



Health
Choice

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

2nd Quarter
June 30th, 2023



Agenda

- AHCCCS Renewals Benefits
- Healthy Tips
- Healthy Rewards
- OTC CVS Store Expansion
- Community Events
- Website Navigation of Resources
- Member Communication Discussions

Why are we gathering today?

Your thoughts, ideas, concerns and partnership matter to us!

You are the experts in knowing what types of information you want & need from us!

Your willingness to share what is working and what is not working helps us reach our goals!

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.

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.



Health
Choice

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.



An Independent Licensee of the Blue Cross Blue Shield Association

Health
Choice

Renewing AHCCCS Benefits

Guadalupe Campos

AHCCCS Renewals Benefits

- Before the pandemic, Medicaid enrollees were required to update their eligibility information once per year. Once COVID-19 became a Public Health Emergency (PHE), checking renewal eligibility was put on a pause. That meant anyone on Medicaid during this time kept their coverage even, if no longer eligible.
- Language in a federal budget bill in December of 2022 included a stipulation that covering members was no longer related to the Public Health Emergency and states could go back to checking eligibility for Medicaid members.
- Arizona's Medicaid program, the Arizona Health Care Cost Containment System (AHCCCS), will resume checking renewal status starting on [April 1, 2023](#).

It is time to renew your AHCCCS (Medicaid) coverage!

Need assistance? We can help! BCBSAZ Health Choice Assistors can help you update your information with AHCCCS and check to see if you are still eligible. Keep your AHCCCS benefits by renewing on time. Call us at **1-844-390-8935**, **TTY: 711**. Assistors are available Monday through Friday, from 8 a.m. to 5 p.m. (except holidays).



¡Es hora de renovar su cobertura de AHCCCS (Medicaid)!

¿Necesita ayuda? ¡Podemos ayudar! Los asistentes de BCBSAZ Health Choice pueden ayudarlo a actualizar su información con AHCCCS y verificar si aún es elegible. Mantenga sus beneficios de AHCCCS renovando a tiempo. Llámenos al **1-844-390-8935**, **TTY: 711**. Asistentes están disponibles de lunes a viernes, de 8 a.m. a 5 p.m. (excepto días festivos).

115068-22

Did you receive your mailer on renewing AHCCCS benefits?



An Independent Licensee of the Blue Cross Blue Shield Association

Health
Choice

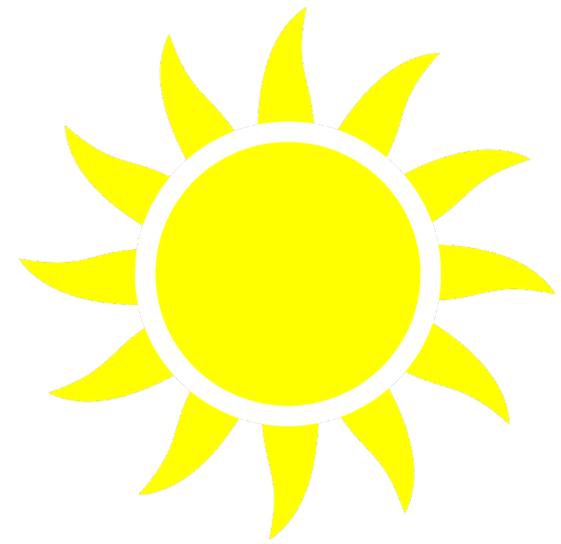
Healthy Tips

Diana Tim

Summer Safety Month

Tips for Heat Preparedness

- Drink plenty of water.
- Wear sunscreen, sunglasses, and a hat.
 - Reapply every 2 hours
- Wear lightweight and light-colored clothing.
- Limit your time outdoors, rest frequently and seek shaded areas.
- Slow down and reduce strenuous activities while outside.
- Be alert for signs of heat exhaustion.
 - Common symptoms include heavy sweating, paleness, muscle cramps, weakness, dizziness, headache, nausea, vomiting and fainting.
 - Seek medical attention right away if you notice any of these symptoms.



Sunscreen is available with your OTC benefit.



Health
Choice

An Independent Licensee of the Blue Cross Blue Shield Association

Annual Wellness Visit

Annual well visits are very important when staying vigilant for any early signs of health complications.

During the Annual Wellness Visit, your doctor will:

- Review medications with you
- Provide your flu shot and any other vaccines needed
- Answer any questions you may have

As part of our Healthy Rewards Program, we're offering \$25 loaded to your Visa Flex for every HCP member who has completed an Annual Wellness Visit.



