, and network options.
- 8 If you need to talk to someone**, you can get short-term counseling to help you through difficult times.
- 9** You'll get **doctors who take the time to get to know you**, for care that feels more personal, and longer appointments when you need more time.
- 10** You can get basic primary care **labs done conveniently on-site** at all of our Care Centers.



azblue.com/SUSD

*Availability may vary by location and provider.

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. Prosano Health is a registered service mark of Prosano Health Solutions, Inc.

Prosano Health[®] Services*

If you enroll in a BlueSignatureSM ProsanoSM plan, **services provided by the Prosano Health Care Team are available at \$0**. If you enroll in an **AZ Blue HSA ProsanoSM Saver plan, all preventive care, preventive labs, and virtual visits are included in your premium**. For other visits, costs will range from \$75 - \$150 depending on the type of care you receive.**



Preventive and Wellness

Your advanced primary care team looks to identify health issues early on and will work with you to develop the right treatment plan. For patients 5 & up.

- Routine wellness exams
- Health screenings and consultations
- Well woman exams
- Immunizations



Sick Care for All Ages

When you don't feel well, you can count on the team at Prosano Health to see you and help you feel better.

- Cough, cold, and flu
- Stomach pain
- Rashes and infections
- Muscle and joint pain



Behavioral Health

Need to talk to someone? We can provide short-term counseling to help you through difficult times.

- Grief/bereavement
- Emotional wellness strategies
- Medication management for mild to moderate symptoms



Chronic Health Conditions

High-quality chronic condition management is one of the core strengths of our care team.

- Diabetes
- Asthma
- High blood pressure
- High cholesterol
- Weight management

*Most services are available across the state virtually.

**Fees are subject to change, and the final amount you are billed will depend on the type of care you receive during your visit.



Prosano Health[®] Care Centers



Maricopa County

Chandler/Gilbert

3530 S. Val Vista Dr.
Ste. B105
Gilbert, AZ 85297

Deer Valley

19810 N. 7th Ave.
Ste. 150
Phoenix, AZ 85027

Goodyear

1360 N. Bullard Ave.
Ste. 102
Goodyear, AZ 85395

Mesa

1910 S. Stapley Dr.
Ste. 101
Mesa, AZ 85204

Peoria

9000 W. Thunderbird Rd.
Ste. 110
Peoria, AZ 85381

Phoenix/Avondale

9321 W. Thomas Rd.
Ste. 420
Phoenix, AZ 85037

Phoenix – Cotton Center

4039 E. Raymond St.
Phoenix, AZ 85040

Scottsdale

7373 N. Scottsdale Rd.
Ste. A178
Scottsdale, AZ 85253



Tucson

Tucson: River & Campbell

1790 E. River Rd.
Ste. 200
Tucson, AZ 85718

Tucson: Williams Centre

5210 E. Williams Cir.
Ste. 120
Tucson, AZ 85711

Network Ins and Outs

What's a network?

It's a group of providers that have signed up to provide services to members of a particular health plan. Providers can be doctors, hospitals, clinics, pharmacies, laboratories, or other professionals or businesses that offer healthcare services. Health plans and networks go hand in hand. Are the doctors you want to see in the network for the plan you selected? If not, what happens if you see a doctor outside the network? These are questions you should have answers to before you see a doctor.

Check your member ID card to find the name of your health plan network.

What's the difference?



PROSANO HEALTH CARE CENTERS

With your Prosano Health plan by AZ Blue, you get exclusive access to Prosano Health Care Centers in Maricopa County and Tucson. At a Prosano Health Care Center, you can receive primary care, sick care, and more, that's personal and convenient.



NETWORK PROVIDERS

When you see providers that are part of your plan's network, they're called *network providers*. Some plans also refer to them as *in-network providers*. How did they become part of your network? By having a contract with your health insurer to serve the members in your plan.

National PPO (Preferred Provider Organization): A health plan that offers lower costs for in-network care and the flexibility to see out-of-network providers at a higher cost.

Alliance Network: If you enroll in the Alliance PPO 7000 plan, your in network care is provided through the Banner Health and HonorHealth systems. This plan is designed to work exclusively with these providers, so services received outside the Alliance network would not be covered. You can easily check whether your doctor participates in the Alliance network by visiting azblue.com/SUSD.



OUT-OF-NETWORK PROVIDERS

Unlike network providers, *out-of-network providers* or *non-contracted providers* do not have a contract with your health insurer to serve members in your plan. You may pay more if you see them, and it's possible their services may not be covered at all.¹

Don't pay more than you should.

How can you be smart about costs when it comes to healthcare? Always check that your doctor, specialist, or other service providers are in your plan's network before you receive services. When you stay in-network, you can be confident your provider takes your insurance. It also means lower, more predictable costs.

