

LIVE HEALTHY!

Member Newsletter Spring 2024



Health
Choice



Thank you

for being a member
of BCBSAZ Health Choice.

As we start the new year, it is important to think about health screenings your provider recommends. We want to share information about future mammogram screenings. We have times and dates set. All you need to do is show up.

Women ages 50 to 74 receive a \$50 reward for getting this important screening through our **Healthy Rewards** program. Visit **BCBSAZ Health Choice member mammography events** to learn more about the dates, times, and locations of our mammography screenings.

Please give us your feedback

What is also important is to hear from you. We need your input to become an even better partner in providing healthcare services. Please consider **joining our Member Advocacy Council (MAC)**. It is open to all members, designated caregivers, and guardians.

Members who join and participate receive a \$25 gift card per meeting. More information is on page 2.

We also have a **Youth Leadership Council (YLC)** designed for 16 to 21-year-olds. YLC provides a fantastic opportunity for young adults to gain volunteer hours while adding wonderful experience to their resumes. YLC members also receive a \$25 gift card per meeting.

You are never alone – available resources for families and individuals

We want to remind you that being a part of the BCBSAZ Health Choice family means we are here not only to keep you healthy, but to provide resources when times get tough. The **BCBSAZ Health Choice Office of Individual and Family Affairs** can be contacted by anyone needing assistance with mental health and substance use challenges. You and your family are not alone with BCBSAZ Health Choice.

Reminder about responding to AHCCCS

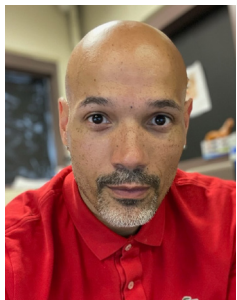
Remember to always respond if you receive mail from AHCCCS.

BCBSAZ Health Choice members can call our Community Assistor team about your AHCCCS coverage or eligibility. They are available Monday through Friday, 8 a.m. to 5 p.m. at **1-844-390-8935**.

You can also visit **HealthEArizonaPlus.gov** to update your AHCCCS information.

BCBSAZ Health Choice Veteran Services

We want to remind our veterans and active military personnel about services for our veterans.



Dwayne Gwinner

Dwayne Gwinner has joined BCBSAZ Health Choice in the role of Veteran Services and Emergency Response Coordinator.

Dwayne has more than 20 years of combined experience in both healthcare and military service.

Dwayne previously worked for Kaiser Permanente for 14 years, and recently transitioned from active-duty Air Force, now serving in the Air Force Reserves as Military Police.

In the role of Veteran Services, Dwayne's primary goal is assisting veterans and their family members who may need assistance with employment, housing, food services, self-care, mobility, and behavioral health.

BCBSAZ Health Choice partners with several agencies and make those services available to our veteran communities. Call Member Services at **1-800-322-8670, TTY: 711**, Monday – Friday from 8 a.m. to 5 p.m. if you are a veteran and have questions or need assistance.

Well Child Visits Keep Kids Healthy

They are at no cost and best for keeping kids healthy. You can also earn up to \$150 in gift cards through our **Healthy Rewards** program.

Taking your child to the provider for well child visits (also called Early Periodic Screening, Diagnostic, and Treatment (EPSDT) appointments) is one of the most important things you can do to keep your child healthy.

At each well child visit, your provider will check your child's health and growth. The provider will also make sure your child gets their immunizations, including the flu shot.

You should take your child to the provider for an EPSDT visit as follows:

- 3-5 days old
- 1, 2, 4, 6, 9, 12, 15, 18, 24, and 30 months old
- Yearly between the ages of 3 through 20 years old

To learn more, see page 44 of your **BCBSAZ Health Choice Member Handbook**.





WE NEED YOUR HELP!

Certain BCBSAZ Health Choice members can expect a survey in the coming months. Your responses will enhance the quality of services, so kindly return it using the enclosed prepaid envelope. Thank you for your time and valuable feedback. Please call Member Services with any questions.

Don't ignore mail from AHCCCS

If you receive mail from AHCCCS for information, please respond. You can log in to healtharizonaplus.gov or call our Community Assistor line at **1-844-390-8935** for assistance. We're here to help you maintain healthcare coverage.