Health
Choice

Medication Adherence

- Ensuring consistent medication intake and adhering to a routine are crucial for maintaining good health.
- While skipping doses may not always result in immediate discomfort, it can elevate the risk of serious health complications, potentially leading to hospitalization.
- If you have any concerns regarding medication administration or experiencing side effects, it is important to consult your doctor for guidance and discussion.



Advance Care Planning/Advance Directives

- Advance Medical Directive is a legal document that allows individuals to express their preferences regarding medical treatment in the event they become unable to communicate their wishes.
- It provides guidance to healthcare professionals and loved ones about the type of medical care a person desires or does not want in specific situations.
- It's important tool for ensuring that your healthcare decisions align with your personal values and preferences, even if you cannot communicate them at the time.
 - You may also appoint a trusted person to make healthcare decisions on your behalf if you are unable to do so.
- If you decide that you want to have an Advance Directive, you can get this form from your lawyer or a social worker. The Living Will and Power of Attorney for Healthcare forms along with instructions can be found on our website www.healthchoicepathway.com.

Healthy Rewards

Diana Tim

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:

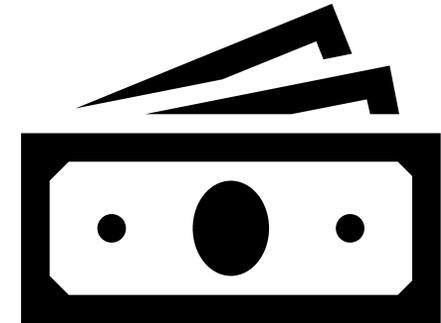
Annual Wellness Visit/In-Home Assessment: **\$25**

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.



Health
Choice

CVS OTC/HS Store Expansion

Diana Tim

Approved OTC products at more than 7,000 CVS Pharmacy® stores on July 1st!



1. For a list of approved items, pick up the BCBSAZ Health Choice Pathway catalog in a CVS Pharmacy store. You can also scan the QR code and select by state and plan name.



2. Look for the blue labels on shelves throughout the store. Choose your approved OTC items, then go to the register. Let the clerk know you have an OTC benefit.



3. The clerk will pull up your benefit info using your first and last name and date of birth, then ring up your items.

Excluding Target, Schnucks
and select other CVS stores
without a pharmacy.



Health
Choice

An Independent Licensee of the Blue Cross Blue Shield Association

Order online or by phone



www.cvs.com/otchs/healthchoice



Call 1-844-457-8938 (TTY: 711),
Monday through Friday 9 a.m. to
8 p.m. local time

Please have your Member ID number available.



 **BlueCross BlueShield Arizona**
An Independent Licensee of the Blue Cross Blue Shield Association

Health Choice

Member: John Q Sample	RxBIN: 004336
ID #: MZHHC1234567	RxPCN: MEDDADV
	RxGRP: RX8748

Health Plan Name: BCBSAZ Health Choice Pathway (HMO D-SNP)	Health Plan: (80840) Plan ID: H5587-002
--	--

MedicareRx Prescription Drug Coverage **MEDICARE ADVANTAGE | HMO**

 **BlueCross BlueShield Arizona**
An Independent Licensee of the Blue Cross Blue Shield Association

Health Choice

 **AHCCCS**
Arizona Health Care Cost Containment System

Member: John Q Sample	RxBIN: 004336
HCP ID #: MZHHC1234567	RxPCN: MEDDADV
AHCCCS ID #: HCIA12345678	RxGRP: RX8748
	Health Plan: (80840)
	Plan ID: H5587-002

Health Plan Name: BCBSAZ Health Choice Pathway (HMO D-SNP) BCBSAZ Health Choice Arizona	Member Services: 1-800-656-8991 Crisis Hotline: 1-844-534-4673
--	--