Find out if the doctors you want are in your plan's network.
Visit azblue.com/susd/find-a-doctor.

¹All plans are subject to limitations, exclusions, exceptions, and cost-share requirements.



Healthy Extras from AZ Blue

Available to You When Your Plan Begins



Getting personalized care has never been easier

Your Prosano Health plan by AZ Blue gives you exclusive access to our Care Centers for primary and sick care, short-term counseling, chronic condition support, and more, all under one roof.

- Doctors who get to know you
- Online scheduling
- In-person and virtual visits
- Same- or next-day care when you need it fast¹
- Longer visits when you want more time
- Chronic condition support
- Short-term counseling
- On-site labs²
- On-site Rx at some locations³
- After-hours triage calls



Health management & support for a new diagnosis

It's not always easy to be in charge of your health. That's why your health plan offers extra support for chronic health conditions, like:

- Asthma
- Chronic Kidney Disease (CKD)
- Chronic Obstructive Pulmonary Disorder (COPD)
- Congestive Heart Failure (CHF)
- Coronary Artery Disease (CAD)
- Diabetes

You want to know your options so you can be in charge of your health. We can help.

QUESTIONS?

Call **1-877-475-8449**

or visit azblue.com/health-management

OUR HEALTH MANAGEMENT PROGRAMS WERE DESIGNED SO THAT YOU CAN:

- Work with a Care Manager to learn all about your condition
- Be supported through personalized education to help you manage your condition
- Get tips on how to prevent health problems related to your condition
- Set health goals and stay on track to meet those goals
- Engage with a Care Manager through a phone call, text, or video chat



Care management and support for chronic conditions

If you're living with a long-lasting or complex condition, our Care Managers are here to help you understand and implement changes to slow or prevent disease progression and complications. If needed, a Care Manager will be assigned to you – at no cost – so you have support when you need it.

QUESTIONS?

Call **1-877-475-8449**

or visit azblue.com/clinical-health-experts

CARE MANAGERS WILL HELP YOU:

- Coordinate care with your providers
- Understand your health issues and work to increase your self-management skills
- Find in-network providers, facilities, and equipment
- Meet your healthcare goals

¹Availability may vary by location and provider. ²Basic primary care laboratory testing panels. ³Prescription copayments apply as specified in your benefit plan. May not be available at all locations.



Nutrition counseling and support

Nutrition counseling, or Medical Nutrition Therapy, may be included in your benefits if you are living with a qualified health condition.¹ This service allows you to work one-on-one with a Registered Dietitian Nutritionist and create an individualized nutrition plan to manage your health conditions and promote your overall health and well-being. You may need a referral from your doctor or healthcare provider to verify your diagnosed health condition(s) prior to seeing a Registered Dietitian Nutritionist.

QUESTIONS?

Call the number on your ID card.

FIND A DIETITIAN

- 1 Log on to your member portal at azblue.com/member
- 2 Click on **Find a Doctor**
- 3 Search for **Registered Dietitian**
- 4 Select a provider in your plan's network and call for an appointment



Help after a hospital stay

When returning home from a hospital stay, it is not uncommon to run into some obstacles. We are here to work with you and the hospital when you are discharged from an acute care setting. Our goal is to support your health post-discharge and prevent any readmissions.

A Care Manager will call you if you have been discharged from a hospital or facility.

QUESTIONS?

Call the number on your ID card.

CARE MANAGERS WILL HELP YOU:

- Follow the doctor's discharge plans
- Understand your medications and take them as directed
- Schedule follow-up visits with your doctor or other providers
- Get post-hospital services, if recommended (e.g., home health, physical therapy, etc.)
- Find other in-network providers, if needed
- Eliminate barriers to your transition

¹Limitations and exclusions may apply. Some health plans cover spouse and dependents for nutritional counseling for these diagnoses, check with your plan administrator for more information. You should always consult with your healthcare providers regarding medical care or treatment, as recommendations, services, or resources are not a substitute for the advice or recommendation of your doctor or healthcare provider.



Healthy Extras from AZ Blue



Whether you want to deal with nagging pain in your joints, recover from injury, or just want more strength and flexibility – you're not alone. Hinge Health provides what you need for free under your AZ Blue plan.

When your plan starts, access Hinge at Hinge.health/SUSD-join.



Sharecare® is a digital well-being solution that gives you the ability to manage all your health information in one place. With your free subscription, you can conveniently view your care team, medications, lab results, and more, plus integrate third-party devices and apps. Sharecare provides an experience personalized to your needs, based on its RealAge® Test, that helps you live healthier, longer.