We Need to Hear from You

At BCBSAZ Health Choice, we believe our members are important when it comes to making healthcare better for all. That is why we invite you to join our Member Advisory Council.

The MAC is an opportunity for you to share your stories and experiences to help us improve.

Why Join the MAC?

Make a difference! Your participation in the MAC will directly influence the decisions we make at BCBSAZ Health Choice.

- **Champion diversity, equity, and inclusion:** Help us create a healthcare system that is fair and accessible to all, regardless of background.
- **Be a voice for change:** Share your ideas for improvements.
- **Make new friends:** Meet others who want to make a difference in healthcare for all.
- **Learn more about BCBSAZ Health Choice:** Learn more about BCBSAZ Health Choice and the care that is available to you.

Receive a \$25 gift card for each meeting you attend! Together, we can make healthcare better for all. For more information contact Maria Reyes, Member Liaison Coordinator at **602-864-5779** or email Maria.Reyes@azblue.com.

Translation Services

We can assist if English is not your primary language, or if you have difficulty hearing.

We have interpreter services available to you; your provider can have these available too at your appointments:

- Oral translation
- Written translation
- Sign language
- TYY/TDD services

Call BCBSAZ Health Choice Member Services at **1-800-322-8670, TTY: 711** for assistance. We are open Monday – Friday from 8 a.m. to 5 p.m.

How to Contact BCBSAZ Health Choice Centers of Excellence Providers

BCBSAZ Health Choice has Centers of Excellence (COE) providers to assist with complex health situations. Members are encouraged to use our COEs when getting care in these areas. Members or caregivers can self-refer for evaluation or be referred by their current primary care or behavioral health provider. See the different specialty areas below.



Adolescent Substance Use Disorders:

Treatment and family support for youth up to age 21 with substance use disorders. Includes covered behavioral health services with specialization in therapy, medication assisted treatment, and peer support for adolescents.

Community Bridges, Inc.

Mesa, Payson, & statewide
via telemedicine
communitybridgesaz.org
1-877-931-9142

Terros Health

Phoenix
[teroshealth.org/
cafe-27-youth-center/](https://teroshealth.org/cafe-27-youth-center/)
602-389-3660

Autism Spectrum Disorder:

Evaluation and treatment for individuals who meet diagnostic criteria for autism. Includes all covered behavioral health services, in addition to wrap-around services in occupational therapy, speech therapy, peer support, primary care and more.

The Guidance Center

Flagstaff
tgcaz.org
928-527-1899

Southwest Autism Center of Excellence

Mesa, Phoenix, & statewide
via telemedicine
[www.sbhservices.org/
southwest-autism-center](https://www.sbhservices.org/southwest-autism-center)
602-265-8338

Birth to Five:

Behavioral health services for young children, aged 0 to 5, and their families to help support early childhood development and behaviors. Services include therapy, psychiatry, case management, and family support from professionals who specialize in this population.

Polara Health

Prescott, Prescott Valley,
Chino Valley, & Camp Verde
[polarahealth.com/children-
services](https://polarahealth.com/children-services)
928-445-5211

First Episode Psychosis:

Specialized services for youth and young adults early in their diagnosis. Includes all covered behavioral health services, with wraparound peer and family support, individual and group therapy, housing and employment support, and coordination with primary care.

The Guidance Center

Flagstaff

tgcaz.org

928-527-1899

Resilient Health

Phoenix

resilienthealthaz.org/

1-877-779-2470

Pain Management:

Pain management services for adults with chronic pain offered in an integrated setting. Programs include access to specialists in pain management, psychiatry, therapy, peer support, and alternative treatments such as yoga, massage, chiropractic, or acupuncture. Pain Management services may require Prior Authorization.