MedicareRx Prescription Drug Coverage **MEDICARE ADVANTAGE | HMO**



An Independent Licensee of the Blue Cross Blue Shield Association

Health Choice

Community Events

Guadalupe Campos

July

7/8/2023	HCA	Back to School Health Fair Pendergast	9:00AM-12:00PM	10550 W. Mariposa St	Phoenix	85037
7/11/2023	HCP/Informal	Nourish Phoenix	9:00AM-11:00AM	501 S 9th Ave.	Phoenix	85007
7/11/2023	HCP/Informal	Florence Senior Center Healthy Bingo	10:00AM -11:00AM	330 E Pinal Street	Florence	85132
7/11/2023	HCP/Informal	Highland Square	1:00PM-2:00PM	299 W. Mingus Ave	Cottonwood	86326
7/12/2023	HCP/Informal	Kachina Senior Apartments	1:00PM-2:00PM	316 N Ave A	Casa Grande	85122
7/12/2023	HCP/Informal	Mobile Food pantry-CPLC	7:00AM-9:00AM	6850 W. Indian School Rd.	Phoenix	85033
7/12/2023	HCP/Informal	Escalante Senior Center	10:00AM-11:00AM	2150 E Orange St	Tempe	85281
7/13/2023	HCP/Informal	Superior Arboretum Apartement	1:30PM-2:30PM	199 W Gray Dr	Superior	85173
7/15/2023	HCA	Operation Back to School	8:00AM- 11:00AM	1825 S Alma School Rd	Chandler	85286
7/14/2023	HCA	Dental NAZ Community Dental Days	TBD	2920 N 4th St	Flagstaff	86004
7/15/2023	HCA	Dental NAZ Community Dental Days	TBD	2920 N 4th St	Flagstaff	86004
7/15/2023	HCA	Men's Health Fair	4:30PM-7:00PM	3801 Santa Rosa Dr.	Kingman	86401
7/18/2023	HCP/Informal	Washington Manor	10:00AM-11:00AM	1123 E Monroe St	Phoenix	85034
7/18/2023	HCP/Informal	Eloy Senior Center	10:30AM-11:30AM	3650 W Shedd RD	Eloy	85131
7/18/2023	HCA	Child Abuse Prevention Conference	TBD	9495 W. Coyotes Blvd	Glendale	85305
7/19/2023	HCA	Child Abuse Prevention Conference	TBD	9495 W. Coyotes Blvd	Glendale	85305
7/19/2023	HCP/Informal	Casa Grande Senior Center	12:15PM-1:15PM	404 E Florence Blvd	Casa Grande	85122
7/20/2023	HCP/Informal	Tolleson Senior Center	8:30AM-9:30AM	9055 W. Van Buren St	Tolleson	85353
7/20/2023	HCP/Informal	Superior Senior Center	10:30AM-11:30AM	360 W Main St	Superior	85173
7/21/2023	HCA	Project Connect - St Anthony's Community Center	9:00AM-12:00PM	150 N Drylake St	Casa Grande	85122
7/25/2023	HCA	2023 Convention Expo AHCA	12:00PM-4:00PM	340 N 3rd St	Phoenix	85004
7/26/2023	HCA	2023 Convention Expo AHCA	10:00AM-4:00PM	340 N 3rd St	Phoenix	85004
7/26/2023	HCP/Informal	Coolidge Adult Center	12:30PM-1:30PM	250 S 3rd St	Coolidge	85128
7/26/2023	HCP/Informal	Mobile Food pantry-CPLC	7:00AM-9:00AM	6850 W. Indian School Rd.	Phoenix	85033
7/26/2023	HCP/Informal	Bullhead City Senior Campus	10:00AM-11:00AM	2275 Trane Rd.	Bullhead City	86442
7/27/2023	HCA	2023 Convention Expo AHCA	TBD	340 N 3rd St	Phoenix	85004
7/29/2023	HCA	16th Annual Back to School Health Fair-Havas Community Health Foundation	8:00AM-12:00PM	100 Park Ave	Lake Havasu	