When your plan starts, access Sharecare through your AZ Blue Member Portal. Log in at azblue.com/member, then click "Health and Wellness," then click "Sharecare."



Teladoc's comprehensive weight care solution connects you with a dedicated care team and connected devices to help you reach and monitor your health goals. With access to a care provider, registered dietitian, health coach, and mental health support, Teladoc can support you with pre-diabetes, diabetes, hypertension, and weight management.

When your plan starts, access Teladoc at TeladocHealth.com/Smile/AZ-BLUE.

Maternity Care From AZ Blue.

Expecting? Congrats!

Here are benefits that will make your transition to parenthood easier. AZ Blue's maternity support programs guide you through every step of your journey to motherhood.

For the most up-to-date information, visit azblue.com/maternity

What's Covered



Prenatal Checkups

These are your regular doctor visits to track baby's growth and your health – typically monthly at first, then weekly as your due date gets closer.



Gestational Diabetes Screening

Some women develop diabetes during pregnancy. This routine test, done around 24-28 weeks, helps spot it early so you and baby stay healthy.



Breast Pump

Most breast pumps and supplies are covered at no cost by your health plan.



Ultrasounds

A safe way to see your baby during pregnancy. The first usually happens as early as 8 weeks to check in on development and confirm your due date.



Labor and Delivery

Your hospital stay and the care you receive during childbirth.



Lactation Consultant

One-on-one support to help you get started with breastfeeding, solve challenges, and feel more confident feeding your baby.

Prenatal Dental Care

Part of staying healthy during pregnancy is maintaining good dental health. AZ Blue moms with dental coverage may be eligible for an extra cleaning with their coverage. Visit the AZ Blue member portal to see if you qualify today!

Save Money with Blue365® Discounts

Save on health and wellness services, making your pregnancy journey healthier and more affordable.

Save up to 50% off on standard cord blood and tissue banking for your baby

Up to 20% off products for new moms and babies

Save 15% off diapers and wipes

Products include:

- Baby bottles
- Bottle warmers & sterilizers
- Pacifiers
- Baby monitors

- Access 13,000+ gyms starting at **\$19/month with \$0 enrollment fee**
- Discounts on healthy meal delivery services
- Discounts on prenatal and premium vitamins

Register for Blue365 through the AZ Blue member portal at azblue.com/member.

You have support if complications arise

A pregnancy is considered high-risk when there is a greater chance of complications for mom, baby, or both. It doesn't necessarily mean something is wrong, it just means more monitoring, support, or specialized care is needed. Examples include history of pregnancy-related complications, pregnant with twins/multiples, or gestational diabetes.

Healthy pregnancies, healthy moms, healthy babies. That's the goal of AZ Blue's High-Risk Maternity Care Management Program! Our Care Managers offer high-risk pregnancy support throughout pregnancy and postpartum at no cost.



How do our Care Managers help?

They conduct specialized assessments to understand your unique needs and preferences. They work closely with healthcare providers to create a tailored care plan. They'll help:



Walk You Through At-Home Tests & Screenings



Provide Pregnancy Education



Find a Provider



Collaborate with Your Providers



Create Personalized Care Plans



Connect You to Free Community Resources

Contact AZ Blue's Care Management team at CM@azblue.com or call **602-544-8982** to learn more.

True Story:

Mom with hypertension welcomes healthy baby with help from AZ Blue Care Manager

A 24-year-old AZ Blue member with a history of hypertension was in the final weeks of pregnancy and feeling uncomfortable. She called AZ Blue's High-Risk Maternity Program. A Care Manager (CM) guided her through taking her blood pressure with her at-home cuff. **The reading was worrisome: 151/113.**

The Care Manager calmly explained that it was necessary for her to be seen in OB Triage/Emergency for her elevated blood pressure. Within an hour of the call, the member was in good hands at the hospital. Several hours later, she welcomed a healthy baby girl. The new mom had no complications, her blood pressure went down and stayed down after delivery without long-term medication, and her baby did not require a NICU admission.

Today, both member and baby are home and doing well.

azblue.com/true-story

Healthy Living Is Just a Deal Away



Blue365[®]

Because health is a big dealSM

Join Blue365 and start saving today!

Blue365 gives Blue Cross and Blue Shield members access to savings across all aspects of your life—including 20 percent off on Fitbit devices, gym membership access starting at \$19/month, discounts on healthy, organic meal delivery services from Sunbasket, and much more!

Register now for free to take advantage of Blue365. It's an online destination where participating members can find healthy deals and exclusive discounts; all you need is your Blue Cross Blue Shield member card to get started.

Register now for free at www.Blue365Deals.com

Exclusive savings from:



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