Recovia

Mesa & Phoenix

recovia.com

480-270-8148

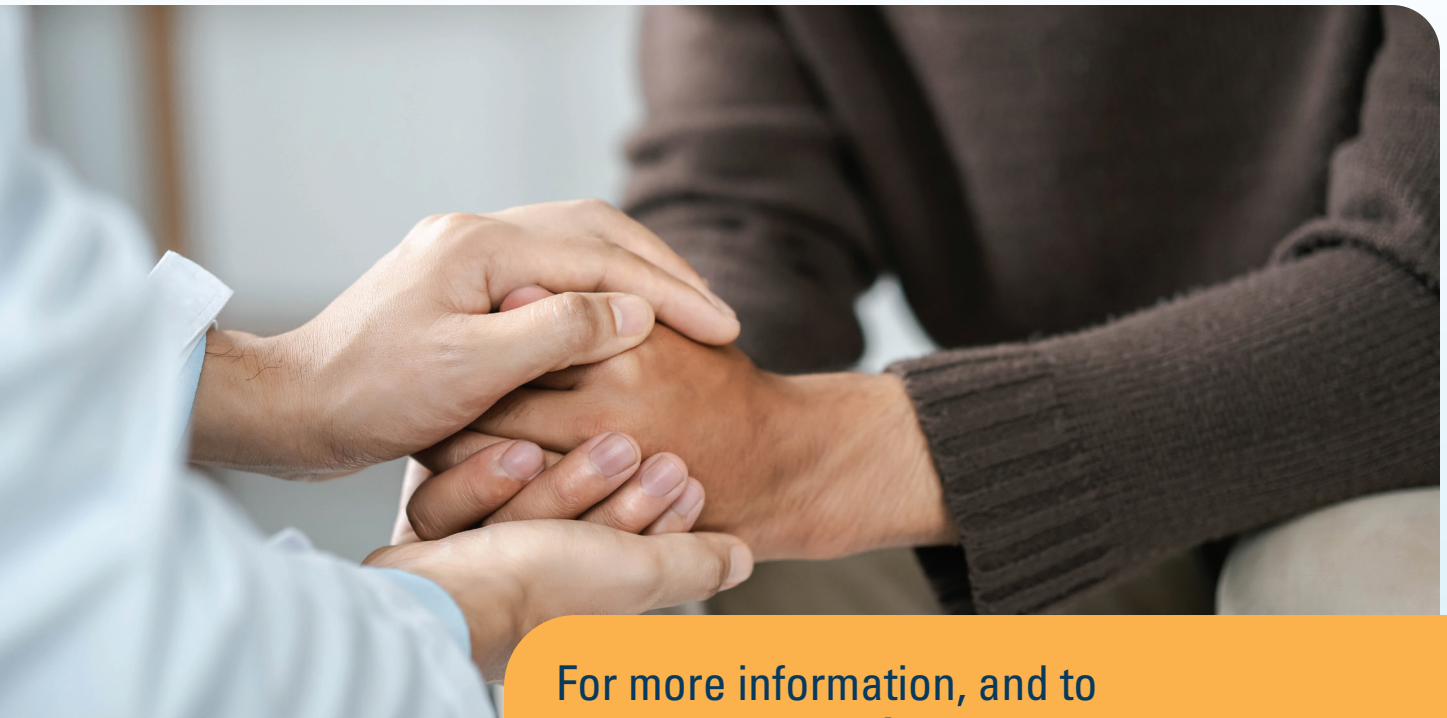
Transitional Aged Youth:

Behavioral health services for youth transitioning from childhood to adulthood, aged 15 to 21. Includes all covered behavioral health services, including wraparound peer support, therapy, transition facilitation, housing and employment support, and coordination with primary care.

Jewish Family and Children's Services

Gilbert, Glendale, & Phoenix

**[jfcsaz.org/our-services/
family-youth-children/
transition-to-adulthood/](http://jfcsaz.org/our-services/family-youth-children/transition-to-adulthood/)**
602-279-7655



**For more information, and to
check back on COE changes, visit
Centers of Excellence - Providers - BCBSAZ Health Choice
(healthchoiceaz.com)**

Suicide Prevention Assistance

- Remember the numbers **9-8-8** or **2-1-1** (Press 7) should you think about hurting yourself or if a loved one is thinking about hurting themselves.
- Suicide was responsible for 48,183 deaths in 2021, 1,475 of those in Arizona, which is about one death every 11 minutes.
- When calling or texting **9-8-8**, you'll be connected with a trained crisis counselor at no cost.
- Counselors are available 24/7, every day of the year. Visit the 988 Suicide and Crisis Lifeline for more information at **988lifeline.org**. You can also find additional resources by visiting AZ 2-1-1 at **211arizona.org**.