Health
Choice

August & September

August						
8/4/2023	HCA	Dental Event-Payson	8:00AM-2:00PM	601 E State Hwy 260	Payson	85541
8/5/2023	HCA	Dental Event- Payson	8:00AM-2:00PM	601 E State Hwy 260	Payson	85541
8/9/2023	HCP/Informal	Escalante Senior Center	10:00AM-11:00AM	2150 E Orange St	Tempe	85281
8/15/2023	HCP/Informal	Washigton Manor	10:00AM-11:00AM	1123 E Monroe St	Phoenix	85034
8/17/2023	HCA	Rural Womens Health Symposium	8:00AM-5:00PM	1500 East State Route 69	Prescott	86301
8/18/2023	HCA	Rural Womens Health Symposium	8:00AM-5:00PM	1500 East State Route 69	Prescott	86301
8/19/2023	HCA	Hope Fest	10:00AM-4:00PM	120 S. Cortez St	Prescott	86303
8/19/2023	HCA	Dental A Tooth Dr For Kids	8:00AM-12:00PM	4701 W. Indian School Rd.	Phoenix	85031
8/22/2023	HCP/Informal	Phoenix Senior Opportunities	10:00AM-11:00AM	Virtual	Phoenix	85007
8/25/2023	HCA	OIFA Alliance Summit	10:00AM-2:00PM	8 E. Cottonwood St	Cottonwood	86326
September						
9/8/2023	HCA	Dental Event Little Colorado	TBD	TBD	Winslow	
9/9/2023	HCA	Dental Event Little Colorado	TBD	TBD	Winslow	
9/13/2023	HCP/Informal	WAPCON	TBD	10438 Wepoka Way	Fort McDowell	85264
9/14/2023	HCP/Informal	WAPCON	TBD	10438 Wepoka Way	Fort McDowell	85264
9/22/2023	HCA	OIFA Alliance Summit	10:00AM-2:00PM	1200 N. Country Club	Tucson	85716



Health Choice

Website Navigation of Resources

Diana Tim



Health Choice

An Independent Licensee of the Blue Cross Blue Shield Association

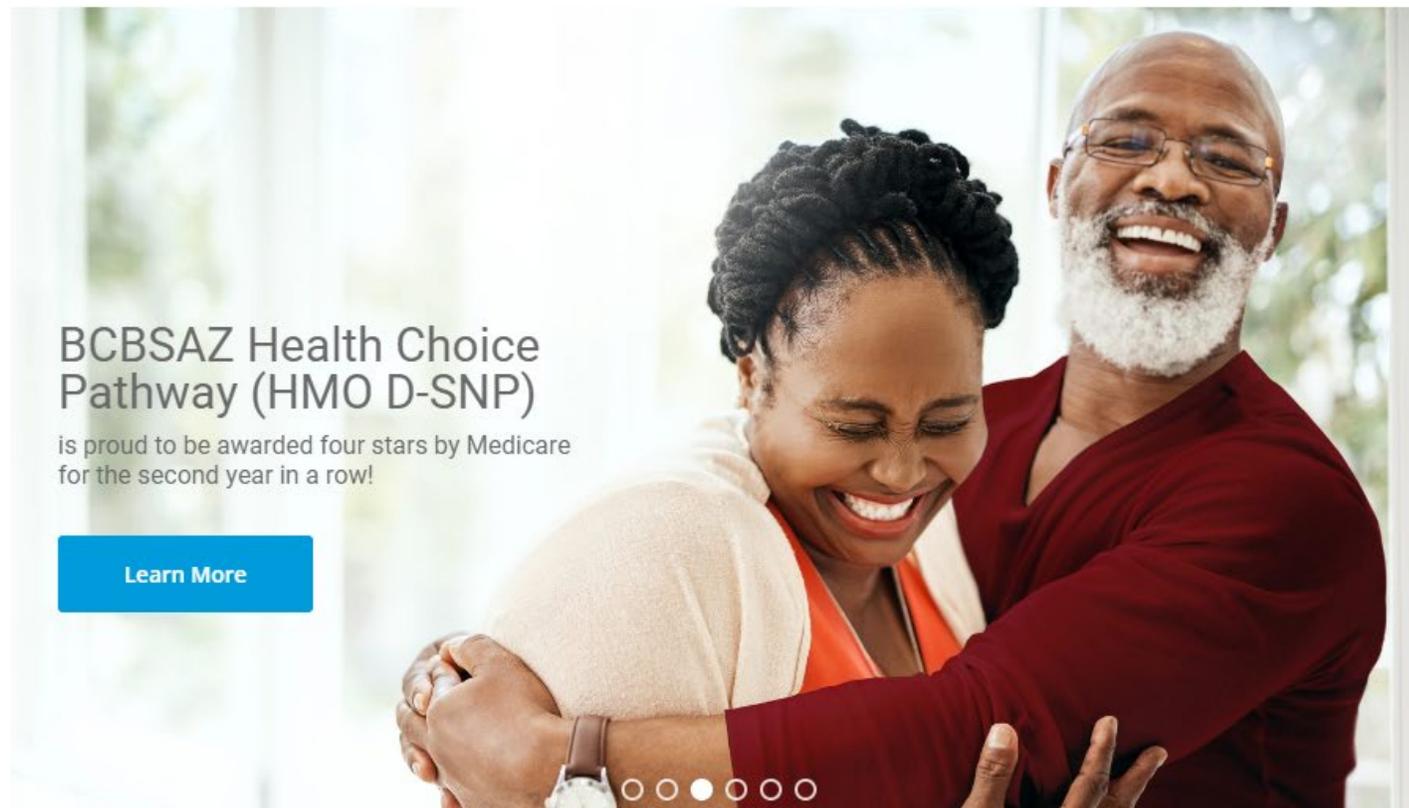
COVID-19 UPDATES

ABOUT ▾

MEMBERS ▾

CONTACT

FOR PROVIDERS ▾

BCBSAZ Health Choice Pathway (HMO D-SNP)

is proud to be awarded four stars by Medicare for the second year in a row!

[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 [HealthArizonaPlus.gov](https://www.healtharizona.com)

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

[Click here](#)

-  Find A Provider
-  Pharmacy Directory English | Spanish
-  Formulary (List of Covered Drugs) English | Spanish
-  Member Materials



An Independent Licensee of the Blue Cross Blue Shield Association

Health Choice

*BCBSAZ Health Choice Pathway provides quality care in Apache, Coconino, Gila, Maricopa, Mohave, Navajo, Pinal, and Yavapai counties.

If you have Medicare and AHCCCS, BCBSAZ Health Choice Pathway is just for you!



Benefits at a Glance

English | Spanish



Summary of Benefits

English | Spanish



Supplemental Benefits

English | Spanish

[Enroll Today](#)



An Independent Licensee of the Blue Cross Blue Shield Association

**Health
Choice**

2023

Benefits at a Glance BCBSAZ Health Choice Pathway (HMO D-SNP)

A brief overview of what BCBSAZ Health Choice Pathway covers and what you pay.



Monthly Premium, Deductibles, and Limits		
	With BCBSAZ Health Choice Pathway and full AHCCCS (Medicaid) eligibility, you pay:	With BCBSAZ Health Choice Pathway only and no AHCCCS (Medicaid) eligibility, you pay:
Monthly plan premium	\$0	\$42.60
Deductible	\$0	\$233. This is the 2022 cost sharing amount and may change for 2023. BCBSAZ Health Choice Pathway will provide updated rates as soon as they are released. \$505 per year for Part D prescription drugs based on your level of AHCCCS (Medicaid eligibility).
Maximum Out-of-Pocket Responsibility (this does not include prescription drugs)	\$0	\$7,550



These extra benefits are available at no extra cost for BCBSAZ Health Choice Pathway (HMO D-SNP) members!



Dental services

You receive a **\$4,000** allowance every year towards preventive and comprehensive dental services like dentures, crowns, fillings, extractions, and endodontics.



Vision services

You receive a **\$450** allowance towards your choice of contacts and/or eyeglasses (lenses and frames) every year, and 1 routine eye exam every year.



Hearing services

You receive a **\$2,500** allowance every year for hearing aids, for both ears combined, in addition to 1 evaluation/fitting every year, and 1 routine hearing exam every year.



Over-the-Counter (OTC) benefit

You receive a **\$380** allowance every 3 months towards over-the-counter health items such as toothpaste, bandages, antacid, sunscreen, cold medicine, pain relievers, and much more!

- PLUS:**
- ✔ Food and produce card
 - ✔ Dental, Vision, and Hearing flex card



Transportation services

Up to **36** additional one-way trips every calendar year.



Fitness benefit

Membership to a participating fitness center or home fitness kit and access to other healthy resources! Visit **SilverandFit.com** for more information.



Telehealth services

You can talk to a primary care provider, specialist, or urgent care from the comfort of your own home 24 hours a day, 7 days a week. Not all medical conditions can be treated through virtual visits.



Healthy Rewards program

We want you to be as healthy as you can be. You can earn up to \$75 for taking care of your health and completing certain healthy activities.