Introducing You to the BCBSAZ Health Choice Quality Improvement Program



How We Make Sure You Get Needed Care from Quality Providers

Health Choice has a Quality Improvement (QI) program. The goal of the program is to improve member experience and health. Our teams coordinate needed services to improve your health. We monitor our providers to ensure you can get appointments.

We assist our members to get preventive services so you can stay healthy.

More information about our performance can be found on our website at **healthchoiceaz.com/members/quality-performance-measures/**.

Members can ask for information about the QI program by calling Member Services at **1-800-322-8670, TTY: 711**.

We want our members to have safe access to services by requiring our providers in our network be reviewed before they can see our members. We check their license and other important information. We provide material to all our members on the importance of preventive screenings.

We want our members to schedule and keep annual appointments.

Please let us know if we can assist with how to talk with your Provider about your health status, medication use, and health care needs.



Ready to kick the habit in the new year?

If you smoke or use tobacco, one of the best ways to get healthy is to quit.

Tobacco use puts you at high risk for cancer, heart attack, stroke, and even sexual problems. The risks are even greater if you have diabetes, you are overweight, or you have other health problems.

A pregnant mom who smokes is also risking the health of her unborn baby.

Studies show drugs, stop-smoking aids, counseling, support, and habit changes can assist in helping you quit.

Take That First Step:

- Decide to stop smoking and set a date.
- Get support from family and friends.
- Quit with a friend or partner.
- Get help from your doctor.
- Call BCBSAZ Health Choice and Arizona Smoker's Helpline (ASHLine) **1-800-556-6222** or visit **ashline.org**.
- The ASHLine can give you free samples of stop-smoking aids.
- The ASHLine can also give you counseling and support to help you kick the habit.

BCBSAZ Health Choice is here to assist you in kicking the habit!

Important Information at Your Fingertips

Here is just a sampling of the type of information you can find in your Member Handbook found online at **healthchoiceaz.com/members/member-handbooks** and our website at **healthchoiceaz.com**.

- Your Rights and Responsibilities (including Privacy and Confidentiality Rights)
- How to find a Specialist
- Interpreter Services; and availability of materials in alternate formats
- Quality Improvement Programs and Utilization of Services
- How to File a Grievance or Appeal an Adverse Decision
- Advance Directives (End of Life Decisions)

If you have questions or concerns about any of the above, please contact Member Services at **1-800-322-8670, TTY: 711**, Monday – Friday from 8 a.m. to 5 p.m. and a representative will assist you.

If you would like to view the handbook online visit: **healthchoiceaz.com/members/overview/** and click on the Member Handbook link.

Important Phone Numbers:

BCBSAZ Health Choice

Member Services:

1-800-322-8670, TTY: 711,

Monday – Friday (except holidays),
8 a.m. – 5 p.m.

BCBSAZ Health Choice

Nurse Advice Line:

1-888-267-9037, available 24 hours
a day, seven days a week

BCBSAZ Health Choice

Transportation to medical appointments:

602-386-3447

Please call 72 hours or three days
before your appointment to schedule
a ride. The transportation line is
available 24 hours a day, seven days
a week.

24-HOUR SUICIDE AND CRISIS HOTLINES:

988 Suicide & Crisis Lifeline:

988 (call or text); **2-1-1** press 7

24/7 Arizona Statewide Crisis Hotline:

1-844-534-HOPE

National Substance Use and Disorder Issues Referral and Treatment Hotline:

1-800-662-4357

Text: Text the word “HOME” to **741741**

Veterans Crisis Line:

1-800-273-8255 Call or text **9-8-8**

Be Connected for veteran specific resources
(**1-866-4AZ-VETS** or **1-866-429-8387**).

If you or a loved one are having a medical
emergency, call **911**.

BCBSAZ Health Choice complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

English: ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call **1-800-322-8670, TTY: 711**.

Español (Spanish): ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-322-8670, TTY: 711**.

Diné Bizaad [Navajo]: Díí baa akó nínízin: Díí saad bee yáníłt'i'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiił'eh, éí ná hóló, kójj' hódíłłnih **1-800-322-8670, TTY: 711**.

All health information is for educational purposes only, and is not a substitute for medical treatment, advice, or diagnosis by a healthcare professional. Talk to your doctor before undertaking any medical treatment, exercise program, or dietary change.