- ✔ Housing and Utilities Flex Card



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.
HealthChoicePathway.com



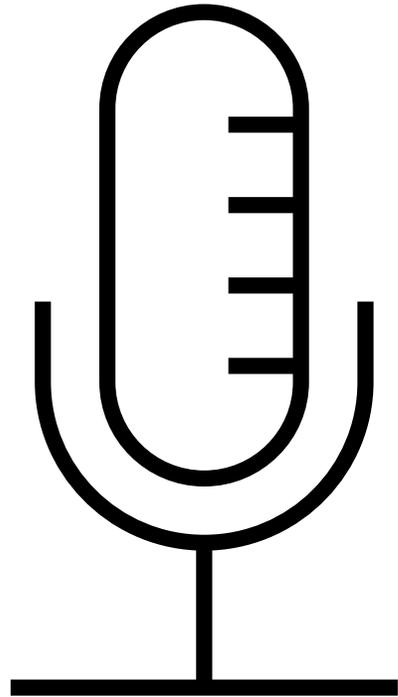
Health Choice

An Independent Licensee of the Blue Cross Blue Shield Association

Member Communication Discussion

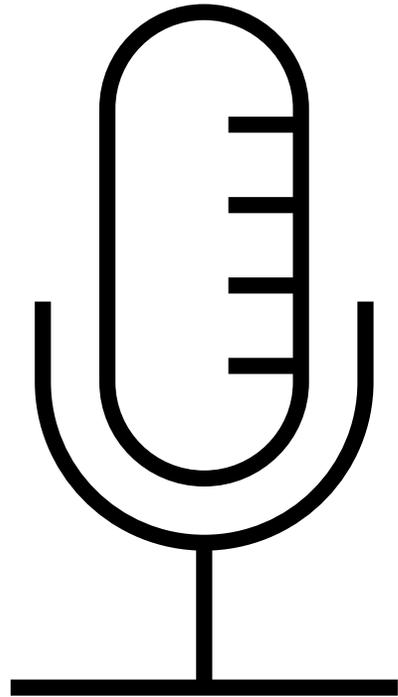
Lucia Lewis

Let's Talk Improvement



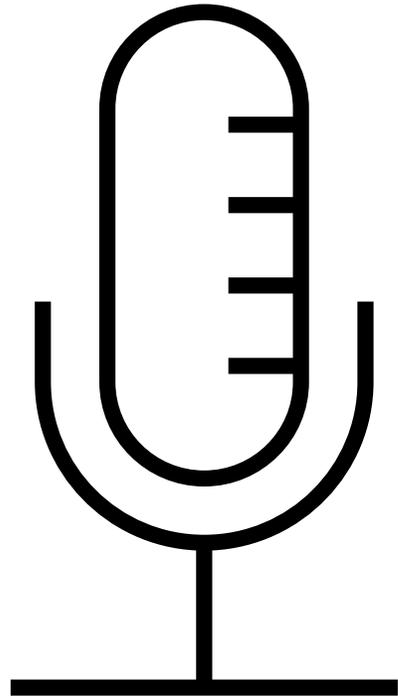
**How can we
improve your
experience?**

Let's Talk Improvement



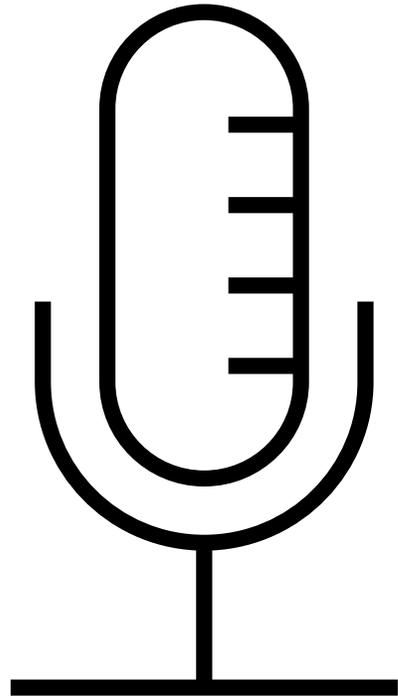
- 1. How is the Drug Prescription Drug Plan working?**
- 2. Did you know we offer a Mail Order Prescription program at no cost?**
- 3. What are barriers to members using mail order for medication delivery?**

Let's Talk Improvement



- 1. Do you use your OTC benefits? If no, what are the barriers?**
- 2. Is it easy to access OTC benefits?**
- 3. Your thoughts on the combined card with OTC and Member Rewards?**

Let's Talk Improvement



- 1. What benefit do you have the most challenges with?**
- 2. How are our Providers treating you?**
- 3. What can we do to make benefits and services known to you?**



An Independent Licensee of the Blue Cross Blue Shield Association

Health
Choice